EXHIBIT 1 – TECHNICAL REQUIREMENTS

Exhibit 1.0 Technical Requirements

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1.01 Voice Services

The Wireless Voice Service shall use digital technology as the primary communication mode. The grade of service with respect to circuit quality, reliability, security, call completion, and time of access shall be equal to or exceed that provided to other commercial subscribers within the wireless voice services system's published service area. The service shall include:

(a.) Unrestricted full duplex mobile-to-mobile and mobile-to-landline (PSTN) communications;
(b.) Half-duplex push-to-talk (PTT) communications, optional;
(c.) Florida, Statewide roaming at no charge;
(d.) Nationwide calling (no domestic long distance);
(e.) No answer/busy transfer to voicemail; call forwarding; call waiting; and three-way calling;
(f.) Voice mail;
(g.) Caller ID and caller ID block;
(h.) Messaging (MMS and SMS text messaging).

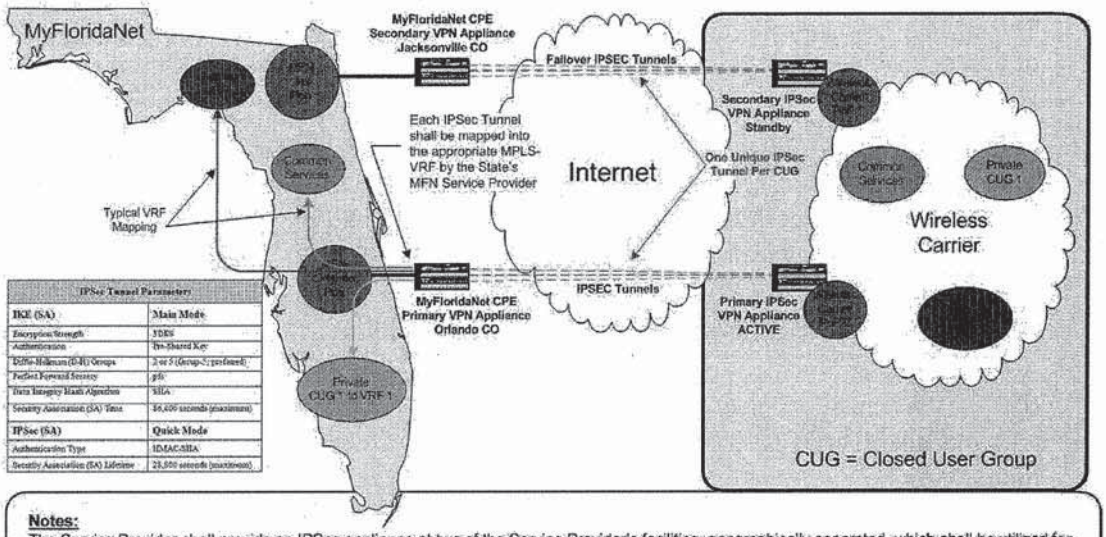
By default, international calling shall be disabled, hence DMS shall not be charged for any incurred international charges unless DMS issues an order to enable international calling.

1.02 Cellular Wireless Data Services Overview

The Wireless Data Service component shall provide non-proprietary wireless TCP/IP data communications terminating on the MyFloridaNet (MFN). Closed user groups shall be created and maintained by the Service Provider within their network designed in such a manner to isolate closed user group's member IP traffic from all other IP traffic. The end-user's wireless data transmission device shall be provisioned to continuously operate within the appropriate closed user group by the Service Provider's mechanism.

The Service Provider shall provide redundancy (auto-failover) between the MFN primary **Network-to-Network Interface** (NNI) node (Orlando, Florida) and the MFN secondary NNI node (Jacksonville, Florida). The Service Provider NNI network devices (i.e. IPSec VPN appliances etc.) shall be configured, by the Service Provider, to monitor IP network connectivity between the Service Provider and the MFN facility. In the event of an IP connectivity failure at the Service Provider's primary site and the applicable MFN node facility, the Service Provider's network shall auto-failover to their secondary facility and start routing end-user wireless data traffic to the applicable MFN node facility within five-hundred (500) seconds measured from the failure occurrence time.

IPSec Internet Based NNI for Wireless Data Connectivity



Notes:

The Service Provider shall provide an IPSec appliance at two of the Service Provider's facilities, geographically separated, which shall be utilized for a primary and secondary (redundant) Internet based IPSec NNI connection to MFN. The Service Provider shall designate one site as the primary and the other site as the secondary for failover. The Service Provider's secondary IPSec appliance shall at all times be configured to provide full failover for their primary IPSec appliance in the event of a primary failure. Likewise, the Service Provider shall provision their primary and secondary VPN appliances to redirect all IPSec traffic to the MFN secondary VPN appliance in the event the MFN primary VPN appliance fails. After the failure has cleared the Service Provider's primary VPN appliance shall (over time) automatically reestablished the IPSec tunnels to the MFN primary appliance.

In cooperation with the MFN contractor, the Service Provider shall configure a unique IPSec tunnel for each closed user group's IP traffic. Each unique IPSec tunnel shall be configured to terminate on the primary MFN IPSec appliance and configured to failover to the MFN secondary VPN appliance as required. The State shall provide two unique publically routable IP addresses for each closed user group's IPSec tunnels (primary and secondary failover) one to be used to terminate the tunnel on the MFN primary appliance and the other to be used for the MFN secondary appliance tunnel termination. Other details shall be provided during the negotiation sessions and/or as required.

Closed user group IP traffic shall be routed to the MFN via the Internet utilizing IPSec tunnels in cooperation with DMS and the MFN contractor. The Service Provider shall configure a unique IPSec tunnel for each closed user group's IP traffic as specified by DMS. The closed user group naming convention (or network identifier) shall be mutually agreed upon by DMS and the Service Provider. Each closed user group's network identifier shall correlate to a unique IPSec tunnel. DMS shall provide the MFN IPSec tunnel termination IP addresses, IPSec pre-shared authentication keys, and tunnel configuration parameters for each IPSec tunnel. All communications regarding IP addresses, IPSec authentication keys, and tunnel configuration parameters shall be conducted in a mutually agreed upon secure manner. At no time shall this type information be transmitted in clear text across any non-secured (public) IP network.

The Service Provider shall configure each unique IPSec tunnel to terminate on the primary MFN IPSec appliance and also configure the tunnel to failover to the MFN secondary IPSec appliance. The state shall provide two unique publically routable IP addresses for each closed user group's IPSec tunnel (primary and secondary failover) (i.e. one to be used to terminate the tunnel on the MFN primary appliance and the other to be used for the MFN secondary appliance failover tunnel termination). DMS shall require the Service Provider furnish (at minimum) two publically routable IP addresses for the Service Provider's NNI IPSec appliances (one IP address for the primary and one IP address for the secondary).

Each wireless data transmission device that traverses the IPSec NNI shall have a state provided IP address configured within the wireless connectivity modem or device (smartphone, handheld computer, laptop, etc). Using the provided IP address, the Service Provider shall statically or

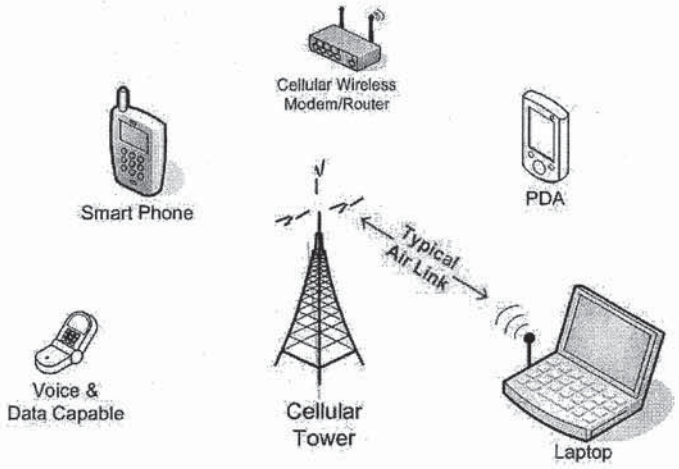
dynamically assign each device contained within a unique closed user group a permanently associated IP address. The Service Provider shall accommodate both public and private IP address space furnished by DMS. Each unique closed user group shall be configured within the Service Provider's IP network to utilize the applicable IP addresses as provided. At the MFN ingress point, each unique closed user group's IP traffic shall be logically mapped into the appropriate MFN MPLS VRF by the MFN contractor at the direction of DMS. Creations and/or modifications (adds, moves, or changes) within a closed user group's configuration shall not be made unless directed by DMS via the electronic service order process.

The Service Provider shall also adhere to the terms and provisions as set forth in Chapters 60FF-1, 60FF-2 and 60FF-3, Florida Administrative Code while delivering/providing the Services under this contract. (See https://www.flrules.org/gateway/Organization.asp?OrgNo=60ff).

AT&T shall create and maintain a custom Access Point Name (APN) for each closed user group. The APN shall be designed and configured so to isolate one closed user group's IP traffic from all other. Each custom APN shall correlate to a unique NNI IPSec tunnel in such a manner, the tunnel traffic can be mapped into the appropriate MyFloridaNet MPLS VRF.

1.03 Transmitted Data Security

All transmit data shall be secured between the wireless transmission end-user device and Service Provider's transmission antenna/tower (i.e. the air link) (see illustration below). Encryption across the air link is not required as long as the transmission scheme or algorithm secures the data equivalent to IPSec 56-bit encryption strength. No wireless communication transmission shall be permitted under this contract that does not meet this minimum data transmission security requirement.

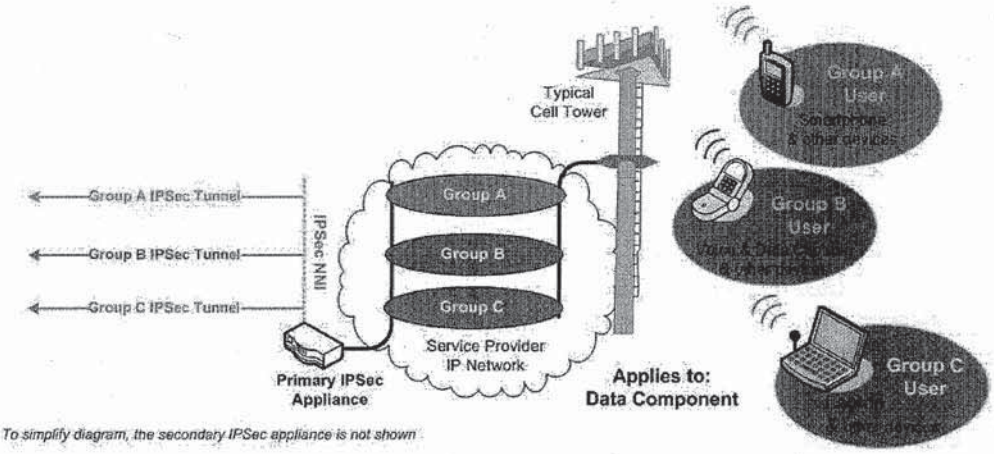


1.04 Closed User Group

Applicable to all customers routed to MFN via the IPSec NNI or utilizing an "Entity Specific Circuit***" , it is required that all end-user IP traffic be segregated into individual closed user groups while within the Service Provider's wireless and routed IP network. Each closed user group's IP traffic shall not be IP accessible to other user groups within the Service Provider's wireless and IP networks. DMS considers a virtual circuit, VLANs, or MPLS VRFs acceptable closed user group configurations; however, other isolation schemes are acceptable as long as the scheme provides equivalent isolation as referenced above. Each end-user's device shall be placed in the appropriate closed user group, by the Service Provider. The issued DMS electronic service order shall specify the closed user group a particular user shall be placed within. As required,

DMS and/or the customer (SUNCOM Eligible User) shall be allowed to have multiple segregated closed user groups configured within the Service Provider's network.

**** In this instance an "Entity Specific Circuit" is defined as a dedicated data transport circuit connected between the customer's and Service Provider's IP networks.*



At all points between the mobile device and the Service Provider's NNI IPSec appliance the end-user's IP traffic shall be isolated from all other IP traffic within the Service Provider's network. There shall be no "backdoor" or alternate paths into (or out of) this isolated environment which could allow access from any other entity or mobile device. Unless otherwise directed by DMS, there shall be no IP communications permitted between closed user groups within the Service Provider's network.

1.05 State Provided IP addresses (public and private)

The state shall be allowed to use state or customer owned publically routable IP address space as well as private IP address space in accordance with RFC 1918 on the Service Provider's network. It is understood by DMS and the Service Provider, the private IP address space allocated to the State of Florida by the Service Provider shall be mutually agreed upon by both parties. A mutually agreed upon private IP address allocation block assignment (or other agreed upon method) shall be accomplished within sixty (60) days from the contract execution date.

***Note:* Not all RFC 1918 private IP address space is available for use on the MFN network.**

The DMS electronic service order shall provide the Service Provider with the IP address (or range of addresses) that shall be associated (or used) with a particular device or closed user group. Each state provided IP address shall be assigned by the Service Provider **permanently** to a unique (one) transmission device for the life of the service. The issued DMS electronic service order shall specify the necessary IP address space to accommodate the user (or users) assigned to a particular closed user group. DMS will transmit the specific IP address to use for each mobile device through the electronic order. The Service Provider shall assign the IP-address to each mobile device and electronically update the DMS electronic service order system with the IP address assigned (as a check) before the order is closed-out. The DMS electronic service order system shall maintain a correlated record of each closed user group, the associated wireless devices, each device's electronic identifier(s), and the correlated IP address assigned to each device within each user group.

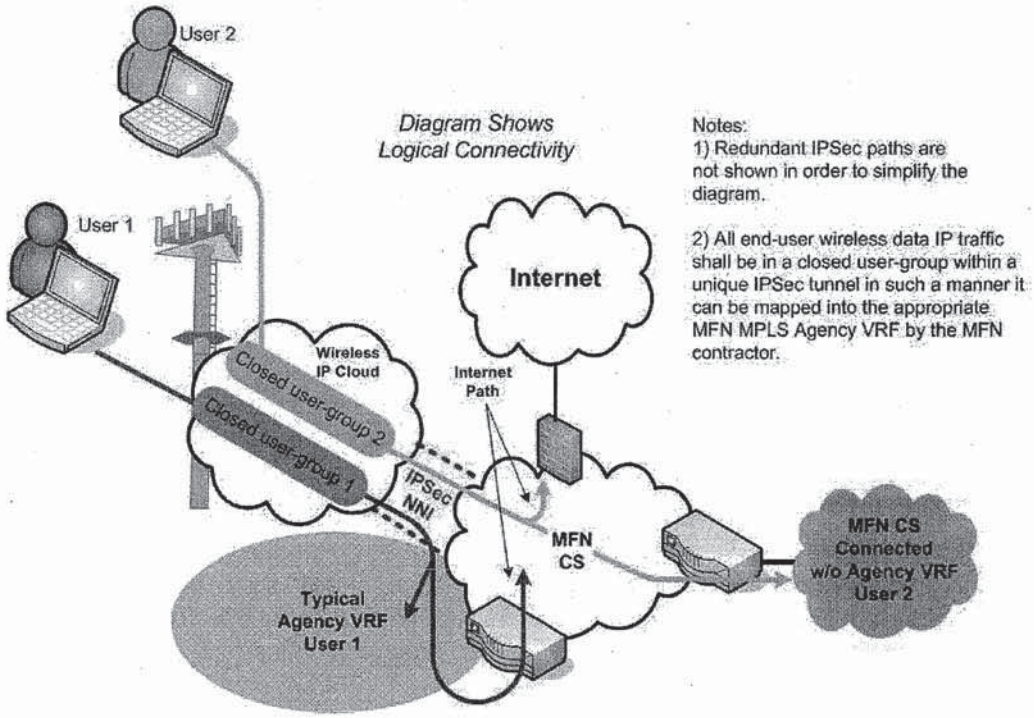
Static IP addressing is acceptable as long as the IP address is coded (hard or electronically) within the transmission device permanently. An IP address dynamically assigned to the transmission device is acceptable as long as the IP address remains persistent to that particular mobile device. The dynamic IP address assignment mechanism shall persistently assign the same IP address to the same mobile device from an IP address pool assigned to a particular closed user group. IP addresses shall remain as provisioned by the DMS electronic service order until a change is submitted by the DMS electronic service order to the Service Provider.

1.05.1 Wireless Device IP Routing Scheme with State Provided IP Addresses (Public or Private)

DMS shall provide the Service Provider the applicable IP address space required for each closed user group's wireless users. The Service Provider shall route state agency and SUNCOM eligible customers (connected to MFN) wireless data traffic to MFN across the Internet utilizing the IPSec NNI tunnels (i.e. one unique IPSec tunnel per user group). Applicable Internet access shall be accomplished through MFN using this IP addressing and routing scheme.

Note:

Neither DMS nor the Service Provider shall facilitate Internet connectivity for customers that own public IP address space but require private IP address space to be used for their wireless data users. If private IP address space is utilized by the customer, Internet connectivity shall be the responsibility of the customer using a customer controlled mechanism such as a NAT function, Internet proxy, or other customer controlled solution.



All DMS/SUNCOM IP traffic shall be isolated throughout the Service Provider wireless and IP routed networks. DMS shall have and maintain control related to setting security policies on MFN access and its Intranet traffic as well as NNI IPSec tunnel configuration parameters.

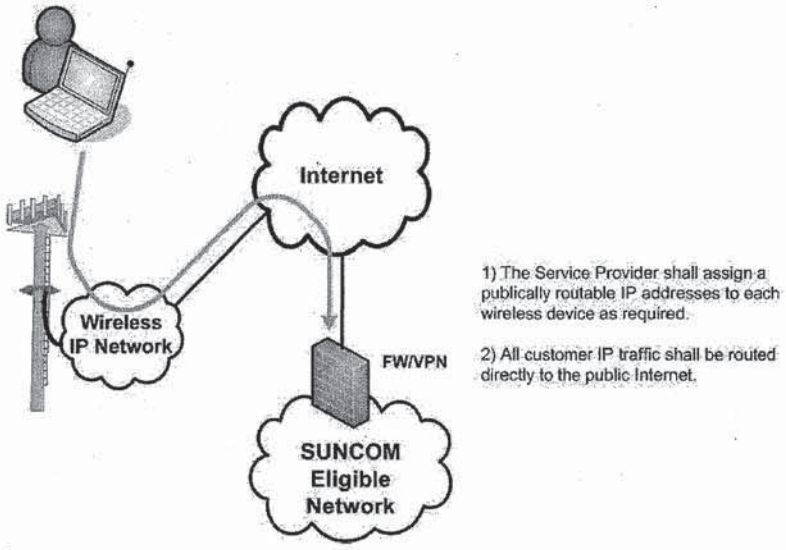
State Agencies and Non-State SUNCOM eligible entities connected to MFN shall use this method to access their network via MFN and the Internet.

1.06 Service Provider Furnished Publically Routable IP Address Space

The Service Provider shall furnish publically routable IP address space for customers that require their end-user wireless data IP traffic to be routed directly to the Internet by the Service Provider.

1.06.1 Wireless Device IP Routing Scheme with Service Provider Furnished IP Addresses (Public)

Available to Non-State SUNCOM eligible entities that are not connected to MFN, the customer (SUNCOM eligible entity) shall have the option of having their end-user wireless IP traffic routed directly to the Internet by the Service Provider. The Service Provider shall provide the appropriate publically routable IP address space as required to support this option.



The Service Provider shall provision and route all the end-users wireless data IP traffic directly to the Internet. This transport option shall facilitate encrypted VPN traffic for customers using a remote-access VPN concentrator to access their IP network, or facilitate Internet connectivity to web-servers or web-based applications.

The Service Provider shall **not** be required to create closed user groups for customers that require the Service Provider to route their wireless end-users IP traffic directly to the Internet. Also under this option, the Service Provider shall **not** be required to persistently assign the same IP address to a unique wireless device.

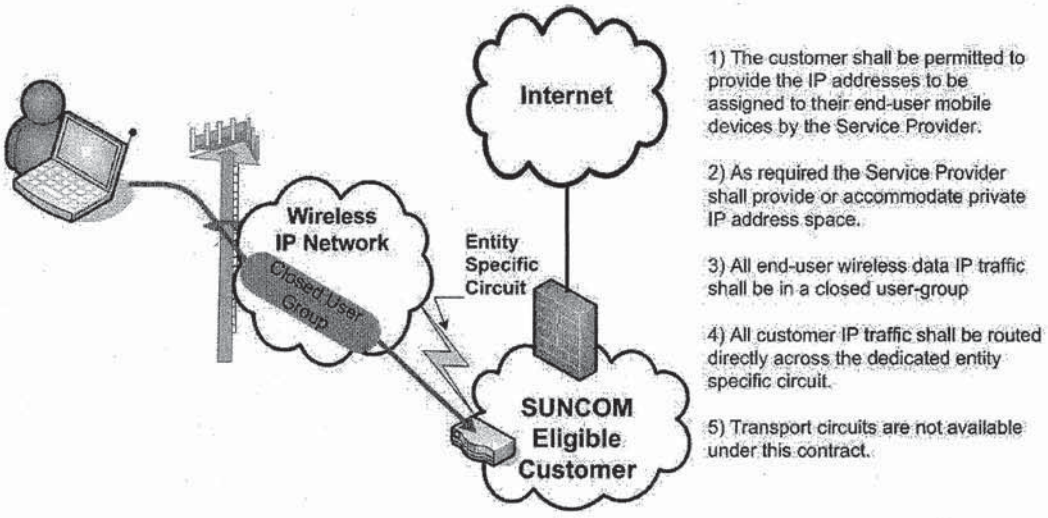
Applicable to State Agencies and Non-State SUNCOM eligible entities connected to MFN: Any state agency or SUNCOM eligible entity connected to MFN attempting to use this IP connectivity approach is required to obtain an approved "Exemption Request" from DMS. The

Service Provider shall not permit IP connectivity as described above to any network without DMS involvement and approval. See exemption below.

Exemption: *SUNCOM eligible customers that are connected to MFN using a filtered extranet connection are exempt from this stipulation. The Service Provider shall notify DMS of any direct Internet routing provided using this exemption so that the direct Internet connectivity can be documented as a non-security issue or risk.*

1.07 Entity Specific Circuit; Wireless Device Routing and IP address Scheme.

In this instance an "Entity Specific Circuit" is defined as a dedicated data transport circuit connected between the customer's and Service Provider's IP networks. The customer (SUNCOM eligible entity) shall have the option to route their end-user wireless IP traffic directly to their network by the Service Provider via a dedicated transport circuit. The Service Provider shall provide the appropriate private IP address space as required, or shall allow the customer to provide the applicable IP address space (public) that shall be utilized by the Service Provider to address their wireless devices provided in the service order. The customer may use private IP address space provided by DMS which shall be in accordance with the private IP address allocation block mutually agreed upon (or other agreed upon method) by DMS and the Service Provider.



Applicable to Non-State SUNCOM eligible entities not connected to MFN: The Entity Specific Circuit's associated cost shall be billed directly to the SUNCOM eligible entity by the circuit provider. Entity Specific Circuits are out of the scope of this contract and shall not involve DMS in the ordering, billing, provisioning, payment, network support, or other thereof.

Applicable to State Agencies and Non-State SUNCOM eligible entities connected to MFN: Any state agency or SUNCOM eligible entity connected to MFN attempting to use this IP connectivity approach is required to obtain an approved "Exemption Request" to use a filtered MFN extranet connection from DMS terminating at the Tampa MFN facility. The Service Provider shall not permit IP connectivity as described above to any network without DMS involvement and approval. See exemption below.

Exemption: *SUNCOM eligible customers that are connected to MFN using a filtered extranet connection are exempt from this stipulation. The Service Provider shall notify*

DMS of any direct connection made using this exemption so that the connection can be documented as a non-security issue or risk.

1.08 Service Provider Primary (Active) NNI IPSEC VPN Appliance

The Service Provider shall provide a primary (active) IPSec VPN appliance and Internet connectivity for that appliance at the Service Provider's facility. The initial IPSec VPN appliance shall be upgraded if the encrypted throughput reaches eighty-percent (80%) of the IPSec appliance's rated capacity or if the CPU utilization reaches eighty-percent (80%) of rated capacity or if the port throughput speed reaches eighty-percent (80%) of rated capacity. The available Internet bandwidth shall be increased by a minimum of twenty percent (20%) within ninety (90) days if the utilization reaches eighty-percent (80%) of capacity and maintained over any five minute period. DMS shall have "READ-ONLY" access to the primary NNI IPSec appliance including SNMP. The Service Provider shall permit the MFN network monitoring tools (Spirent & E-Health) access to monitor the IPSec appliance's performance metrics. The primary (active) NNI IPSec VPN appliance hardware and software configurations shall be at all times identical to that of the secondary (standby) NNI IPSec VPN appliance.

The Service Provider's IPSec appliances (both primary and secondary) shall support the following IPSec parameters:

IPSec Parameters	
IKA (SA)	Main Mode
Encryption Strength	3DES
Authentication	Pre-Shared Key
Diffie-Hellmans (D-H) Groups	2 or 5 (group-5 preferred)
Perfect Forward Secrecy	Pfs
Data Integrity Hash Algorithm	SHA
IPSec (SA)	Quick Mode
Security Association (SA) Lifetime	86,400 seconds (maximum)
Authentication Type	HMAC-SHA
Security Association (SA) Lifetime	28,800 seconds (maximum)
Simultaneous Active Tunnels	1000 (minimum)

The Service Provider's secondary (standby) IPSec VPN appliance shall at all times be configured to provide full failover for their primary IPSec VPN appliance so that IP connectivity to MFN is maintained in the event of a Service Provider's primary failure. The Service Provider shall provision their primary and secondary VPN appliances to redirect all IPSec traffic to the MFN secondary VPN appliance in the event the MFN primary VPN appliance fails and vice versa. After the failure has cleared the Service Provider's primary VPN appliance shall (over time) automatically reestablished the IPSec tunnels to the MFN primary appliance. Likewise, DMS shall provision the MFN primary and secondary VPN appliances to redirect all IPSec traffic to the Service Provider's secondary VPN appliance in the event the Service Provider's primary VPN

appliance fails and vice versa. The BGP routing protocol (and other mutually agreed upon mechanisms) shall be used to monitor, trigger, and measure any failover event. DMS shall monitor the primary and secondary IPSec VPN appliances via an IPSec tunnel configured to permit SNMP to enable the monitoring tools.

DMS shall deliver to the Service Provider the required IPSec tunnel configuration parameters for each closed user group's IPSec NNI tunnel. The Service Provider shall adhere to the provided configuration parameters while provisioning their IPSec VPN appliances.

1.08.1 Service Provider Secondary (Standby) NNI IPSec VPN Appliance

The Service Provider's secondary IPSec VPN appliance, the appliance's available Internet bandwidth capacity, operational software image, and programmable configuration shall at all times be identical (or equivalent) to that of their primary IPSec VPN appliance. At all times the secondary IPSec appliance shall be configured to provide full automatic failover for the Service Provider's primary IPSec VPN appliance. Any failover event shall be achieved within five-hundred (500) seconds. DMS shall have "READ-ONLY" access to the Service Provider's secondary NNI IPSec VPN appliance including SNMP. The Service Provider shall permit the MFN network monitoring tools (Spirent & E-Health) access to the VPN appliance to monitor its performance parameters. The Service Provider's secondary NNI VPN IPSec appliance hardware platform and configuration shall be at all times identical (or equivalent) to that of their primary NNI IPSec VPN appliance. DMS shall monitor the Service Provider's secondary IPSec appliance via an IPSec tunnel configured to permit SNMP to enable the monitoring tools.

1.09 Wireless Cellular Router or WWAN Cellular Modem

The acronym "WCR" shall be used to denote the "Wireless Cellular Router or WWAN Router or WWAN Cellular Modem".

The Service Provider shall make available under the contract a WCR. The WCR shall be used by SUNCOM Clients as an alternative transport to MFN and for other transport applications. The WCR shall be used in redundancy, mission critical (emergency), disaster recovery, and MFN mobility applications as defined below but shall not be limited to those listed. The Service Provider shall denote the recommended number of simultaneous users that each offered WCR can support. The WCR shall conform to all requirements contained herein unless otherwise noted:

a. Network / Transport Protocol TCP/IP, UDP/IP
b. 1 Network port (IEEE 802.11b,g Compliant)
c. WWAN Cellular Transmission Modem with Antenna
d. DHCP support, NAT support, VPN pass-through, Access Control List (ACL)
e. WCR Management Web GUI (HTTP) or CLI
f. Power Supply
g. Status Indicators- LINK, Link Activity, Power
h. Switched 4 Ethernet LAN ports, (IEEE 802.11b,g Compliant)
i. WI-FI transmission Radio-Ethernet (WI-FI Certified) with antenna
j. Program user access features and authentication method
k. Encryption Algorithm

The Service Provider shall provide all applicable WCR software and firmware for each device offered under the contract. The Service Provider shall provide to DMS a link to the WCR manufacturer's website where customers can download current software updates/releases, and software version release notes. As required, the Service Provider shall work with the customer and make a device recommendation based on a case-by-case analysis of the intended use of the device. All devices offered under the contract shall be certified (or tested) by the Service Provider to operate with the performance parameters claimed by the manufacturer on the Service Provider's network. Any device that does not meet the manufacturer's and/or the Service Provider's performance claims shall not be offered under the contract.

AT&T shall follow their certification process to ensure proper device performance and an acceptable user experience on their network. By certifying WCR devices, the integrity of the network (reliability and performance) is protected for all AT&T wireless network users. Our Specialty Vertical Devices are ordered through our partner CNM. CNM is an AT&T master OEM dealer specializing in providing non-stocked devices to AT&T customers.

Once a device is ordered, AT&T shall work with CNM either over the phone, or through a dedicated ordering portal to place the order. CNM will then confirm the order with AT&T to validate SKUs and pricing. Once validated CNM will then ship the device with warrantee return instructions to the SUNCOM Client. In addition, the Department will receive the wireless bill from AT&T including the one-time hardware charge.

1.10 Emergency Operations

The Service Provider shall upon notification from the State of Florida Emergency Operations Center (EOC), Emergency Support Function (2) (ESF-2), provide wireless phones, data modems, and service airtime during declarations via "Executive Order" (federal, state and local) disaster operations and disaster recovery. The Service Provider shall deliver to ESF-2 the specified quantity (up to 100) of activated wireless (voice and data) devices within 24 hours of receiving the ESF-2 request. Alternatively, the Service Provider shall use commercially reasonable efforts to deliver the devices to any accessible (officially ordered safe to enter) location within the Service Provider's service area as directed by ESF-2. All costs associated with the delivery of these services will be in accordance with Exhibit 3 ("Pricing").

1.11 Additional Security Features

In addition to the security requirement listed herein, the Service Provider shall provide additional security features designed into their integrated solution which blocks unauthorized access into the State's Intranet via the NNI and potential IP attacks. The additional security features shall be consistent with established DMS rules.

Inclusive to the service is secure tunneling, however all connections can easily traverse private MPLS infrastructure, with no exposure to the Internet. Most mobile devices will be using "private" RFC 1918 IP addressing, which cannot be routed over the Internet, assuring additional protection.

All over-the-air traffic is fully encrypted according to the 3GPP standards and all custom APN traffic is carried over dedicated VLANs for each customer within the AT&T Mobility core network.

1.12 Grade of Service

The grade of the Wireless Data Service provided by the Service Provider with respect to circuit quality, reliability, security, modem connection setup, and layer-3 routing propagation time, at a minimum, shall be equal to or exceed that provided to other commercial subscribers within the Service Provider's wireless data network.

AT&T has established certain service level objectives for AT&T's wireless GSM/GPRS/EDGE and 3G networks, as set forth in the table below. All measurements with respect to each network metric below are based on the national overall monthly performance of the applicable AT&T-owned wireless network (i.e., excluding microcells and all roaming providers' networks) and are not based on or specific to (i) End-users' use of such wireless network or (ii) a specific AT&T market. DMS acknowledges and agrees: (a) The Wireless SLAs constitute overall network performance targets; and (b) End-users may not experience such service levels even if they are achieved. (c) End-users' individual network experiences may differ from AT&T's actual network performance results due to Customer-specific situations and conditions.

AT&T Service Level Objectives	
Network Metrics	Wireless SLAs
Voice Accessibility	≥98%
Voice Retainability	≥98%
Data Accessibility	≥97%
EDGE Latency	≤450 milliseconds
EDGE Downlink Throughput	≥78 Kbps
HSPA Latency	≤240 milliseconds
HSDPA Throughput	≥700 Kbps
HSUPA Throughput	≥500 Kbps
SMS Delivery	≥97% within 2 minutes
Voicemail MWI Delivery	≥95% within 20 seconds

Description of Metrics;

Voice Accessibility: Voice Accessibility is measured as the ratio of total voice call connections successfully established on AT&T's GSM and/or 3G network(s) over total number of voice call attempts detected by such networks during a calendar month, excluding weekends and public holidays.

Voice Retainability: Voice Retainability is measured as the ratio of total successfully established voice calls on AT&T's GSM and/or 3G network(s) that are successfully retained (i.e., are not dropped prematurely) over total number of successfully established voice calls on such networks during a calendar month, excluding weekends and public holidays. A voice call is considered successfully retained if the wireless connection is maintained until terminated by either party.

Data Accessibility: Data Accessibility is measured as the ratio of total data sessions successfully established on AT&T's GSM and/or 3G network(s) over total number of data session attempts detected by such networks during a calendar month, excluding weekends and public holidays.

EDGE Latency: EDGE Latency is measured as the average round trip time for a packet of data to travel from an EDGE capable device to a server beyond the AT&T network, excluding the public Internet. The measurement is derived over a calendar month from EDGE testing devices geographically dispersed across AT&T's GSM/GPRS/EDGE network.

EDGE Downlink Throughput: EDGE Downlink Throughput means the harmonic mean data transfer speed experienced when downloading packet data to an EDGE capable device. The measurement is based on all EDGE data sessions detected by the AT&T GSM/GPRS/EDGE network over a calendar month.

HSPA Latency: HSPA Latency is measured as the average round trip time for a packet of data to travel from an HSPA capable device to a public server. The measurement is derived over a calendar month from HSPA testing devices geographically dispersed across AT&T's 3G network.

HSDPA Throughput: HSDPA Throughput means the harmonic mean data transfer speed measured with HSDPA capable devices when downloading packet data from a public server. The measurement is derived over a calendar month from HSDPA testing devices geographically dispersed across AT&T's 3G network.

HSUPA Throughput: HSUPA Throughput means the harmonic mean data transfer speed measured with HSUPA capable devices when uploading packet data to a public server. The measurement is derived over a calendar month from HSUPA testing devices geographically dispersed across AT&T's 3G network.

SMS Delivery: SMS Delivery is measured as the ratio of total SMS text messages that are successfully transmitted by a wireless device and delivered to the intended SMS recipient within 2 minutes over the total number of SMS text messages delivery attempts. The measurement is derived over a calendar month from GSM testing devices geographically dispersed across AT&T's GSM/GPRS/EDGE network.

Voicemail MWI Delivery: Voicemail MWI Delivery is measured as the ratio of total MWI notifications successfully delivered to the AT&T wireless voicemail recipient within 20 seconds after successful deposit of a voicemail message over the total number of MWI notification delivery attempts. The measurement is based on a calendar month from GSM testing devices geographically dispersed across AT&T's GSM/GPRS/EDGE network.

Additional Definitions: The following additional terms used in this section have the meanings set forth below:

(a) 3G means 3rd Generation and refers to AT&T's UMTS/HSPA network.

(b) EDGE means Enhanced Data rates for Global Evolution (or GSM Evolution), which is a 2.5 Generation (2.5G) high-speed digital data service provided by cellular carriers worldwide that use the GSM technology.

(c) GPRS means General Packet Radio Service, which is a digital wireless data technology used by cellular carriers using GSM.

(d) GSM means Global System for Mobile Communication, which is a digital cellular technology standard used in the wireless transmission of voice and data. GSM is the world's most popular wireless phone technology.

(e) HSDPA means High-Speed Downlink Packet Access.

(f) HSPA means High-Speed Packet Access, which is the technology used to handle data transmissions on AT&T's 3G network and which consists of both HSDPA (for the downlink) and HSUPA (for the uplink).

(g) HSUPA means High-Speed Uplink Packet Access.

(h) MWI means Message Waiting Indicator, which is a wireless device feature that displays the number of messages that have been received in a user's voice mailbox.

(i) SMS means Short Messaging Service, which is a wireless phone feature that allows the user to transmit and receive data messages of a limited size across two endpoints of a cellular network.

(j) UMTS means Universal Mobile Telecommunications System, which is the 3GPP version of 3G technology. UMTS carries the voice portion of a call on AT&T's 3G network (while the HSPA component of AT&T's 3G network handles data transmissions).

Quarterly Performance Report(s): AT&T shall provide DMS with quarterly performance reports showing the actual performance results for the network metrics identified in the Table above for the months in the previous quarter. Such quarterly reports shall be made available electronically to DMS via its customized AT&T Premier Enterprise web portal through which DMS and its authorized CRUs place orders and manage wireless service accounts in accordance with the contract. Thereafter, reports will be made available via Premier forty five (45) days after the end of each calendar quarter.

Note: *With the exception of SLAs listed within the SLA matrix contained within Exhibit 5, in no event shall the failure to meet the stated service level objectives contained within this section subject AT&T Wireless to any penalties or damages of any kind.*

1.13 Wireless Data User Authentication

The Service Provider shall implement a wireless data end-user authentication process that shall associate the SUNCOM end-user to a particular wireless device. The IP address assigned to that device shall be persistent to that device for the contract life of the device or until changed by a DMS electronic service order. The Service Provider shall maintain physical, electronic, and procedural safeguards to protect the security of their internal systems as well as the MFN network. The Service Provider shall secure DMS/SUNCOM information by, employing strong user authentication technology to make certain that only authorized devices connect to the Service Provider's wireless network and the MFN network. Also, the Service Provider shall implement internal and external security procedures to guard their networks and applications against unauthorized access. DMS shall be provided a copy of the Service Provider's associated security procedures upon request.

AT&T shall authenticate user devices via the SIM and the specific APN provisioning for the SIM. Customers can authenticate users via a network connection that is established with the device, or via a customer application on the device.

Each user group will be assigned a custom APN that shall be provisioned on the SIM account and cannot be assigned to any other account without special, specific permission. The IP addressing is done via the APN and is from the IP address pool assigned to that APN.

