

## Verizon Wireless

General	
Website:	<a href="http://www.verizonwireless.com">http://www.verizonwireless.com</a>
FEIN #	22-3372889
Account Representatives	
<p>Contact Information for State Agencies/UW Campuses</p> <p>Contact the primary contact for:</p> <ul style="list-style-type: none"> <li>• Rate Plan Changes</li> <li>• Feature Changes</li> <li>• Cancellations/Suspends/Reactivations</li> <li>• Address changes</li> <li>• ESN changes</li> <li>• Account consolidations</li> <li>• Equipment analysis and selection</li> <li>• Wireless data applications</li> <li>• Escalations</li> <li>• General maintenance questions.</li> </ul> <p>Contact the secondary contact if unable to reach primary contact and/or for:.</p> <ul style="list-style-type: none"> <li>• Rate Plan Analysis</li> <li>• Billing Inquires</li> <li>• Reports</li> <li>• Tax issues</li> <li>• Profile issues</li> <li>• Projects</li> <li>• Processing questions</li> <li>• Finance/collection questions</li> </ul>	<p><b>Primary:</b>            Julie Pfaffle, Government Account Manager  <a href="mailto:julie.pfaffle@verizonwireless.com">julie.pfaffle@verizonwireless.com</a>            608-509-8810</p> <p><b>Secondary:</b>            LaShayla White, Global Enterprise Advisor  <a href="mailto:LaShayla.white@verizonwireless.com">LaShayla.white@verizonwireless.com</a>            866-738-8610 option 2, Ext 5188</p> <p>If unable to reach LaShayla White:            Aimee Hemphill, GCO Supervisor  <a href="mailto:Aimee.hemphill@verizonwireless.com">Aimee.hemphill@verizonwireless.com</a></p>
Contact Information for Authorized Users:	<p><b>Primary:</b>            Brad Brewer  <a href="mailto:bradley.brewer@verizonwireless.com">bradley.brewer@verizonwireless.com</a>            414-559-3993</p> <p><b>Secondary:</b>            Brad Johnson  <a href="mailto:brad.johnson3@verizonwireless.com">brad.johnson3@verizonwireless.com</a>            608-354-6673</p>
HelpDesk	
24 Hour Business Support Center and Assistance	*611 from mobile phone or 800-922-0204 (Note - if you hear a closed message, press 2 to be routed to another call center)
24 Hour Global Services Technical Support within the States. Call this number to confirm that your SIM card is registered and/or ask questions about international coverage.  NOTE - See the global support pack that comes with Verizon Wireless international phones for numbers to call for support while traveling abroad.	908-559-4899  International coverage & service website: <a href="http://www.verizonwireless.com/international">www.verizonwireless.com/international</a>
Global Support Team (contact for SIM Card unlock code if needed)	908-559-4899

Data Queue (troubleshooting the following): Mobile web Get it Now (including ring tones) Text Messaging Picture/Video Messaging Push to Talk	800-922-0204 option 4
Trouble-Shooting the device and web portal for Field Force Manager	877-477-4899
VZ Access Manager (aircards)  Download the latest software for VZAccess Manager  Enterprise Version for VZAccess Manager recommended for more controls and functionality	<a href="http://www.vzam.net/">http://www.vzam.net/</a>  Enterprise: <a href="http://www.vzam.net/enterprise">http://www.vzam.net/enterprise</a>  To request username & password, please reach out your Verizon Wireless Government representative.
<b>My Biz</b>	
Portal	<a href="http://www.verizonwireless.com/mybusiness">www.verizonwireless.com/mybusiness</a>
Contact for Support	Shannon Pegg, Business Support Associate <a href="mailto:shannon.pegg@verizonwireless.com">shannon.pegg@verizonwireless.com</a> 414-328-9315
<b>Public Safety</b>	
Emergency Preparedness Overview	<a href="http://aboutus.vzw.com/Business_Continuity/Overview.html">http://aboutus.vzw.com/Business_Continuity/Overview.html</a>
Law Enforcement Resource Team (LERT)  Centralized group that handles all requests from local, state, county and federal law enforcement nationwide.	800-451-5242  Prompt 1: General Information Prompt 2: Subpoenas & Search Warrants Prompt 3: Court Ordered Surveillances Prompt 4: Exigent (24 x 7)
The Verizon Wireless Crisis Response Team (VCRT)  A nationwide program sponsored and managed by the National Government Sales & Operations team. When a natural disaster or crisis occurs, VCRT provides support to those in need and responds to government and non-profit organizations and emergency management agencies that need our assistance.  VCRT provides the following support in the event of a crisis: <ul style="list-style-type: none"> <li>• Back-up phone coverage</li> <li>• Equipment/Network support</li> <li>• Assistance with search and rescue initiatives</li> <li>• A live support line to request help 24 hours/day, 7 days/week, 365 days/year</li> <li>• Routing of requests to the Law Enforcement Response Team (LERT)</li> <li>• One phone number to call in a crisis situation</li> </ul>	800-981-9558
<b>Training</b>	
Customer Learning Website  Resource for information to help you make the most of your Verizon Wireless service. You'll find videos, tutorials and more to guide you through the services, features and products offered by Verizon Wireless.	<a href="http://www.verizonwireless.com/learning">www.verizonwireless.com/learning</a>

Blackberry Answers Website	From the devices web browser:
Customers can get answers to BlackBerry device questions with BlackBerry "Answers", the Self Help Knowledge Base On the Go. BlackBerry "Answers" can be accessed directly from the customer's device and provides answers to questions 24x7x365.	<ol style="list-style-type: none"> <li>1. Go to Mobile.BlackBerry.com</li> <li>2. Select Help.</li> <li>3. Type a question about the device.</li> </ol>
<b>Coverage Maps:</b>	
Online	<a href="#">Click here</a>
Wisconsin State Voice	<a href="#">Click here</a>
National	Use online option
International	<a href="#">Click here</a>
<b>Service Ordering:</b>	
New Service	<a href="#">Click here</a>
Change/Disconnect Service	<a href="#">Click here</a>
<b>Equipment Ordering/Repair</b>	
Repair Equipment:	<a href="#">Click here</a>
Upgrade/Replace Equipment	<a href="#">Click here</a>
Accessories	<a href="#">Click here</a>
<b>Equipment Pricing</b>	
Consumer Rates	<a href="#">Click here</a>
Contracted Rates	See equipment pricing within the equipment categories below.
<b>Voice Only Equipment</b>	
Basic Equipment Package provided at no charge by the vendor upon account activation.	<p><a href="#">LG Revere VN150</a> <a href="#">Samsung Gusto U365</a></p> <p>Upon completing 10 months of service, these phones may be upgraded to a different device at contracted rates.</p> <p>Outside activation &amp; upgrade intervals, full retail rates apply.</p