1.14 Wireless Data User Activity Logging

The Service Provider shall log and archive all user activity routed into MFN. The Service Provider shall include in the log file a unique line entry record for each individual connection a particular wireless data device makes to the cellular network. At a minimum, each line entry shall include the following parameters (in the shown order) for each connection event.

(a.) The actual date and time of connection initiation,

(b.) unique identifier assigned to the connection device, and if different the EID, billing identifier, or other,
(c.) closed user group name (or other) the wireless user is assigned to,
(d.) IP address assigned to the device for connected session,
(e.) total uplink data amount (in bits) transmitted over the connected duration,
(f.) total downlink data amount (in bits) received over the connected duration,
(g.) duration time (in minutes) of the connected session,
(h.) wireless device's associated ten (10) digit phone number,
(i.) account number associated with the transmit/receive wireless device, and
(j.) other information as recommended by the Service Provider or requested by DMS if available from the Service Provider.

The Service Provider shall capture the SUNCOM Client activity log file daily (each 24 hour period) starting (the next) and ending (the previous) capture at 12:00 a.m., simultaneously. Each capture of daily SUNCOM Client activity shall be available to DMS for a period of ninety (90) days. Upon specific request, the Service Provider shall provide the log file(s) to DMS within three (3) working days from the request date. Note: DMS prefers the log files be available via a web-server (or other) configured in such a way, DMS can download the log file(s) without requiring any assistance from the Service Provider.

Each daily SUNCOM Client activity log file shall be formatted with a delimit character so that Microsoft® Excel can import each delimited parameter into a separate spreadsheet column without issue, then capable of being sorted by the column.

DMS shall waive (not require) items c, d, and g (in the list above) until the Service Provider elects to enable that capability on their network. Currently, the AT&T network does not have the capabilities to deliver items c, d, and g in the Monthly Data Usage Detail Report.

AT&T shall provide this alternative solution: DMS personnel shall be allowed to log into the Premier eBill system and access the "Monthly Data Usage Detail Report." This report has the following data fields available:

1. Foundation Account
2. Foundation Account Name
3. AT&T Billing Account Number
4. AT&T Billing Account Name
5. Wireless Number
6. User Name
7. Market Cycle End Date
8. Usage Date
9. Usage Time
10. Charge Description
11. Roaming Description
12. In/Out
13. KB Usage
14. KB Usage Charge

These reports/extracts can be scheduled and automatically delivered to the State's Secure FTP server via the configuration of the report in Premier eBill.

Alternatively, instead of SFTP delivery of these CSV or Microsoft Excel detail files, AT&T also has the ability to use EDI for billing data export (see section 5.07.6). Mobility eBill has the ability to generate EDI 811 (X12/V4010/811) documents regarding call detail records and can deliver to OaSIS via:

- AS2
- Connect:Direct
- SFTP

1.15 Text Message Broadcast Services

The text message broadcast service shall have a method (or mechanism) to broadcast messages (via cellular number) to single individuals or a defined group of recipients including cellular numbers not associated with the awarded contract. The service shall include broadcast message scheduling and auto-triggered broadcast messaging based on dates, an event, or other. The broadcast message once initiated shall be delivered to the recipient(s) within five (5) minutes. The broadcast service shall include a management web interface (or GUI) accessible to the agency to manage their broadcast recipients and broadcast message content.

Service Utilization Example:

FDOT is seeking an electronic text messaging mechanism to communicate information to their SunPass customers. They anticipate sending text messages such as individual account status information (e.g. low balance), road conditions, or emergency directions. The defined group of cellular phone numbers receiving the broadcast will be made-up of SunPass customers who use the messaging service.

The proposed text message broadcast system shall be, an enterprise solution, capable of supporting multiple agencies with each agency having the ability of define multiple unique broadcast recipients.

The SUNCOM Client may require an Application Program Interface (API) be developed to provide electronic communication between the broadcast message service servers and the agency application database; therefore, include in the ITN response an hourly rate to develop the API. Be aware each agency shall require a unique API to their application databases.

AT&T shall provide the Global Smart Messaging Suite (GSMS) which fully meets the requirements of this section. This powerful web-based application hosted within the AT&T network is designed to meet large enterprise messaging and communication needs. AT&T Global SMS service enables two-way communication (via SMS and e-mail) between employees and, under DMS's control, opted-in consumer subscribers across most wireless carriers.

The following Global SMS features meet the requirements:

- Two-way, cross-carrier SMS, including mobile-originated text messaging
- SMS reach to subscribers in the U.S., Canada, and select international countries
- Software as a Service (web-based service)
- E-mail messaging
- Enterprise-wide permissions control (hierarchical and multi-workgroup)

- Archiving of all messaging activity
- Reporting and analysis tools
- Tools to integrate with existing messaging systems and applications
- 24/7 technical support provided by AT&T

In addition, AT&T shall, as requested, assist DMS with the development of domestic short codes that can be used for cross-carrier SMS messaging. If desired, the AT&T Global SMS platform can be extended for messaging to employees and consumers worldwide. Administrative controls available to DMS include:

- Define multi-workgroup hierarchy
- Set role-based user permissions
- Control user credits and costs
- Specify applications for users
- View reporting and analysis

The AT&T Global SMS platform can be directly integrated with existing systems, or used as a stand-alone web-based application supporting a wide variety of operations, including:

- Workforce management and communication
- Mobile marketing campaigns via SMS and e-mail
- Mobile commerce
- HR functions including job placement and staffing
- Shift confirmations and staff scheduling
- Reminders
- Voting, polling, surveying, sweepstakes

In addition to the standard GSMS functionality, AT&T can provide advanced application messaging modules:

WebSMS+—Extends the included outbound SMS capability by enabling advanced features such as permission management, reply management, scheduling, and prioritization of messages.

Campaign Manager—Provides DMS the ability to manage opt-in and opt-out permissions for SMS and e-mail bulk messaging. Authorized personnel can deliver bulk SMS and e-mail messages such as emergency alerts to citizens or staff. In addition, users can be polled and responses tabulated to determine the scope of a situation, such as the extent of a power outage.

Inbound and Inbound+—The Inbound application receives SMS messages generated in the field by mobile devices. Incoming messages can be automatically sorted, parsed, and a response is generated to confirm receipt or provide interim instructions. Inbound+ further extends the capabilities of the system by enabling multi-question campaigns, voting, polls, and surveys.

eMailer and eMailer+—Used to complement the basic SMS capabilities of the system, the eMailer application enables e-mail as a multi-modal communication tool. eMailer+ enables advanced e-mail features such as adding attachments, providing user unsubscribe controls, stored templates, destination filtering, and delivery rate control. With these tools, DMS and other user departments can develop libraries of complex, pre-planned, and approved communications that can be sent out as part of community news, disaster instructions, or in response to queries from the public.

Outlook 2007 Plug In—Authorized users can send cross-carrier messages via the AT&T Global Smart Messaging Suite without leaving the Outlook user interface.

Lotus Domino Plug In*—Domino users are able to send cross-carrier messages via the AT&T Global Smart Messaging Suite without leaving the Domino user interface. (NOTE: Domino Admin Center server software must be installed behind Customer's company firewall.)

SalesForce.com Plug In—SalesForce.com plug in extends SalesForce.com to be able to send cross-carrier SMS (domestic and international) via the AT&T Global Smart Messaging Suite without leaving the SF user interface. (Note: SalesForce.com software plug-in must be downloaded from the SalesForce.com application store.)

StaffMatch—Staff Match automates the time-consuming process of contacting staff to fill shifts. With Staff Match, you simply define your shift (date, time, location), the role you need to fill, and any specific qualifications and press send. Staff Match will send an SMS message to all staff in your employee pool that meet the criteria you have selected. Staff simply responds with a 'Y' or an 'N' and the shift is allocated to the first 'Y' responses received and sends an acknowledgement to the successful bidders. Staff Match also advises unsuccessful bidders accordingly.

Reminder—Reminder is an automated SMS appointment-confirmation solution that enables appointment reminders to confirm appointments via SMS, which can help ensure that customers are contacted to reduce failure to attend rates.

StaffSafe—StaffSafe enables enterprise organizations to keep in touch with their field-based workforce. StaffSafe enables the ability to create and schedule staff checks via SMS; confirm status from the field via SMS; escalate when messages are unanswered and provide real-time reporting of employee status. The solution can be integrated into existing workforce management systems for job dispatch and tracking to help ensure a smooth end-to-end process flow.

Mobile Authenticator—Mobile Authenticator provides your employees or customers access to your online services via a 2-factor mobile authentication system. Mobile Authenticator takes advantage of the ubiquity of the mobile phone to deliver a one-time password via SMS, delivering the same benefits as a hardware or software token without all the administrative overhead.

AT&T Global Smart Messaging Suite comes pre-configured with one or more application licenses, including the WebSMS application with features to enable outbound SMS, eMailer+ with features to enable advanced e-mail management, reporter to enable historical and performance reports, as well as the administration and API licenses for setup and integration with existing company systems.

1.16 Messaging Logging Service

All messages (transmit/receive) shall be logged upon the end-user's request (order submittal). The Service Provider shall capture a unique message log file daily (each 24 hour period) starting (the next) and ending (the previous) capture at 12:00 a.m., simultaneously. The Service Provider shall provide the previous month's daily logging files to the end-user within the first ten (10) days of the month by electronic data transfer and electronic storage media (DVD, CD, etc.). It shall be required the logging files be available for a period of sixty (60) days via a web-server configured in such a way, the records can be downloaded without requiring any assistance from the Service Provider. The log file shall be formatted so that the files can be import into an electronic spreadsheet without issue and capable of being sorted by device identifiers, user account number or other identifier as listed below. The log file shall include for each message (at a minimum) the listed identifiers:

(a.) Minimum Identifiers, Content and Network:

(b.) Handheld device identifiers;

(c.) associated user account number;

(d.) message send date/time;

(e.) message receive date/time;

(f.) message content, sent;

(g.) message content, receive;

(h.) wireless network identifier;

(i.) other information as recommended by the Service Provider or requested by DMS if available from the Service Provider.

DMS shall waive (not require) items f, g, and h (in the list above) until the Service Provider elects to enable that capability on their network. Currently, the AT&T network does not have the capabilities to deliver items f, g, and h in the Message Usage Detail Report.

The message log file shall have a unique line entry which contains the listed identifier fields separated by a delimit character such as a comma (,).

AT&T shall provide this alternative solution: DMS personnel shall have the ability to log into Premier eBill system and access the "Monthly Message Usage Detail Report". This report currently provides for items a through e (in the list above). These reports/extracts can be scheduled and automatically delivered to the State's Secure FTP server via the configuration of the report in Premier eBill. Alternatively, instead of SFTP delivery of these CSV or Microsoft Excel detail files, AT&T also has the ability to use EDI for billing data export.

1.17 Geographical Device Tracking Service

The geographical device tracking service shall have a method (or mechanism) to track individual wireless devices within the State of Florida. The device's location shall be tracked utilizing latitude and longitudinal (Lat-Long) coordinates. It is desired the device logging interval be a parameter controlled by the SUNCOM Client but if not possible, the Lat-Long coordinate shall be logged on a defined interval in minutes continuously during designated time periods. The logged information for each individual device shall be electronically stored and maintained by the Service Provider for a period of thirty (30) days. A daily record (electronic file) of all logged devices activity shall be provided to DMS via agreed upon electronic transfer protocol daily and/or upon request.

The geographical device tracking service shall include a management web interface (GUI) accessible to the SUNCOM Client that shows relevant devices' general location in real-time. The web interface shall plot individual device day history locations, and real-time location on an electronic Florida road and county map. The mapping software shall be capable of filtering based on a defined group of devices or a single unit.

The Service Provider shall identify all devices in their product database that support the geographical tracking functionality noting the degree of accuracy for each. Any device not supporting geographical tracking functionality shall be noted on the Service Provider's ordering interface (the tracking feature option shall be disabled for ordering purposes), and the Product Catalog submitted to DMS.

The Service Provider shall not provide the SUNCOM Client with the option to activate geo-tracking services via the Service Provider's ordering interface prior to DMS notifying the Service

Provider the SUNCOM Client has established a geo-tracking billable account. Upon receipt of the DMS notification, the Service Provider shall activate the SUNCOM Client account to allow them to activate geo-tracking for the devices managed under the account. Once tracking has been activated, the Service Provider shall electronically notify the SUNCOM Client via the tracked device that device tracking has been enabled.

The geo-tracking service shall permit SUNCOM Clients to activate (or deactivate) tracking of the subscriber supported device. It is desired that the subscriber shall be able to pick the start and stop times (e.g. starting at 7:00 AM and ending at 6:00 PM to track strictly during the business day) and the frequency of Geotracking sampling. The sample frequency options available to them for collecting the tracking data should include interval ranges of at least fifteen (15) minutes, thirty (30) minutes, one (1) hour, and once daily.

The Service Provider shall send a real-time notification message to DMS every time the SUNCOM Client activates (or deactivates) geo-tracking on a device. The message will contain the:

(a) SUNCOM Client's account number.

(b) User ID, name, and email address of the person making the change.

(c) Choices made by the SUNCOM Client:

1. Device ID (phone number and data device identifier
2. Start-Stop times
3. Sampling frequency

The Service Provider shall compile all of the location records collected in the previous 24 hours into one file and electronically transfer the file report to DMS daily. Each record will contain the following:

(a) Device ID (phone number or data device identifier)

(b) Twenty-four (24) location history with location (Lat-Long),date and time for each unique sample entry.

As a part of the same transaction, the Service Provider will supply a summary showing how many records are included in the record file. DMS shall verify the number of records equal the summary and ask the Service Provider to resend the batch file or summary if a discrepancy is noted. If a discrepancy is found, DMS shall provide the Service Provider an exception report and shall not pay for records outside of what was requested (i.e. absent of proof and reconciliation).

The regular monthly invoice from Service Provider shall include a charge for all of the tracking records supplied to DMS for the prior month. The tracking data supplied daily shall be used as the invoicing detail (substantiation of the invoice) thus the total charge shall equal the number of valid records (i.e. complete records within the parameters the customer requested) DMS tallied during the month. A compilation of the daily summary amounts is the quantity that shall appear on the vendor invoice.

A third-party solution is acceptable as long as the third party is accountable to the awarded Service Provider and the regular monthly invoice is from the awarded Service Provider and not from the third party vendor. A separate award shall not be made for the geographical device tracking service.

AT&T shall provide the following alternative solution: AT&T LIS (Location Information Services) provides a cross-carrier, geographical device tracking service from LOC-AID Technologies; a Florida-based company. LOC-AID Technologies is a certified location partner of

AT&T. AT&T resells LOC-AID's cross-carrier location services. AT&T customers order, contract with, and are billed by AT&T.

With AT&T LIS, the geo-tracking sampling interval ranges that are currently available are fifteen (15) minutes, thirty (30) minutes, one (1) hour, and once daily.

For invoicing, LOC-AID bills only for location requests that are successfully delivered to the customer. LOC-AID provides AT&T detailed transaction records for customer billing and auditing purposes.

LOC-AID is a certified mobile partner under the AT&T Mobile Applications program. While LOC-AID is a third-party solution, you will contract, place orders and receive invoices for the service directly from AT&T.

1.18 Wireless Device Apps-Store

The Service Provider shall provide an Apps-Store for wireless handheld device applications. The Apps-Store shall have a web-based interface for wireless device applications development and functionality to disseminate applications to the mobile device. The Apps-Store shall be provisioned with a state accessible and public accessible partition with public access to the state partition restricted. The Apps-Store shall be a turn-key solution with all software, hardware, and data transport links provided and maintained by the Service Provider for the term of the Contract.

AT&T supports "App Store" deployment of mobile applications for Apple, Android, Windows Mobile, and Blackberry. AT&T has wide experience with all of these platforms and extensive back-end experience with the associated transactional engines. Each mobile OS supplier has its own peculiarities, limitations, and laws regarding how applications can be distributed to their respective handsets. AT&T shall work with DMS to enable the appropriate and effective delivery of applications within the capabilities of each OS. As an option, AT&T will work with the State to identify whether utilizing an appropriate Mobile Device Management suite is acceptable to secure sensitive user information and to directly control how devices are configured.

1. Apple iTunes App Store

The Apple iTunes App Store is the only process for distributing public domain applications to Apple devices. Application updates, purchase, download, and distribution is controlled by Apple.

2. Enterprise iTunes

Apple has made provisions for organizations that wish to deploy internal or custom applications on IOS devices. An Enterprise Developer license acquired through Apple would allow DMS to deploy an internal iTunes server that can deliver internally built applications directly through the DMS network. This involves a fairly complex implementation, but would allow for internal applications to be downloaded directly to approved Apple devices. Authorized units must be registered and have the appropriate certificates installed in order to receive an application.

3. Android Marketplace

The Android Marketplace is the "official" location for developers to post their applications and to charge for them using Google Checkout transaction technology. Unlike Apple, Android based phones are completely open in terms of where applications may be acquired including by direct download from third party sites. AT&T can assist DMS in developing a specific store for Android phones similar to those already operated by Amazon, Vodafone, and Appbrain.

4. Blackberry App World

App World is the official site for distribution of Blackberry (BB) applications. Third parties are open to create their own portals or applications allowing discrete downloads of specific applications based on certain criteria. The process for BB is similar to that of Android. AT&T can work with DMS to implement distribution of specific applications for end-users.

Other considerations

AT&T shall work with DMS to develop objectives that address specific considerations in the development of an internal App Store for the State of Florida.

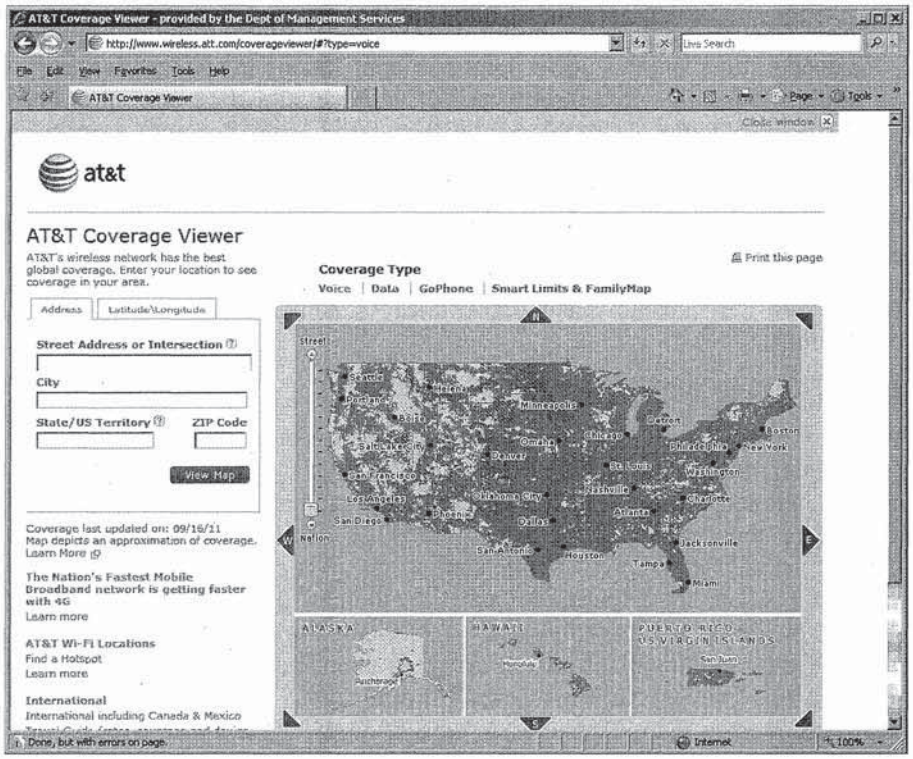
AT&T has the capability and experience to implement the modules necessary for these transactions.

1.19 Coverage Maps (Voice and Data Web GUI)

Within forty-five (45) days from the contract execution, the Service Provider shall complete development and make available a "coverage map" webpage accessible via the wireless cloud and the Internet. The Service Provider shall maintain and update the wireless service webpage as required or directed by DMS at no additional cost. The Service Provider shall furnish a dedicated Internet accessible web GUI application database containing current non-proprietary, coverage maps to validate the counties, or portions thereof, where they have wireless voice and data services operating and providing reliable services, 24x7x365. The outdoor coverage maps should be detailed (marketing maps are not acceptable) and accurately reflect the reliable voice and data service areas. The Service Provider shall provide detailed in-network (no roaming) voice and data services coverage maps for the State of Florida, with a detailed overlay of counties and major highways.

The coverage maps shall include a statewide map and county-by-county maps, sixty seven (67) in total. The map must include a reference to the propagation software used and be in compliance with accepted mapping standards. Detailed engineering propagation maps are not required (at this time). The maps shall differentiate voice and data coverage areas. The Service Provider shall highlight any areas on the coverage maps where roaming charges for voice or data will be incurred. The Service Provider shall include, on the services webpage, a listing of all counties within the state where they currently have wireless service available with the coverage percentage for each. Counties with no coverage shall be listed with a comment stating "no coverage available." After the contract award and as service areas are expanded by the addition of new transmission facility sites or other capabilities, the Service Provider shall update the coverage map database to accurately depict the Service Provider's wireless service area as required. The coverage maps shall be available, via the Internet, to potential SUNCOM Clients, and used to determine the best Service Provider's coverage area for a particular geographical area within the State of Florida. It is desired that a continental United States coverage map also be included.

DMS waives (not require) the requirement as stated above as long as: AT&T provides and maintains a wireless coverage GUI on the public Internet that is available to DMS and the end customer. http://www.wireless.att.com/coverageviewer/



Functionality: A user may choose to view voice or data coverage. They are then asked to enter:

Street Address or Intersection
City
State
Zip code
Or Latitude / Longitude coordinates

The results are displayed as shown in the following example.

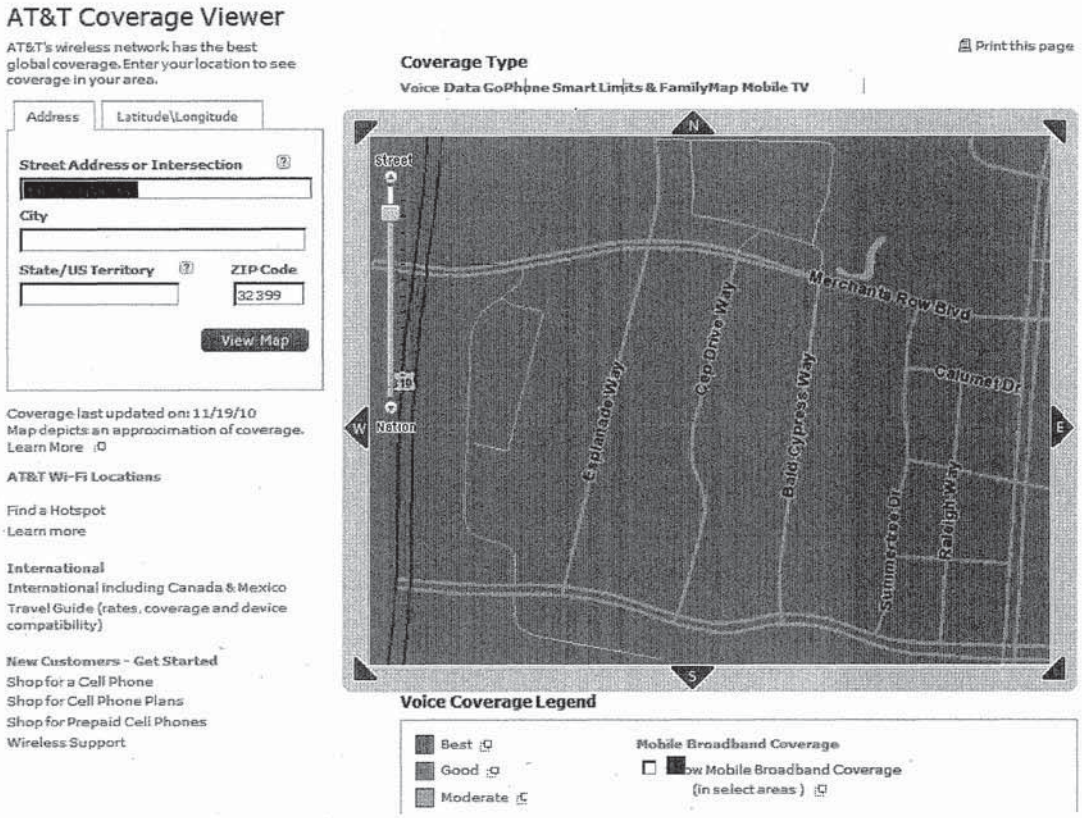


Figure 1.20.1: AT&T Wireless Coverage Viewer

The coverage maps shall include a statewide map and county-by-county maps, sixty seven (67) in total.

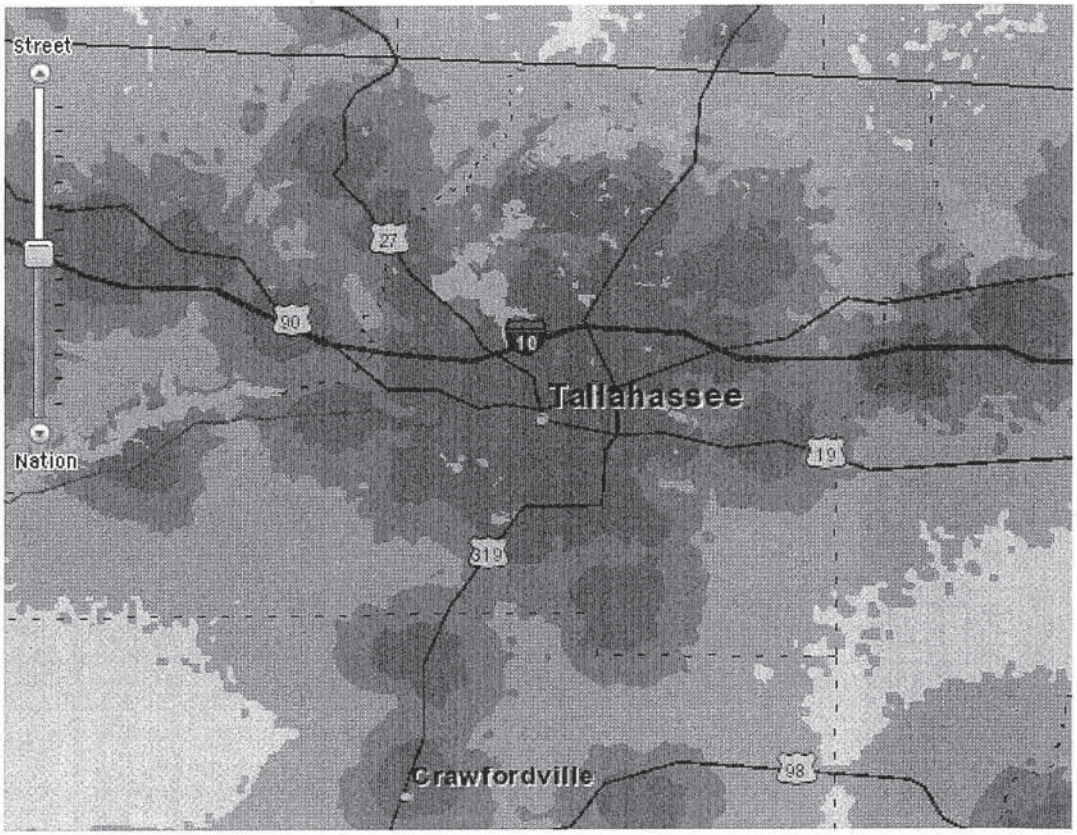


Figure1.20.2: County boundaries as depicted on the AT&T coverage viewer

As new sites are deployed and the system is upgraded, AT&T shall continuously update the web-based coverage viewer to show the latest service. Therefore we recommend that the State provide the link to the AT&T coverage viewer, rather than static maps that quickly become outdated on its web site so that users always have accurate and up-to-date coverage information.

1.20 Roaming

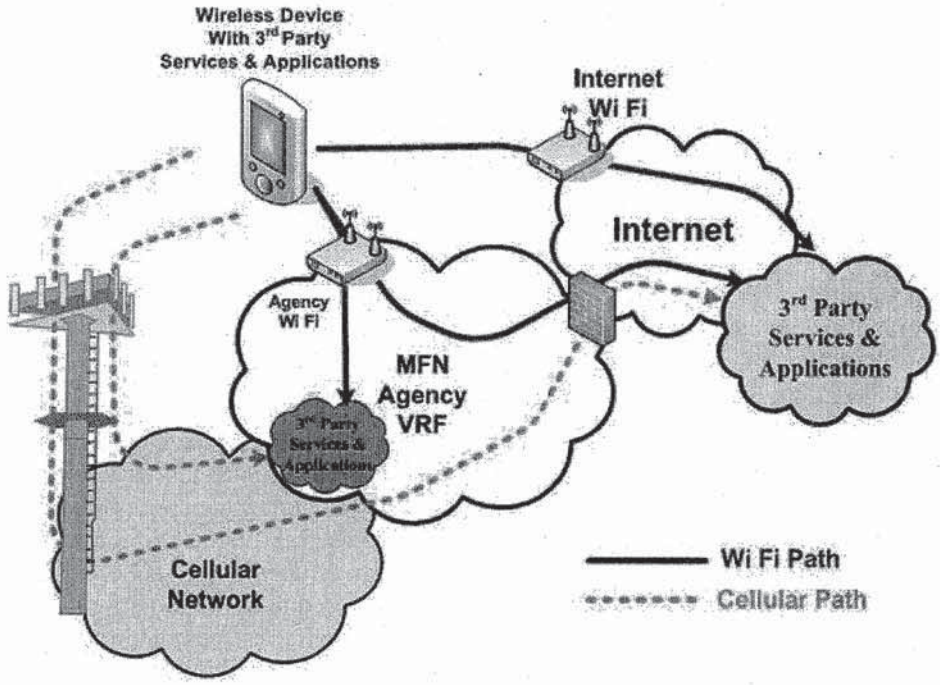
There shall be no additional roaming cost associated with a user account within the State of Florida. There shall be no roaming charge incurred by end-user accounts within the Service Provider's advertised footprint outside the State of Florida within the United States.

AT&T Mobility provides coverage throughout the State of Florida and therefore shall not require any roaming service within the State. Roaming in other parts of the U.S. fully complies with the requirements of this section. In very limited situations in remote locations where AT&T has no network, a roaming charge may apply.

1.21 Network Neutrality

The Service Provider's network shall be a "Neutral Network" which, in this instance, shall be defined as free of any restrictions which, degrade communication streams based on the following, including, but not limited to: particular third party service providers, communication types, communication content, application, application data, application ports, or destination site filtering by filter-list, URL, network-address, host-address, or other.

The SUNCOM end-user shall be capable of transmitting and receiving third party services and application data without restrictions such as: IP traffic throttling, blocking mechanisms, or other network traffic control schemes which queue, shape, differentiate or degrade the associated communication stream in any way. While connected to the Service Provider's cellular network (via transmit/receive device), the wireless IP data mode of communication shall not be restricted, blocked, or governed by the Service Provider to hinder or prevent the execution of third party services or applications. The Service Provider shall not block, restrict, impede (degrade), or negatively influence the communication stream of a third party service (or application) which may (or may not) include services (or applications) that compete with similar services available from the Service Provider. See the diagram below.



The Service Provider shall not impede (degrade), block, or differentiate performance of third party wireless connectivity devices (data-modems, handhelds, routers, or other), which technically conform to, and are functionally compatible with, the Service Provider's wireless network. The Service Provider shall not impede or degrade any transmit/receive device's performance or any communication streams being processed by the device during a communication session.

1.22 Priority Connect Services

The Service Provider's wireless network shall be provisioned to support a Wireless Priority Service (WPS) scheme in compliance with the National Communications System (NCS) of the Department of Homeland Security. DMS is aware WPS is a federal program, administered by the National Communications System (NCS) within the Department of Homeland Security (DHS) that provides the benefit of priority network access for qualified government and industry

subscribers that must have communications capabilities in times of national security and emergency preparedness.

DMS requires that the WPS service shall be deployed on the entire Service Provider Wireless network across the United States.

Once WPS is activated, registered users shall be capable of dialing a *three (3)-digit number to activate the priority connect feature before dialing the ten (10)-digit telephone number. The call will automatically be placed in high-priority status and will be given priority for the next available wireless channel at the originating radio access network.

At this time, AT&T Wireless supports priority features for voice traffic only. Wireless Priority Service (WPS) is offered today to Federal, State, Local, and Tribal Government's authorized personnel, providing priority access to the public wireless network during network congestion. The service is activated by dialing a code and then the phone number.

To take advantage of WPS on the Service Provider Wireless network, authorized National Security and Emergency Preparedness (NS/EP) users must first apply to the NCS to receive this service, by visiting the NCS' website at http://wps.ncs.gov/. Once NCS confirms eligibility, the NCS will then notify the Service Provider that the official request has been approved for WPS and that the service can be added to the user's account. Users may also contact the DMS Product Manager, the Service Provider's Account Manager or the WPS Activation and Support department at 877-262-2950 for further information. Additional information regarding the WPS program can be obtained by visiting http://wps.ncs.gov/.

1.23 Test Plan (applicable to wireless data component)

The Service Provider shall be responsible for testing the wireless data transport system (the NNI) to ensure proper performance as required as part of this contract. All wireless service system testing shall be coordinated with and approved by DMS and/or the applicable SUNCOM agency. The Service Provider shall be responsible for testing each component of the wireless data service system including wireless modems (before and after installation, if requested by the SUNCOM agency), transport NNI, transport NNI failover, and closed user group configurations. The Service Provider shall develop and submit to DMS for approval a test plan and demonstrate successful IPSEC NNI failover testing for each NNI tunnel between the primary and secondary IPSec VPN appliances before SUNCOM service orders shall be permitted. All test plans and testing shall be coordinated with and approved by DMS. The test plan shall be applicable to the contract elements only. The test plan once approved by DMS shall be contained within the MCS Operational Guide.

1.24 Data Monitoring Tool Suite

The Service Provider shall make available to DMS a GUI tools which support administrative management of user accounts (e.g. activate or deactivate device), monitor per-user usage, track user activity, and monitor service agreed upon SLAs. Also, provide a list of GUI tools capable of troubleshooting user problems, monitor malicious activity, customer defined event notification, and excessive usage notification alarming as defined by the customer. The GUI tool suite shall be integrated into the DMS SUNCOM portal and made available to the DMS NOC and end customer. The tool suite shall be configurable and provide DMS functionality to monitor all user accounts while limiting the end customer to their particular users.

AT&T shall make available to the state the AT&T Premier Online Care system to perform monitoring of all wireless numbers that are associated with the contract. Current usage, overage

notifications, and current plans and features are easily accessible. Administrators can find individual lines by advanced search features such as full or partial name, IMEI, SIM Card identifier, User Defined Labels, and telephone number.

DMS shall be enabled; robust permission structure and registration allow end-users access to their wireless information, usage, current plans and features, and billing information. Administrators can change rate plans, features, mobile applications, update user information, suspend and reinstate service, and perform other management activities.

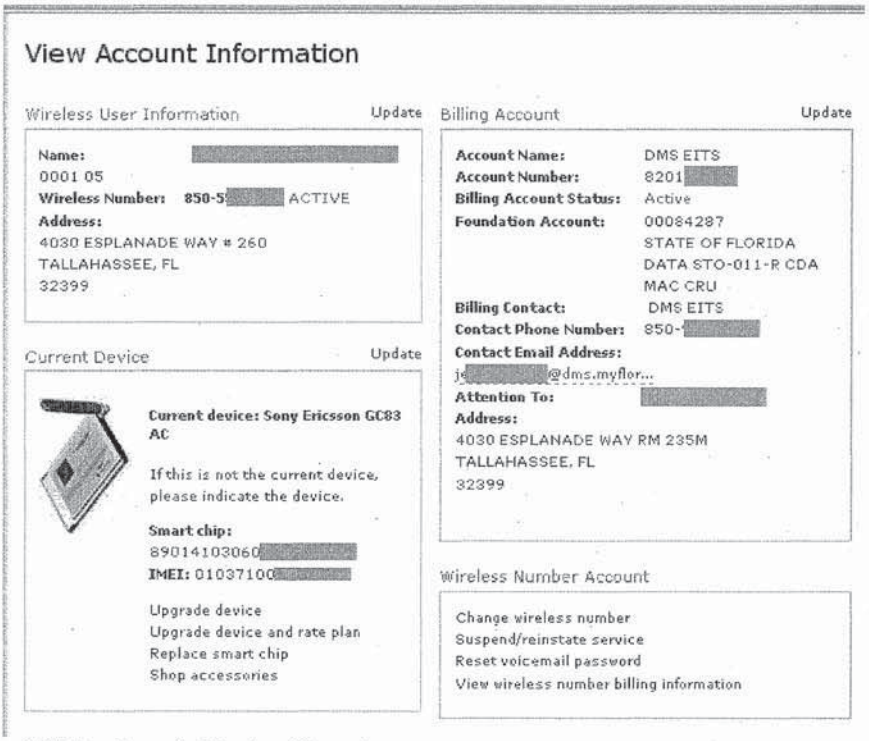


Figure 1.25.1 - Sample Device Overview

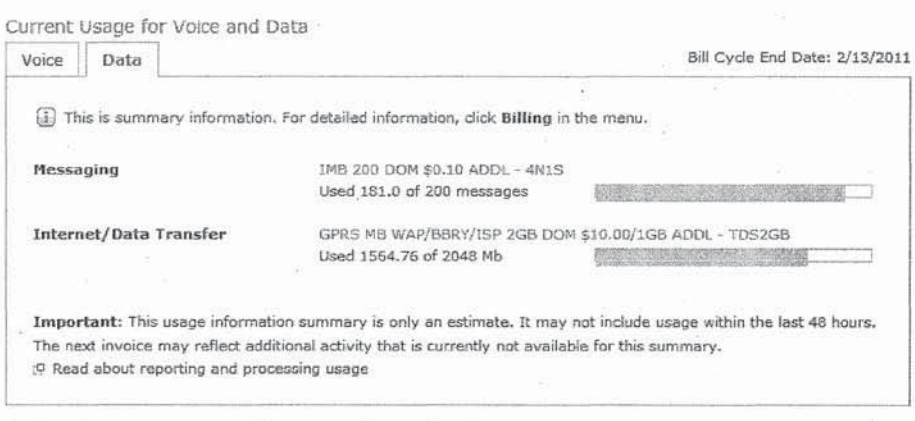


Figure 1.25.2 - Summary Data Usage Information

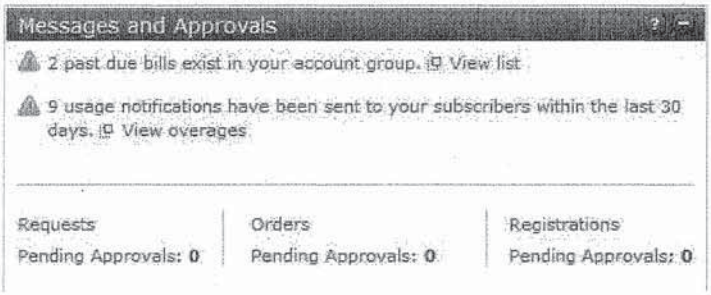


Figure 1.25.3 - Sample Proactive Account Alerts

1.25 Voice Monitoring Tool Suite

The Service Provider shall provide a web-based tool capable of monitoring voice account information, usage minutes, calling activity, activation/deactivation functionality, overage alerts, and service area outage information. The tool suite shall be integrated into the DMS SUNCOM portal and made available to the DMS NOC and end customer. The tool suite shall be configurable and provide DMS functionality to monitor all user account while limiting the end customer to their particular users.

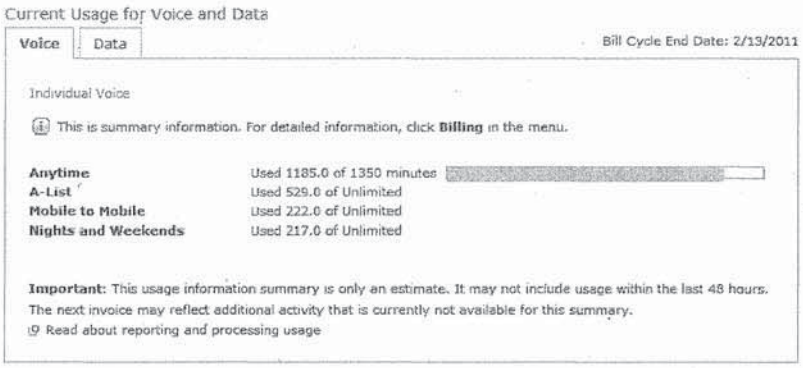


Figure 1.26.1 - Sample Voice Monitoring Tools

1.26 Voice Handheld Devices

The Service Provider shall provide at least one device in each of the following categories throughout the life of the contract:

- **Conventional Device:** a standard voice handheld device with integrated data functionality. This phone shall be Full-duplex, Digital, and Multi-mode: The term multi-mode designates a phone that supports the frequency bands utilized by the Service Provider's wireless network. These phones shall feature full duplex digital technology, mobile to mobile, and PSTN interconnect operation. This type phone shall be offered as the basic phone for all new subscribers as part of the service package.
- **Push-to-Talk (PTT) Device:** a PTT voice handheld device with integrated data functionality. This phone shall have combined the functionality of a Conventional Device (above) with Push-to-Talk (PTT) operation between mobile units.

Premium Type Device: a premium handheld device with integrated data functionality such as iPhone®, Droid®, or Blackberry®.

AT&T continually certifies and provides a wide variety of wireless devices from leading manufacturers, including BlackBerry®, Windows Mobile®, SymbianTM, Palm®, specialty vertical devices, and iPhone, among others. Each month, newly certified equipment is added as it becomes available, and older equipment is retired as it is replaced by the manufacturer or is no longer supported. AT&T shall offer wireless voice transmission devices that are fully compliant with this section, but rather than providing details for these devices as if this were a static list, AT&T prefers to reference the more detailed, and current information at AT&T's website at http://www.wireless.att.com/businesscenter/phones-devices/

Because AT&T provides hundreds of devices with varying capabilities, the web page provides filtering capabilities to allow searches by or compare equipment based upon categories such as:

a. Style (bar phone, flip phone, slider phone, smartphone, LaptopConnect card, mobile Internet, etc.)
b. Operating system (Android, Apple iOS, BlackBerry, HP webOS, Symbian, Windows Phone, Windows for PC)
c. Manufacturer (AT&T, Acer, Apple, BlackBerry®, Dell, HP, HTC, LG, Motorola, Nokia, Novatel Wireless, Option, Palm®, Pantech, Samsung, Sharp, Sierra Wireless, Sony Ericsson)
d. Capability (3G, 4G, Bluetooth®, International, Music, Push To Talk, QWERTY, Video, Wi-Fi, With Camera, Without Camera, World Phone)

1.26.1 Minimum Requirements

All voice handheld devices shall meet or exceed the following minimum requirements:

a) 12-button (or simulated) keypad (0-9, *, #) in handset
b) 50 number memory, 16 digits (minimum) per number stored.
c) Support Text, SMS, and MMS messaging
d) Controls and indicators as required to:
e) Originate and receive calls control,
f) Power On/Off,
g) Call in Progress (In Use),
h) No Service,
i) Battery Status,
j) Roaming or Home area service,
k) Character display with memory recall of all stored digit,
l) Call log showing missed calls, dialed calls, and received calls,
m) Auto redial,
n) Ring silence or vibrate settings,
o) Volume control,
p) An On/Off switch, and
q) PTT button as applicable to operation mode
r) Rechargeable battery, AC charger, and associated antenna(s) included

1.27 Data Transmit Devices

The Service Provider shall provide at least one data transmission device each commercially available form factor (PCMCIA, Express, USB, Tether, and Cellular Modem/Wireless Routers). The data transmission devices shall be compatible with any standard computing device such as: laptop computers, personal digital assistants, notepads, handheld, router (with modem slot or adapter), etc. At all times during the life of the contract, the transmission devices (internal or external) provided under the contract shall be capable of transmitting information at the highest throughput rate commercially available on the Service Provider's wireless network. The Service Provider shall include, at no additional cost, the associated device antenna(s).

The Service Provider shall provide all applicable device software/firmware including a management plan to update each device offered, as required. The Service Provider shall accomplish the software/firmware updates through their wireless network if possible. At the discretion of DMS, software/firmware update revisions shall first be tested using a seed lot (approximately twenty users) of the DMS customer base before the update is made available to all customers by the Service Provider. The seed lot users shall be determined by DMS upon the Service Provider's request, and shall be made up from different agency users such as HSMV, FDLE, DOH, DOT, DCF and others. The latest software/firmware list on the Service Provider's SUNCOM services webpage shall be tested or approved by DMS.

AT&T shall offer wireless data transmission devices (modems, tablets, cellular routers, etc..) that are fully compliant with this section. Rather than providing details for these devices as if this were a static list, AT&T prefers to reference the more detailed, and current information at AT&T's website at http://www.wireless.att.com.

1.28 Text Messaging-Only Devices

The Service Provider shall provide, for the life of the contract, a wireless handheld device that can be provisioned to only permit SMS (text messaging) and 911 wireless transmissions. With the exception of 911 calls, the handheld device shall not be configured with voice functionality or have the ability to enable voice functionality by the end-user.

1.29 Helpdesk

The Service Provider shall provide a centralized trouble reporting and maintenance system ("Helpdesk) for use by the Department and SUNCOM Clients. The Helpdesk shall accept and promptly respond to all incoming calls, faxes, and e-mails received during (i) normal Business Hours, and (ii) emergency situations as determined in advance by the Department with reasonable advance notice. In all cases, the Service Provider shall open an incident ticket with the date and time indicated to capture the reported problem. The incident record shall contain the caller's name, contact information and a brief description of the reported problem. It shall be the Service Provider's sole responsibility to resolve the problem as soon as practicable. The Service Provider shall provide an electronic, consolidated incident status report weekly for all open trouble tickets to the Department. The status report shall be electronically formatted as specified by the Department and reference the incident number, state the reported problem, the resolution, resolution date and time or provide a target date for resolution and other information as requested by the Department. After the Service Provider resolves the reported problem, the Service Provider shall closeout the incident record with a complete description of the reported problem and the corrective actions taken by the Service Provider.

The Service Provider shall assist the Department with the integration of the Helpdesk with the Department's Service Desk, Service Desk Express application and/or other existing DMS helpdesk system(s).

The Service Provider shall make available a web-enabled trouble ticket tracking system with GUI. The tracking system shall contain a complete database of all open and closed trouble tickets for the life of the Agreement. The Department shall have a master account listing all service trouble tickets within the database. The SUNCOM Client shall have limited access to only the trouble tickets applicable to their End-users.

Trouble ticket history shall be provided by the Service Provider through API, or an equivalent method. Trouble ticket information shall contain all information related to the incident and identify the item by the Department inventory number. The Service Provider shall provide the capability and functionality for the Department to collect trouble ticket information as described. The Service Provider shall provide useable interfaces to its ticketing system for all SUNCOM Clients and the Department.

AT&T shall work with the State through the implementation process to develop a ticket reporting tool. AT&T will provide helpdesk to helpdesk support. AT&T will provide an interface to access the ticket data.

1.30 Network Trouble Reporting.

Upon notification of network trouble, the Service Provider shall respond to the trouble reports within 4 hours of notification. A report of trouble clearance shall be furnished to the Department and the SUNCOM Client within one hour (1) of trouble clearance, and a copy of the Service Provider's written trouble ticket shall be provided upon request. In the event of a transmission facility site, network, or large-scale failure, the Service Provider's Network Operations Center (NOC) shall make best effort to provide immediate notification to the Department when it affects Customer services.

1.31 Department Test Accounts.

The Service Provider shall configure (or re-configure) the devices and/or accounts within their wireless network equipment as directed by the Department at no cost. The accounts may be used by any SUNCOM Client at the discretion of the Department for test and evaluation purposes. The test accounts shall be controlled (activated or deactivated) and/or supervised by the Department. The Service Provider shall provide (up to 10) voice accounts and handheld devices for test purposes. The test devices shall be representative, equal in functionality, and support all features that are inherent to the Service Provider's commercially available network. The test units shall be premium (highest functionality) devices with integrated voice and data feature functionality.

The Service Provider shall provide (up to 10) data test accounts and transmission devices for test purposes. The Service Provider shall include two (2) representatives for each form factor commercially available and shall support the premium feature suite commercially available for that particular form factor.

All test accounts and devices shall be configured to operate (transmit/receive) on the Service Provider's network throughout the continental United States, only. Also, the test accounts and associated devices shall be assigned and used by the Department personnel without limitation in

order to test, evaluate, and observe the Service Provider's quality of service over the life of the Agreement.

1.32 SUNCOM Client Testing and Evaluation.

Prior to making their initial order for Service, SUNCOM Clients shall be permitted to obtain wireless demonstration equipment (including airtime) for the purposes of testing and evaluation at no additional cost. The demonstration equipment shall be made available for a period of thirty (30) working days. Any demonstration equipment forms and processes shall be reasonably provided, managed, and maintained by the Service Provider. The Service Provider shall post (on their webpage) the step-by-step procedure the SUNCOM Client is required to follow in order to obtain the demonstration equipment. The Service Provider shall coordinate directly with the SUNCOM Client regarding demonstration accounts and devices.

1.33 Weekly Conference Calls.

The Service Provider shall participate in a weekly conference call with the Department to discuss and provide status on all open or unresolved issues related to the Services (including trouble tickets). It shall be the responsibility of the Service Provider to coordinate and initiate the call at a time acceptable to the Department's staff. At the Department's discretion, the call frequency may be modified.

1.34 Operational and User Guide

The Service Provider shall assist DMS in developing and maintaining a User and Operational Guide. The User guide is intended to provide a set of instructions for the customer on how to use the service. The Operational Guide shall contain DMS instructions, processes, and procedures that shall be followed by the Service Provider while delivering the contracted wireless services as specified herein.

1.35 Escalation Requirements

The Service Provider shall develop a escalation procedure and contact list to be used for unresolved SUNCOM Client problems, unresolved network problems, or problems not being resolved in a timely manner shall include names, titles, and phone numbers of contacts in the Service Provider's escalation chain.

1.36 Planned Service Outage Notification

The Service Provider shall send a two-business day (minimum) advance electronic notification which informs DMS and the affected end-users of a planned service outage which includes the date, time, and estimated duration of the outage.

1.37 Unplanned Wireless Outage Notification

The Service Provider shall send a notification to DMS communicating the wireless services is not available in a generalized area within Florida which includes an estimated time for service restoration within five hours (maximum) from the outage start time.

1.38 Hardware Shipment

From the Service Provider receipt date of the OaSIS electronic service account order, the Service Provider shall ship the ordered hardware to the delivery address within seventy-two (72) hours, excluding State holidays. If the Service Provider is unable to ship the ordered hardware due to unavailability (out of stock), the Service Provider shall send an electronic notification to DMS and the end-user within seventy-two (72) hours of order receipt date. Shipments related to "Enhanced Services" hardware are exempt from this requirement.

1.39 Existing Wireless Data Customer Migration

Once the Service Provider receives the OaSIS electronic service account order to migrate the existing wireless data customers, the Service Provider shall move all existing wireless data users to the new MFN access method as specified in the contract technical exhibit within one hundred twenty (120) days.

EXHIBIT 2 – BUSINESS PROCESS AND OPERATIONS

Exhibit 2 - Business Processes and Operations

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2.01 Business Model General Description

To deliver service, a comprehensive business-to-business (B2B) process shall be implemented between DMS and the Service Provider. The process shall use significant automation to implement the DMS standard business model as governed by Section 282, Florida Statutes, and Chapter 60FF-2, Florida Administrative Code.

The Service Provider shall provide DMS all products and services information with relationships that identify which products and services are compatible. SUNCOM Endusers shall place orders (Customer Services Authorizations, or CSAs, in Florida Administrative Code 60FF-2) through the DMS Open and Shared Information System (OaSIS). Orders shall be passed electronically to Service Providers who update the fulfillment status. Upon order completion, Service Providers then invoice DMS monthly for services rendered to all SUNCOM Endusers through a single invoice to DMS with supporting detail and utilization in electronic files. This supporting detail includes auditable charges at the activity level capable of being tracked to the SUNCOM Enduser.

The Service Provider shall not be obligated to directly invoice or collect payment from SUNCOM Endusers for any product or services purchased through OaSIS.

2.02 Implementation Timeline

Service Provider shall meet timelines as defined in Figure 2:1 unless otherwise agreed to in writing by the Parties.

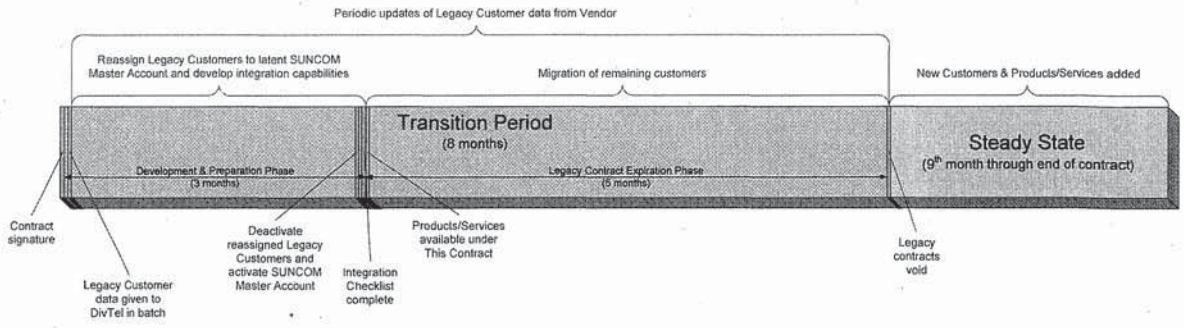


Figure 2:1

DMS and the Service Provider agree to make available the required test sites to implement the applicable prototype integration modules.

2.03 SUNCOM Client Experience

SUNCOM Endusers shall obtain and manage their wireless telecommunications Products, Services and costs using OaSIS. SUNCOM Endusers shall have the ability to login and navigate OaSIS to review their inventory, orders, accounts and charges. SUNCOM Endusers seeking to purchase, change or learn details about the Products/Services provided shall do so through OaSIS from information supplied by the Service Provider and approved by DMS.

OaSIS integration with the Service Provider shall not preclude branding and marketing. OaSIS shall display Service Provider logos in association with the Products/Services offered by the Service Provider through SUNCOM.

2.03.1 OaSIS Website

OaSIS shall be the exclusive SUNCOM Enduser portal to all systems. Orders shall be configured and distributed from OaSIS. The Service Provider shall produce an electronic file of all Products/Services, including relationships, for OaSIS to identify the necessary business rules for ordering Service Provider Products/Services. Devices, Rate Plans, features, and accessories will be hosted within an OaSIS Service Provider catalog with information provided by the Service Provider on a frequent basis. The Service Provider shall include valid specifications, pictures, and details on all devices.

The Service Provider shall provide coverage maps that are accessible to the SUNCOM Enduser from OaSIS. DMS will provide access to coverage maps for SUNCOM Endusers using a public Service Provider Coverage Viewer, optimized for business customers:

http://www.wireless.att.com/coverageviewer/?b2b=true

The Service Provider shall impose no terms, conditions or requirements that are not identified herein.

DMS shall establish and maintain SUNCOM Enduser Billing Accounts. Account management functions shall be performed entirely by OaSIS.

The SUNCOM Enduser will access OaSIS; identify wireless devices, plans, features, and accessories; add items into a shopping cart; and complete checkout within OaSIS. Once this checkout process is complete, OaSIS will format a DirectXML (dXML) order, authenticate and transport this message to the Service Provider backend systems (Premier), and the Service Provider will validate the items within this order request. If this order passes validation, Premier will ACK the order by sending back an XML response and begin the fulfillment process that will result in a wireless device being shipped to the end user. If this dXML message fails, then Premier will send a failure XML message with the failure reason code contained in the message.

DMS shall transmit orders to the Service Provider using the above referenced DirectXML process when SUNCOM Endusers seek to add, modify, or discontinue a Product/Service offered by the Service Provider. Product/Service maintenance shall leverage the DirectXML process to electronically transmit orders to the Service Provider.

Service Provider shall accept supplied order data from OaSIS and provide back to OaSIS all data field requirements established by DMS through DirectXML for order fulfillment.

Service Provider shall accept state network provisioning information via APIs, such as IP address and Closed User Group.

Service Provider shall disable ordering through normal SUNCOM Enduser-facing order interfaces to ensure that all orders are placed through OaSIS directly.

Service Provider shall send, at regular intervals, catalog updates based on the following psudo-structure:

- Device Name, SKU, Type, Image (or Image URL)
    - All compatible Rate Plans, including Name, SKU, Type (Voice/Data)
        - All compatible Features, associated with the Rate Plan selected including Name, Description, and SKU

- All compatible Accessories, including Name, SKU, Type (Battery, Case, Screen Protector, Software, etc.) Image (or Image URL)

Separately, a price list shall be provided with the following psudo-structure:

- Order Type (Upgrade, New Service, Accessory)
  - SKU
  - Price
  - One-time or monthly recurring charge
  - Rate of charge (flat, per MB, per minute, etc.)

DMS shall load these data files into the OaSIS catalog where they will be reviewed for approval by DMS.

Service Provider shall establish a custom profile for OaSIS including important information such as billing information, contact information, default shipping and billing addresses (able to be overridden at any time), and notification preferences.

At this time, customers will be able to login to OaSIS, and OaSIS will display available devices, compatible plans, and optionally additional features and accessories. After placing these items into the OaSIS shopping cart and completing and OaSIS checkout routine, OaSIS will generate an XML file formatted per the Service Providers specifications.

Service Provider shall supply samples of XML messages upon execution of this Contract.

These Order XML files will fall into different formats depending on the type of order that is being placed:

- New Service Orders (NewSingleLineActivation) – this would create a new wireless telephone number under a new Service Provider billing account number, which would still roll up to a single end of the month bill. We recommend this transaction type for the first order placed on a new OaSIS Billing Account that has not had any lines moved over from the legacy contract yet. This can include a new device from the product catalog or include activation of an existing Service Provider device (Customer Owned And Maintained Equipment or COAM).

- Add a Line Orders (AddSingleLineActivation) – this adds a new wireless telephone number onto an existing Service Provider billing account, which would still roll up to a single end of the month bill. We expect this type of transaction to have very high volume. This can include a new device from the product catalog or include activation of an existing Service Provider device (Customer Owned And Maintained Equipment or COAM).

- Upgrade (UpgradeSingleLineActivation) - this upgrades an existing Service Provider wireless telephone with a new device from the product catalog. Changes to the rate plan or features are held in a pending state until the new device is delivered to the end user and activated online or over the phone.

- Local Number Porting (LNPSingleLineActivation): this ports a mobile number from another carrier to Service Provider and create a new Billing Account. Similar to the New Service Order above.

- Local Number Porting Add a Line (LNPAddSingleLineActivation): this ports a mobile number from another carrier to Service Provider and adds to an existing Service Provider Billing Account. Similar to the Add a Line Order above.

- Accessory Only Order (FulfillmentOnly) - this ships an accessory with no service or activation required.

Account Management XML files will be similarly formatted with the following transactions available:

- Update BAN (UpdateBAN) - Update information on an existing Billing Account Number such as contact information, address, e-mail notifications, etc.

- Change Primary Place of Use (ChangePPU) – due to federal regulations, correct addresses for subscribers are very important. Updates can be made to the Name, Address, work phone, and four User Defined Labels that can be used by OaSIS.

- Change Rate Plan (RatePlan) – Allows the update of the wireless plan for an existing Service Provider subscriber.

- Change Features (AdditionalOfferings) – Allows the update of any optional features for an existing Service Provider subscriber.

- Change Rate Plan and Features (RPlanWithOfferings) – Allows the update of the wireless plan and features for an existing Service Provider subscriber.

- Change Status (ChangeStatus) - Change the status of a subscriber between Suspend, Re-instate, and Cancelled.

When a transaction is sent to the Service Provider it shall include a UniqueRequestID, which can be any format, as long as each is unique. When the Service Provider's backend receives a valid transaction it will create a corresponding Service Provider Premier Gateway OrderID, which is how the order is referenced in the Service Provider Premier Gateway GUI (if a SUNCOM Enduser calls for assistance, the agent will retrieve the order by that OrderID). This Gateway ID is also included in Activation Status Notification messages (info below) to assist in tracking.

After each transaction that is sent to the Service Provider, the Service Provider ordering systems will respond with an acknowledgement (ACK) or non-acknowledgement (NACK) message to notify OaSIS if the formatting and transport was correct for that transaction.

If a transaction is valid and begins the fulfillment automation process, various status messages will be sent asynchronously to the ClientHeader@NotificationURL sent in the transaction (or a default in the Profile), every time the status of an order changes. The ASNs contain 'compounding' information. In a standard automated scenario ASNs are sent for 'received', 'activated' (accepted by provisioning system) and then 'shipped' (inclusive of carrier & tracking #). Other statuses which may be sent are 'processing', 'pending', 'canceled', 'back ordered', or 'complete' (COAM Activation only orders only). To eliminate ASNs, do not include a NotificationURL in the transaction or in the Profile.

A 'normal' processing scenario for orders will return an ASN for Received, Activated, and then Shipped. The Shipped status is usually the last, and will only occur when the Device can be shipped.

Service Provider	Description	Can also

ActivationStatusNotification SubscriberNotification Status_Standard		have Email sent if configured
Received	The Order has been received by the AT&T system (ACK was sent)	Yes
Processing	This occurs if an order is not fully processed through automation and an agent has to do some manual process. It should generally be within a 24 hour window and it is likely you will not need this status.	No
Pending	This usually occurs if we need additional information from the customer (like if we have invalid Credit Card data or the shipping address is not valid.)	Yes
OnHold	Similar to Pending, there is a problem processing the order, but issue requires a supervisor review the order to determine resolution.	No
BackOrder	Device is on backorder and cannot be shipped	Yes
Activated	This indicates the order has made it to AT&T's provisioning system. It used old terminology and does not mean the device has been activated.	No
Shipped	Device has shipped. Status Detail will include: MDN_MSISDNNum (the phone number assigned or being upgraded), Carrier (who shipped), TrackingNumber (of shipment). [Status Detail – Substatus: All_In_Stock, Backordered_Accessory, Shipped_With_Backorder, Backordered_Item_Shipped]	Yes
Complete	This will be Order Completed for Activation Only COAM orders (customer owns device). These are orders that do not Ship, so essentially we have a Complete status instead of a Shipped Status.	Yes
Canceled	Order has been Canceled (device no longer available, ineligible for upgrade, customer canceled, etc.).	Yes

A 'normal' processing scenario for Care/Account Management orders will return an ASN for Received and then Complete. There is no shipment for POC orders.

Service Provider ActivationStatusNotification SubscriberNotification Status_Standard	Description	Can also have Email sent if configured
Received	The Order has been received by the AT&T system (ACK was sent)	Yes
Processing	This occurs if an order is not fully processed through automation and an agent has to do some manual process. It should generally be within a 24 hour window and it is likely you will not need this status.	No
Pending	This usually occurs if we need additional information from the customer (like if we have invalid Credit Card data or the shipping address is not valid.)	Yes
OnHold	Similar to Pending, there is a problem processing the transaction, but issue requires a supervisor review the order to determine resolution.	No
Complete	Transaction is complete. Care transactions do not involve shipment so essentially we have a Complete status instead of a Shipped Status.	Yes

Canceled	Order has been Canceled (invalid feature requested, customer canceled, etc)	No

2.04 Business Process Technology and Core Data

2.04.1 OaSIS Managed Sessions

OaSIS shall be the only state system granted access to the Service Provider's systems. Additional systems requiring access to the Service Provider system may be mutually agreed upon by both parties.

OaSIS shall send XML to the Service Provider's ordering systems with a completed transaction with the following security protocols:

- XML will be transported to Service Provider via TCP over HTTPS connections (port 443), secured with Verisign or alternative provider certificates with 256 bit encryption. Fallback to 128 bit encryption can be supported with Service Provider chief security office approval if OaSIS cannot connect at 256.

- An Authorization key will be generated, as well as a customer ID that will need to be embedded in every transaction back and forth with the Service Provider. OaSIS will have two Customer IDs assigned to them by the Service Provider eBonding team. The same Customer IDs are used in both Test and Production Environments.

    1. To be used when sending Store transactions requiring Priority Shipping.

    2. To be used when sending Store transactions requiring Standard Shipping or when sending Care Transactions.

Managing SUNCOM Endusers' ordering permissions in OaSIS is the sole responsibility of DMS.

2.04.2 Data and Relationships

OaSIS shall contain a comprehensive set of all ordering and inventory data elements as respectively assigned by the Service Provider and DMS. SUNCOM Endusers shall view their comprehensive order information as well as inventory information from OaSIS.

Inventory, usage, and recent order information shall be available manually from the Service Provider Premier Online Care for download in CSV, Excel, and Tab-Delimitated Text files to help auditing or augmenting any data stored in OaSIS.

The conceptual data diagram in Figure 2.2 below, combined with the data dictionary (Attachment 15: Data Dictionary), comprises a proposed conceptual data schema developed to illustrate the minimal business requirements of this Contract and the technical mechanisms necessary to achieve them. The schema includes the minimum data tables, elements and relationships that are necessary to the business process. DMS will retain a comprehensive set of all of the data in OaSIS.

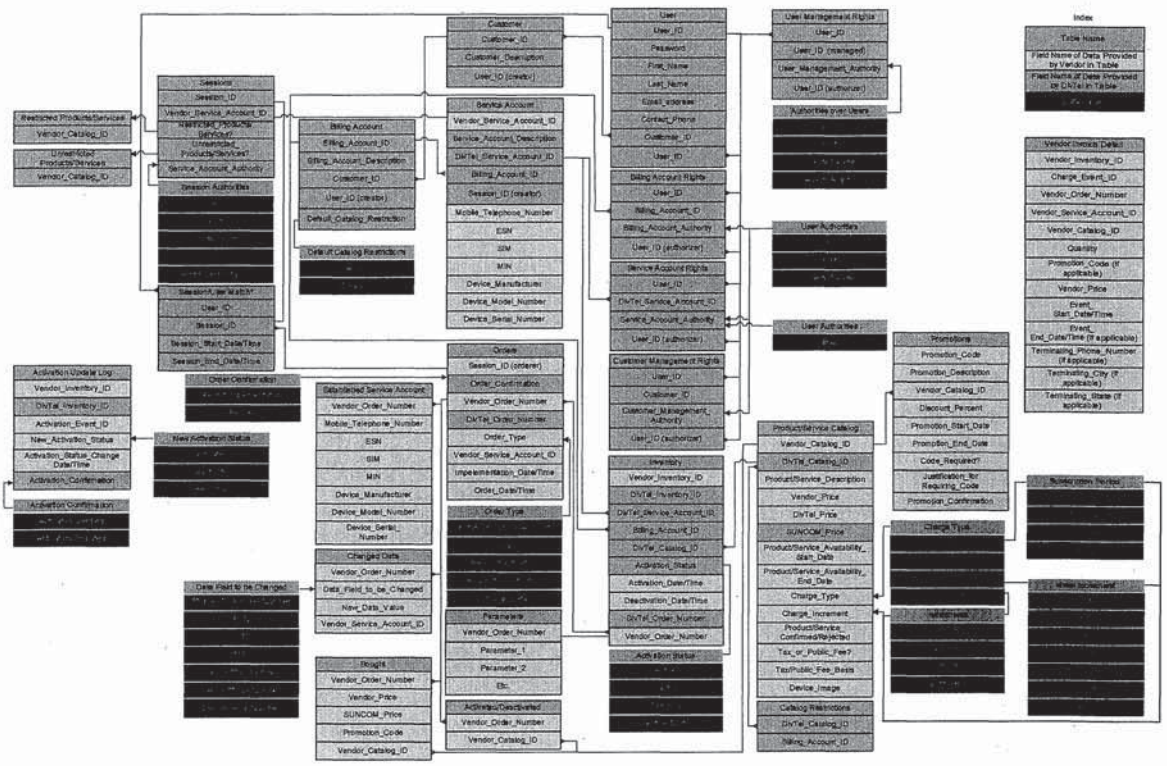


Figure 2:2

The proposed conceptual data schema is not comprehensive of the entire schemas expected to be used by both Parties. Nor is this schema a literal depiction of the table and field names DMS or the Service Provider expects to use. These terms were chosen to best illustrate the concepts necessary to illustrate the business process. Every data element, table and relationship depicted here has an analogy within DMS's OaSIS and some are expected to be matched with analogous data in the Service Provider's systems.

2.05 Business Process Flow and Service Provider Duties

The following diagram outlines both parties' respective duties during the Transition and Steady State Periods for the life of the Contract.

Weekly Conference Calls. Service Provider shall participate in a weekly conference call with DMS to discuss and provide status on all open or unresolved issues related to the Services (including trouble tickets). It shall be the responsibility of Service Provider to coordinate and initiate the call at a time acceptable to DMS. At the DMS's discretion, the call frequency may be modified.

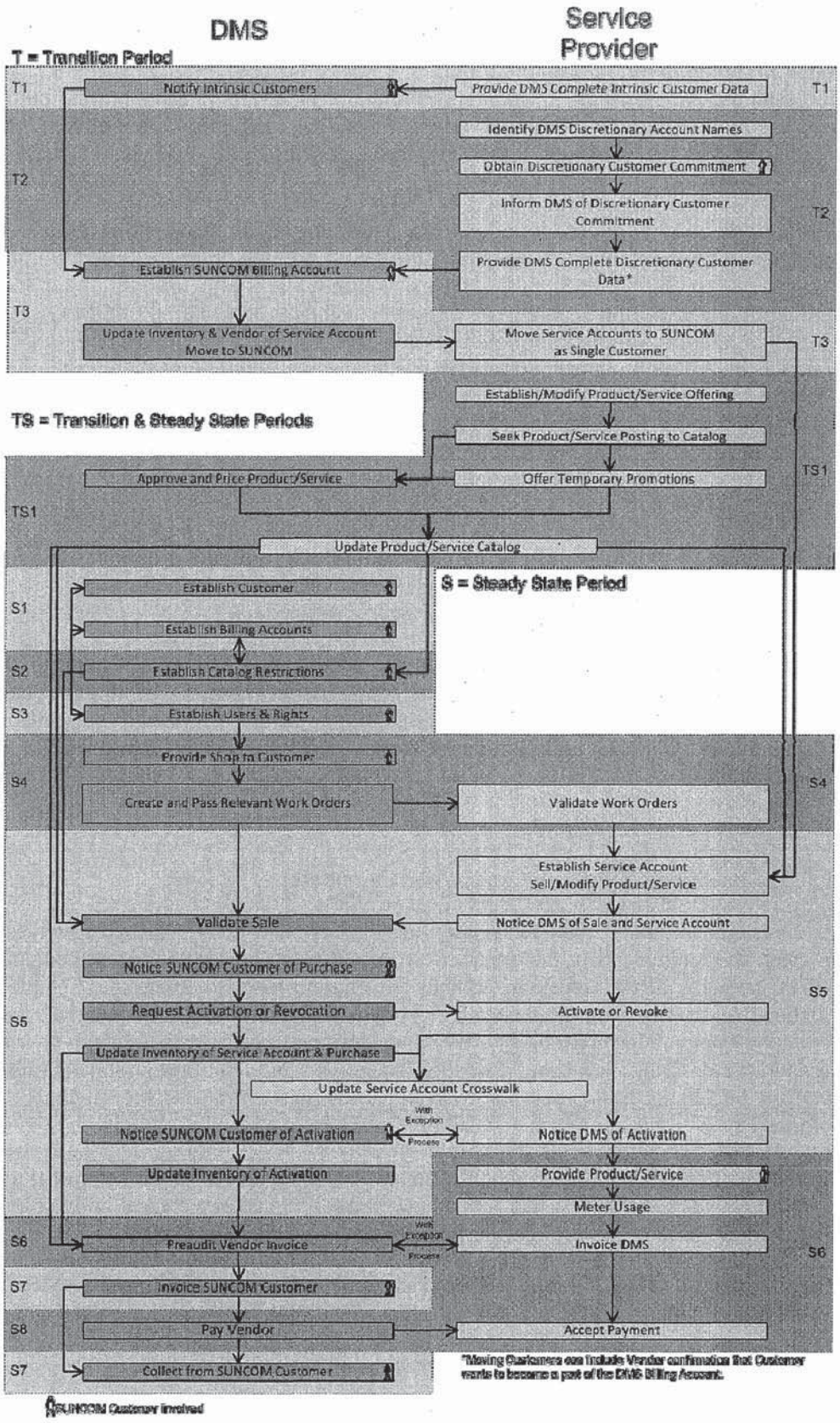

DMS
Service Provider
T = Transition Period
T1
Notify Intrinsic Customers
Provide DMS Complete Intrinsic Customer Data
T1
Identify DMS Discretionary Account Names
Obtain Discretionary Customer Commitment
T2
Inform DMS of Discretionary Customer Commitment
T2
Establish SUNCOM Billing Account
Provide DMS Complete Discretionary Customer Data*
T3
Update Inventory & Vendor of Service Account Move to SUNCOM
Move Service Accounts to SUNCOM as Single Customer
T3
TS = Transition & Steady State Periods
Establish/Modify Product/Service Offering
Seek Product/Service Posting to Catalog
Approve and Price Product/Service
Offer Temporary Promotions
TS1
TS1
Update Product/Service Catalog
S = Steady State Period
Establish Customer
S1
Establish Billing Accounts
S2
Establish Catalog Restrictions
S3
Establish Users & Rights
Provide Shop to Customer
S4
Create and Pass Relevant Work Orders
Validate Work Orders
S4
Establish Service Account
Sell/Modify Product/Service
Validate Sale
Notice DMS of Sale and Service Account
Notice SUNCOM Customer of Purchase
S5
Request Activation or Revocation
Activate or Revoke
S5
Update Inventory of Service Account & Purchase
Update Service Account Crosswalk
With Exception Process
Notice SUNCOM Customer of Activation
Notice DMS of Activation
Update Inventory of Activation
Provide Product/Service
Meter Usage
With Exception Process
S6
Preaudit Vendor Invoice
Invoice DMS
S6
S7
Invoice SUNCOM Customer
S8
Pay Vendor
Accept Payment
S7
Collect from SUNCOM Customer
*Moving Customers can Include Vendor confirmation that Customer wants to become a part of the DMS Billing Account.
SUNCOM Customer Involved

Figure 2:3

2.05.1 Transition Period

Both parties shall use the Transition Period to prepare the services and business process outlined herein. The Transition Period shall begin at Contract execution and be completed within eight months. At the sole discretion of DMS, the Transition Period may be extended. Both parties may agree to reduce the timeframe.

The Transition Period shall consist of two phases; 1) Development and Preparation lasting approximately three months, and 2) Legacy Contract Expiration lasting approximately five months.

During the Transition Period, the Service Provider shall continue to serve all SUNCOM Eligible Endusers it currently serves regardless of the nature of the existing contract (e.g., state term contract, GSA contract, WSCA contract, SUNCOM contract, SUNCOM Client specific contract, or other type of agreement), unless DMS requests the Service Provider to transition specific Endusers to the new terms associated with this Contract. The Service Provider may also activate new service under the pre-existing contract terms during this Period only. Terms of pre-existing State of Florida contracts will become addendums to this Contract and active until affected Endusers are transitioned to the new terms and will be terminated at the end of the Transition Period.

During the Transition Period, there shall be no breaks in service for Enduser accounts in good standing, unless the Enduser requests termination. The Service Provider shall not adjust prices and require no obligation to make changes to services provided during Transition.

Collections for any payment obligations incurred by any SUNCOM Enduser prior to the affected Endusers being transitioned to the new Contract terms shall continue to be the Service Provider's responsibility. Debt incurred for any Product/Service usage or purchase prior to one full billing cycle after the transition of a SUNCOM Enduser to this Contract shall not become the responsibility of DMS or its obligation to pay.

2.05.1.1 Development and Preparation Phase

2.05.1.1.1 Establishing Prerequisite Automation Capabilities

During the Development and Preparation phase, both parties shall modify their respective automation systems to meet the requirements of the Contract. No SUNCOM Enduser shall be served under the new terms of this Contract until the Development and Preparation phase is completed. Completion of this phase is defined in the attached Implementation Checklist of tasks (Attachment 10). This list is comprised of all the automation capabilities and exchanges of preliminary data necessary to accommodate the business process described in Legacy Contract Expiration Phase and Steady State Business Process. Execution of the Implementation Check List by both parties shall affirm the listed automation functions can be performed.

Service Provider will negotiate any code modification needed to comply with this contract if needed. Data setup and exchange will occur during this period as well as exchange of technical information needed to communicate with OaSIS and Service Provider Premier Enterprise Portal and eBill.

At the sole discretion of DMS, the Service Provider Account Team may login to OaSIS directly and complete work orders within OaSIS Order Management when XML functions are unavailable.

2.05.1.1.2 Legacy Eligible SUNCOM Enduser Lists to be provided to DMS

At the beginning of the Development and Preparation phase, the Service Provider shall provide DMS with the data necessary to contact Eligible SUNCOM Endusers currently being served by the Service Provider. The Service Provider shall provide the electronic data pertaining to Eligible SUNCOM Endusers based on the enduser definition provided in Section 2.06 AT&T Marketing Plan.

The Service Provider shall deliver the Eligible SUNCOM Enduser data in American Standard Code for Information Interchange (ASCII) delimited batch files for Eligible SUNCOM Endusers after Contract execution. The Service Provider shall make periodic updates for any SUNCOM Endusers established during the Development and Preparation phase and as Products/Services are modified.

DMS Billing Accounts shall be activated at the beginning of the Legacy Contract Expiration Phase. The approach to transferring Eligible SUNCOM Endusers to a DMS Billing Account shall be different depending upon the SUNCOM Enduser being an Intrinsic Enduser or Discretionary Enduser as outlined in Section 2.06 AT&T Marketing Plan.

DMS and the Service Provider shall attempt to contact every Eligible SUNCOM Enduser identified by the Service Provider announcing this Contract and providing prices and instructions on how to establish an account with DMS. Contact shall be made based on Eligible SUNCOM Enduser status in Section 2.06 AT&T Marketing Plan.

Service Provider Account Team will work with DMS to provide any necessary data regarding existing Service Provider Florida State customers. The Service Provider Account Team will work with DMS in the creation and documentation of any new billing accounts that are needed. Intrinsic Enduser information regarding existing Service Provider customers will be gathered and delivered via Service Provider Account Team.

A SUNCOM Enduser self-service page in OaSIS will be made available allowing the enduser to either; 1) designate current DMS Billing Accounts to become the accounts for wireless service, or 2) establish new DMS Billing Accounts for wireless service. DMS will also use this page in conjunction with SUNCOM Endusers to establish/designate accounts.

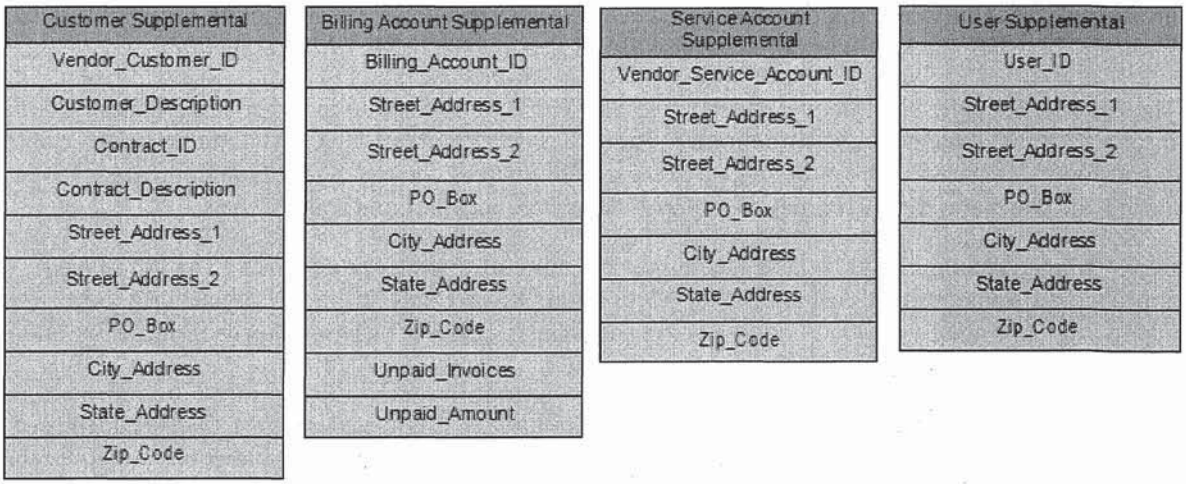
DMS shall attempt to directly contact Eligible SUNCOM Endusers for whom there was an email notification problem and those who have not used OaSIS to establish/designate an account within 60 days after the notice was sent.

2.05.1.1.2.1 Intrinsic Endusers: T1

Detailed account data shall be provided by the Service Provider to DMS regarding the Intrinsic SUNCOM Endusers identified in Section 2.07: AT&T Marketing Plan.

The Service Provider shall provide DMS detailed account data related to the SUNCOM Enduser Billing Account, Service Accounts, Users, Orders, Inventory and Products/Services (as depicted in the conceptual data diagram in Figure 2:2 above). The Service Provider shall provide the supplemental data for the SUNCOM Clients shown in Figure 2:4.

Intrinsic Customer Supplemental Data



Note that the relationships between Customers, Billing Accounts, Service Accounts, Users and other key fields should be supplied through the Vendor's delivery of its version of the core data depicted in the schema diagram. Also note that the request for and inclusion of data on pending payments does not imply DivTel's assumption of those obligations. Rather, it is contextual information.

Figure 2:4

As DMS informs and facilitates transfer of Intrinsic Endusers during the Development and Preparation Phase, DMS shall periodically inform the Service Provider via electronic file of the Endusers ready for transition. The Service Provider shall then identify the Enduser Service Accounts to become part of the DMS Billing Account in the Service Provider's system upon completion of the Development and Preparation Phase.

2.05.1.1.2.2 Discretionary Endusers: T2

The Service Provider shall provide DMS contact data for SUNCOM Eligible Endusers as defined in Section 2.07: AT&T Marketing Plan. SUNCOM Endusers identified in Section 2:07: AT&T Marketing Plan as "Contact data only" are referred to hereafter as "Discretionary Endusers".

Once it has been determined that the Discretionary SUNCOM Endusers have committed to migrate to the Contract, DMS will notify the Service Provider via electronic file and maintain documentation from the Discretionary SUNCOM Enduser verifying the commitments. If the Discretionary SUNCOM Enduser does not provide its objection to the Service Provider within 48 hours of DMS's notice to the Service Provider, the Service Provider shall provide the remaining data to DMS (corresponding to the data provided for Intrinsic SUNCOM Client) and tag the SUNCOM Enduser's Service Accounts in the Service Provider's systems to be a part of DMS's Latent Master Billing Account (to become a part of the DMS Master Account upon completion of the Development and Preparation Phase).

2.05.1.1.2.3 Initiating Service for Legacy SUNCOM Endusers: T3

Throughout the Transition Period, DMS will request the Service Provider to re-designate its Legacy SUNCOM Endusers' Service Accounts to become part of SUNCOM's Master Account through periodic data provided by DMS. Through this data, DMS may request that a specific Service Account, all of the Service Accounts under a specific Billing Account or all of the Service Accounts under a specific Legacy SUNCOM Enduser be moved. Upon request the Service Provider will provide a list of all of the Service

Accounts to be added to the latent or active SUNCOM Master Account (depending upon whether the change happens before or after the end of the Development and Preparation Phase).

During this time period the Service Provider billing systems will be updated to reflect the needed changes to move legacy SUNCOM Endusers into the new Foundation Account designated by the Service Provider Account Team. DMS requested data shall be provided by the Service Provider Account Team, but at this time will not be automated via flat file transfer, but rather provided in CSV or Microsoft Excel format.

On the last day of the Development and Preparation Phase, the Service Provider will activate the SUNCOM Master Account (i.e. the latent relationship between the SUNCOM Enduser's Service Accounts and DMS as the single Customer will be changed to active). This means that there will no longer be an association in the Service Provider's system between the Legacy SUNCOM Enduser and Service account; rather, when the latent status is removed, these accounts will be transferred to DMS as the single Customer holding all of these Service Accounts.

The transitioning of more Eligible Endusers, who consent after the end of the Development and Preparation Phase, and any previously named exceptions among Intrinsic Endusers, will continue through the end of the Transition Period (see Section 2.05.1.2 "Legacy Contract Expiration Phase").

After doing so and the end of the current billing cycle has transpired, Legacy SUNCOM Endusers will no longer receive an invoice directly from the Respondent, the new prices, terms and conditions will apply. DMS will try to time this transition to correspond to the end of the Service Provider's billing cycle. But if that is not possible, all charges, to DMS and the legacy SUNCOM Endusers, will be prorated to account for partial billing periods of service. Any payment obligations that were incurred by the SUNCOM Enduser prior to the first full billing cycle under the SUNCOM Master Account will continue to be the SUNCOM Enduser's obligation to pay directly to the Service Provider (i.e. DMS will not assume any obligation or responsibility for the debt).

The Service Provider and DMS will exchange and audit the lists to verify and reconcile which Service Accounts will become active SUNCOM End Users.

2.05.1.1.2.4 Establishing the Matching Product/Service Catalog: TS1

Prior to the Service Provider making any Product/Service available to any SUNCOM Enduser under the Contract, the Service Provider must first obtain approval from DMS to verify applicability and price conformance with the Contract. The Service Provider shall be the source of Product/Service information. DMS shall not alter Product/Service information submitted by the Service Provider (DMS will append to this Product/Service information, such as SUNCOM price, SUNCOM ID, etc.). The Service Provider Premier Support Team shall provide Product/Service catalog extracts to DMS in the psudo-format. The Service Provider Account Team shall work with DMS to update and monitor catalog modifications.

DMS shall advise Service Provider that the Product/Service has been approved or disapproved to be a part of the Catalog. Product/Service shall not be available to SUNCOM Endusers through OaSIS, or any other manner, until approved. If approved, DMS shall provide a SUNCOM price for the Service Provider to market to SUNCOM Endusers. No other prices shall be displayed to the SUNCOM Enduser by the Service Provider.

The Product/Service data provided by the Service Provider, along with the SUNCOM prices, will become a part of the SUNCOM Catalog as a basis for pre-audit (verifying that billed Products/Services have been approved, the SUNCOM price is correct, and the Respondent is charging DivTel the established Price) and for charging SUNCOM Clients through SUNCOM's billing. The Respondent shall maintain a corresponding Product/Service Catalog with matching data.

No elements in the Service Provider Product table, i.e. no description, conditions, prices, etc. may be made available under the Contract without prior DMS approval, as set forth above. Products (devices) that the Service Provider no longer sells may be enabled for use on the Service Provider's network need not be a part of the Catalog (but shall be a part of the Inventory).

2.05.1.1.2.4 Product/Service Temporary Promotions: TS1

With approval from DMS, the Service Provider may offer temporary price reductions for those specific Products/Services contained within the Product/Services Catalog. To obtain Promotion approval and establishment of the appropriate SUNCOM pricing, the data shown in Figure 2:5 must be exchanged prior to availability of the Promotion. As with all prices in the Product/Service Catalog, only the SUNCOM established price for the Product/Service offered in the Promotion shall be displayed to the SUNCOM Enduser by the Service Provider. DMS will not increase its existing cost recovery percentage for the purpose of offsetting any SUNCOM Enduser savings from the Promotions.

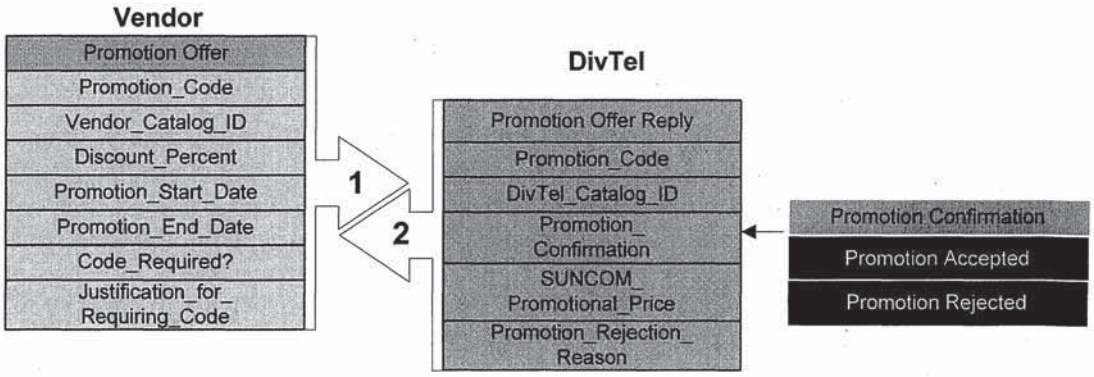


Figure 2:5

The following conditions shall apply to Promotions:

1. All Promotions follow the same Product/Service approval process as set forth above.

2. All Promotions related to a particular Product/Service must be available to all SUNCOM Endusers, i.e. there are no restrictions or conditions other than the requirement that it apply to a specific Product/Service and that it is offered to a SUNCOM Enduser.

3. If the Service Provider requests that a Promotion Code be required when an order is placed as a prerequisite to obtaining the benefits of a Promotion, the Service Provider must provide a written justification for such a requirement in the electronic file requesting the Promotion.

4. DMS reserves the right to publicize all Promotions in any way it chooses.

5. Promotions shall never have the effect of increasing a price.

Service Provider shall investigate a potential data feed of available promotions for OaSIS and allow OaSIS to determine which promotions to apply and which to leave with a base price. By moving pricing calculations and display to the end user to OaSIS instead of Service Provider's ordering systems, the state gains flexibility in how the final price is displayed, regardless of the one-time payment invoices that Service Provider will bill at the end of the month.

2.05.1.1.2.5 Taxes and Fees Classified as Services

Taxes (defined here to include fees that the Service Provider collects on behalf of public entities) shall be established as Services in the Product/Service Catalog prior to charging DMS. The standard process whereby the Service Provider submits an electronic request for inclusion in the Catalog shall contain a description field provided by the Service Provider and clearly identity the tax or public fee. The Catalog item shall be tagged as a tax/fee and Service Provider shall provide a complete explanation describing the basis for the tax/fee.

The Service Provider shall recognize and honor all validly and properly issued and executed tax exemption certificates delivered by DMS and statutory exemptions and shall not bill DMS for any such exempted taxes. DMS shall pay any and all taxes for which it does not have an exemption.

Taxes and fees identified in Exhibit 3 may appear on bills to DMS. No other FCC or PUC fee, cost recovery fee, surcharge or assessment applicable to wireline and/or wireless voice and/or data telecommunications services shall be imposed during the term of this Contract, without inclusion in the Contract, unless mandated by the FCC or PUC. The Service Provider will only bill for discretionary fees that are sanctioned by the Federal or State governments if they are included in Exhibit 3 or subsequently agreed upon between both Parties.

2.05.1.2 Legacy Contract Expiration Phase

Immediately following the conclusion of the Development and Preparation Phase, a five month Legacy Contract Expiration Phase shall begin during which the remaining Eligible SUNCOM Endusers currently served with wireless communications service by the Service Provider, shall be transferred to DMS. This shall require reassignment of respective Service Accounts from existing Eligible SUNCOM Endusers to DMS as the single Customer, with a single Master Billing Account.

During the Legacy Contract Expiration Phase, the Service Provider shall not establish any new billing accounts for any Eligible SUNCOM Enduser pursuant to the State Term Contract for wireless services. Additionally, during the Legacy Contract Expiration Phase, the Service Provider shall not establish any billing accounts for any state agency under any terms or contract other than this Contract.

1. Ongoing Transfers During the Phase

    a. During the Legacy Contract Expiration Phase, DMS and the Service Provider shall continue to contact Eligible SUNCOM Endusers served by the Service Provider. As each additional SUNCOM Enduser billing account is designated/established in OaSIS, the Service Provider shall include the SUNCOM Enduser in the DMS Billing Account. The Service Provider shall implement the change as soon as commercially practical upon notification from the SUNCOM Enduser or DMS, per statutorily required SUNCOM Endusers per Section 2.06 AT&T Marketing Plan.

    b. Within 48 hours of notice from the Discretionary SUNCOM Endusers agreeing to include its Service Account(s) under SUNCOM, or DMS notification that a state agency will become a part of the SUNCOM billing account, the Service Provider shall provide the associated detailed account data to DMS and move the Enduser Service Accounts to the DMS Billing Account for inclusion in the next complete billing cycle.

    c. After the SUNCOM Enduser Service Accounts have been transferred to DMS and the end of the current billing cycle has transpired, the SUNCOM Enduser shall no longer receive an invoice directly from the Service Provider. Any payment obligations that were

incurred by the SUNCOM Enduser prior to one full billing cycle under the DMS Billing Account shall continue to be the SUNCOM Enduser's obligation to pay directly to the Service Provider. DMS shall not assume any obligation or responsibility for the debt owed by the SUNCOM Enduser to the Service Provider.

2. Terminating Services at the Conclusion of Transition

   a. At the end of the Legacy Contract Expiration Phase, the Service Provider shall discontinue providing wireless telecommunications services to all state agencies that are not a part of the DMS Billing Account, regardless of the contract used to purchase the services, unless DMS has requested an extension on behalf of the specific SUNCOM Enduser in accordance with Section 282.703(5)(a), F.S. If DMS grants any such extension, it shall provide a list of affected SUNCOM Endusers to the Service Provider. The Service Provider shall comply with any time limits imposed by DMS on the extension by terminating services to the state agency at the end of the extension period unless another extension is granted or the SUNCOM Enduser's account is transferred to the DMS Billing Account.

   b. One month prior to the end of the Transition Period, the Service Provider shall provide daily lists of all state agencies that have not been transferred to the DMS Billing Account and identify all of the active Service Accounts that are in jeopardy of termination without transfer to DMS.

   c. At the Service Provider's discretion, it may continue to serve all non-state agency SUNCOM Endusers after the Legacy Contract Expiration Phase under terms established with the Enduser.

   d. The terms of the existing State Term Contract for Wireless Voice Services, the Participating Addendum and all other SUNCOM wireless services contracts that have effectively been extended through amendments to this contract shall be void at the end of the Legacy Contract Expiration Phase and shall no longer be available for use by any entity. DMS reserves the right to establish separate extensions on individual contracts during the Transition Period.

Service Provider's Account Team will work with DMS and SUNCOM Endusers with the migration of existing SUNCOM Endusers to the new Foundation Account Number generated by the Account Team for this Contract (Transfer of Billing Responsibility).

The Service Provider Premier Online Care portal has online capabilities to perform one at a time Transfer of Billing Responsibility transactions via DMS Administrators sending a request electronically to the end user attempting to migrate, however we do not have any bulk transfer capabilities online. For large migrations of SUNCOM Endusers, the Service Provider Account Team will engage a special projects team to process these migrations in bulk.

2.05.2 Steady State Business Process

With the transition of existing SUNCOM Endusers and services to the Contract, and completion of systems modifications to accommodate the shared business processes (as verified in Attachment 10: Implementation Checklist), the Transition Period shall end and standard business processes shall be implemented. While both Parties have responsibilities related to the process, either the Service Provider or DMS shall be primarily responsible for specific steps. Figure 2:3 categorizes these steps and assigns responsibility for them.

2.05.2.1 Updating the Products/Services Catalog: TS1

The process for establishing new Products/Services shall be the same during the Steady State Period as it is during the Transition Period. Refer to Section 2.05.1.1.2.4 Establishing the Matching Product/Service Catalog: TS1" for an explanation of the process.

Catalog extracts with the psudo-structure listed above will be provided at regular intervals (weekly, monthly, or ad-hoc) that will include the current Service Provider product catalog. DMS shall include or exclude these new devices, plans, accessories, and features from OaSIS. Detection of differences between feeds will identify any new devices and other items as well as expired items. OaSIS will control the available catalog items.

2.05.2.2 Establishing SUNCOM Endusers and Billing Accounts: S1

DMS shall be responsible for invoicing SUNCOM Endusers and must verify SUNCOM eligibility.

DMS is solely responsible for establishing SUNCOM Endusers and the Billing Accounts under which they will be invoiced and managed. The business processes for establishing SUNCOM Endusers and Billing Accounts will occur within OaSIS and this data shall not be synchronized between the Parties. However, DMS will share Enduser information related to each Service Account that is necessary to the Service Provider for delivering product support.

1. Transferring Existing SUNCOM Eligible Endusers During Steady State Period

    a. Existing SUNCOM Eligible Endusers being served by the Service Provider may decide to become SUNCOM Endusers after the Transition Period. As DMS or the Service Provider identify such SUNCOM Eligible Endusers, DMS and the Service Provider shall implement the business process as described in Section 2.05.1.1.2.2 Discretionary Endusers: T2.

2. SUNCOM Enduser Implemented Catalog Restrictions: S2

    a. All SUNCOM Endusers shall have the option of restricting the availability of certain Products/Services from their staff. DMS shall facilitate this by providing SUNCOM Endusers an OaSIS interface for the restriction at the account level.

The system default restriction option shall be set to "Allow".

Service Provider shall facilitate through different XML order types in OaSIS.

1. New Account Orders (creating a Service Provider account) or
2. Add a Line Orders (Adding to an existing Service Provider Billing Account - preferred).

    - This Service Provider account will assist the Service Provider Account Team members in troubleshooting, customizations, and billing audits.

2.05.2.3 SUNCOM Client Management: S3

1. Establishing SUNCOM Enduser Permissions: S3

    a. OaSIS shall be the portal for access to all services and functions under the Contract. OaSIS shall manage all SUNCOM Enduser permissions. DMS shall be solely

responsible for establishing SUNCOM Endusers, maintaining their information and passwords and assigning their permissions. DMS shall not be required to provide any of the information related to specific SUNCOM Endusers to the Service Provider, unless the information is necessary for E-Rate eligibility and compensation, and necessary to the Service Provider for product support.

2. Service Provider Staff Authorities in OaSIS

    a. Service Provider staff shall be given broad permissions within OaSIS to assist SUNCOM Endusers in selecting the Service Provider's products and drafting orders to the Service Provider.

Service Provider shall disable any online ordering or account management activities needed to comply. Ordering will only be allowed via Service Provider backend XML interfaces and not on the Service Provider online properties. Through the Service Provider's robust permission structure, Service Provider can provide voice and data monitoring capabilities to DMS and SUNCOM Endusers if requested, without allowing changes to be made that would affect billing data, such as rate plan or feature changes.

DMS will receive logins to Premier Online Care to administer and manage any access to DMS and SUNCOM Endusers (disallowed by default). Additional optional maintenance and administration capabilities by DMS will include:

Activity	Description
Manage Administrators	Create new administrators for your company, or to change the name, address, and permissions for the administrators in your company.
Manage Foundation Account Permissions	Edit the level of access granted to users by foundation account. Set permissions on individual transactions or activities. (note, not typically used in this current offline model)
Manage Billing Account Permissions	Edit the level of access granted to users by an Service Provider billing account (not SUNCOM Billing Account). Set permissions on individual transactions or activities.(note, not typically used in this current offline model)
Detach Login Profiles	Remove login profiles from wireless numbers. Detached logins can no longer access information for the wireless number or billing account, and are required to register for a new account the next time they log in. (note, not typically used in this current offline model)
Update My Login Profile	Allows editing of your own administrative login. Configure contact information, address, secret questions for password resets, and notification preferences.
Activate Wireless Device Online	Allows access to an online tool to activate upgraded or ported lines that have been shipped to a customer 'cold' which normally requires a call into the Premier Support Center's automated line.
Update Wireless User Information	Allows updates to Service Provider's records regarding a wireless line's information including name, custom fields, and

Activity	Description
	primary place of use. Normally not used due to XML interfaces made available to OaSIS
Change Wireless Number	Allows a new telephone number to be generated for an existing wireless line
Reassign Foundation Account	Allows DivTel staff to move a wireless line to another Service Provider master account not owned by DMS
Transfer Billing Responsibility	Allows DMS staff to move a State of Florida-owned wireless number to become a personal number with individual billing responsibility (turn into a consumer line)
Reset Voicemail Password	Allows DMS to reset the voicemail password for a wireless user
Replace Smart Chip	Allows DMS to replace a SIM Card (Smart Chip) in an existing wireless device with a new SIM.
Update IMEI	Allows DMS to replace the wireless device with a new existing wireless device with the same SIM card. Typically used in replacing devices due to accidental damage with spare devices, or utilizing custom/customer-owned equipment. This should NOT be used for device upgrades or activations (listed above)
Change Rate Plan	Allows DMS to change the primary voice and data plan on a wireless device. We recommend NOT using this functionality to prevent OaSIS from becoming out of sync. May be used for cleanup purposes in the even OaSIS becomes out of sync.
Change Features	Allows DMS to change optional features on a wireless device. We recommend NOT using this functionality to prevent OaSIS from becoming out of sync. May be used for cleanup purposes in the even OaSIS becomes out of sync.
Change Applications	Allows DMS to change mobility applications on a wireless device. We recommend NOT using this functionality to prevent OaSIS from becoming out of sync. May be used for cleanup purposes in the even OaSIS becomes out of sync.
Upgrade Eligibility Reports	Allows a spreadsheet/CSV/Text file for up to 100 numbers at a time that includes account numbers, user information, status, effective dates, phone make and model, phone IMEI, early upgrade eligibility indicator (yes/ no), not eligible for upgrade (yes / no), eligibility indicator (yes/no), and date the line becomes upgrade eligible
Rate Plan Summary Reports	Allows a spreadsheet/CSV/Text file of all wireless numbers managed by OaSIS accounts or drilled down to an individual Service Provider Billing Account (OaSIS client) including a summary of rate plan, data, and messaging usage and charges for each wireless user on the selected account, averaged over the requested time period (1,2,3 months). This report may assist in analyzing the price plan needs of your managed wireless users, and identify overage issues.

Activity	Description
Wireless Inventory Reports	Allows a spreadsheet/CSV/Text file of all wireless numbers managed by OaSIS accounts or drilled down to an individual Service Provider Billing Account (OaSIS client) including details on the equipment, plans, and features assigned to each wireless user on the selected account, This report may assist in inventory auditing against OaSIS records, identification of SIM Swaps, and overall monitoring of Service Provider's records of DMS's accounts.

2.05.2.4 Enduser Shopping and Work Order Creation: S4

SUNCOM Endusers will use OaSIS to shop for wireless services. The basis of the OaSIS Shop shall be the Products/Services Catalog data submitted from the Service Provider. The OaSIS Shop will be populated with this Catalog data, upon DMS approval. OaSIS shall create an individual work order per Service Account requested by the SUNCOM Enduser and electronically submitted to the Service Provider via XML to complete. OaSIS shall perform validation on the work orders before submission to the Service Provider. OaSIS shall extract the validation rules from the electronic Products/Services Catalog submitted by the Service Provider in psudo-format. The Service Provider upon receipt of work orders shall validate their accuracy and update OaSIS with their respective status.

The Service Provider shall be responsible for all Product/Service information presented in the OaSIS Shop.

2.05.2.5 Enduser Orders

1. Establishing Service Accounts: S5

    a. Service Accounts shall be associated with at least one work order identifying a Product/Service from the Catalog submitted by the SUNCOM Enduser. The Service Account may carry several unique identifiers such as phone number, electronic serial number, and device serial number.

    b. Service Provider will use its New Service Direct XML order interface for OaSIS to integrate with Service Provider eCommerce storefront.

        i. Order Confirmation Process

            (a) After the SUNCOM Enduser completes the online purchase via the OaSIS portal, the Service Provider will send an acknowledgement (ACK) or non-acknowledgement (NACK) to the order XML message that was sent. Additional shipping or order issue information will be sent to a designated XML handling URL for OaSIS to parse.

            (b) Activation Changes: Suspension, reinstatement of service, and cancelation of service can be performed via Care Direct XML messages for ChangeStatus as noted in Section 2.03.1 OaSIS Website. Activation of devices that were shipped 'cold' due to an upgrade or port from another wireless provider will need to either be performed online at https://www.wireless.att.com/businesscenter/activations/ OR by

following the instructions placed inside each shipping box by calling into the Premier Support Center's automated activation system.

(c) Changing Data: Change orders shall be handled via XML Change Rate Plan, Change Features, Update Wireless User Info transactions with OaSIS.

2. Validate Sale: S5

   a. The Service Provider shall submit status updates and completion information per work order for DMS to validate the status and completion of the work order.

   b. If the order is declined, the Service Provider shall terminate the work order and archive the order request for review.

   c. DMS shall notify the SUNCOM Enduser via email based on the Service Provider update.

   d. The Service Provider and DMS shall work together to resolve any confusion about a work order and document the result.

      i. The Service Provider shall have a dedicated account representative to manage and monitor pricing, order quality, approved/declined orders, and resolve issues or discrepancies.

3. Activation Changes: S5

   a. SUNCOM Endusers may seek to make changes to a Service Account. These changes shall generate work orders from OaSIS that are then electronically forwarded to the Service Provider for completion. These changes may impact billable options on the Service Account. A deactivation shall terminate the Product/Service by SUNCOM Enduser choice.

4. Changing Data: S5

   a. At any time, data associated with a Service Account may warrant modification which may have no charge ramifications. All modifications shall be sent to the Service Provider as a work order using OaSIS.

5. Retail Store Device Replacements

   a. By using daily or as-needed inventory reports via Premier Online Care, DMS will be able to identify when equipment has been changed for an individual subscriber by looking at historical records for that user or past orders in OaSIS.

   b. Service Provider cannot send real-time individual XML messages to OaSIS when equipment swaps are performed, inventory reports showing updated equipment can help identify these scenarios with minimal delay.

6. Activation Status: S5

   a. Order and activation may happen independently. The Service Provider shall provide activation status updates separately and subsequent to work order placement and completion.

b. Activation updates and reports will be provided in Premier Online Care inventory reports listed below in section 2.05.2.6 as well as e-mail confirmation messages, updated billing information in the next data feed ("Device Last Updated" field).

2.05.2.6 Inventory: S5

OaSIS Inventory shall reflect modifications made to SUNCOM Enduser Service Accounts. Service Accounts in OaSIS Inventory shall be kept current using updates provided by the Service Provider's electronic work order processing system.

DMS can log into Premier Online Care and pull Wireless User Inventory Reports at any time – these reports will pull information from Service Provider's billing systems at the time of the request and will populate a Microsoft Excel worksheet, CSV file, or Text file that DMS can then download. While a report can be requested at any time, Service Provider runs these reports offline to ensure high performance of the rest of the Portal during peak business hours. Once the report has been generated, the user that requested the report will be notified via email.

These reports can be requested as many times as needed to ensure up-to-date inventory information in OaSIS.

While we currently do not have the capabilities to schedule and automate delivery of inventory reports, we would be willing to work with the State in the future to deploy this functionality.

Inventory fields available in report are as follows:

Column Header	Description
Foundation account number (FAN)	The eight-digit number for the billing account to which the wireless user belongs. Functions like a master account number.
Billing Account Name	Wireless user's billing account name
Billing Account Number	The nine-digit number for the billing account to which the wireless user belongs.
Wireless Number	Wireless telephone number.
Wireless User Full Name	First and last name of the person to whom the wireless number is assigned.
Wireless User Status	Status of the wireless user's service, as of the date the report was generated. Statuses include: **Reserved**-Wireless number set aside for a user but not yet made active. **Active**-Wireless number associated with the user is currently in use and active. **Suspended**-Wireless number is suspended, although monthly charges may still apply and be charged. **Cancelled**-Service to the wireless number is cancelled, and no further monthly charges apply, although outstanding charges prior to cancellation may still apply and be charged.

Column Header	Description
Status Effective Date	Most recent update date for wireless user service status, as of the date the report was generated.
Phone or Device Model	Model of the phone of the phone or device.
Phone or Device Make	Manufacturer of the phone or device.
Phone or Device ID (IMEI)	Unique 15-digit code used to identify the GSM-enabled equipment.
User Defined Fields (1-4)	Customized extrinsic fields that can be custom mapped to OaSIS identifiers for a wireless user. Must be synced in both account management tools for updates as well as ordering systems through OaSIS.
Wireless User Activation Date	Date that service was activated for a wireless user.
Contract Start Date, Contract End Date	Date that the current service contract for the wireless user ends and began.
Phone or Device Effective Date	Date when the current phone or device replaced the previous phone or device.
Service Type	Indicates whether the wireless user's service is V - voice (voice plan only) or D - data (data-only plan). Also includes B - Business voice plus data (a wireless number service with both voice plan with data add-on tied to a business or organization foundation account); or C - Consumer voice plus data (a wireless number service with voice plan with data add-on tied to an individual responsibility account not associated to any business or organization foundation account.)
Smart Chip (SIM) Number	The 19- or 20-digit number on the microchip that inserts into a mobile device and encrypts transmissions and identifies the user to the mobile network.
Rate Plan Monthly Recurring Charge	Base monthly cost of the primary voice plan, data add-on, or data-only rate plan for the wireless user. Includes monthly recurring charge discount credit, but does not include proration, other discounts, credits, or overages.
Rate Plan Name	Primary voice plan, data add-on, or data only plan name on the wireless user's bill.

2.05.2.7 Invoicing

1. Service Provider Invoicing: S6

    a. The Service Provider shall submit monthly invoices to DMS for all wireless services. This invoice shall consist of 1) a single request for payment on unchangeable format known as a "hand bill" that reflects the total charges for the month, and 2) an electronic detail file which substantiates all billable services and activities by Product/Service Catalog ID at the Service Account level that is the auditable basis for all charges. The total of substantiated detail charges shall match the single payment request on the "hand bill".

i. A Billing FAN, using Service Provider Premier eBill, will be created to ensure one aggregated bill at the end of each month. Geotracking services may be an exception to this single bill.

b. Service Provider in addition to billing analysis reports, shall provide access to raw billing information that can be imported into OaSIS for detail cost analysis at a CTN level. With the enablement of the Data Delivery Portal option, these raw data files may be delivered monthly once the Service Provider aggregated bill is complete to a DMS Secure FTP server.

i. Available data fields for the detailed billing file are listed in Section 2.07: Billing Data Fields.

c. Service Provider shall submit EDI-811 with Call Detail file monthly via SFTP. The EDI will include itemized lists of each voice, data, and messaging event. A Trading Partner Information document will be provided along with the EDI File specification document with implementation details.

2. Electronic Substantiating Detail

a. The monthly detail file shall include one-time subscription periods, metered increments and installments for all charges attributable to a Service Account and Product/Service. Every discrete charge shall have a Charge Event.

i. Subscription charges for periods when a Product/Service is available are derived from activation/deactivation dates defining the period when the subscription was active. The unique Charge Event identifier shall correspond to the active subscription period.

ii. Services with incremental metered charges shall be directly metered from counted units. Each Charge Event shall correspond to a discrete activity such as phone call, single text sent, etc.

iii. One-time purchase Charge Events shall occur when the purchase is satisfied with delivery.

iv. Installment Charge Events shall cover the period associated with the particular periodic payment.

3. OaSIS Pre-Audit

a. OaSIS shall pre-audit the Service Provider invoice monthly to match all charges against the current inventory of services and configurations being provided and to the prices associated with the Product/Service approved in the Catalog.

b. An exception report shall be sent to the Service Provider detailing any charges inconsistent with the prices and inventory in OaSIS. DMS shall request credits for any exceptions on the current invoice.

c. The Service Provider and DMS will reconcile OaSIS data with the Service Provider's data if they do not substantially affect the integrity of the invoicing process, as solely

defined by DMS. If reconciliation cannot be attained, DMS shall reject the invoice and request the Service Provider rescind the charges and submit a new invoice.

d. Barring audit exceptions, DMS shall pay the Service Provider the total charges on behalf of all SUNCOM Endusers for services rendered.

4. Monthly Invoicing Detail Exception for Geotracking

a. Invoicing detail for Geotracking Services shall be delivered daily and provided to SUNCOM Endusers; therefore it shall not necessitate a monthly Charge Event. The service (delivery of Geotracking data) and the detail required to substantiate the monthly invoice are synonymous.

i. Service Provider Enterprise On Demand may also provide a single paperless bill option for Geotracking services provided by this Contract.

5. E-Rate Invoicing

a. Service Provider will generate billing to DMS that contains sufficient specificity to allow DMS to accurately bill each of its SUNCOM Clients and audit each FRN for reimbursement credits through the OASIS system and will work with DMS to establish appropriate system interfaces to allow OASIS to process information as submitted by the Service Provider.

i. Each bill will include information regarding the services rendered to all SUNCOM Clients and DMS in one consolidated bill, issued on a monthly basis, reflecting, at a minimum:

1. SUNCOM Client name identifier or Billed Account Number (BAN) for each SUNCOM Client

2. Subcategories under each SUNCOM Client BAN, for each grouping of services, pursuant to an assigned Billed Telephone Number (BTN)

3. Individual listing of each account under each BTN, in accordance with the SUNCOM Client's grouping designation (Individual Earning Numbers or IENs)

4. The amount charged for each IEN, broken down by the amounts charged for data services and the amounts charged for voice services

5. The amount credited for each IEN, through USAC reimbursement, identified by FRN

b. For SUNCOM Clients who apply for, or intend to apply for E-Rate discounts ("SUNCOM E-Rate Clients"), the Parties agree as follows:

i. DMS will notify all SUNCOM E-Rate Clients of their obligation to group services, under the BTN process established above, consistently with the Funding Request Numbers (FRN) utilized by the E-Rate program; i.e. each grouping of individual earning numbers under a Bill-To-Number will be consistent with the grouping used by the applicant in making their funding request as reflected on their USF Form 471.

ii. DMS will inform all SUNCOM E-Rate Clients of their obligation to complete all documentation required by Service Provider which is necessary to accurately bill E-Rate eligible services under the Service Provider Invoicing (SPI) method of E-Rate discounting and/or process SUNCOM E-Rate Client's Billed Entity Account Reimbursement (BEAR) payments.

iii. Service Provider, upon receipt of the necessary documentation from the SUNCOM E-Rate Client, will, for those accounts for which SPI billing has been requested by the SUNCOM E-Rate Client, apply discounts to the invoicing submitted to DMS, in accordance with E-Rate rules and the SUNCOM E-Rate Client's Funding Commitment Decision Letter (FCDL), issued by USAC. For those SUNCOM E-Rate Clients who choose BEAR billing, Service Provider will bill the full amount for the services, in accordance with E-Rate Rules.

iv. DMS will pay Service Provider the amount billed in accordance with item "c" and, for SPI billing, Service Provider will bill USAC for the discounted portion, in accordance with E-Rate rules.

v. DMS will bill the SUNCOM E-Rate Clients for the non-discounted portion of the services and is fully responsible for the accuracy of that invoicing.

vi. DMS assumes the responsibility for invoicing SUNCOM E-Rate Clients and identifying any administrative or processing fees applied by DMS. Service Provider shall be responsible for billing DMS, in adherence to all E-Rate rules, using a format consistent with an agreed upon billing structure to allow the identification of the underlying SUNCOM Enduser.

c. DMS and Service Provider agree to cooperate in any audit or other inquiry initiated by the Federal Government related to the E-Rate program and SUNCOM E-Rate Clients.

6. SUNCOM Invoicing: S7

a. Barring audit exceptions, DMS shall use the Service Provider's electronic billing substantiating detail to invoice SUNCOM Endusers at SUNCOM prices, for services rendered. DMS shall notify SUNCOM Endusers via email when their invoice is available.

b. SUNCOM Endusers will use OaSIS to view their detailed invoices and pay their invoice.

2.06 AT&T Marketing Plan

The table below (Table 2:1) effectively defines "Intrinsic Customer" (as used in the ITN; those for whom "*Detailed account data*" shall be provided to DMS without any requirement for extra permission from users) to include the seven scenarios for "*Eligible Endusers*" under "*Current User of SUNCOM Billed by DivTel*".

The table below (Table 2:1) effectively defines "Discretionary Customer" (as used in the ITN; those for whom "*Contact only data*" shall be provided to DMS without any requirement for the extra permission from users) to include the six scenarios for "*Eligible Endusers*" under "*All Other Contracts or Agreements*".

Eligible Endusers	**Current User of SUNCOM**	**All Other Contracts or**

	Billed by DivTel	Agreements
State Agencies	Detailed account data	Detailed account data
Legislative	Detailed account data	Contact only data
Judicial	Detailed account data	Contact only data
State Universities	Detailed account data	Contact only data
Other Statutorily Established Political Subdivisions	Detailed account data	Contact only data
Cities and Counties	Detailed account data	Contact only data
Private Colleges, Private Libraries & Qualifying Nonprofits	Detailed account data	Contact only data

Table 2:1

"Detailed account data" – Service Provider agrees to provide all requested data

"Contact only data" – Service Provider agrees to:

- Co-develop with DMS, MCS marketing material
- Within 3 months of existing contract expiration date, share marketing material with these CRUs.

2.07 Billing Data Fields

Column Header	Column Format	Source Level	Possible Values	Description

Column Header	Column Format	Source Level	Possible Values	Description
Section ID	VARCHAR(10)	ALL	"DL" = Detailed Level "SL" = Summary Level "SLI" = Summary Level Information "IRA" = Invoice Remit Amount "DOC" = Documentation "BIL" = Billing	The type of data presented in the row. Note IRA is the proper amount(s) to pay to the remit address for that row. Billing FANs will have a single IRA row for a single amount due for the entire FAN. Fulfillment FANs will have an IRA row for each amount due for each billing account. Reporting FANs will have an IRA row for each amount due for each billing account and may also have an additional IRA row for an amount due for the FAN.
Billing Entity Level	VARCHAR(10)	ALL	"FAN" = Foundation Account Number "BAN" = Billing Account Number "CTN" = Cellular Telephone Number	The level of billing the charge is applied to the end user (CTN) or the billing account (BAN) where no CTN is specified or the foundation account (FAN) where no BAN or CTN are specified.
Foundation Account Type	VARCHAR(100)	FAN	"Reporting" "Billing" "Fulfillment"	Applicable only to Billing FANs or Reporting FANs where a FAN level balance is due. The field is left blank on Fulfillment FANs.
Remit To (address)	VARCHAR(100)	FAN/BAN	Unique Data	Fulfillment FANs are invoiced at each BAN level only so only the BAN Remit Address should be used. Billing FANs are invoiced at the FAN level only so only the FAN Remit Address should be used. Reporting FANs are invoiced at each BAN level so the BAN Remit Address should be used. In addition, it is possible that there is also a FAN level invoice so the FAN Remit Address may also be used.

Column Header	Column Format	Source Level	Possible Values	Description
Due Date	YYYYMMDD	FAN/BAN	Unique Data	For a Billing FAN, the date the payment is due for this invoice. For a Reporting FAN, the date listed here is the date the payment is due for only FAN level charges.
Foundation Account Number	VARCHAR(22)	FAN	Unique Data	Number assigned to the Foundation Account Name. This field will be blank for Fulfillment FANs.
Foundation Account Name	VARCHAR(100)	FAN	Unique Data	Name assigned to the Foundation Account Number. This field will be blank for Fulfillment FANs.
Billing Account Number	VARCHAR(22)	BAN/CTN	Unique Data	Account number for each Billing Account (BAN). This will be blank on FAN level rows (where Billing Entity Level = FAN).
Billing Account Name	VARCHAR(100)	BAN/CTN	Unique Data	Name for each Billing Account (BAN). This will be blank on FAN level rows (where Billing Entity Level = FAN).
BAN Invoice Number	VARCHAR(100)	BAN	Unique Data	Invoice number assigned to the Billing Account's total invoice.
Period End Date	YYYYMMDD	FAN/BAN/CTN	Unique Data	The bill cycle end date. Note: the FAN rows will show the consolidated bill cycle end date while the BAN rows will show the individual billing account cycle end date.
Wireless Number	VARCHAR(22)	BAN/CTN	Unique Data	End user cellular telephone number. Also known as CTN (cellular telephone number). This will be blank on FAN level rows.
User Name	VARCHAR(35)	BAN/CTN	Unique Data	End user name as provided by customer. This will be blank on FAN and BAN level rows.
FAN Invoice Number	VARCHAR(100)	FAN	Unique Data	Invoice number assigned to the Foundation Account's FAN level invoice (where applicable). For Billing FANs, there is a single FAN Invoice so this number will be the same for every wireless user and billing account under the foundation account for this billing period. For Reporting FANs, this only applies if there is a FAN Level charge. This does not apply to Fulfillment FANs.
FAN Invoice Date	YYYYMMDD	FAN	Unique Data	Consolidated invoice date for the Foundation Account Number (FAN).

Column Header	Column Format	Source Level	Possible Values	Description
FAN Invoice Previous Balance	Number (14,2)	FAN	Unique Data	Applicable only to Billing FANs or Reporting FANs where a FAN level balance is due. The total amount due from the previous bill period.
FAN Invoice Total Payments	Number (14,2)	FAN	Unique Data	Applicable only to Billing FANs or Reporting FANs where a FAN payment was applied. Total of payments made since previous invoice.
FAN Invoice Payment Date	YYYYMM DD	FAN	Unique Data	Applicable only to Billing FANs or Reporting FANs where a FAN payment was applied. The date the payment was posted.
FAN Invoice Past Due	Number (14,2)	FAN	Unique Data	Applicable only to Billing FANs or Reporting FANs where a FAN level balance is due. Total amount past due from previous bill period.
Adjustment to Previous Balance Description	VARCHAR(80)	FAN	Unique Data	Applicable only to Billing FANs or Reporting FANs where a FAN level balance is due. Description of "adjustments" made at the BAN or CTN level that were applied as "balance impacting" or adjustments made to the balance from the prior bill period. An itemization of these adjustments can be found in the appropriate billing account section of the file.
Adjustment to Previous Balance Amount	Number (14,2)	FAN	Unique Data	Applicable only to Billing FANs or Reporting FANs where a FAN level balance is due. Sum of all adjustments made at the BAN or CTN level that were applied as "balance impacting" or adjustments made to the balance from the prior bill period. An itemization of these adjustments can be found in the appropriate billing account section of the file.
Adjustment Type	Char	FAN	"F" = FAN	Applicable only to Billing FANs or Reporting FANs where a FAN level balance is due.
FAN Level NBS Charges and Credits Description	VARCHAR(50)	FAN	Unique Data	Applicable only to Billing FANs or Reporting FANs where a FAN level balance is due. Description of each adjustment made to the FAN level where no BAN or CTN is specified.

Column Header	Column Format	Source Level	Possible Values	Description
FAN Level NBS Charges and Credits Amount	Number (14,2)	FAN	Unique Data	Applicable only to Billing FANs or Reporting FANs where a FAN level balance is due. Amount of each adjustment made to the FAN level where no BAN or CTN is specified.
FAN Invoice Total Current Charges	Number (14,2)	FAN	Unique Data	Applicable only to Billing FANs or Reporting FANs where a FAN level balance is due. Amount due for current bill period only.
FAN Invoice Amount Due	Number (14,2)	FAN	Unique Data	Applicable only to Billing FANs where a FAN level balance is due. May also apply to Reporting FANs IF a FAN level balance is due. Total amount due for FAN including past and current due amounts. Or can be calculated by summing: FAN Invoice Previous Balance > FAN Invoice Total Payments > Adjustment to Previous Balance Amount > FAN Level NBS Charges and Credits Amount.> FAN Invoice Total Current Charges = FAN Invoice Amount Due. Note, all these values will be in the FAN IRA row except the FAN Level NBS Charges and Credits as they are itemized on SL rows immediate below the IRA row.
FAN User Defined Label 1	VARCHAR(20)	FAN	Unique Data	User defined label field 1 Name (only applies if customer uses UDLs)
Service ID 1 (UDL 1 - CTN Level)	VARCHAR(35)	CTN	Unique Data	User defined label value 1 for user (only applies if customer uses UDLs)
FAN User Defined Label 2	VARCHAR(20)	FAN	Unique Data	User defined label field 2 Name (only applies if customer uses UDLs)
Service ID 2 (UDL 2 - CTN Level)	VARCHAR(35)	CTN	Unique Data	User defined label value 2 for user (only applies if customer uses UDLs)
FAN User Defined Label 3	VARCHAR(20)	FAN	Unique Data	User defined label field 3 Name (only applies if customer uses UDLs)
Service ID 3 (UDL 3 - CTN Level)	VARCHAR(35)	CTN	Unique Data	User defined label value 3 for user (only applies if customer uses UDLs)
FAN User Defined Label 4	VARCHAR(20)	FAN	Unique Data	User defined label field 4 Name (only applies if customer uses UDLs)

Column Header	Column Format	Source Level	Possible Values	Description
Service ID 4 (UDL 4 - CTN Level)	VARCHAR(35)	CTN	Unique Data	User defined label value 4 for user (only applies if customer uses UDLs)
Voice Pooling Rate Plan Code	VARCHAR(15)	CTN	Unique Data	If enrolled in FAN Level Voice Pooling, the rate plan code. For Billing and Reporting FANs with BAN level pooling, the detail will appear here as well as the BAN Level Pooling Fields. This field does not apply to Fulfillment FANs.
Voice Pool Name	VARCHAR(50)	CTN	Unique Data	If enrolled in FAN Level Voice Pooling, the pool name. For Billing and Reporting FANs with BAN level pooling, the detail will appear here as well as the BAN Level Pooling Fields. This field does not apply to Fulfillment FANs.
Pooling MOU Contribution	Number(14,2)	CTN	Unique Data	If enrolled in FAN Level Voice Pooling, the number of minutes the wireless number contributes to the pool for that billing cycle. For Billing and Reporting FANs with BAN level pooling, the detail will appear here as well as the BAN Level Pooling Fields. This field does not apply to Fulfillment FANs.
Pooling Bucket MOU Used	Number(9)	CTN	Unique Data	If enrolled in FAN Level Voice Pooling, the number of voice minutes used - up to the individual user's bucket amount. Any minutes under then appear in Airtime under. Any minutes over then appear in Airtime over. For Billing and Reporting FANs with BAN level pooling, the detail will appear here as well as the BAN Level Pooling Fields. This field does not apply to Fulfillment FANs.
Airtime Over	Number(9)	CTN	Unique Data	If enrolled in FAN Level Voice Pooling, the number of minutes used that were over the allotted contribution. For Billing and Reporting FANs with BAN level pooling, the detail will appear here as well as the BAN Level Pooling Fields. This field does not apply to Fulfillment FANs.

Column Header	Column Format	Source Level	Possible Values	Description
Airtime Under	Number(9)	CTN	Unique Data	If enrolled in Voice Pooling, the number of minutes in the package that were not used. For Billing and Reporting FANs with BAN level pooling, the detail will appear here as well as the BAN Level Pooling Fields. This field does not apply to Fulfillment FANs.
Voice Allocation Factor	Number(6, 4)	CTN	Unique Data	If enrolled in FAN Level Voice Pooling, SUM (Airtime Under) / SUM (Airtime Over). The ratio (from 0 to 1) of Airtime Under to Airtime Over that determines the Pool level credit percentage applied back to each subscriber. Calculated at a Pool level by summing the Airtime Under for the Pool, and dividing by the sum of the Airtime Over for the Pool. Ratios over 1 are replaced by 1. When the allocation factor is less than 1 then there were more minutes over than under thus only a partial credit for usage is issued. When the allocation factor is 1, there are more minutes under than over thus a full credit for all voice overage per user is applied.
Allocated Back Minutes	Number(14 ,2)	CTN	Unique Data	If enrolled in FAN Level Voice Pooling, the number of minutes that were charged overage but are now getting a credit back when other members in the pool have unused minutes. It is calculated by multiplying the Airtime Over (for a subscriber) by the Allocation Factor (for the Pool). For Billing and Reporting FANs with BAN level pooling, the detail will appear here as well as the BAN Level Pooling Fields. This field does not apply to Fulfillment FANs.
Additional Minutes Rate	Number(7, 4)	CTN	Unique Data	The rate per minute charged/credited used to calculate the Allocated Back credit by multiplying by the number of allocated back minutes.
Voice Allocated Back Credit	Number(14 ,2)	CTN	Unique Data	If enrolled in FAN Level Voice Pooling, the amount credited back due to other members in the pool that have unused minutes. It is calculated by multiplying the Airtime Charges (for a subscriber) by the Allocation Factor (for the Pool).

Column Header	Column Format	Source Level	Possible Values	Description
Total Voice Tax Credit	Number(14,2)	CTN	Unique Data	If enrolled in FAN Level Voice Pooling, tax calculated on the allocated back credit for Airtime Charges.
Total Voice Pooling Credit	Number(14,2)	CTN	Unique Data	If enrolled in FAN Level Voice Pooling, total of all voice pooling credits including taxes.
Voice MAC Adjustment	Number(14,2)	CTN	Unique Data	If enrolled in FAN Level Voice Pooling and receive a National Account Discount based on Airtime Charges, the reduction of the National Account Discount due to the crediting of the Airtime charges per the pooling calculation.
Data Pooling Rate Plan Code	VARCHAR(15)	CTN	Unique Data	If enrolled in FAN Level Data Pooling, the rate plan code. For Billing and Reporting FANs with BAN level pooling, the detail will appear here as well as the BAN Level Pooling Fields. This field does not apply to Fulfillment FANs.
Data Pool Name	VARCHAR(50)	CTN	Unique Data	If enrolled in FAN Level Data Pooling, the pool name. For Billing and Reporting FANs with BAN level pooling, the detail will appear here as well as the BAN Level Pooling Fields. This field does not apply to Fulfillment FANs.
Pooling KB Contribution	Number(14,2)	CTN	Unique Data	If enrolled in FAN Level Data Pooling, the number of KBs the wireless number contributes to the pool for that billing cycle. For Billing and Reporting FANs with BAN level pooling, the detail will appear here as well as the BAN Level Pooling Fields. This field does not apply to Fulfillment FANs.
Pooling Bucket KB Used	Number(9)	CTN	Unique Data	If enrolled in FAN Level Data Pooling, the number of KBs used - up to the individual user's bucket amount. Any KBs under then appear in KB under. Any KBs over then appear in KB over. For Billing and Reporting FANs with BAN level pooling, the detail will appear here as well as the BAN Level Pooling Fields. This field does not apply to Fulfillment FANs.

Column Header	Column Format	Source Level	Possible Values	Description
KB Over	Number(9)	CTN	Unique Data	If enrolled in FAN Level Data Pooling, the number of KBs used that were over the allotted contribution. For Billing and Reporting FANs with BAN level pooling, the detail will appear here as well as the BAN Level Pooling Fields. This field does not apply to Fulfillment FANs.
KB Under	Number(9)	CTN	Unique Data	If enrolled in Data Pooling, the number of KBs in the package that were not used. For Billing and Reporting FANs with BAN level pooling, the detail will appear here as well as the BAN Level Pooling Fields. This field does not apply to Fulfillment FANs.
Data Allocation Factor	Number(6, 4)	CTN	Unique Data	If enrolled in FAN Level Data Pooling, SUM (KB Under) / SUM (KB Over). The ratio (from 0 to 1) of KB Under to KB Over that determines the Pool level credit percentage applied back to each subscriber. Calculated at a Pool level by summing the KB Under for the Pool, and dividing by the sum of the KB Over for the Pool. Ratios over 1 are replaced by 1. When the allocation factor is less than 1 then there were more KBs over than under thus only a partial credit for usage is issued. When the allocation factor is 1, there are more KBs under than over thus a full credit for all voice overage per user is applied.
Allocated Back KB	Number(14 ,2)	CTN	Unique Data	If enrolled in FAN Level Data Pooling, the number of KBs that were charged overage but are now getting a credit back when other members in the pool have unused KBs. It is calculated by multiplying the KB Over (for a subscriber) by the Allocation Factor (for the Pool). For Billing and Reporting FANs with BAN level pooling, the detail will appear here as well as the BAN Level Pooling Fields. This field does not apply to Fulfillment FANs.
Additional KB rate	Number(14 ,4)	CTN	Unique Data	The rate per KB charged/credited used to calculate the Allocated Back credit by multiplying by the number of allocated back KBs

Column Header	Column Format	Source Level	Possible Values	Description
Data Allocated Back Credit	Number(14,2)	CTN	Unique Data	If enrolled in FAN Level Data Pooling, the amount credited back due to other members in the pool that have unused KBs. It is calculated by multiplying the Data Usage Charges (for a subscriber) by the Allocation Factor (for the Pool).
Total Data Tax Credit	Number(14,2)	CTN	Unique Data	If enrolled in FAN Level Data Pooling, tax calculated on the allocated back credit for Data Usage Charges.
Total Data Pooling Credit	Number(14,2)	CTN	Unique Data	If enrolled in FAN Level Data Pooling, total of all data pooling credits including taxes.
Data MAC Adjustment	Number(14,2)	CTN	Unique Data	If enrolled in FAN Level Data Pooling and receive a National Account Discount based on Data Usage Charges, the reduction of the National Account Discount due to the crediting of the Data Usage charges per the pooling calculation.

Column Header	Column Format	Source Level	Possible Values	Description
Section_1	VARCHAR(100)	BAN/CTN	"Wireless Line Summary" when Billing Entity Level = "CTN" When Billing Entity Level = "BAN" several values to represent payment and balance activity may appear: "Previous Balance" "Total Payments" "Adjustments to Previous Balance" "Remaining (Past Due) Balance" "Total Current Charges" "Total Amount Due" "Prior Activity" "Wireless Details"	Multi-purpose field corresponding to the highest level of information from the paper bill. All BAN remittance fields shall appear in this section. The corresponding amount appears in the Amount column.

Column Header	Column Format	Source Level	Possible Values	Description
Section_2	VARCHAR(100)	BAN/CTN	Unique Data	Descriptive columns providing details about the charge or usage amount appearing in various other columns in that row. When the value of this field equals "Total Charges" then the "Total Charge" column will display the amount billed for that user. Note, this does not include later adjustments applied to the BAN or FAN level. Reminder: the proper amounts due for invoices are at the BAN or FAN level and represented by an IRA row only. When Section_1 equals "Wireless Details" and Section_2 equals "Total" this is the total current charges for each user on the BAN summed together. When Section_1 equals "Wireless Details" and Section_2 equals "Total Amount Due" this is the total current charges for each user on the BAN summed with BAN level charges. For Reporting and Fulfillment FANs, this should match the values for Section ID = IRA and Billing Entitiy Level = BAN and Section_1 "Total Current Charges" value populated in the Amount field. NOTE FOR BILLING FANS: this is not an amount to be paid because Billing FANs are invoiced a single amount at the FAN level. See row with Section ID = IRA and Billing Entity LEvel = FAN for actual invoice amount due.
Section_3	VARCHAR(100)	BAN/CTN	Unique Data	Descriptive columns providing details about the charge or usage amount appearing in various other columns in that row.
Section_4	VARCHAR(100)	BAN/CTN	Unique Data	Descriptive columns providing details about the charge or usage amount appearing in various other columns in that row.
Section_5	VARCHAR(100)	BAN/CTN	Unique Data	Descriptive columns providing details about the charge or usage amount appearing in various other columns in that row.

Column Header	Column Format	Source Level	Possible Values	Description
Section_6	VARCHAR(100)	BAN/CTN	Unique Data	Descriptive columns providing details about the charge or usage amount appearing in various other columns in that row.
Section_7	VARCHAR(100)	BAN/CTN	Unique Data	Descriptive columns providing details about the charge or usage amount appearing in various other columns in that row.
Period	MM/DD-MM/DD	BAN/CTN	Unique Data	The date range the charge/credit spans. Usually pertains to rate plans and features.
Prorated Charge	Number(14,2)	BAN/CTN	Unique Data	When there is a partial charge for a partial month of a recurring charge, the value is listed here.
Monthly Charge	Number(14,2)	BAN/CTN	Unique Data	Corresponding to the Monthly Service Charges section of the paper bill.
Amount	Number(14,2)	BAN/CTN	Unique Data	Corresponding to the Monthly Service Charges section of the paper bill. Caution: this field may contain dollar amounts or in the case of Directory Assistance the number of calls.
Total	Number(14,2)	BAN	Unique Data	Corresponding to the Monthly Service Charges section of the paper bill.
Total Charge	Number(14,2)	BAN/CTN	Unique Data	Corresponding to the Monthly Service Charges section of the paper bill.
Monthly Service	Number(14,2)	BAN/CTN	Unique Data	Corresponding to the Monthly Service Charges section of the paper bill.
Usage Charges	Number(14,2)	BAN/CTN	Unique Data	Corresponding to the Monthly Service Charges section of the paper bill.
Credits Adj & Other Charges	Number(14,2)	BAN/CTN	Unique Data	Corresponding to the Monthly Service Charges section of the paper bill.
Government Fees & Taxes	Number(14,2)	BAN/CTN	Unique Data	Corresponding to the Monthly Service Charges section of the paper bill.
Non-Comm Related Charges	Number(14,2)	BAN/CTN	Unique Data	Corresponding to the Monthly Service Charges section of the paper bill.
Minutes Included in Plan	Number(9)	BAN/CTN	Unique Data	Corresponding to the Usage Charges Details section of the paper bill.
Minutes Used	Number(9)	BAN/CTN	Unique Data	Corresponding to the Usage Charges Details section of the paper bill.
Billed Minutes	Number(14)	BAN/CTN	Unique Data	Corresponding to the Usage Charges Details section of the paper bill.

Column Header	Column Format	Source Level	Possible Values	Description
Billed Rate	Number(14,2)	BAN/CTN	Unique Data	Corresponding to the Usage Charges Details section of the paper bill.
Msg/KB/MB Included In Plan	Number(9)	BAN/CTN	Unique Data	Corresponding to the Usage Charges Details section of the paper bill.
MSG/KB/MB Used	Number(9)	BAN/CTN	Unique Data	Corresponding to the Usage Charges Details section of the paper bill.
Billed Msg/KB/MB	Number(14)	BAN/CTN	Unique Data	Corresponding to the Usage Charges Details section of the paper bill.
Shared Text Msgs	Number(9)	BAN/CTN	Unique Data	Pertains to Group Plans Only
Shared MMS Msgs	Number(9)	BAN/CTN	Unique Data	Pertains to Group Plans Only
Shared KBs	Number(9)	BAN/CTN	Unique Data	Pertains to Group Plans Only
Other Shared Minutes	Number(9)	BAN/CTN	Unique Data	Pertains to Group Plans Only
Billed Text Msgs	Number(14,2)	BAN/CTN	Unique Data	Pertains to Group Plans Only
Billed MMS Msgs	Number(14,2)	BAN/CTN	Unique Data	Pertains to Group Plans Only
Billed KBs	Number(14,2)	BAN/CTN	Unique Data	Pertains to Group Plans Only
Billed Charges	Number(14,2)	BAN/CTN	Unique Data	Pertains to Group Plans Only
BAN Pooling Type	VARCHAR(20)	BAN/CTN	"D" = Data "V" = Voice	Pertains to BAN Level pooling only. This field designates if the pool is voice or data.
BAN Pooling Rate Plan Code	VARCHAR(50)	BAN/CTN	Unique Data	Pertains to BAN Level pooling only. The rate plan code.
BAN Pooling Allowance (Min/KB)	Number(9)	BAN/CTN	Unique Data	Pertains to BAN Level pooling only. How many minutes/KBs the user was allocated to use or contribute to the pool.
BAN Pooling Used (Min/KB)	Number(9)	BAN/CTN	Unique Data	Pertains to BAN Level pooling only. How many minutes/KBs the user used. Rarely used for special billing circumstance where user is awarded a free package of bonus minutes.
BAN Pooling Allocated Back (Min/KB)	Number(9)	BAN/CTN	Unique Data	Pertains to BAN Level pooling only. If other users have minutes/KBs remaining they can be allocated to users that went over their allocated amount.

Column Header	Column Format	Source Level	Possible Values	Description
BAN Pooling Adjustment Amount ($)	Number(14,2)	BAN/CTN	Unique Data	Pertains to BAN Level pooling only. If other users have minutes/KBs remaining, they can be allocated to users that went over their allocated amount - the dollar amount of charges credits back.
Left (Min)	Number(9)	BAN/CTN	Unique Data	Rarely used for special billing circumstance where user is awarded a free package of bonus minutes.
Exp Date	YYYYMMDD	BAN/CTN	Unique Data	Rarely used for special billing circumstance where user is awarded a free package of bonus minutes.
Rollover Minutes	Number(9)	BAN/CTN	Unique Data	Only applicable when user subscribes to a plan offering Rollover Minutes. Section_2 will equal "Summary of Rollover Minutes."
FAN Contract Reference Number	VARCHAR(100)	FAN	Unique Data	Applicable only to Billing FANs or Reporting FANs where a FAN level balance is due.
CLIN	VARCHAR(50)	BAN/CTN	Unique Data	If enrolled in CLIN billing, the Contract Line Item Number
CLIN Total Due	Number(14,2)	BAN	Unique Data	Total due per CLIN (Contract Line Item Number).
Quantity	Number(14,2)	BAN/CTN	Unique Data	The quantity of equipment units ordered. May also apply to CLINs.
Equipment Transaction Date	YYYYMMDD	BAN	Unique Data	The date the equipment order was submitted.
Equipment Transaction Number	VARCHAR2(100)	BAN	Unique Data	The transaction number of the equipment order.
Equipment Item Description	VARCHAR2(500)	BAN	Unique Data	The description of the individual item ordered.
Equipment Item ID	VARCHAR2(20)	BAN	Unique Data	The ID of the individual item ordered.
Equipment Unit Price	Number(14,2)	BAN	Unique Data	The price of each piece ordered.
Item Number	Number(9)	BAN	Unique Data	The line item number as seen on the paper bill.
CoPay Allowance Amount	Number(14,2)	BAN	Unique Data	Pertains to Co-Pay only.
CoPay Employee Name	VARCHAR2(100)	BAN	Unique Data	Pertains to Co-Pay only.

Column Header	Column Format	Source Level	Possible Values	Description
Wireless Line Credit To Number	Number(9)	BAN	Unique Data	Pertains to BAN level Wireless Line Credits only
Wireless Line Credit Date of Call	YYYYMM DD	BAN	Unique Data	Pertains to BAN level Wireless Line Credits only
Wireless Line Credit Time of Call	HH:MM	BAN	Unique Data	Pertains to BAN level Wireless Line Credits only
Wireless Line Credit Call To	VARCHA R2(100)	BAN	Unique Data	Pertains to BAN level Wireless Line Credits only
Wireless Line Credit for Number Called	VARCHA R2(22)	BAN	Unique Data	Pertains to BAN level Wireless Line Credits only

Listed below are the available fields for the detailed usage file:

Column Header	Column Format	Source Level	Possible Values	Description
Section ID	VARCHAR(10)	NA	"BIL" = Billing Info "DL" = Detailed Level	The type of data presented in the row.
Foundation Account Number	VARCHAR(22)	FAN		Name assigned to the Foundation Account Number. Only populated on row where Section ID = "BIL."
Foundation Account Name	VARCHAR(100)	FAN		Number assigned to the Foundation Account Name. Only populated on row where Section ID = "BIL."
Billing Account Number	VARCHAR(22)	BAN		Account number for each Billing Account (BAN).
Billing Account Name	VARCHAR(100)	BAN		Name for each Billing Account (BAN).
Wireless Number	Number (16)	CTN		End user cellular telephone number. Also known as CTN (cellular telephone number).

Column Header	Column Format	Source Level	Possible Values	Description
Market Cycle End Date	YYYYMMDD	CTN		Bill cycle close date for the Billing Account.
Item	Number (9)	CTN		A sequential line item number.
Date	YYYYMMDD	CTN		The date the event occurred.
Time	HH:MM	CTN		The time of day the event occurred. Time zone is that of the physical location of the user when the event occurred.
Rate Code	VARCHAR(10)	CTN	See Legend	An acronym representing a time of day description.
Rate Period	VARCHAR(250)	CTN		When the Rate Period column is populated with an acronym, the Rate Period Legend is populated with short descriptions of that acronym.
Feature	VARCHAR(35)	CTN	See Legend	When an event has special rating due to a feature being applied. For example, if the call was free due to a mobile-to-mobile event, the field may indicate MTM.
Type Code	VARCHAR(10)	CTN		
Legend	VARCHAR(250)	CTN		When the Feature column is populated with an acronym, the Feature Legend field is populated with a short description of that acronym.
Voice/Data Indicator	char	CTN	"V" = Voice "D" = Data	Indicates of the event was a voice call or a data event which could be a data or a messaging event.

Column Header	Column Format	Source Level	Possible Values	Description
Roaming Indicator	char	CTN	"YES" = event occurred while user roamed "NO" = event occurred domestically	Indicates of the event occurred while the user was in the home calling area (No) or roaming (Yes). *Possible enhancement in near future, map this field to the following values: "HOME" = Home Call "DL" = Domestic LD "IL" = International LD "DR" = Domestic Roaming "IR" = International Roaming "DLDR" = Domestic LD and Domestic Roaming "ILIR" = International LD and International Roaming "ILDR" = International LD and Domestic Roaming*
Total Charges	Number (14,2)	CTN		Total charge for the event.
Voice Originating Location	VARCHAR(35)	CTN		The physical location of where the user was when the voice event occurred.
Voice Number Called To/From	Number (20)	CTN		The number the user dialed when the voice event was initiated.
Voice Called To	VARCHAR(35)	CTN		The location of where the called number was at the time of the voice event.
Minutes Used	Number (9)	CTN		Count of whole minutes for the voice event.
Airtime Charge	Number (14,2)	CTN		If the voice event resulted in a charge for airtime. Most common when the user exceeds free minute amount or has pay-per-use rate with no free minutes.
LD/Add Charge	Number (14,2)	CTN		If the event caused additional or long distances charges (most commonly international long distance).

Column Header	Column Format	Source Level	Possible Values	Description
Intl Tax	Number (14,2)	CTN		If the event occurred while roaming internationally, charges for tax from that roaming carrier may be passed to the user here.
Day	DDD	CTN		Day of the week that the data event occurred.
Data To/From	VARCHAR(35)	CTN		In most data events, the number of the user the event occurred with. May also indicate that it was a data transfer some a location other than another wireless user.
Data Originating Location	VARCHAR(35)	CTN		*Placeholder for future enhancement to show physical location of the user when data event occurs while roaming internationally.*
Data Type	VARCHAR(35)	CTN		A description of what type of data event occurred.
Data In/Out	VARCHAR(3)	CTN	"IN" = Inbound Event to user "OUT" = Outbound Event from user	Indicates if the data event was sent from the user or received by the user.
Data Usage Amount	Number (9)	CTN		Note: Value will always equal to "1" for Messaging events.
Data Usage Measure	VARCHAR(5)	CTN	"KB" = usage event is data "Msg" = usage event is messaging	Indicates of the data event was data or messaging.

Column Header	Column Format	Source Level	Possible Values	Description
Video Share Rate Code	VARCHAR(5)	CTN	List will change as new rates are added. To date these are the known values: VS10, VSC1, VSC2, VSC3, VSC4, VSCP, VSC2PCI, VSCUPCI, VSPPPCI, VS10PCI, VSC1PCI, VS3PCI, VSPP, VS3, VSCPPCI, VSU1, VSCU, VSFT	If subscribed to Video Share Calling Service: the rate plan code selected.
Video Share To/From	VARCHAR(22)	CTN		If subscribed to Video Share Calling Service: the number of the user the video was shared with.
Video Share In/Out	VARCHAR(3)	CTN	"IN" = Inbound Event to user "OUT" = Outbound Event from user	If subscribed to Video Share Calling Service: did the user send or receive a video.
Video Share Domestic Usage Charges	Number (9,2)	CTN		If subscribed to Video Share Calling Service: the charge for the event that occurred while in the home area.
Video Share Domestic Minutes	Number (9)	CTN		If subscribed to Video Share Calling Service: the number of minutes the event occurred while in the home area.
Video Share International Roaming Location	VARCHAR(35)	CTN		If subscribed to Video Share Calling Service: the physical location (an international roaming location) of the user when they shared the video.

Column Header	Column Format	Source Level	Possible Values	Description
Video Share International Roaming Charges	Number (9,2)	CTN		If subscribed to Video Share Calling Service: the charge for the event that occurred while in the user was roaming internationally.
Video Share International Roaming Minutes	Number (9)	CTN		If subscribed to Video Share Calling Service: the number of minutes the event occurred while the user was roaming internationally.

EXHIBIT 1-A
Pricing for Digital Voice Services

Parameters:	a1	b1	c1	d3	e3	f3	a2	b2	c2	d4	e4
Unit: *Minutes*				WIRELESS VOICE MINUTES NATIONWIDE						SATELLITE MINUTES	
Min .Vol: *500,000*	PLAN #	MONTHLY PLAN QUANTITY (Minutes)	TIER	*Plan Price*	*Straight Rate (col d3 ÷ col b1)*	*Variance from Target*	PLAN #	MONTHLY PLAN QUANTITY (Minutes)	TIER	*Plan Price*	*Straight Rate (col d4 ÷ col b2)*
Max Req. Vol: *30,164,000*	1.1*a*	500,000	Tier 1	$25,000	0.0500	0.0060	1.1*b*	250	Tier 1	$163	0.6520
Req. Plans: *1.1a - 1.44a*	1.2*a*	550,000	Tier 1	$27,500	0.0500	0.0060	1.2*b*	300	Tier 1	$195	0.6500
Req. Columns: *either d3 OR d1 and d2*	1.3*a*	605,000	Tier 1	$30,250	0.0500	0.0060	1.3*b*	400	Tier 1	$260	0.6500
Optn'l Columns: *d4*	1.4*a*	666,000	Tier 1	$33,330	0.0500	0.0060	1.4*b*	500	Tier 1	$325	0.6500
	1.5*a*	733,000	Tier 1	$36,650	0.0500	0.0060	1.5*b*	600	Tier 1	$390	0.6500
	1.6*a*	806,000	Tier 1	$40,300	0.0500	0.0060	1.6*b*	700	Tier 1	$455	0.6500
	1.7*a*	887,000	Tier 1	$44,350	0.0500	0.0060	1.7*b*	800	Tier 1	$520	0.6500
	1.8*a*	976,000	Tier 1	$48,800	0.0500	0.0060	1.8*b*	1,000	Tier 1	$650	0.6500
	1.9*a*	1,074,000	Tier 1	$53,700	0.0500	0.0060	1.9*b*	1,200	Tier 1	$780	0.6500
	1.10*a*	1,181,000	Tier 1	$59,050	0.0500	0.0060	1.10*b*	1,400	Tier 1	$910	0.6500
	1.11*a*	1,299,000	Tier 1	$64,950	0.0500	0.0060	1.11*b*	1,700	Tier 1	$1,105	0.6500
	1.12*a*	1,429,000	Tier 1	$71,450	0.0500	0.0060	1.12*b*	2,000	Tier 1	$1,300	0.6500
	1.13*a*	1,572,000	Tier 1	$78,600	0.0500	0.0060	1.13*b*	2,400	Tier 1	$1,560	0.6500
	1.14*a*	1,729,000	Tier 1	$86,450	0.0500	0.0060	1.14*b*	2,900	Tier 1	$1,885	0.6500
	1.15*a*	1,902,000	Tier 1	$95,100	0.0500	0.0060	1.15*b*	3,500	Tier 1	$2,275	0.6500
	1.16*a*	2,092,000	Tier 1	$104,600	0.0500	0.0060	1.16*b*	4,200	Tier 1	$2,730	0.6500
	1.17*a*	2,301,000	Tier 2	$115,050	0.0500	0.0100	1.17*b*	5,000	Tier 2	$3,250	0.6500
	1.18*a*	2,531,000	Tier 2	$126,550	0.0500	0.0100	1.18*b*	6,000	Tier 2	$3,900	0.6500
	1.19*a*	2,784,000	Tier 2	$139,200	0.0500	0.0100	1.19*b*	7,200	Tier 2	$4,680	0.6500
	1.20*a*	3,062,000	Tier 2	$153,100	0.0500	0.0100	1.20*b*	8,600	Tier 2	$5,590	0.6500
	1.21*a*	3,368,000	Tier 2	$168,400	0.0500	0.0100	1.21*b*	10,000	Tier 2	$6,500	0.6500
	1.22*a*	3,705,000	Tier 2	$185,250	0.0500	0.0100	1.22*b*	12,000	Tier 2	$7,800	0.6500
	1.23*a*	4,076,000	Tier 2	$203,800	0.0500	0.0100	1.23*b*	14,000	Tier 2	$9,100	0.6500
	1.24*a*	4,484,000	Tier 3	$224,200	0.0500	0.0150	1.24*b*	15,000	Tier 3	$9,750	0.6500
	1.25*a*	4,932,000	Tier 3	$246,600	0.0500	0.0150	1.25*b*	17,000	Tier 3	$11,050	0.6500
	1.26*a*	5,425,000	Tier 3	$271,250	0.0500	0.0150	1.26*b*	19,000	Tier 3	$12,350	0.6500
	1.27*a*	5,968,000	Tier 3	$298,400	0.0500	0.0150	1.27*b*	21,000	Tier 3	$13,650	0.6500
	1.28*a*	6,565,000	Tier 3	$328,250	0.0500	0.0150	1.28*b*	23,000	Tier 3	$14,950	0.6500
	1.29*a*	7,222,000	Tier 3	$361,100	0.0500	0.0150	1.29*b*	25,000	Tier 3	$16,250	0.6500
	1.30*a*	7,944,000	Tier 3	$397,200	0.0500	0.0150	1.30*b*	28,000	Tier 3	$18,200	0.6500
	1.31*a*	8,738,000	Tier 4	$436,900	0.0500	0.0200	1.31*b*	31,000	Tier 4	$20,150	0.6500
	1.32*a*	9,612,000	Tier 4	$480,600	0.0500	0.0200	1.32*b*	34,000	Tier 4	$22,100	0.6500
	1.33*a*	10,573,000	Tier 4	$528,650	0.0500	0.0200	1.33*b*	37,000	Tier 4	$24,050	0.6500
	1.34*a*	11,630,000	Tier 4	$581,500	0.0500	0.0200	1.34*b*	41,000	Tier 4	$26,650	0.6500
	1.35*a*	12,793,000	Tier 4	$639,650	0.0500	0.0200	1.35*b*	45,000	Tier 4	$29,250	0.6500
	1.36*a*	14,072,000	Tier 5	$703,600	0.0500	0.0230	1.36*b*	50,000	Tier 5	$32,500	0.6500
	1.37*a*	15,479,000	Tier 5	$773,950	0.0500	0.0230	1.37*b*	55,000	Tier 5	$35,750	0.6500
	1.38*a*	17,027,000	Tier 5	$851,350	0.0500	0.0230	1.38*b*	61,000	Tier 5	$39,650	0.6500
	1.39*a*	18,730,000	Tier 5	$936,500	0.0500	0.0230	1.39*b*	67,000	Tier 5	$43,550	0.6500
	1.40*a*	20,603,000	Tier 6	$1,030,150	0.0500	0.0260	1.40*b*	74,000	Tier 6	$48,100	0.6500
	1.41*a*	22,663,000	Tier 6	$1,133,150	0.0500	0.0260	1.41*b*	81,000	Tier 6	$52,650	0.6500
	1.42*a*	24,929,000	Tier 6	$1,246,450	0.0500	0.0260	1.42*b*	89,000	Tier 6	$57,850	0.6500
	1.43*a*	27,422,000	Tier 6	$1,371,100	0.0500	0.0260	1.43*b*	98,000	Tier 6	$63,700	0.6500
	1.44*a*	30,164,000	Tier 6	$1,508,200	0.0500	0.0260	1.44*b*	108,000	Tier 6	$70,200	0.6500

If you intend to submit nationwide rates for Wireless Voice Minutes, please check this box. ☑

If you do not intend to submit pricing for Satellite Minutes, please check this box. ☐

Note:
Respondents may now provide a flat, monthly satellite services fee on Exhibit 6.

EXHIBIT 1-B
Pricing for Features

Parameters:	a	b	c	d1	e1	d2	e2	d3	e3	d4	e4	d5	e5	d6	e6
Unit: *Subscriptions*	PLAN #	MONTHLY PLAN QUANTITY (Subscriptions)	TIER	CALL FORWARDING		CALL WAITING		THREE-WAY CALLING		VOICEMAIL		CALLER ID		ID BLOCKING	
Min .Vol: *2,500*				*Plan Price*	*Straight Rate (col d1 + col b)*	*Plan Price*	*Straight Rate (col d2 + col b)*	*Plan Price*	*Straight Rate (col d3 + col b)*	*Plan Price*	*Straight Rate (col d4 + col b)*	*Plan Price*	*Straight Rate (col d5 + col b)*	*Plan Price*	*Straight Rate (col d6 + col b)*
Max Req. Vol: *150,820*	1B.1	2,500	Tier 1	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Req. Plans: *1B.1 - 1B.44**	1B.2	2,750	Tier 1	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Req. Columns: *d1 - d6**	1B.3	3,025	Tier 1	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Optn'l Columns: *None**	1B.4	3,330	Tier 1	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	1B.5	3,665	Tier 1	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	1B.6	4,030	Tier 1	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	1B.7	4,435	Tier 1	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	1B.8	4,880	Tier 1	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	1B.9	5,370	Tier 1	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	1B.10	5,905	Tier 1	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	1B.11	6,495	Tier 1	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	1B.12	7,145	Tier 1	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	1B.13	7,860	Tier 1	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	1B.14	8,645	Tier 1	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	1B.15	9,510	Tier 1	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	1B.16	10,460	Tier 1	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	1B.17	11,505	Tier 2	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	1B.18	12,655	Tier 2	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	1B.19	13,920	Tier 2	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	1B.20	15,310	Tier 2	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	1B.21	16,840	Tier 2	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	1B.22	18,525	Tier 2	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	1B.23	20,380	Tier 2	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	1B.24	22,420	Tier 3	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	1B.25	24,660	Tier 3	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	1B.26	27,125	Tier 3	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	1B.27	29,840	Tier 3	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	1B.28	32,825	Tier 3	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	1B.29	36,110	Tier 3	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	1B.30	39,720	Tier 3	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	1B.31	43,690	Tier 4	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	1B.32	48,060	Tier 4	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	1B.33	52,865	Tier 4	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	1B.34	58,150	Tier 4	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	1B.35	63,965	Tier 4	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	1B.36	70,360	Tier 5	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	1B.37	77,395	Tier 5	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	1B.38	85,135	Tier 5	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	1B.39	93,650	Tier 5	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	1B.40	103,015	Tier 6	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	1B.41	113,315	Tier 6	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	1B.42	124,646	Tier 6	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	1B.43	137,110	Tier 6	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	1B.44	150,820	Tier 6	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

** For each of the following features, please indicate if the charge is included in the voice rates you provided on Exhibit 1-A by checking the associated box:*

- ☑ ***Call-forwarding***
- ☑ ***Call-waiting***
- ☑ ***Three-way Calling***
- ☑ ***Voicemail***
- ☑ ***Caller ID***
- ☑ ***ID Blocking***

EXHIBIT 2-A
Pricing for Wireless Data Services

Parameters:	a1	b1	c1	d1	e1		a2	b2	c2	d2	e2
Unit: *Megabytes*	PLAN #	MONTHLY PLAN QUANTITY	UNIT	TIER	WIRELESS DATA		PLAN #	MONTHLY PLAN QUANTITY	UNIT	TIER	SATELLITE DATA	
Min .Vol: *500,000 MB*					*Plan Price*	*Straight Rate (col d1 ÷ col b1)* *Variance from Target*					*Plan Price*	*Straight Rate (col d2 ÷ col b2)*
Max Req. Vol: *23,221,000MB*	2.1*a*	500,000	Megabytes	Tier 1	150,000	0.3000 0.2650	2.1*b*	1	Megabytes	Tier 1	5	5.0000
Req. Plans: *2.1a - 2.35a**	2.2*a*	1,000,000	Megabytes	Tier 1	300,000	0.3000 0.2650	2.2*b*	5	Megabytes	Tier 1	25	5.0000
Req. Columns: *d1**	2.3*a*	1,100,000	Megabytes	Tier 1	330,000	0.3000 0.2650	2.3*b*	10	Megabytes	Tier 1	50	5.0000
Optn'l Columns: *d2*	2.4*a*	1,210,000	Megabytes	Tier 1	363,000	0.3000 0.2650	2.4*b*	25	Megabytes	Tier 1	125	5.0000
** Submitting rates for data plans on Exhibit 6 will also satisfy this*	2.5*a*	1,331,000	Megabytes	Tier 1	399,300	0.3000 0.2650	2.5*b*	50	Megabytes	Tier 1	250	5.0000
	2.6*a*	1,464,000	Megabytes	Tier 1	439,200	0.3000 0.2650	2.6*b*	100	Megabytes	Tier 1	500	5.0000
	2.7*a*	1,610,000	Megabytes	Tier 1	483,000	0.3000 0.2650	2.7*b*	130	Megabytes	Tier 1	650	5.0000
	2.8*a*	1,771,000	Megabytes	Tier 1	531,300	0.3000 0.2650	2.8*b*	160	Megabytes	Tier 1	800	5.0000
	2.9*a*	1,948,000	Megabytes	Tier 2	584,400	0.3000 0.2680	2.9*b*	200	Megabytes	Tier 2	1,000	5.0000
	2.10*a*	2,143,000	Megabytes	Tier 2	642,900	0.3000 0.2680	2.10*b*	250	Megabytes	Tier 2	1,250	5.0000
	2.11*a*	2,357,000	Megabytes	Tier 2	707,100	0.3000 0.2680	2.11*b*	310	Megabytes	Tier 2	1,550	5.0000
	2.12*a*	2,593,000	Megabytes	Tier 2	777,900	0.3000 0.2680	2.12*b*	390	Megabytes	Tier 2	1,950	5.0000
	2.13*a*	2,852,000	Megabytes	Tier 2	855,600	0.3000 0.2680	2.13*b*	490	Megabytes	Tier 2	2,450	5.0000
	2.14*a*	3,137,000	Megabytes	Tier 2	941,100	0.3000 0.2680	2.14*b*	610	Megabytes	Tier 2	3,050	5.0000
	2.15*a*	3,451,000	Megabytes	Tier 2	1,035,300	0.3000 0.2680	2.15*b*	760	Megabytes	Tier 2	3,800	5.0000
	2.16*a*	3,796,000	Megabytes	Tier 3	1,138,800	0.3000 0.2710	2.16*b*	950	Megabytes	Tier 3	4,750	5.0000
	2.17*a*	4,176,000	Megabytes	Tier 3	1,252,800	0.3000 0.2710	2.17*b*	1,200	Megabytes	Tier 3	6,000	5.0000
	2.18*a*	4,594,000	Megabytes	Tier 3	1,378,200	0.3000 0.2710	2.18*b*	1,500	Megabytes	Tier 3	7,500	5.0000
	2.19*a*	5,053,000	Megabytes	Tier 3	1,515,900	0.3000 0.2710	2.19*b*	1,900	Megabytes	Tier 3	9,500	5.0000
	2.20*a*	5,558,000	Megabytes	Tier 3	1,667,400	0.3000 0.2710	2.20*b*	2,400	Megabytes	Tier 3	12,000	5.0000
	2.21*a*	6,114,000	Megabytes	Tier 4	1,834,200	0.3000 0.2750	2.21*b*	2,800	Megabytes	Tier 4	14,000	5.0000
	2.22*a*	6,725,000	Megabytes	Tier 4	2,017,500	0.3000 0.2750	2.22*b*	3,200	Megabytes	Tier 4	16,000	5.0000
	2.23*a*	7,398,000	Megabytes	Tier 4	2,219,400	0.3000 0.2750	2.23*b*	3,700	Megabytes	Tier 4	18,500	5.0000
	2.24*a*	8,138,000	Megabytes	Tier 4	2,441,400	0.3000 0.2750	2.24*b*	4,300	Megabytes	Tier 4	21,500	5.0000
	2.25*a*	8,952,000	Megabytes	Tier 4	2,685,600	0.3000 0.2750	2.25*b*	4,900	Megabytes	Tier 4	24,500	5.0000
	2.26*a*	9,847,000	Megabytes	Tier 5	2,954,100	0.3000 0.2800	2.26*b*	5,600	Megabytes	Tier 5	28,000	5.0000
	2.27*a*	10,832,000	Megabytes	Tier 5	3,249,600	0.3000 0.2800	2.27*b*	6,400	Megabytes	Tier 5	32,000	5.0000
	2.28*a*	11,915,000	Megabytes	Tier 5	3,574,500	0.3000 0.2800	2.28*b*	7,400	Megabytes	Tier 5	37,000	5.0000
	2.29*a*	13,107,000	Megabytes	Tier 5	3,932,100	0.3000 0.2800	2.29*b*	8,500	Megabytes	Tier 5	42,500	5.0000
	2.30*a*	14,418,000	Megabytes	Tier 5	4,325,400	0.3000 0.2800	2.30*b*	9,800	Megabytes	Tier 5	49,000	5.0000
	2.31*a*	15,860,000	Megabytes	Tier 5	4,758,000	0.3000 0.2800	2.31*b*	11,300	Megabytes	Tier 5	56,500	5.0000
	2.32*a*	17,446,000	Megabytes	Tier 6	5,233,800	0.3000 0.2850	2.32*b*	13,000	Megabytes	Tier 6	65,000	5.0000
	2.33*a*	19,191,000	Megabytes	Tier 6	5,757,300	0.3000 0.2850	2.33*b*	15,000	Megabytes	Tier 6	75,000	5.0000
	2.34*a*	21,110,000	Megabytes	Tier 6	6,333,000	0.3000 0.2850	2.34*b*	17,300	Megabytes	Tier 6	86,500	5.0000
	2.35*a*	23,221,000	Megabytes	Tier 6	6,966,300	0.3000 0.2850	2.35*b*	19,900	Megabytes	Tier 6	99,500	5.0000

If you do not intend to submit pricing for ***pooled Wireless Data*** *, please check this box.* ☐

If you do not intend to submit pricing for Satellite Data, please check this box. ☐

Note:
Respondents may now provide a flat, monthly satellite services fee on Exhibit 6.

EXHIBIT 2-B
Pricing for Push-to-Talk Services

Parameters:	a	b	c1	d1	e1	d3	e3	d2	e2	d3	e3
Unit: *Subscriptions*				PUSH-to-TALK (CDMA)		P-t-T INTEROPERABILITY (CDMA)		PUSH-to-TALK (Idem)		P-t-T INTEROPERABILITY (Idem)	
Min. Vol: *None*	PLAN #	MONTHLY PLAN QUANTITY	TIER	*Plan Price*	*Straight Rate (col d1 ÷ col b)*	*Plan Price*	*Straight Rate (col d3 ÷ col b)*	*Plan Price*	*Straight Rate (col d2 ÷ col b)*	*Plan Price*	*Straight Rate (col d3 ÷ col b)*
Max Req. Vol: *None*	2B.1	100	Tier 1	N/A	N/A	N/A	N/A	N/A	#VALUE!	N/A	N/A
Req. Plans: *None*	2B.2	200	Tier 1	N/A	N/A	N/A	N/A	N/A	#VALUE!	N/A	N/A
Req. Columns: *None*	2B.3	300	Tier 1	N/A	N/A	N/A	N/A	N/A	#VALUE!	N/A	N/A
Optn'l Columns: *All*	2B.4	400	Tier 1	N/A	N/A	N/A	N/A	N/A	#VALUE!	N/A	N/A
	2B.5	500	Tier 1	N/A	N/A	N/A	N/A	N/A	#VALUE!	N/A	N/A
	2B.6	700	Tier 1	N/A	N/A	N/A	N/A	N/A	#VALUE!	N/A	N/A
	2B.7	900	Tier 1	N/A	N/A	N/A	N/A	N/A	#VALUE!	N/A	N/A
If you do not intend to submit pricing for Push-to-Talk service please check this box. ☑	2B.8	1,200	Tier 1	N/A	N/A	N/A	N/A	N/A	#VALUE!	N/A	N/A
	2B.9	1,400	Tier 2	N/A	N/A	N/A	N/A	N/A	#VALUE!	N/A	N/A
	2B.10	1,700	Tier 2	N/A	N/A	N/A	N/A	N/A	#VALUE!	N/A	N/A
	2B.11	2,000	Tier 2	N/A	N/A	N/A	N/A	N/A	#VALUE!	N/A	N/A
	2B.12	2,400	Tier 2	N/A	N/A	N/A	N/A	N/A	#VALUE!	N/A	N/A
	2B.13	3,000	Tier 2	N/A	N/A	N/A	N/A	N/A	#VALUE!	N/A	N/A
If you do not intend to submit pricing for P-t-T Interoperability please check this box. ☑	2B.14	4,000	Tier 2	N/A	N/A	N/A	N/A	N/A	#VALUE!	N/A	N/A
	2B.15	5,000	Tier 2	N/A	N/A	N/A	N/A	N/A	#VALUE!	N/A	N/A
	2B.16	6,000	Tier 2	N/A	N/A	N/A	N/A	N/A	#VALUE!	N/A	N/A
	2B.17	7,000	Tier 2	N/A	N/A	N/A	N/A	N/A	#VALUE!	N/A	N/A
	2B.18	8,000	Tier 2	N/A	N/A	N/A	N/A	N/A	#VALUE!	N/A	N/A
	2B.19	9,000	Tier 3	N/A	N/A	N/A	N/A	N/A	#VALUE!	N/A	N/A
	2B.20	10,000	Tier 3	N/A	N/A	N/A	N/A	N/A	#VALUE!	N/A	N/A
	2B.21	11,000	Tier 3	N/A	N/A	N/A	N/A	N/A	#VALUE!	N/A	N/A
	2B.22	12,000	Tier 3	N/A	N/A	N/A	N/A	N/A	#VALUE!	N/A	N/A
	2B.23	13,000	Tier 3	N/A	N/A	N/A	N/A	N/A	#VALUE!	N/A	N/A
	2B.24	14,000	Tier 3	N/A	N/A	N/A	N/A	N/A	#VALUE!	N/A	N/A
	2B.25	15,000	Tier 3	N/A	N/A	N/A	N/A	N/A	#VALUE!	N/A	N/A
	2B.26	17,000	Tier 4	N/A	N/A	N/A	N/A	N/A	#VALUE!	N/A	N/A
	2B.27	19,000	Tier 4	N/A	N/A	N/A	N/A	N/A	#VALUE!	N/A	N/A
	2B.28	21,000	Tier 4	N/A	N/A	N/A	N/A	N/A	#VALUE!	N/A	N/A
	2B.29	23,000	Tier 4	N/A	N/A	N/A	N/A	N/A	#VALUE!	N/A	N/A
	2B.30	25,000	Tier 5	N/A	N/A	N/A	N/A	N/A	#VALUE!	N/A	N/A
	2B.31	28,000	Tier 5	N/A	N/A	N/A	N/A	N/A	#VALUE!	N/A	N/A
	2B.32	31,000	Tier 5	N/A	N/A	N/A	N/A	N/A	#VALUE!	N/A	N/A
	2B.33	34,000	Tier 5	N/A	N/A	N/A	N/A	N/A	#VALUE!	N/A	N/A
	2B.34	37,000	Tier 6	N/A	N/A	N/A	N/A	N/A	#VALUE!	N/A	N/A
	2B.35	41,000	Tier 6	N/A	N/A	N/A	N/A	N/A	#VALUE!	N/A	N/A
	2B.36	45,000	Tier 6	N/A	N/A	N/A	N/A	N/A	#VALUE!	N/A	N/A
	2B.37	50,000	Tier 6	N/A	N/A	N/A	N/A	N/A	#VALUE!	N/A	N/A

Please also provide the hourly rate for setup/install services related to Push-to-Talk Interoperability systems.

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EXHIBIT 3-A
Pricing for Messaging Services

Parameters:	a	b	c
Unit: *Messages* Min .Vol: *10,000* Max Req. Vol: *8,136,000* Req. Plans: *3.1 - 3.43* Req. Columns: *d1 OR d3* Optn'l Columns: *d2, d4*	PLAN #	MONTHLY PLAN QUANTITY	TIER
	3.1	10,000	Tier 1
	3.2	30,000	Tier 1
	3.3	38,000	Tier 1
	3.4	48,000	Tier 1
	3.5	60,000	Tier 1
	3.6	75,000	Tier 1
	3.7	94,000	Tier 1
	3.8	118,000	Tier 1
	3.9	148,000	Tier 2
	3.10	185,000	Tier 2
	3.11	231,000	Tier 2
	3.12	289,000	Tier 2
	3.13	361,000	Tier 2
	3.14	451,000	Tier 2
	3.15	564,000	Tier 2
	3.16	620,000	Tier 3
	3.17	682,000	Tier 3
	3.18	750,000	Tier 3
	3.19	825,000	Tier 3
	3.20	908,000	Tier 3
	3.21	999,000	Tier 3
	3.22	1,099,000	Tier 3
	3.23	1,209,000	Tier 3
	3.24	1,330,000	Tier 3
	3.25	1,463,000	Tier 3
	3.26	1,609,000	Tier 4
	3.27	1,770,000	Tier 4
	3.28	1,947,000	Tier 4
	3.29	2,142,000	Tier 4
	3.30	2,356,000	Tier 4
	3.31	2,592,000	Tier 5
	3.32	2,851,000	Tier 5
	3.33	3,136,000	Tier 5
	3.34	3,450,000	Tier 5
	3.35	3,795,000	Tier 5
	3.36	4,175,000	Tier 5
	3.37	4,593,000	Tier 6
	3.38	5,052,000	Tier 6
	3.39	5,557,000	Tier 6
	3.40	6,113,000	Tier 6
	3.41	6,724,000	Tier 6
	3.42	7,396,000	Tier 6
	3.43	8,136,000	Tier 6

If you intend to submit a single rate for both SMS & MMS protocols, please check this box. ☑

Messaging Costs (per message)

Outbound Volume	Outbound (Mobile Terminated, MT)		Inbound (Mobile Originated, MO)
Total MT Volume	Domestic MT*	International MT**	All MOs (domestic or international)
0-10k	Included	$0.0575/msg	$0.02/msg
10-50k	$0.06/msg		
50-100k	$0.057/msg		
100-250k	$0.051/msg		
250-500k	$0.045/msg		
500k+	$0.039/msg		

* Domestic includes U.S. and Canada only. Domestic MT price for all messages during a billing cycle is determined by the total number of domestic MT messages used during the billing cycle.

** List of international SMS operator reach can be provided upon request

All messages will be charged at the rate associated with the tier that encompasses the volume generated by the customer in a given month as depicted in the table above.

A one time setup fee of $1,600.00 applies.

EXHIBIT 3-C
Pricing for Message Logging Service

Parameters:
Unit: *Messages*
Min .Vol: *10,000*
Max Req. Vol: *8,136,000*
Req. Plans: *3C.1 - 3C.43*
Req. Columns: *d1**
Optn'l Columns: *d2*, d3**

*** Note:**
You must provide pricing for logging services for any messaging protocol for which pricing was submitted on Exhibit 3-A. This requirement may also be met by providing logging services as a flat, monthly fee on Exhibit 6. Any respondent who elects to provide such a fee, may omit this exhibit. Rates may not be submitted on both exhibits.

a	b	c	d1	e1	f1	d2	e2
PLAN #	MONTHLY PLAN QUANTITY	TIER	SMS MESSAGE LOGGING			MMS MESSAGE LOGG	
			Plan Price	*Straight Rate (col d1 ÷ col b)*	*Variance from Target*	*Plan Price*	*Straight Rate (col d2 ÷ col b)*
3C.1	10,000	Tier 1					
3C.2	30,000	Tier 1					
3C.3	38,000	Tier 1					
3C.4	48,000	Tier 1					
3C.5	60,000	Tier 1					
3C.6	75,000	Tier 1					
3C.7	94,000	Tier 1					
3C.8	118,000	Tier 1					
3C.9	148,000	Tier 2					
3C.10	185,000	Tier 2					
3C.11	231,000	Tier 2					
3C.12	289,000	Tier 2					
3C.13	361,000	Tier 2					
3C.14	451,000	Tier 2					
3C.15	564,000	Tier 2					
3C.16	620,000	Tier 3					
3C.17	682,000	Tier 3					
3C.18	750,000	Tier 3					
3C.19	825,000	Tier 3					
3C.20	908,000	Tier 3					
3C.21	999,000	Tier 3					
3C.22	1,099,000	Tier 3					
3C.23	1,209,000	Tier 3					
3C.24	1,330,000	Tier 3					
3C.25	1,463,000	Tier 3					
3C.26	1,609,000	Tier 4					
3C.27	1,770,000	Tier 4					
3C.28	1,947,000	Tier 4					
3C.29	2,142,000	Tier 4					
3C.30	2,356,000	Tier 4					
3C.31	2,592,000	Tier 5					
3C.32	2,851,000	Tier 5					
3C.33	3,136,000	Tier 5					
3C.34	3,450,000	Tier 5					
3C.35	3,795,000	Tier 5					
3C.36	4,175,000	Tier 5					
3C.37	4,593,000	Tier 6					
3C.38	5,052,000	Tier 6					
3C.39	5,557,000	Tier 6					
3C.40	6,113,000	Tier 6					
3C.41	6,724,000	Tier 6					
3C.42	7,396,000	Tier 6					
3C.43	8,136,000	Tier 6					

Monthly Transaction Fees	AT&T Rate
LOCATES:	
Locate Assisted GPS Fee Per Fix	
1 – 15,000	$0.0575
15,001 – 150,000	$0.0525
150,001 - 350,000	$0.0500
>350,000	$0.0475
Locate Enhanced Cell ID/Cell ID Fee Per Fix	
1 – 15,000	$0.0425
15,001 – 150,000	$0.0375
150,001 - 350,000	$0.0350
>350,000	$0.0325

The following transaction pricing includes an after the fact file transfer of Geo-Tracking data. We will also include at no additional cost the "basic" web interface that will allow DivTel to complete a real time individual location transaction. All locates will be charged at the rate associated with the tier that encompasses the volume generated by the customer in a given month as shown in the tables above. A minimum monthly commitment of $1,500.00 applies, which will be met when ~20-25k location transactions are made in a given month. The location transactions are made up of AGPS, and Cell-ID/Enhanced Cell-ID and therefore the number of location transactions required to meet the minimum $1,500.00 will vary. A one-time setup fee of $5,000.00 is required to establish service. Specific functionality for an after-the-fact file transfer will be developed per State of Florida's requirements (flat file, web portal access, web services, frequency of file transfer, etc.); therefore, additional discovery is necessary and additional setup costs may apply.

- Local Number Porting Add a Line (LNPAddSingleLineActivation): this ports a mobile number from another carrier to Service Provider and adds to an existing Service Provider Billing Account. Similar to the Add a Line Order above.

- Accessory Only Order (FulfillmentOnly) - this ships an accessory with no service or activation required.

Account Management XML files will be similarly formatted with the following transactions available:

- Update BAN (UpdateBAN) - Update information on an existing Billing Account Number such as contact information, address, e-mail notifications, etc.

- Change Primary Place of Use (ChangePPU) – due to federal regulations, correct addresses for subscribers are very important. Updates can be made to the Name, Address, work phone, and four User Defined Labels that can be used by OaSIS.

- Change Rate Plan (RatePlan) – Allows the update of the wireless plan for an existing Service Provider subscriber.

- Change Features (AdditionalOfferings) – Allows the update of any optional features for an existing Service Provider subscriber.

- Change Rate Plan and Features (RPlanWithOfferings) – Allows the update of the wireless plan and features for an existing Service Provider subscriber.

- Change Status (ChangeStatus) - Change the status of a subscriber between Suspend, Re-instate, and Cancelled.

When a transaction is sent to the Service Provider it shall include a UniqueRequestID, which can be any format, as long as each is unique. When the Service Provider's backend receives a valid transaction it will create a corresponding Service Provider Premier Gateway OrderID, which is how the order is referenced in the Service Provider Premier Gateway GUI (if a SUNCOM Enduser calls for assistance, the agent will retrieve the order by that OrderID). This Gateway ID is also included in Activation Status Notification messages (info below) to assist in tracking.

After each transaction that is sent to the Service Provider, the Service Provider ordering systems will respond with an acknowledgement (ACK) or non-acknowledgement (NACK) message to notify OaSIS if the formatting and transport was correct for that transaction.

If a transaction is valid and begins the fulfillment automation process, various status messages will be sent asynchronously to the ClientHeader@NotificationURL sent in the transaction (or a default in the Profile), every time the status of an order changes. The ASNs contain 'compounding' information. In a standard automated scenario ASNs are sent for 'received', 'activated' (accepted by provisioning system) and then 'shipped' (inclusive of carrier & tracking #). Other statuses which may be sent are 'processing', 'pending', 'canceled', 'back ordered', or 'complete' (COAM Activation only orders only). To eliminate ASNs, do not include a NotificationURL in the transaction or in the Profile.

A 'normal' processing scenario for orders will return an ASN for Received, Activated, and then Shipped. The Shipped status is usually the last, and will only occur when the Device can be shipped.

Service Provider	Description	Can also

ActivationStatusNotification SubscriberNotification Status_Standard		have Email sent if configured
Received	The Order has been received by the AT&T system (ACK was sent)	Yes
Processing	This occurs if an order is not fully processed through automation and an agent has to do some manual process. It should generally be within a 24 hour window and it is likely you will not need this status.	No
Pending	This usually occurs if we need additional information from the customer (like if we have invalid Credit Card data or the shipping address is not valid.)	Yes
OnHold	Similar to Pending, there is a problem processing the order, but issue requires a supervisor review the order to determine resolution.	No
BackOrder	Device is on backorder and cannot be shipped	Yes
Activated	This indicates the order has made it to AT&T's provisioning system. It used old terminology and does not mean the device has been activated.	No
Shipped	Device has shipped. Status Detail will include: MDN_MSISDNNum (the phone number assigned or being upgraded), Carrier (who shipped), TrackingNumber (of shipment). [Status Detail – Substatus: All_In_Stock, Backordered_Accessory, Shipped_With_Backorder, Backordered_Item_Shipped]	Yes
Complete	This will be Order Completed for Activation Only COAM orders (customer owns device). These are orders that do not Ship, so essentially we have a Complete status instead of a Shipped Status.	Yes
Canceled	Order has been Canceled (device no longer available, ineligible for upgrade, customer canceled, etc.).	Yes

A 'normal' processing scenario for Care/Account Management orders will return an ASN for Received and then Complete. There is no shipment for POC orders.

Service Provider ActivationStatusNotification SubscriberNotification Status_Standard	Description	Can also have Email sent if configured
Received	The Order has been received by the AT&T system (ACK was sent)	Yes
Processing	This occurs if an order is not fully processed through automation and an agent has to do some manual process. It should generally be within a 24 hour window and it is likely you will not need this status.	No
Pending	This usually occurs if we need additional information from the customer (like if we have invalid Credit Card data or the shipping address is not valid.)	Yes
OnHold	Similar to Pending, there is a problem processing the transaction, but issue requires a supervisor review the order to determine resolution.	No
Complete	Transaction is complete. Care transactions do not involve shipment so essentially we have a Complete status instead of a Shipped Status.	Yes

Canceled	Order has been Canceled (invalid feature requested, customer canceled, etc)	No

2.04 Business Process Technology and Core Data

2.04.1 OaSIS Managed Sessions

OaSIS shall be the only state system granted access to the Service Provider's systems. Additional systems requiring access to the Service Provider system may be mutually agreed upon by both parties.

OaSIS shall send XML to the Service Provider's ordering systems with a completed transaction with the following security protocols:

- XML will be transported to Service Provider via TCP over HTTPS connections (port 443), secured with Verisign or alternative provider certificates with 256 bit encryption. Fallback to 128 bit encryption can be supported with Service Provider chief security office approval if OaSIS cannot connect at 256.

- An Authorization key will be generated, as well as a customer ID that will need to be embedded in every transaction back and forth with the Service Provider. OaSIS will have two Customer IDs assigned to them by the Service Provider eBonding team. The same Customer IDs are used in both Test and Production Environments.

    1. To be used when sending Store transactions requiring Priority Shipping.

    2. To be used when sending Store transactions requiring Standard Shipping or when sending Care Transactions.

Managing SUNCOM Endusers' ordering permissions in OaSIS is the sole responsibility of DMS.

2.04.2 Data and Relationships

OaSIS shall contain a comprehensive set of all ordering and inventory data elements as respectively assigned by the Service Provider and DMS. SUNCOM Endusers shall view their comprehensive order information as well as inventory information from OaSIS.

Inventory, usage, and recent order information shall be available manually from the Service Provider Premier Online Care for download in CSV, Excel, and Tab-Delimitated Text files to help auditing or augmenting any data stored in OaSIS.

The conceptual data diagram in Figure 2.2 below, combined with the data dictionary (Attachment 15: Data Dictionary), comprises a proposed conceptual data schema developed to illustrate the minimal business requirements of this Contract and the technical mechanisms necessary to achieve them. The schema includes the minimum data tables, elements and relationships that are necessary to the business process. DMS will retain a comprehensive set of all of the data in OaSIS.

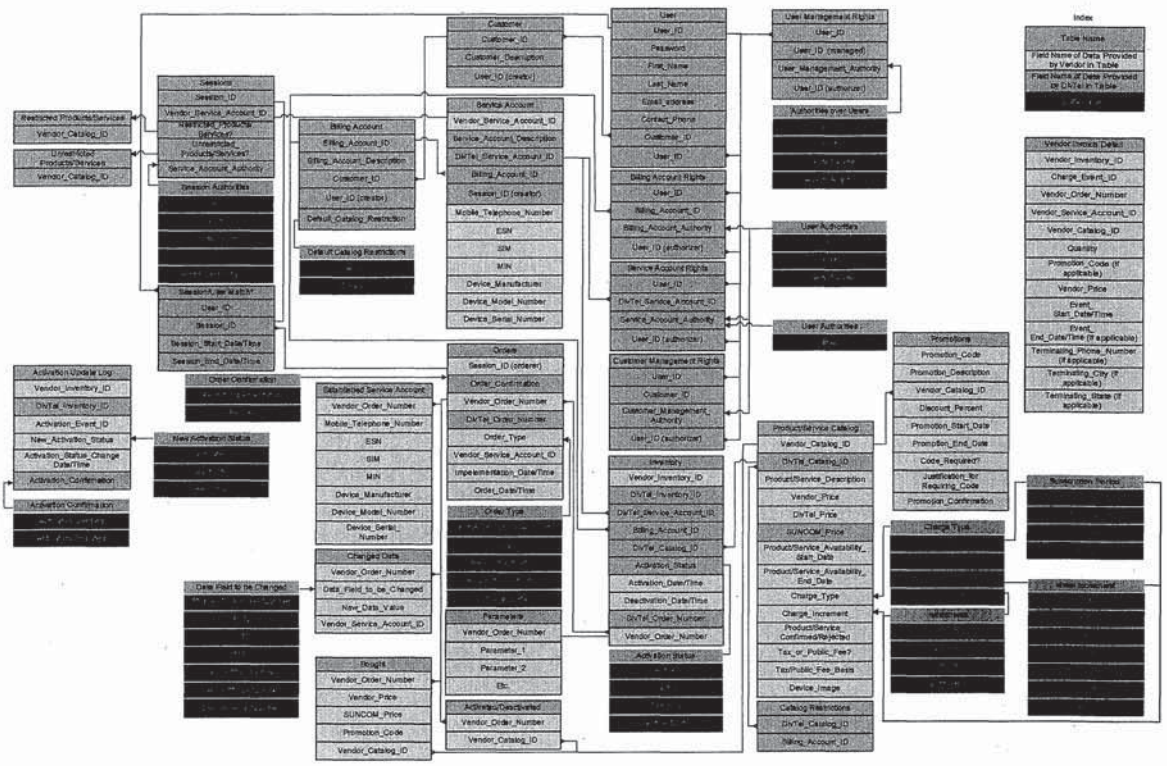


Figure 2:2

The proposed conceptual data schema is not comprehensive of the entire schemas expected to be used by both Parties. Nor is this schema a literal depiction of the table and field names DMS or the Service Provider expects to use. These terms were chosen to best illustrate the concepts necessary to illustrate the business process. Every data element, table and relationship depicted here has an analogy within DMS's OaSIS and some are expected to be matched with analogous data in the Service Provider's systems.

2.05 Business Process Flow and Service Provider Duties

The following diagram outlines both parties' respective duties during the Transition and Steady State Periods for the life of the Contract.

Weekly Conference Calls. Service Provider shall participate in a weekly conference call with DMS to discuss and provide status on all open or unresolved issues related to the Services (including trouble tickets). It shall be the responsibility of Service Provider to coordinate and initiate the call at a time acceptable to DMS. At the DMS's discretion, the call frequency may be modified.

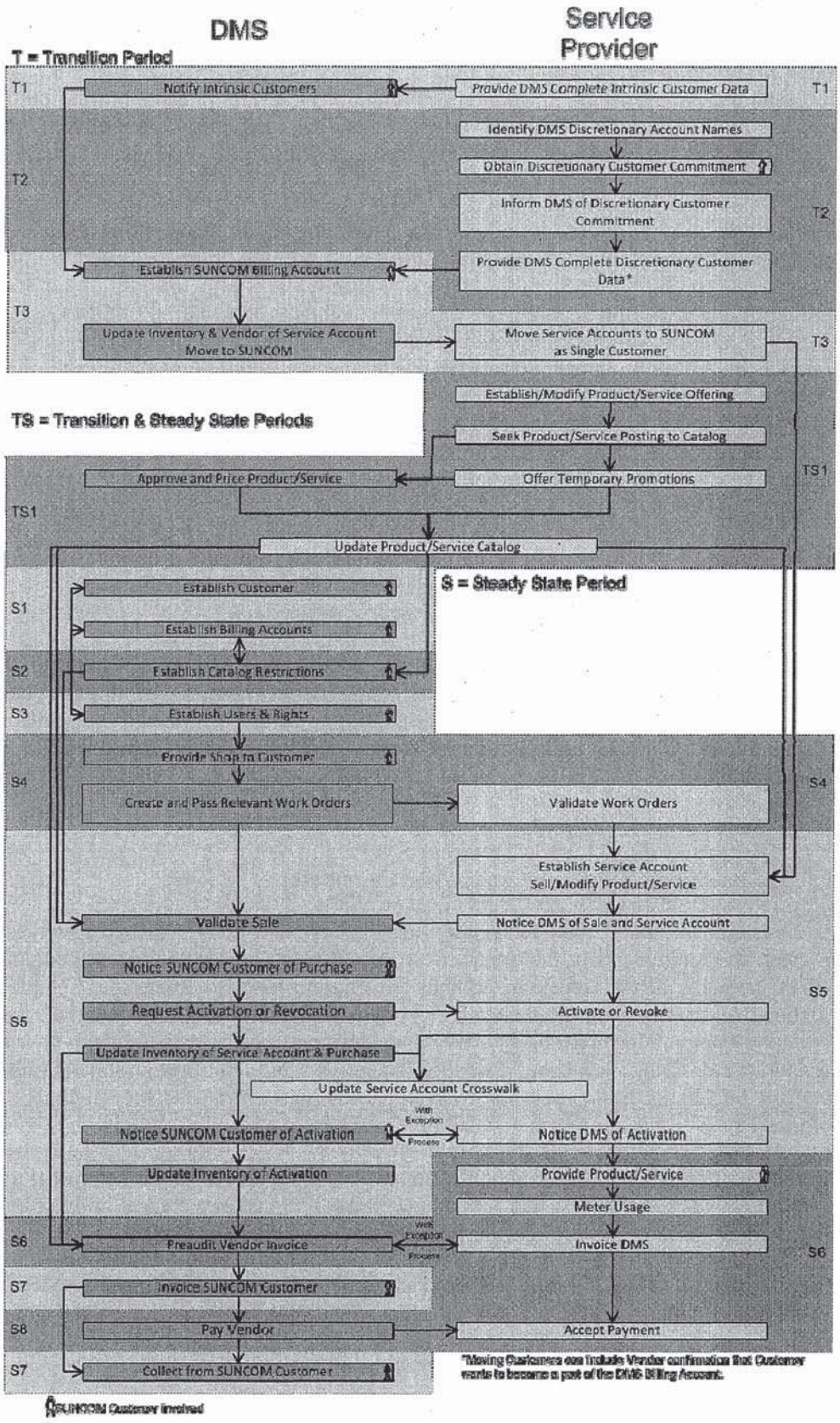

DMS
Service Provider
T = Transition Period
T1
Notify Intrinsic Customers
Provide DMS Complete Intrinsic Customer Data
T1
Identify DMS Discretionary Account Names
Obtain Discretionary Customer Commitment
T2
Inform DMS of Discretionary Customer Commitment
T2
Establish SUNCOM Billing Account
Provide DMS Complete Discretionary Customer Data*
T3
Update Inventory & Vendor of Service Account Move to SUNCOM
Move Service Accounts to SUNCOM as Single Customer
T3
TS = Transition & Steady State Periods
Establish/Modify Product/Service Offering
Seek Product/Service Posting to Catalog
Approve and Price Product/Service
Offer Temporary Promotions
TS1
TS1
Update Product/Service Catalog
S = Steady State Period
Establish Customer
S1
Establish Billing Accounts
S2
Establish Catalog Restrictions
S3
Establish Users & Rights
Provide Shop to Customer
S4
Create and Pass Relevant Work Orders
Validate Work Orders
S4
Establish Service Account Sell/Modify Product/Service
Validate Sale
Notice DMS of Sale and Service Account
Notice SUNCOM Customer of Purchase
S5
Request Activation or Revocation
Activate or Revoke
S5
Update Inventory of Service Account & Purchase
Update Service Account Crosswalk
With Exception Process
Notice SUNCOM Customer of Activation
Notice DMS of Activation
Update Inventory of Activation
Provide Product/Service
Meter Usage
With Exception Process
S6
Preaudit Vendor Invoice
Invoice DMS
S6
S7
Invoice SUNCOM Customer
S8
Pay Vendor
Accept Payment
S7
Collect from SUNCOM Customer
*Moving Customers can Indicate Vendor confirmation that Customer wants to become a part of the DMS Billing Account.
SUNCOM Customer Involved

Figure 2:3

2.05.1 Transition Period

Both parties shall use the Transition Period to prepare the services and business process outlined herein. The Transition Period shall begin at Contract execution and be completed within eight months. At the sole discretion of DMS, the Transition Period may be extended. Both parties may agree to reduce the timeframe.

The Transition Period shall consist of two phases; 1) Development and Preparation lasting approximately three months, and 2) Legacy Contract Expiration lasting approximately five months.

During the Transition Period, the Service Provider shall continue to serve all SUNCOM Eligible Endusers it currently serves regardless of the nature of the existing contract (e.g., state term contract, GSA contract, WSCA contract, SUNCOM contract, SUNCOM Client specific contract, or other type of agreement), unless DMS requests the Service Provider to transition specific Endusers to the new terms associated with this Contract. The Service Provider may also activate new service under the pre-existing contract terms during this Period only. Terms of pre-existing State of Florida contracts will become addendums to this Contract and active until affected Endusers are transitioned to the new terms and will be terminated at the end of the Transition Period.

During the Transition Period, there shall be no breaks in service for Enduser accounts in good standing, unless the Enduser requests termination. The Service Provider shall not adjust prices and require no obligation to make changes to services provided during Transition.

Collections for any payment obligations incurred by any SUNCOM Enduser prior to the affected Endusers being transitioned to the new Contract terms shall continue to be the Service Provider's responsibility. Debt incurred for any Product/Service usage or purchase prior to one full billing cycle after the transition of a SUNCOM Enduser to this Contract shall not become the responsibility of DMS or its obligation to pay.

2.05.1.1 Development and Preparation Phase

2.05.1.1.1 Establishing Prerequisite Automation Capabilities

During the Development and Preparation phase, both parties shall modify their respective automation systems to meet the requirements of the Contract. No SUNCOM Enduser shall be served under the new terms of this Contract until the Development and Preparation phase is completed. Completion of this phase is defined in the attached Implementation Checklist of tasks (Attachment 10). This list is comprised of all the automation capabilities and exchanges of preliminary data necessary to accommodate the business process described in Legacy Contract Expiration Phase and Steady State Business Process. Execution of the Implementation Check List by both parties shall affirm the listed automation functions can be performed.

Service Provider will negotiate any code modification needed to comply with this contract if needed. Data setup and exchange will occur during this period as well as exchange of technical information needed to communicate with OaSIS and Service Provider Premier Enterprise Portal and eBill.

At the sole discretion of DMS, the Service Provider Account Team may login to OaSIS directly and complete work orders within OaSIS Order Management when XML functions are unavailable.

2.05.1.1.2 Legacy Eligible SUNCOM Enduser Lists to be provided to DMS

At the beginning of the Development and Preparation phase, the Service Provider shall provide DMS with the data necessary to contact Eligible SUNCOM Endusers currently being served by the Service Provider. The Service Provider shall provide the electronic data pertaining to Eligible SUNCOM Endusers based on the enduser definition provided in Section 2.06 AT&T Marketing Plan.

The Service Provider shall deliver the Eligible SUNCOM Enduser data in American Standard Code for Information Interchange (ASCII) delimited batch files for Eligible SUNCOM Endusers after Contract execution. The Service Provider shall make periodic updates for any SUNCOM Endusers established during the Development and Preparation phase and as Products/Services are modified.

DMS Billing Accounts shall be activated at the beginning of the Legacy Contract Expiration Phase. The approach to transferring Eligible SUNCOM Endusers to a DMS Billing Account shall be different depending upon the SUNCOM Enduser being an Intrinsic Enduser or Discretionary Enduser as outlined in Section 2.06 AT&T Marketing Plan.

DMS and the Service Provider shall attempt to contact every Eligible SUNCOM Enduser identified by the Service Provider announcing this Contract and providing prices and instructions on how to establish an account with DMS. Contact shall be made based on Eligible SUNCOM Enduser status in Section 2.06 AT&T Marketing Plan.

Service Provider Account Team will work with DMS to provide any necessary data regarding existing Service Provider Florida State customers. The Service Provider Account Team will work with DMS in the creation and documentation of any new billing accounts that are needed. Intrinsic Enduser information regarding existing Service Provider customers will be gathered and delivered via Service Provider Account Team.

A SUNCOM Enduser self-service page in OaSIS will be made available allowing the enduser to either; 1) designate current DMS Billing Accounts to become the accounts for wireless service, or 2) establish new DMS Billing Accounts for wireless service. DMS will also use this page in conjunction with SUNCOM Endusers to establish/designate accounts.

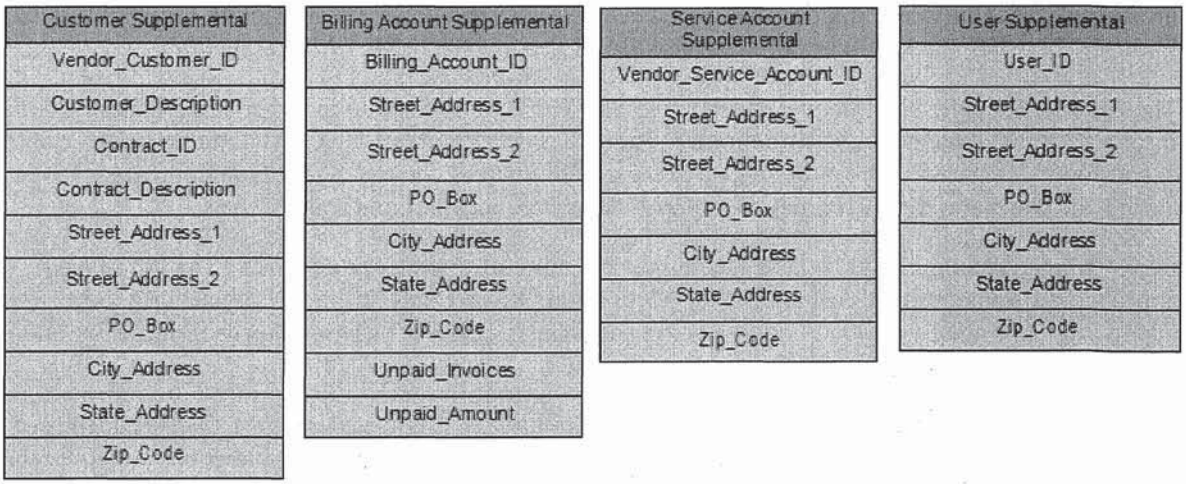
DMS shall attempt to directly contact Eligible SUNCOM Endusers for whom there was an email notification problem and those who have not used OaSIS to establish/designate an account within 60 days after the notice was sent.

2.05.1.1.2.1 Intrinsic Endusers: T1

Detailed account data shall be provided by the Service Provider to DMS regarding the Intrinsic SUNCOM Endusers identified in Section 2.07: AT&T Marketing Plan.

The Service Provider shall provide DMS detailed account data related to the SUNCOM Enduser Billing Account, Service Accounts, Users, Orders, Inventory and Products/Services (as depicted in the conceptual data diagram in Figure 2:2 above). The Service Provider shall provide the supplemental data for the SUNCOM Clients shown in Figure 2:4.

Intrinsic Customer Supplemental Data



Note that the relationships between Customers, Billing Accounts, Service Accounts, Users and other key fields should be supplied through the Vendor's delivery of its version of the core data depicted in the schema diagram. Also note that the request for and inclusion of data on pending payments does not imply DivTel's assumption of those obligations. Rather, it is contextual information.

Figure 2:4

As DMS informs and facilitates transfer of Intrinsic Endusers during the Development and Preparation Phase, DMS shall periodically inform the Service Provider via electronic file of the Endusers ready for transition. The Service Provider shall then identify the Enduser Service Accounts to become part of the DMS Billing Account in the Service Provider's system upon completion of the Development and Preparation Phase.

2.05.1.1.2.2 Discretionary Endusers: T2

The Service Provider shall provide DMS contact data for SUNCOM Eligible Endusers as defined in Section 2.07: AT&T Marketing Plan. SUNCOM Endusers identified in Section 2:07: AT&T Marketing Plan as "Contact data only" are referred to hereafter as "Discretionary Endusers".

Once it has been determined that the Discretionary SUNCOM Endusers have committed to migrate to the Contract, DMS will notify the Service Provider via electronic file and maintain documentation from the Discretionary SUNCOM Enduser verifying the commitments. If the Discretionary SUNCOM Enduser does not provide its objection to the Service Provider within 48 hours of DMS's notice to the Service Provider, the Service Provider shall provide the remaining data to DMS (corresponding to the data provided for Intrinsic SUNCOM Client) and tag the SUNCOM Enduser's Service Accounts in the Service Provider's systems to be a part of DMS's Latent Master Billing Account (to become a part of the DMS Master Account upon completion of the Development and Preparation Phase).

2.05.1.1.2.3 Initiating Service for Legacy SUNCOM Endusers: T3

Throughout the Transition Period, DMS will request the Service Provider to re-designate its Legacy SUNCOM Endusers' Service Accounts to become part of SUNCOM's Master Account through periodic data provided by DMS. Through this data, DMS may request that a specific Service Account, all of the Service Accounts under a specific Billing Account or all of the Service Accounts under a specific Legacy SUNCOM Enduser be moved. Upon request the Service Provider will provide a list of all of the Service

Accounts to be added to the latent or active SUNCOM Master Account (depending upon whether the change happens before or after the end of the Development and Preparation Phase).

During this time period the Service Provider billing systems will be updated to reflect the needed changes to move legacy SUNCOM Endusers into the new Foundation Account designated by the Service Provider Account Team. DMS requested data shall be provided by the Service Provider Account Team, but at this time will not be automated via flat file transfer, but rather provided in CSV or Microsoft Excel format.

On the last day of the Development and Preparation Phase, the Service Provider will activate the SUNCOM Master Account (i.e. the latent relationship between the SUNCOM Enduser's Service Accounts and DMS as the single Customer will be changed to active). This means that there will no longer be an association in the Service Provider's system between the Legacy SUNCOM Enduser and Service account; rather, when the latent status is removed, these accounts will be transferred to DMS as the single Customer holding all of these Service Accounts.

The transitioning of more Eligible Endusers, who consent after the end of the Development and Preparation Phase, and any previously named exceptions among Intrinsic Endusers, will continue through the end of the Transition Period (see Section 2.05.1.2 "Legacy Contract Expiration Phase").

After doing so and the end of the current billing cycle has transpired, Legacy SUNCOM Endusers will no longer receive an invoice directly from the Respondent, the new prices, terms and conditions will apply. DMS will try to time this transition to correspond to the end of the Service Provider's billing cycle. But if that is not possible, all charges, to DMS and the legacy SUNCOM Endusers, will be prorated to account for partial billing periods of service. Any payment obligations that were incurred by the SUNCOM Enduser prior to the first full billing cycle under the SUNCOM Master Account will continue to be the SUNCOM Enduser's obligation to pay directly to the Service Provider (i.e. DMS will not assume any obligation or responsibility for the debt).

The Service Provider and DMS will exchange and audit the lists to verify and reconcile which Service Accounts will become active SUNCOM End Users.

2.05.1.1.2.4 Establishing the Matching Product/Service Catalog: TS1

Prior to the Service Provider making any Product/Service available to any SUNCOM Enduser under the Contract, the Service Provider must first obtain approval from DMS to verify applicability and price conformance with the Contract. The Service Provider shall be the source of Product/Service information. DMS shall not alter Product/Service information submitted by the Service Provider (DMS will append to this Product/Service information, such as SUNCOM price, SUNCOM ID, etc.). The Service Provider Premier Support Team shall provide Product/Service catalog extracts to DMS in the psudo-format. The Service Provider Account Team shall work with DMS to update and monitor catalog modifications.

DMS shall advise Service Provider that the Product/Service has been approved or disapproved to be a part of the Catalog. Product/Service shall not be available to SUNCOM Endusers through OaSIS, or any other manner, until approved. If approved, DMS shall provide a SUNCOM price for the Service Provider to market to SUNCOM Endusers. No other prices shall be displayed to the SUNCOM Enduser by the Service Provider.

The Product/Service data provided by the Service Provider, along with the SUNCOM prices, will become a part of the SUNCOM Catalog as a basis for pre-audit (verifying that billed Products/Services have been approved, the SUNCOM price is correct, and the Respondent is charging DivTel the established Price) and for charging SUNCOM Clients through SUNCOM's billing. The Respondent shall maintain a corresponding Product/Service Catalog with matching data.

No elements in the Service Provider Product table, i.e. no description, conditions, prices, etc. may be made available under the Contract without prior DMS approval, as set forth above. Products (devices) that the Service Provider no longer sells may be enabled for use on the Service Provider's network need not be a part of the Catalog (but shall be a part of the Inventory).

2.05.1.1.2.4 Product/Service Temporary Promotions: TS1

With approval from DMS, the Service Provider may offer temporary price reductions for those specific Products/Services contained within the Product/Services Catalog. To obtain Promotion approval and establishment of the appropriate SUNCOM pricing, the data shown in Figure 2:5 must be exchanged prior to availability of the Promotion. As with all prices in the Product/Service Catalog, only the SUNCOM established price for the Product/Service offered in the Promotion shall be displayed to the SUNCOM Enduser by the Service Provider. DMS will not increase its existing cost recovery percentage for the purpose of offsetting any SUNCOM Enduser savings from the Promotions.

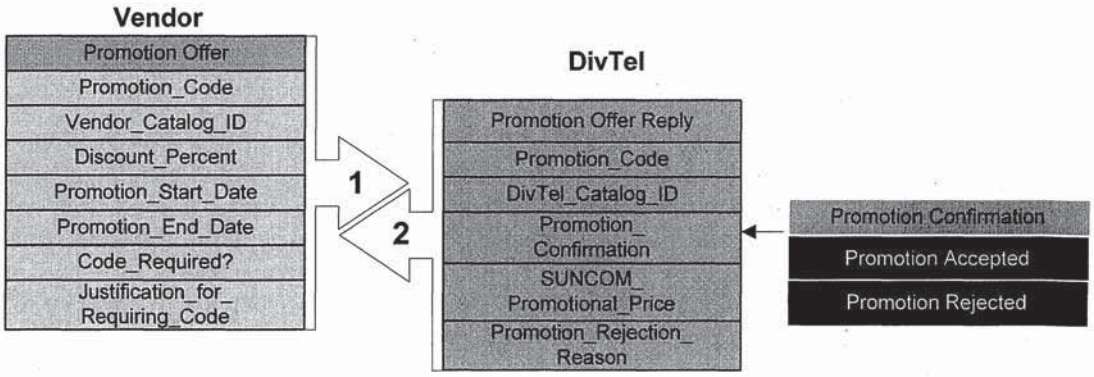


Figure 2:5

The following conditions shall apply to Promotions:

1. All Promotions follow the same Product/Service approval process as set forth above.

2. All Promotions related to a particular Product/Service must be available to all SUNCOM Endusers, i.e. there are no restrictions or conditions other than the requirement that it apply to a specific Product/Service and that it is offered to a SUNCOM Enduser.

3. If the Service Provider requests that a Promotion Code be required when an order is placed as a prerequisite to obtaining the benefits of a Promotion, the Service Provider must provide a written justification for such a requirement in the electronic file requesting the Promotion.

4. DMS reserves the right to publicize all Promotions in any way it chooses.

5. Promotions shall never have the effect of increasing a price.

Service Provider shall investigate a potential data feed of available promotions for OaSIS and allow OaSIS to determine which promotions to apply and which to leave with a base price. By moving pricing calculations and display to the end user to OaSIS instead of Service Provider's ordering systems, the state gains flexibility in how the final price is displayed, regardless of the one-time payment invoices that Service Provider will bill at the end of the month.

2.05.1.1.2.5 Taxes and Fees Classified as Services

Taxes (defined here to include fees that the Service Provider collects on behalf of public entities) shall be established as Services in the Product/Service Catalog prior to charging DMS. The standard process whereby the Service Provider submits an electronic request for inclusion in the Catalog shall contain a description field provided by the Service Provider and clearly identity the tax or public fee. The Catalog item shall be tagged as a tax/fee and Service Provider shall provide a complete explanation describing the basis for the tax/fee.

The Service Provider shall recognize and honor all validly and properly issued and executed tax exemption certificates delivered by DMS and statutory exemptions and shall not bill DMS for any such exempted taxes. DMS shall pay any and all taxes for which it does not have an exemption.

Taxes and fees identified in Exhibit 3 may appear on bills to DMS. No other FCC or PUC fee, cost recovery fee, surcharge or assessment applicable to wireline and/or wireless voice and/or data telecommunications services shall be imposed during the term of this Contract, without inclusion in the Contract, unless mandated by the FCC or PUC. The Service Provider will only bill for discretionary fees that are sanctioned by the Federal or State governments if they are included in Exhibit 3 or subsequently agreed upon between both Parties.

2.05.1.2 Legacy Contract Expiration Phase

Immediately following the conclusion of the Development and Preparation Phase, a five month Legacy Contract Expiration Phase shall begin during which the remaining Eligible SUNCOM Endusers currently served with wireless communications service by the Service Provider, shall be transferred to DMS. This shall require reassignment of respective Service Accounts from existing Eligible SUNCOM Endusers to DMS as the single Customer, with a single Master Billing Account.

During the Legacy Contract Expiration Phase, the Service Provider shall not establish any new billing accounts for any Eligible SUNCOM Enduser pursuant to the State Term Contract for wireless services. Additionally, during the Legacy Contract Expiration Phase, the Service Provider shall not establish any billing accounts for any state agency under any terms or contract other than this Contract.

1. Ongoing Transfers During the Phase

    a. During the Legacy Contract Expiration Phase, DMS and the Service Provider shall continue to contact Eligible SUNCOM Endusers served by the Service Provider. As each additional SUNCOM Enduser billing account is designated/established in OaSIS, the Service Provider shall include the SUNCOM Enduser in the DMS Billing Account. The Service Provider shall implement the change as soon as commercially practical upon notification from the SUNCOM Enduser or DMS, per statutorily required SUNCOM Endusers per Section 2.06 AT&T Marketing Plan.

    b. Within 48 hours of notice from the Discretionary SUNCOM Endusers agreeing to include its Service Account(s) under SUNCOM, or DMS notification that a state agency will become a part of the SUNCOM billing account, the Service Provider shall provide the associated detailed account data to DMS and move the Enduser Service Accounts to the DMS Billing Account for inclusion in the next complete billing cycle.

    c. After the SUNCOM Enduser Service Accounts have been transferred to DMS and the end of the current billing cycle has transpired, the SUNCOM Enduser shall no longer receive an invoice directly from the Service Provider. Any payment obligations that were

incurred by the SUNCOM Enduser prior to one full billing cycle under the DMS Billing Account shall continue to be the SUNCOM Enduser's obligation to pay directly to the Service Provider. DMS shall not assume any obligation or responsibility for the debt owed by the SUNCOM Enduser to the Service Provider.

2. Terminating Services at the Conclusion of Transition

   a. At the end of the Legacy Contract Expiration Phase, the Service Provider shall discontinue providing wireless telecommunications services to all state agencies that are not a part of the DMS Billing Account, regardless of the contract used to purchase the services, unless DMS has requested an extension on behalf of the specific SUNCOM Enduser in accordance with Section 282.703(5)(a), F.S. If DMS grants any such extension, it shall provide a list of affected SUNCOM Endusers to the Service Provider. The Service Provider shall comply with any time limits imposed by DMS on the extension by terminating services to the state agency at the end of the extension period unless another extension is granted or the SUNCOM Enduser's account is transferred to the DMS Billing Account.

   b. One month prior to the end of the Transition Period, the Service Provider shall provide daily lists of all state agencies that have not been transferred to the DMS Billing Account and identify all of the active Service Accounts that are in jeopardy of termination without transfer to DMS.

   c. At the Service Provider's discretion, it may continue to serve all non-state agency SUNCOM Endusers after the Legacy Contract Expiration Phase under terms established with the Enduser.

   d. The terms of the existing State Term Contract for Wireless Voice Services, the Participating Addendum and all other SUNCOM wireless services contracts that have effectively been extended through amendments to this contract shall be void at the end of the Legacy Contract Expiration Phase and shall no longer be available for use by any entity. DMS reserves the right to establish separate extensions on individual contracts during the Transition Period.

Service Provider's Account Team will work with DMS and SUNCOM Endusers with the migration of existing SUNCOM Endusers to the new Foundation Account Number generated by the Account Team for this Contract (Transfer of Billing Responsibility).

The Service Provider Premier Online Care portal has online capabilities to perform one at a time Transfer of Billing Responsibility transactions via DMS Administrators sending a request electronically to the end user attempting to migrate, however we do not have any bulk transfer capabilities online. For large migrations of SUNCOM Endusers, the Service Provider Account Team will engage a special projects team to process these migrations in bulk.

2.05.2 Steady State Business Process

With the transition of existing SUNCOM Endusers and services to the Contract, and completion of systems modifications to accommodate the shared business processes (as verified in Attachment 10: Implementation Checklist), the Transition Period shall end and standard business processes shall be implemented. While both Parties have responsibilities related to the process, either the Service Provider or DMS shall be primarily responsible for specific steps. Figure 2:3 categorizes these steps and assigns responsibility for them.

2.05.2.1 Updating the Products/Services Catalog: TS1

The process for establishing new Products/Services shall be the same during the Steady State Period as it is during the Transition Period. Refer to Section 2.05.1.1.2.4 Establishing the Matching Product/Service Catalog: TS1" for an explanation of the process.

Catalog extracts with the psudo-structure listed above will be provided at regular intervals (weekly, monthly, or ad-hoc) that will include the current Service Provider product catalog. DMS shall include or exclude these new devices, plans, accessories, and features from OaSIS. Detection of differences between feeds will identify any new devices and other items as well as expired items. OaSIS will control the available catalog items.

2.05.2.2 Establishing SUNCOM Endusers and Billing Accounts: S1

DMS shall be responsible for invoicing SUNCOM Endusers and must verify SUNCOM eligibility.

DMS is solely responsible for establishing SUNCOM Endusers and the Billing Accounts under which they will be invoiced and managed. The business processes for establishing SUNCOM Endusers and Billing Accounts will occur within OaSIS and this data shall not be synchronized between the Parties. However, DMS will share Enduser information related to each Service Account that is necessary to the Service Provider for delivering product support.

1. Transferring Existing SUNCOM Eligible Endusers During Steady State Period

    a. Existing SUNCOM Eligible Endusers being served by the Service Provider may decide to become SUNCOM Endusers after the Transition Period. As DMS or the Service Provider identify such SUNCOM Eligible Endusers, DMS and the Service Provider shall implement the business process as described in Section 2.05.1.1.2.2 Discretionary Endusers: T2.

2. SUNCOM Enduser Implemented Catalog Restrictions: S2

    a. All SUNCOM Endusers shall have the option of restricting the availability of certain Products/Services from their staff. DMS shall facilitate this by providing SUNCOM Endusers an OaSIS interface for the restriction at the account level.

The system default restriction option shall be set to "Allow".

Service Provider shall facilitate through different XML order types in OaSIS.

1. New Account Orders (creating a Service Provider account) or
2. Add a Line Orders (Adding to an existing Service Provider Billing Account - preferred).

    - This Service Provider account will assist the Service Provider Account Team members in troubleshooting, customizations, and billing audits.

2.05.2.3 SUNCOM Client Management: S3

1. Establishing SUNCOM Enduser Permissions: S3

    a. OaSIS shall be the portal for access to all services and functions under the Contract. OaSIS shall manage all SUNCOM Enduser permissions. DMS shall be solely

responsible for establishing SUNCOM Endusers, maintaining their information and passwords and assigning their permissions. DMS shall not be required to provide any of the information related to specific SUNCOM Endusers to the Service Provider, unless the information is necessary for E-Rate eligibility and compensation, and necessary to the Service Provider for product support.

2. Service Provider Staff Authorities in OaSIS

    a. Service Provider staff shall be given broad permissions within OaSIS to assist SUNCOM Endusers in selecting the Service Provider's products and drafting orders to the Service Provider.

Service Provider shall disable any online ordering or account management activities needed to comply. Ordering will only be allowed via Service Provider backend XML interfaces and not on the Service Provider online properties. Through the Service Provider's robust permission structure, Service Provider can provide voice and data monitoring capabilities to DMS and SUNCOM Endusers if requested, without allowing changes to be made that would affect billing data, such as rate plan or feature changes.

DMS will receive logins to Premier Online Care to administer and manage any access to DMS and SUNCOM Endusers (disallowed by default). Additional optional maintenance and administration capabilities by DMS will include:

Activity	Description
Manage Administrators	Create new administrators for your company, or to change the name, address, and permissions for the administrators in your company.
Manage Foundation Account Permissions	Edit the level of access granted to users by foundation account. Set permissions on individual transactions or activities. (note, not typically used in this current offline model)
Manage Billing Account Permissions	Edit the level of access granted to users by an Service Provider billing account (not SUNCOM Billing Account). Set permissions on individual transactions or activities.(note, not typically used in this current offline model)
Detach Login Profiles	Remove login profiles from wireless numbers. Detached logins can no longer access information for the wireless number or billing account, and are required to register for a new account the next time they log in. (note, not typically used in this current offline model)
Update My Login Profile	Allows editing of your own administrative login. Configure contact information, address, secret questions for password resets, and notification preferences.
Activate Wireless Device Online	Allows access to an online tool to activate upgraded or ported lines that have been shipped to a customer 'cold' which normally requires a call into the Premier Support Center's automated line.
Update Wireless User Information	Allows updates to Service Provider's records regarding a wireless line's information including name, custom fields, and

Activity	Description
	primary place of use. Normally not used due to XML interfaces made available to OaSIS
Change Wireless Number	Allows a new telephone number to be generated for an existing wireless line
Reassign Foundation Account	Allows DivTel staff to move a wireless line to another Service Provider master account not owned by DMS
Transfer Billing Responsibility	Allows DMS staff to move a State of Florida-owned wireless number to become a personal number with individual billing responsibility (turn into a consumer line)
Reset Voicemail Password	Allows DMS to reset the voicemail password for a wireless user
Replace Smart Chip	Allows DMS to replace a SIM Card (Smart Chip) in an existing wireless device with a new SIM.
Update IMEI	Allows DMS to replace the wireless device with a new existing wireless device with the same SIM card. Typically used in replacing devices due to accidental damage with spare devices, or utilizing custom/customer-owned equipment. This should NOT be used for device upgrades or activations (listed above)
Change Rate Plan	Allows DMS to change the primary voice and data plan on a wireless device. We recommend NOT using this functionality to prevent OaSIS from becoming out of sync. May be used for cleanup purposes in the even OaSIS becomes out of sync.
Change Features	Allows DMS to change optional features on a wireless device. We recommend NOT using this functionality to prevent OaSIS from becoming out of sync. May be used for cleanup purposes in the even OaSIS becomes out of sync.
Change Applications	Allows DMS to change mobility applications on a wireless device. We recommend NOT using this functionality to prevent OaSIS from becoming out of sync. May be used for cleanup purposes in the even OaSIS becomes out of sync.
Upgrade Eligibility Reports	Allows a spreadsheet/CSV/Text file for up to 100 numbers at a time that includes account numbers, user information, status, effective dates, phone make and model, phone IMEI, early upgrade eligibility indicator (yes/ no), not eligible for upgrade (yes / no), eligibility indicator (yes/no), and date the line becomes upgrade eligible
Rate Plan Summary Reports	Allows a spreadsheet/CSV/Text file of all wireless numbers managed by OaSIS accounts or drilled down to an individual Service Provider Billing Account (OaSIS client) including a summary of rate plan, data, and messaging usage and charges for each wireless user on the selected account, averaged over the requested time period (1,2,3 months). This report may assist in analyzing the price plan needs of your managed wireless users, and identify overage issues.

Activity	Description
Wireless Inventory Reports	Allows a spreadsheet/CSV/Text file of all wireless numbers managed by OaSIS accounts or drilled down to an individual Service Provider Billing Account (OaSIS client) including details on the equipment, plans, and features assigned to each wireless user on the selected account, This report may assist in inventory auditing against OaSIS records, identification of SIM Swaps, and overall monitoring of Service Provider's records of DMS's accounts.

2.05.2.4 Enduser Shopping and Work Order Creation: S4

SUNCOM Endusers will use OaSIS to shop for wireless services. The basis of the OaSIS Shop shall be the Products/Services Catalog data submitted from the Service Provider. The OaSIS Shop will be populated with this Catalog data, upon DMS approval. OaSIS shall create an individual work order per Service Account requested by the SUNCOM Enduser and electronically submitted to the Service Provider via XML to complete. OaSIS shall perform validation on the work orders before submission to the Service Provider. OaSIS shall extract the validation rules from the electronic Products/Services Catalog submitted by the Service Provider in psudo-format. The Service Provider upon receipt of work orders shall validate their accuracy and update OaSIS with their respective status.

The Service Provider shall be responsible for all Product/Service information presented in the OaSIS Shop.

2.05.2.5 Enduser Orders

1. Establishing Service Accounts: S5

    a. Service Accounts shall be associated with at least one work order identifying a Product/Service from the Catalog submitted by the SUNCOM Enduser. The Service Account may carry several unique identifiers such as phone number, electronic serial number, and device serial number.

    b. Service Provider will use its New Service Direct XML order interface for OaSIS to integrate with Service Provider eCommerce storefront.

        i. Order Confirmation Process

            (a) After the SUNCOM Enduser completes the online purchase via the OaSIS portal, the Service Provider will send an acknowledgement (ACK) or non-acknowledgement (NACK) to the order XML message that was sent. Additional shipping or order issue information will be sent to a designated XML handling URL for OaSIS to parse.

            (b) Activation Changes: Suspension, reinstatement of service, and cancelation of service can be performed via Care Direct XML messages for ChangeStatus as noted in Section 2.03.1 OaSIS Website. Activation of devices that were shipped 'cold' due to an upgrade or port from another wireless provider will need to either be performed online at https://www.wireless.att.com/businesscenter/activations/ OR by

following the instructions placed inside each shipping box by calling into the Premier Support Center's automated activation system.

(c) Changing Data: Change orders shall be handled via XML Change Rate Plan, Change Features, Update Wireless User Info transactions with OaSIS.

2. Validate Sale: S5

   a. The Service Provider shall submit status updates and completion information per work order for DMS to validate the status and completion of the work order.

   b. If the order is declined, the Service Provider shall terminate the work order and archive the order request for review.

   c. DMS shall notify the SUNCOM Enduser via email based on the Service Provider update.

   d. The Service Provider and DMS shall work together to resolve any confusion about a work order and document the result.

      i. The Service Provider shall have a dedicated account representative to manage and monitor pricing, order quality, approved/declined orders, and resolve issues or discrepancies.

3. Activation Changes: S5

   a. SUNCOM Endusers may seek to make changes to a Service Account. These changes shall generate work orders from OaSIS that are then electronically forwarded to the Service Provider for completion. These changes may impact billable options on the Service Account. A deactivation shall terminate the Product/Service by SUNCOM Enduser choice.

4. Changing Data: S5

   a. At any time, data associated with a Service Account may warrant modification which may have no charge ramifications. All modifications shall be sent to the Service Provider as a work order using OaSIS.

5. Retail Store Device Replacements

   a. By using daily or as-needed inventory reports via Premier Online Care, DMS will be able to identify when equipment has been changed for an individual subscriber by looking at historical records for that user or past orders in OaSIS.

   b. Service Provider cannot send real-time individual XML messages to OaSIS when equipment swaps are performed, inventory reports showing updated equipment can help identify these scenarios with minimal delay.

6. Activation Status: S5

   a. Order and activation may happen independently. The Service Provider shall provide activation status updates separately and subsequent to work order placement and completion.

b. Activation updates and reports will be provided in Premier Online Care inventory reports listed below in section 2.05.2.6 as well as e-mail confirmation messages, updated billing information in the next data feed ("Device Last Updated" field).

2.05.2.6 Inventory: S5

OaSIS Inventory shall reflect modifications made to SUNCOM Enduser Service Accounts. Service Accounts in OaSIS Inventory shall be kept current using updates provided by the Service Provider's electronic work order processing system.

DMS can log into Premier Online Care and pull Wireless User Inventory Reports at any time – these reports will pull information from Service Provider's billing systems at the time of the request and will populate a Microsoft Excel worksheet, CSV file, or Text file that DMS can then download. While a report can be requested at any time, Service Provider runs these reports offline to ensure high performance of the rest of the Portal during peak business hours. Once the report has been generated, the user that requested the report will be notified via email.

These reports can be requested as many times as needed to ensure up-to-date inventory information in OaSIS.

While we currently do not have the capabilities to schedule and automate delivery of inventory reports, we would be willing to work with the State in the future to deploy this functionality.

Inventory fields available in report are as follows:

Column Header	Description
Foundation account number (FAN)	The eight-digit number for the billing account to which the wireless user belongs. Functions like a master account number.
Billing Account Name	Wireless user's billing account name
Billing Account Number	The nine-digit number for the billing account to which the wireless user belongs.
Wireless Number	Wireless telephone number.
Wireless User Full Name	First and last name of the person to whom the wireless number is assigned.
Wireless User Status	Status of the wireless user's service, as of the date the report was generated. Statuses include: **Reserved**-Wireless number set aside for a user but not yet made active. **Active**-Wireless number associated with the user is currently in use and active. **Suspended**-Wireless number is suspended, although monthly charges may still apply and be charged. **Cancelled**-Service to the wireless number is cancelled, and no further monthly charges apply, although outstanding charges prior to cancellation may still apply and be charged.

Column Header	Description
Status Effective Date	Most recent update date for wireless user service status, as of the date the report was generated.
Phone or Device Model	Model of the phone of the phone or device.
Phone or Device Make	Manufacturer of the phone or device.
Phone or Device ID (IMEI)	Unique 15-digit code used to identify the GSM-enabled equipment.
User Defined Fields (1-4)	Customized extrinsic fields that can be custom mapped to OaSIS identifiers for a wireless user. Must be synced in both account management tools for updates as well as ordering systems through OaSIS.
Wireless User Activation Date	Date that service was activated for a wireless user.
Contract Start Date, Contract End Date	Date that the current service contract for the wireless user ends and began.
Phone or Device Effective Date	Date when the current phone or device replaced the previous phone or device.
Service Type	Indicates whether the wireless user's service is V - voice (voice plan only) or D - data (data-only plan). Also includes B - Business voice plus data (a wireless number service with both voice plan with data add-on tied to a business or organization foundation account); or C - Consumer voice plus data (a wireless number service with voice plan with data add-on tied to an individual responsibility account not associated to any business or organization foundation account.)
Smart Chip (SIM) Number	The 19- or 20-digit number on the microchip that inserts into a mobile device and encrypts transmissions and identifies the user to the mobile network.
Rate Plan Monthly Recurring Charge	Base monthly cost of the primary voice plan, data add-on, or data-only rate plan for the wireless user. Includes monthly recurring charge discount credit, but does not include proration, other discounts, credits, or overages.
Rate Plan Name	Primary voice plan, data add-on, or data only plan name on the wireless user's bill.

2.05.2.7 Invoicing

1. Service Provider Invoicing: S6

    a. The Service Provider shall submit monthly invoices to DMS for all wireless services. This invoice shall consist of 1) a single request for payment on unchangeable format known as a "hand bill" that reflects the total charges for the month, and 2) an electronic detail file which substantiates all billable services and activities by Product/Service Catalog ID at the Service Account level that is the auditable basis for all charges. The total of substantiated detail charges shall match the single payment request on the "hand bill".

i. A Billing FAN, using Service Provider Premier eBill, will be created to ensure one aggregated bill at the end of each month. Geotracking services may be an exception to this single bill.

b. Service Provider in addition to billing analysis reports, shall provide access to raw billing information that can be imported into OaSIS for detail cost analysis at a CTN level. With the enablement of the Data Delivery Portal option, these raw data files may be delivered monthly once the Service Provider aggregated bill is complete to a DMS Secure FTP server.

i. Available data fields for the detailed billing file are listed in Section 2.07: Billing Data Fields.

c. Service Provider shall submit EDI-811 with Call Detail file monthly via SFTP. The EDI will include itemized lists of each voice, data, and messaging event. A Trading Partner Information document will be provided along with the EDI File specification document with implementation details.

2. Electronic Substantiating Detail

a. The monthly detail file shall include one-time subscription periods, metered increments and installments for all charges attributable to a Service Account and Product/Service. Every discrete charge shall have a Charge Event.

i. Subscription charges for periods when a Product/Service is available are derived from activation/deactivation dates defining the period when the subscription was active. The unique Charge Event identifier shall correspond to the active subscription period.

ii. Services with incremental metered charges shall be directly metered from counted units. Each Charge Event shall correspond to a discrete activity such as phone call, single text sent, etc.

iii. One-time purchase Charge Events shall occur when the purchase is satisfied with delivery.

iv. Installment Charge Events shall cover the period associated with the particular periodic payment.

3. OaSIS Pre-Audit

a. OaSIS shall pre-audit the Service Provider invoice monthly to match all charges against the current inventory of services and configurations being provided and to the prices associated with the Product/Service approved in the Catalog.

b. An exception report shall be sent to the Service Provider detailing any charges inconsistent with the prices and inventory in OaSIS. DMS shall request credits for any exceptions on the current invoice.

c. The Service Provider and DMS will reconcile OaSIS data with the Service Provider's data if they do not substantially affect the integrity of the invoicing process, as solely

defined by DMS. If reconciliation cannot be attained, DMS shall reject the invoice and request the Service Provider rescind the charges and submit a new invoice.

d. Barring audit exceptions, DMS shall pay the Service Provider the total charges on behalf of all SUNCOM Endusers for services rendered.

4. Monthly Invoicing Detail Exception for Geotracking

a. Invoicing detail for Geotracking Services shall be delivered daily and provided to SUNCOM Endusers; therefore it shall not necessitate a monthly Charge Event. The service (delivery of Geotracking data) and the detail required to substantiate the monthly invoice are synonymous.

i. Service Provider Enterprise On Demand may also provide a single paperless bill option for Geotracking services provided by this Contract.

5. E-Rate Invoicing

a. Service Provider will generate billing to DMS that contains sufficient specificity to allow DMS to accurately bill each of its SUNCOM Clients and audit each FRN for reimbursement credits through the OASIS system and will work with DMS to establish appropriate system interfaces to allow OASIS to process information as submitted by the Service Provider.

i. Each bill will include information regarding the services rendered to all SUNCOM Clients and DMS in one consolidated bill, issued on a monthly basis, reflecting, at a minimum:

1. SUNCOM Client name identifier or Billed Account Number (BAN) for each SUNCOM Client

2. Subcategories under each SUNCOM Client BAN, for each grouping of services, pursuant to an assigned Billed Telephone Number (BTN)

3. Individual listing of each account under each BTN, in accordance with the SUNCOM Client's grouping designation (Individual Earning Numbers or IENs)

4. The amount charged for each IEN, broken down by the amounts charged for data services and the amounts charged for voice services

5. The amount credited for each IEN, through USAC reimbursement, identified by FRN

b. For SUNCOM Clients who apply for, or intend to apply for E-Rate discounts ("SUNCOM E-Rate Clients"), the Parties agree as follows:

i. DMS will notify all SUNCOM E-Rate Clients of their obligation to group services, under the BTN process established above, consistently with the Funding Request Numbers (FRN) utilized by the E-Rate program; i.e. each grouping of individual earning numbers under a Bill-To-Number will be consistent with the grouping used by the applicant in making their funding request as reflected on their USF Form 471.

ii. DMS will inform all SUNCOM E-Rate Clients of their obligation to complete all documentation required by Service Provider which is necessary to accurately bill E-Rate eligible services under the Service Provider Invoicing (SPI) method of E-Rate discounting and/or process SUNCOM E-Rate Client's Billed Entity Account Reimbursement (BEAR) payments.

iii. Service Provider, upon receipt of the necessary documentation from the SUNCOM E-Rate Client, will, for those accounts for which SPI billing has been requested by the SUNCOM E-Rate Client, apply discounts to the invoicing submitted to DMS, in accordance with E-Rate rules and the SUNCOM E-Rate Client's Funding Commitment Decision Letter (FCDL), issued by USAC. For those SUNCOM E-Rate Clients who choose BEAR billing, Service Provider will bill the full amount for the services, in accordance with E-Rate Rules.

iv. DMS will pay Service Provider the amount billed in accordance with item "c" and, for SPI billing, Service Provider will bill USAC for the discounted portion, in accordance with E-Rate rules.

v. DMS will bill the SUNCOM E-Rate Clients for the non-discounted portion of the services and is fully responsible for the accuracy of that invoicing.

vi. DMS assumes the responsibility for invoicing SUNCOM E-Rate Clients and identifying any administrative or processing fees applied by DMS. Service Provider shall be responsible for billing DMS, in adherence to all E-Rate rules, using a format consistent with an agreed upon billing structure to allow the identification of the underlying SUNCOM Enduser.

c. DMS and Service Provider agree to cooperate in any audit or other inquiry initiated by the Federal Government related to the E-Rate program and SUNCOM E-Rate Clients.

6. SUNCOM Invoicing: S7

a. Barring audit exceptions, DMS shall use the Service Provider's electronic billing substantiating detail to invoice SUNCOM Endusers at SUNCOM prices, for services rendered. DMS shall notify SUNCOM Endusers via email when their invoice is available.

b. SUNCOM Endusers will use OaSIS to view their detailed invoices and pay their invoice.

2.06 AT&T Marketing Plan

The table below (Table 2:1) effectively defines "Intrinsic Customer" (as used in the ITN; those for whom "*Detailed account data*" shall be provided to DMS without any requirement for extra permission from users) to include the seven scenarios for "*Eligible Endusers*" under "*Current User of SUNCOM Billed by DivTel*".

The table below (Table 2:1) effectively defines "Discretionary Customer" (as used in the ITN; those for whom "*Contact only data*" shall be provided to DMS without any requirement for the extra permission from users) to include the six scenarios for "*Eligible Endusers*" under "*All Other Contracts or Agreements*".

Eligible Endusers	**Current User of SUNCOM**	**All Other Contracts or**

	Billed by DivTel	Agreements
State Agencies	Detailed account data	Detailed account data
Legislative	Detailed account data	Contact only data
Judicial	Detailed account data	Contact only data
State Universities	Detailed account data	Contact only data
Other Statutorily Established Political Subdivisions	Detailed account data	Contact only data
Cities and Counties	Detailed account data	Contact only data
Private Colleges, Private Libraries & Qualifying Nonprofits	Detailed account data	Contact only data

Table 2:1

"Detailed account data" – Service Provider agrees to provide all requested data

"Contact only data" – Service Provider agrees to:

- Co-develop with DMS, MCS marketing material
- Within 3 months of existing contract expiration date, share marketing material with these CRUs.

2.07 Billing Data Fields

Column Header	Column Format	Source Level	Possible Values	Description

Column Header	Column Format	Source Level	Possible Values	Description
Section ID	VARCHAR(10)	ALL	"DL" = Detailed Level "SL" = Summary Level "SLI" = Summary Level Information "IRA" = Invoice Remit Amount "DOC" = Documentation "BIL" = Billing	The type of data presented in the row. Note IRA is the proper amount(s) to pay to the remit address for that row. Billing FANs will have a single IRA row for a single amount due for the entire FAN. Fulfillment FANs will have an IRA row for each amount due for each billing account. Reporting FANs will have an IRA row for each amount due for each billing account and may also have an additional IRA row for an amount due for the FAN.
Billing Entity Level	VARCHAR(10)	ALL	"FAN" = Foundation Account Number "BAN" = Billing Account Number "CTN" = Cellular Telephone Number	The level of billing the charge is applied to the end user (CTN) or the billing account (BAN) where no CTN is specified or the foundation account (FAN) where no BAN or CTN are specified.
Foundation Account Type	VARCHAR(100)	FAN	"Reporting" "Billing" "Fulfillment"	Applicable only to Billing FANs or Reporting FANs where a FAN level balance is due. The field is left blank on Fulfillment FANs.
Remit To (address)	VARCHAR(100)	FAN/BAN	Unique Data	Fulfillment FANs are invoiced at each BAN level only so only the BAN Remit Address should be used. Billing FANs are invoiced at the FAN level only so only the FAN Remit Address should be used. Reporting FANs are invoiced at each BAN level so the BAN Remit Address should be used. In addition, it is possible that there is also a FAN level invoice so the FAN Remit Address may also be used.

Column Header	Column Format	Source Level	Possible Values	Description
Due Date	YYYYMMDD	FAN/BAN	Unique Data	For a Billing FAN, the date the payment is due for this invoice. For a Reporting FAN, the date listed here is the date the payment is due for only FAN level charges.
Foundation Account Number	VARCHAR(22)	FAN	Unique Data	Number assigned to the Foundation Account Name. This field will be blank for Fulfillment FANs.
Foundation Account Name	VARCHAR(100)	FAN	Unique Data	Name assigned to the Foundation Account Number. This field will be blank for Fulfillment FANs.
Billing Account Number	VARCHAR(22)	BAN/CTN	Unique Data	Account number for each Billing Account (BAN). This will be blank on FAN level rows (where Billing Entity Level = FAN).
Billing Account Name	VARCHAR(100)	BAN/CTN	Unique Data	Name for each Billing Account (BAN). This will be blank on FAN level rows (where Billing Entity Level = FAN).
BAN Invoice Number	VARCHAR(100)	BAN	Unique Data	Invoice number assigned to the Billing Account's total invoice.
Period End Date	YYYYMMDD	FAN/BAN/CTN	Unique Data	The bill cycle end date. Note: the FAN rows will show the consolidated bill cycle end date while the BAN rows will show the individual billing account cycle end date.
Wireless Number	VARCHAR(22)	BAN/CTN	Unique Data	End user cellular telephone number. Also known as CTN (cellular telephone number). This will be blank on FAN level rows.
User Name	VARCHAR(35)	BAN/CTN	Unique Data	End user name as provided by customer. This will be blank on FAN and BAN level rows.
FAN Invoice Number	VARCHAR(100)	FAN	Unique Data	Invoice number assigned to the Foundation Account's FAN level invoice (where applicable). For Billing FANs, there is a single FAN Invoice so this number will be the same for every wireless user and billing account under the foundation account for this billing period. For Reporting FANs, this only applies if there is a FAN Level charge. This does not apply to Fulfillment FANs.
FAN Invoice Date	YYYYMMDD	FAN	Unique Data	Consolidated invoice date for the Foundation Account Number (FAN).

Column Header	Column Format	Source Level	Possible Values	Description
FAN Invoice Previous Balance	Number (14,2)	FAN	Unique Data	Applicable only to Billing FANs or Reporting FANs where a FAN level balance is due. The total amount due from the previous bill period.
FAN Invoice Total Payments	Number (14,2)	FAN	Unique Data	Applicable only to Billing FANs or Reporting FANs where a FAN payment was applied. Total of payments made since previous invoice.
FAN Invoice Payment Date	YYYYMM DD	FAN	Unique Data	Applicable only to Billing FANs or Reporting FANs where a FAN payment was applied. The date the payment was posted.
FAN Invoice Past Due	Number (14,2)	FAN	Unique Data	Applicable only to Billing FANs or Reporting FANs where a FAN level balance is due. Total amount past due from previous bill period.
Adjustment to Previous Balance Description	VARCHAR(80)	FAN	Unique Data	Applicable only to Billing FANs or Reporting FANs where a FAN level balance is due. Description of "adjustments" made at the BAN or CTN level that were applied as "balance impacting" or adjustments made to the balance from the prior bill period. An itemization of these adjustments can be found in the appropriate billing account section of the file.
Adjustment to Previous Balance Amount	Number (14,2)	FAN	Unique Data	Applicable only to Billing FANs or Reporting FANs where a FAN level balance is due. Sum of all adjustments made at the BAN or CTN level that were applied as "balance impacting" or adjustments made to the balance from the prior bill period. An itemization of these adjustments can be found in the appropriate billing account section of the file.
Adjustment Type	Char	FAN	"F" = FAN	Applicable only to Billing FANs or Reporting FANs where a FAN level balance is due.
FAN Level NBS Charges and Credits Description	VARCHAR(50)	FAN	Unique Data	Applicable only to Billing FANs or Reporting FANs where a FAN level balance is due. Description of each adjustment made to the FAN level where no BAN or CTN is specified.

Column Header	Column Format	Source Level	Possible Values	Description
FAN Level NBS Charges and Credits Amount	Number (14,2)	FAN	Unique Data	Applicable only to Billing FANs or Reporting FANs where a FAN level balance is due. Amount of each adjustment made to the FAN level where no BAN or CTN is specified.
FAN Invoice Total Current Charges	Number (14,2)	FAN	Unique Data	Applicable only to Billing FANs or Reporting FANs where a FAN level balance is due. Amount due for current bill period only.
FAN Invoice Amount Due	Number (14,2)	FAN	Unique Data	Applicable only to Billing FANs where a FAN level balance is due. May also apply to Reporting FANs IF a FAN level balance is due. Total amount due for FAN including past and current due amounts. Or can be calculated by summing: FAN Invoice Previous Balance > FAN Invoice Total Payments > Adjustment to Previous Balance Amount > FAN Level NBS Charges and Credits Amount.> FAN Invoice Total Current Charges = FAN Invoice Amount Due. Note, all these values will be in the FAN IRA row except the FAN Level NBS Charges and Credits as they are itemized on SL rows immediate below the IRA row.
FAN User Defined Label 1	VARCHAR(20)	FAN	Unique Data	User defined label field 1 Name (only applies if customer uses UDLs)
Service ID 1 (UDL 1 - CTN Level)	VARCHAR(35)	CTN	Unique Data	User defined label value 1 for user (only applies if customer uses UDLs)
FAN User Defined Label 2	VARCHAR(20)	FAN	Unique Data	User defined label field 2 Name (only applies if customer uses UDLs)
Service ID 2 (UDL 2 - CTN Level)	VARCHAR(35)	CTN	Unique Data	User defined label value 2 for user (only applies if customer uses UDLs)
FAN User Defined Label 3	VARCHAR(20)	FAN	Unique Data	User defined label field 3 Name (only applies if customer uses UDLs)
Service ID 3 (UDL 3 - CTN Level)	VARCHAR(35)	CTN	Unique Data	User defined label value 3 for user (only applies if customer uses UDLs)
FAN User Defined Label 4	VARCHAR(20)	FAN	Unique Data	User defined label field 4 Name (only applies if customer uses UDLs)

Column Header	Column Format	Source Level	Possible Values	Description
Service ID 4 (UDL 4 - CTN Level)	VARCHAR(35)	CTN	Unique Data	User defined label value 4 for user (only applies if customer uses UDLs)
Voice Pooling Rate Plan Code	VARCHAR(15)	CTN	Unique Data	If enrolled in FAN Level Voice Pooling, the rate plan code. For Billing and Reporting FANs with BAN level pooling, the detail will appear here as well as the BAN Level Pooling Fields. This field does not apply to Fulfillment FANs.
Voice Pool Name	VARCHAR(50)	CTN	Unique Data	If enrolled in FAN Level Voice Pooling, the pool name. For Billing and Reporting FANs with BAN level pooling, the detail will appear here as well as the BAN Level Pooling Fields. This field does not apply to Fulfillment FANs.
Pooling MOU Contribution	Number(14,2)	CTN	Unique Data	If enrolled in FAN Level Voice Pooling, the number of minutes the wireless number contributes to the pool for that billing cycle. For Billing and Reporting FANs with BAN level pooling, the detail will appear here as well as the BAN Level Pooling Fields. This field does not apply to Fulfillment FANs.
Pooling Bucket MOU Used	Number(9)	CTN	Unique Data	If enrolled in FAN Level Voice Pooling, the number of voice minutes used - up to the individual user's bucket amount. Any minutes under then appear in Airtime under. Any minutes over then appear in Airtime over. For Billing and Reporting FANs with BAN level pooling, the detail will appear here as well as the BAN Level Pooling Fields. This field does not apply to Fulfillment FANs.
Airtime Over	Number(9)	CTN	Unique Data	If enrolled in FAN Level Voice Pooling, the number of minutes used that were over the allotted contribution. For Billing and Reporting FANs with BAN level pooling, the detail will appear here as well as the BAN Level Pooling Fields. This field does not apply to Fulfillment FANs.

Column Header	Column Format	Source Level	Possible Values	Description
Airtime Under	Number(9)	CTN	Unique Data	If enrolled in Voice Pooling, the number of minutes in the package that were not used. For Billing and Reporting FANs with BAN level pooling, the detail will appear here as well as the BAN Level Pooling Fields. This field does not apply to Fulfillment FANs.
Voice Allocation Factor	Number(6, 4)	CTN	Unique Data	If enrolled in FAN Level Voice Pooling, SUM (Airtime Under) / SUM (Airtime Over). The ratio (from 0 to 1) of Airtime Under to Airtime Over that determines the Pool level credit percentage applied back to each subscriber. Calculated at a Pool level by summing the Airtime Under for the Pool, and dividing by the sum of the Airtime Over for the Pool. Ratios over 1 are replaced by 1. When the allocation factor is less than 1 then there were more minutes over than under thus only a partial credit for usage is issued. When the allocation factor is 1, there are more minutes under than over thus a full credit for all voice overage per user is applied.
Allocated Back Minutes	Number(14 ,2)	CTN	Unique Data	If enrolled in FAN Level Voice Pooling, the number of minutes that were charged overage but are now getting a credit back when other members in the pool have unused minutes. It is calculated by multiplying the Airtime Over (for a subscriber) by the Allocation Factor (for the Pool). For Billing and Reporting FANs with BAN level pooling, the detail will appear here as well as the BAN Level Pooling Fields. This field does not apply to Fulfillment FANs.
Additional Minutes Rate	Number(7, 4)	CTN	Unique Data	The rate per minute charged/credited used to calculate the Allocated Back credit by multiplying by the number of allocated back minutes.
Voice Allocated Back Credit	Number(14 ,2)	CTN	Unique Data	If enrolled in FAN Level Voice Pooling, the amount credited back due to other members in the pool that have unused minutes. It is calculated by multiplying the Airtime Charges (for a subscriber) by the Allocation Factor (for the Pool).

Column Header	Column Format	Source Level	Possible Values	Description
Total Voice Tax Credit	Number(14,2)	CTN	Unique Data	If enrolled in FAN Level Voice Pooling, tax calculated on the allocated back credit for Airtime Charges.
Total Voice Pooling Credit	Number(14,2)	CTN	Unique Data	If enrolled in FAN Level Voice Pooling, total of all voice pooling credits including taxes.
Voice MAC Adjustment	Number(14,2)	CTN	Unique Data	If enrolled in FAN Level Voice Pooling and receive a National Account Discount based on Airtime Charges, the reduction of the National Account Discount due to the crediting of the Airtime charges per the pooling calculation.
Data Pooling Rate Plan Code	VARCHAR(15)	CTN	Unique Data	If enrolled in FAN Level Data Pooling, the rate plan code. For Billing and Reporting FANs with BAN level pooling, the detail will appear here as well as the BAN Level Pooling Fields. This field does not apply to Fulfillment FANs.
Data Pool Name	VARCHAR(50)	CTN	Unique Data	If enrolled in FAN Level Data Pooling, the pool name. For Billing and Reporting FANs with BAN level pooling, the detail will appear here as well as the BAN Level Pooling Fields. This field does not apply to Fulfillment FANs.
Pooling KB Contribution	Number(14,2)	CTN	Unique Data	If enrolled in FAN Level Data Pooling, the number of KBs the wireless number contributes to the pool for that billing cycle. For Billing and Reporting FANs with BAN level pooling, the detail will appear here as well as the BAN Level Pooling Fields. This field does not apply to Fulfillment FANs.
Pooling Bucket KB Used	Number(9)	CTN	Unique Data	If enrolled in FAN Level Data Pooling, the number of KBs used - up to the individual user's bucket amount. Any KBs under then appear in KB under. Any KBs over then appear in KB over. For Billing and Reporting FANs with BAN level pooling, the detail will appear here as well as the BAN Level Pooling Fields. This field does not apply to Fulfillment FANs.

Column Header	Column Format	Source Level	Possible Values	Description
KB Over	Number(9)	CTN	Unique Data	If enrolled in FAN Level Data Pooling, the number of KBs used that were over the allotted contribution. For Billing and Reporting FANs with BAN level pooling, the detail will appear here as well as the BAN Level Pooling Fields. This field does not apply to Fulfillment FANs.
KB Under	Number(9)	CTN	Unique Data	If enrolled in Data Pooling, the number of KBs in the package that were not used. For Billing and Reporting FANs with BAN level pooling, the detail will appear here as well as the BAN Level Pooling Fields. This field does not apply to Fulfillment FANs.
Data Allocation Factor	Number(6, 4)	CTN	Unique Data	If enrolled in FAN Level Data Pooling, SUM (KB Under) / SUM (KB Over). The ratio (from 0 to 1) of KB Under to KB Over that determines the Pool level credit percentage applied back to each subscriber. Calculated at a Pool level by summing the KB Under for the Pool, and dividing by the sum of the KB Over for the Pool. Ratios over 1 are replaced by 1. When the allocation factor is less than 1 then there were more KBs over than under thus only a partial credit for usage is issued. When the allocation factor is 1, there are more KBs under than over thus a full credit for all voice overage per user is applied.
Allocated Back KB	Number(14 ,2)	CTN	Unique Data	If enrolled in FAN Level Data Pooling, the number of KBs that were charged overage but are now getting a credit back when other members in the pool have unused KBs. It is calculated by multiplying the KB Over (for a subscriber) by the Allocation Factor (for the Pool). For Billing and Reporting FANs with BAN level pooling, the detail will appear here as well as the BAN Level Pooling Fields. This field does not apply to Fulfillment FANs.
Additional KB rate	Number(14 ,4)	CTN	Unique Data	The rate per KB charged/credited used to calculate the Allocated Back credit by multiplying by the number of allocated back KBs

Column Header	Column Format	Source Level	Possible Values	Description
Data Allocated Back Credit	Number(14,2)	CTN	Unique Data	If enrolled in FAN Level Data Pooling, the amount credited back due to other members in the pool that have unused KBs. It is calculated by multiplying the Data Usage Charges (for a subscriber) by the Allocation Factor (for the Pool).
Total Data Tax Credit	Number(14,2)	CTN	Unique Data	If enrolled in FAN Level Data Pooling, tax calculated on the allocated back credit for Data Usage Charges.
Total Data Pooling Credit	Number(14,2)	CTN	Unique Data	If enrolled in FAN Level Data Pooling, total of all data pooling credits including taxes.
Data MAC Adjustment	Number(14,2)	CTN	Unique Data	If enrolled in FAN Level Data Pooling and receive a National Account Discount based on Data Usage Charges, the reduction of the National Account Discount due to the crediting of the Data Usage charges per the pooling calculation.

Column Header	Column Format	Source Level	Possible Values	Description
Section_1	VARCHAR(100)	BAN/CTN	"Wireless Line Summary" when Billing Entity Level = "CTN" When Billing Entity Level = "BAN" several values to represent payment and balance activity may appear: "Previous Balance" "Total Payments" "Adjustments to Previous Balance" "Remaining (Past Due) Balance" "Total Current Charges" "Total Amount Due" "Prior Activity" "Wireless Details"	Multi-purpose field corresponding to the highest level of information from the paper bill. All BAN remittance fields shall appear in this section. The corresponding amount appears in the Amount column.

Column Header	Column Format	Source Level	Possible Values	Description
Section_2	VARCHAR(100)	BAN/CTN	Unique Data	Descriptive columns providing details about the charge or usage amount appearing in various other columns in that row. When the value of this field equals "Total Charges" then the "Total Charge" column will display the amount billed for that user. Note, this does not include later adjustments applied to the BAN or FAN level. Reminder: the proper amounts due for invoices are at the BAN or FAN level and represented by an IRA row only. When Section_1 equals "Wireless Details" and Section_2 equals "Total" this is the total current charges for each user on the BAN summed together. When Section_1 equals "Wireless Details" and Section_2 equals "Total Amount Due" this is the total current charges for each user on the BAN summed with BAN level charges. For Reporting and Fulfillment FANs, this should match the values for Section ID = IRA and Billing Entitiy Level = BAN and Section_1 "Total Current Charges" value populated in the Amount field. NOTE FOR BILLING FANS: this is not an amount to be paid because Billing FANs are invoiced a single amount at the FAN level. See row with Section ID = IRA and Billing Entity LEvel = FAN for actual invoice amount due.
Section_3	VARCHAR(100)	BAN/CTN	Unique Data	Descriptive columns providing details about the charge or usage amount appearing in various other columns in that row.
Section_4	VARCHAR(100)	BAN/CTN	Unique Data	Descriptive columns providing details about the charge or usage amount appearing in various other columns in that row.
Section_5	VARCHAR(100)	BAN/CTN	Unique Data	Descriptive columns providing details about the charge or usage amount appearing in various other columns in that row.

Column Header	Column Format	Source Level	Possible Values	Description
Section_6	VARCHAR(100)	BAN/CTN	Unique Data	Descriptive columns providing details about the charge or usage amount appearing in various other columns in that row.
Section_7	VARCHAR(100)	BAN/CTN	Unique Data	Descriptive columns providing details about the charge or usage amount appearing in various other columns in that row.
Period	MM/DD-MM/DD	BAN/CTN	Unique Data	The date range the charge/credit spans. Usually pertains to rate plans and features.
Prorated Charge	Number(14,2)	BAN/CTN	Unique Data	When there is a partial charge for a partial month of a recurring charge, the value is listed here.
Monthly Charge	Number(14,2)	BAN/CTN	Unique Data	Corresponding to the Monthly Service Charges section of the paper bill.
Amount	Number(14,2)	BAN/CTN	Unique Data	Corresponding to the Monthly Service Charges section of the paper bill. Caution: this field may contain dollar amounts or in the case of Directory Assistance the number of calls.
Total	Number(14,2)	BAN	Unique Data	Corresponding to the Monthly Service Charges section of the paper bill.
Total Charge	Number(14,2)	BAN/CTN	Unique Data	Corresponding to the Monthly Service Charges section of the paper bill.
Monthly Service	Number(14,2)	BAN/CTN	Unique Data	Corresponding to the Monthly Service Charges section of the paper bill.
Usage Charges	Number(14,2)	BAN/CTN	Unique Data	Corresponding to the Monthly Service Charges section of the paper bill.
Credits Adj & Other Charges	Number(14,2)	BAN/CTN	Unique Data	Corresponding to the Monthly Service Charges section of the paper bill.
Government Fees & Taxes	Number(14,2)	BAN/CTN	Unique Data	Corresponding to the Monthly Service Charges section of the paper bill.
Non-Comm Related Charges	Number(14,2)	BAN/CTN	Unique Data	Corresponding to the Monthly Service Charges section of the paper bill.
Minutes Included in Plan	Number(9)	BAN/CTN	Unique Data	Corresponding to the Usage Charges Details section of the paper bill.
Minutes Used	Number(9)	BAN/CTN	Unique Data	Corresponding to the Usage Charges Details section of the paper bill.
Billed Minutes	Number(14)	BAN/CTN	Unique Data	Corresponding to the Usage Charges Details section of the paper bill.

Column Header	Column Format	Source Level	Possible Values	Description
Billed Rate	Number(14,2)	BAN/CTN	Unique Data	Corresponding to the Usage Charges Details section of the paper bill.
Msg/KB/MB Included In Plan	Number(9)	BAN/CTN	Unique Data	Corresponding to the Usage Charges Details section of the paper bill.
MSG/KB/MB Used	Number(9)	BAN/CTN	Unique Data	Corresponding to the Usage Charges Details section of the paper bill.
Billed Msg/KB/MB	Number(14)	BAN/CTN	Unique Data	Corresponding to the Usage Charges Details section of the paper bill.
Shared Text Msgs	Number(9)	BAN/CTN	Unique Data	Pertains to Group Plans Only
Shared MMS Msgs	Number(9)	BAN/CTN	Unique Data	Pertains to Group Plans Only
Shared KBs	Number(9)	BAN/CTN	Unique Data	Pertains to Group Plans Only
Other Shared Minutes	Number(9)	BAN/CTN	Unique Data	Pertains to Group Plans Only
Billed Text Msgs	Number(14,2)	BAN/CTN	Unique Data	Pertains to Group Plans Only
Billed MMS Msgs	Number(14,2)	BAN/CTN	Unique Data	Pertains to Group Plans Only
Billed KBs	Number(14,2)	BAN/CTN	Unique Data	Pertains to Group Plans Only
Billed Charges	Number(14,2)	BAN/CTN	Unique Data	Pertains to Group Plans Only
BAN Pooling Type	VARCHAR(20)	BAN/CTN	"D" = Data "V" = Voice	Pertains to BAN Level pooling only. This field designates if the pool is voice or data.
BAN Pooling Rate Plan Code	VARCHAR(50)	BAN/CTN	Unique Data	Pertains to BAN Level pooling only. The rate plan code.
BAN Pooling Allowance (Min/KB)	Number(9)	BAN/CTN	Unique Data	Pertains to BAN Level pooling only. How many minutes/KBs the user was allocated to use or contribute to the pool.
BAN Pooling Used (Min/KB)	Number(9)	BAN/CTN	Unique Data	Pertains to BAN Level pooling only. How many minutes/KBs the user used. Rarely used for special billing circumstance where user is awarded a free package of bonus minutes.
BAN Pooling Allocated Back (Min/KB)	Number(9)	BAN/CTN	Unique Data	Pertains to BAN Level pooling only. If other users have minutes/KBs remaining they can be allocated to users that went over their allocated amount.

Column Header	Column Format	Source Level	Possible Values	Description
BAN Pooling Adjustment Amount ($)	Number(14,2)	BAN/CTN	Unique Data	Pertains to BAN Level pooling only. If other users have minutes/KBs remaining, they can be allocated to users that went over their allocated amount - the dollar amount of charges credits back.
Left (Min)	Number(9)	BAN/CTN	Unique Data	Rarely used for special billing circumstance where user is awarded a free package of bonus minutes.
Exp Date	YYYYMMDD	BAN/CTN	Unique Data	Rarely used for special billing circumstance where user is awarded a free package of bonus minutes.
Rollover Minutes	Number(9)	BAN/CTN	Unique Data	Only applicable when user subscribes to a plan offering Rollover Minutes. Section_2 will equal "Summary of Rollover Minutes."
FAN Contract Reference Number	VARCHAR(100)	FAN	Unique Data	Applicable only to Billing FANs or Reporting FANs where a FAN level balance is due.
CLIN	VARCHAR(50)	BAN/CTN	Unique Data	If enrolled in CLIN billing, the Contract Line Item Number
CLIN Total Due	Number(14,2)	BAN	Unique Data	Total due per CLIN (Contract Line Item Number).
Quantity	Number(14,2)	BAN/CTN	Unique Data	The quantity of equipment units ordered. May also apply to CLINs.
Equipment Transaction Date	YYYYMMDD	BAN	Unique Data	The date the equipment order was submitted.
Equipment Transaction Number	VARCHAR2(100)	BAN	Unique Data	The transaction number of the equipment order.
Equipment Item Description	VARCHAR2(500)	BAN	Unique Data	The description of the individual item ordered.
Equipment Item ID	VARCHAR2(20)	BAN	Unique Data	The ID of the individual item ordered.
Equipment Unit Price	Number(14,2)	BAN	Unique Data	The price of each piece ordered.
Item Number	Number(9)	BAN	Unique Data	The line item number as seen on the paper bill.
CoPay Allowance Amount	Number(14,2)	BAN	Unique Data	Pertains to Co-Pay only.
CoPay Employee Name	VARCHAR2(100)	BAN	Unique Data	Pertains to Co-Pay only.

Column Header	Column Format	Source Level	Possible Values	Description
Wireless Line Credit To Number	Number(9)	BAN	Unique Data	Pertains to BAN level Wireless Line Credits only
Wireless Line Credit Date of Call	YYYYMM DD	BAN	Unique Data	Pertains to BAN level Wireless Line Credits only
Wireless Line Credit Time of Call	HH:MM	BAN	Unique Data	Pertains to BAN level Wireless Line Credits only
Wireless Line Credit Call To	VARCHA R2(100)	BAN	Unique Data	Pertains to BAN level Wireless Line Credits only
Wireless Line Credit for Number Called	VARCHA R2(22)	BAN	Unique Data	Pertains to BAN level Wireless Line Credits only

Listed below are the available fields for the detailed usage file:

Column Header	Column Format	Source Level	Possible Values	Description
Section ID	VARCHAR(10)	NA	"BIL" = Billing Info "DL" = Detailed Level	The type of data presented in the row.
Foundation Account Number	VARCHAR(22)	FAN		Name assigned to the Foundation Account Number. Only populated on row where Section ID = "BIL."
Foundation Account Name	VARCHAR(100)	FAN		Number assigned to the Foundation Account Name. Only populated on row where Section ID = "BIL."
Billing Account Number	VARCHAR(22)	BAN		Account number for each Billing Account (BAN).
Billing Account Name	VARCHAR(100)	BAN		Name for each Billing Account (BAN).
Wireless Number	Number (16)	CTN		End user cellular telephone number. Also known as CTN (cellular telephone number).

Column Header	Column Format	Source Level	Possible Values	Description
Market Cycle End Date	YYYYMMDD	CTN		Bill cycle close date for the Billing Account.
Item	Number (9)	CTN		A sequential line item number.
Date	YYYYMMDD	CTN		The date the event occurred.
Time	HH:MM	CTN		The time of day the event occurred. Time zone is that of the physical location of the user when the event occurred.
Rate Code	VARCHAR(10)	CTN	See Legend	An acronym representing a time of day description.
Rate Period	VARCHAR(250)	CTN		When the Rate Period column is populated with an acronym, the Rate Period Legend is populated with short descriptions of that acronym.
Feature	VARCHAR(35)	CTN	See Legend	When an event has special rating due to a feature being applied. For example, if the call was free due to a mobile-to-mobile event, the field may indicate MTM.
Type Code	VARCHAR(10)	CTN		
Legend	VARCHAR(250)	CTN		When the Feature column is populated with an acronym, the Feature Legend field is populated with a short description of that acronym.
Voice/Data Indicator	char	CTN	"V" = Voice "D" = Data	Indicates of the event was a voice call or a data event which could be a data or a messaging event.

Column Header	Column Format	Source Level	Possible Values	Description
Roaming Indicator	char	CTN	"YES" = event occurred while user roamed "NO" = event occurred domestically	Indicates of the event occurred while the user was in the home calling area (No) or roaming (Yes). *Possible enhancement in near future, map this field to the following values:* *"HOME" = Home Call* *"DL" = Domestic LD* *"IL" = International LD* *"DR" = Domestic Roaming* *"IR" = International Roaming* *"DLDR" = Domestic LD and Domestic Roaming* *"ILIR" = International LD and International Roaming* *"ILDR" = International LD and Domestic Roaming*
Total Charges	Number (14,2)	CTN		Total charge for the event.
Voice Originating Location	VARCHAR(35)	CTN		The physical location of where the user was when the voice event occurred.
Voice Number Called To/From	Number (20)	CTN		The number the user dialed when the voice event was initiated.
Voice Called To	VARCHAR(35)	CTN		The location of where the called number was at the time of the voice event.
Minutes Used	Number (9)	CTN		Count of whole minutes for the voice event.
Airtime Charge	Number (14,2)	CTN		If the voice event resulted in a charge for airtime. Most common when the user exceeds free minute amount or has pay-per-use rate with no free minutes.
LD/Add Charge	Number (14,2)	CTN		If the event caused additional or long distances charges (most commonly international long distance).

Column Header	Column Format	Source Level	Possible Values	Description
Intl Tax	Number (14,2)	CTN		If the event occurred while roaming internationally, charges for tax from that roaming carrier may be passed to the user here.
Day	DDD	CTN		Day of the week that the data event occurred.
Data To/From	VARCHAR(35)	CTN		In most data events, the number of the user the event occurred with. May also indicate that it was a data transfer some a location other than another wireless user.
Data Originating Location	VARCHAR(35)	CTN		*Placeholder for future enhancement to show physical location of the user when data event occurs while roaming internationally.*
Data Type	VARCHAR(35)	CTN		A description of what type of data event occurred.
Data In/Out	VARCHAR(3)	CTN	"IN" = Inbound Event to user "OUT" = Outbound Event from user	Indicates if the data event was sent from the user or received by the user.
Data Usage Amount	Number (9)	CTN		Note: Value will always equal to "1" for Messaging events.
Data Usage Measure	VARCHAR(5)	CTN	"KB" = usage event is data "Msg" = usage event is messaging	Indicates of the data event was data or messaging.

Column Header	Column Format	Source Level	Possible Values	Description
Video Share Rate Code	VARCHAR(5)	CTN	List will change as new rates are added. To date these are the known values: VS10, VSC1, VSC2, VSC3, VSC4, VSCP, VSC2PCI, VSCUPCI, VSPPPCI, VS10PCI, VSC1PCI, VS3PCI, VSPP, VS3, VSCPPCI, VSU1, VSCU, VSFT	If subscribed to Video Share Calling Service: the rate plan code selected.
Video Share To/From	VARCHAR(22)	CTN		If subscribed to Video Share Calling Service: the number of the user the video was shared with.
Video Share In/Out	VARCHAR(3)	CTN	"IN" = Inbound Event to user "OUT" = Outbound Event from user	If subscribed to Video Share Calling Service: did the user send or receive a video.
Video Share Domestic Usage Charges	Number (9,2)	CTN		If subscribed to Video Share Calling Service: the charge for the event that occurred while in the home area.
Video Share Domestic Minutes	Number (9)	CTN		If subscribed to Video Share Calling Service: the number of minutes the event occurred while in the home area.
Video Share International Roaming Location	VARCHAR(35)	CTN		If subscribed to Video Share Calling Service: the physical location (an international roaming location) of the user when they shared the video.

Column Header	Column Format	Source Level	Possible Values	Description
Video Share International Roaming Charges	Number (9,2)	CTN		If subscribed to Video Share Calling Service: the charge for the event that occurred while in the user was roaming internationally.
Video Share International Roaming Minutes	Number (9)	CTN		If subscribed to Video Share Calling Service: the number of minutes the event occurred while the user was roaming internationally.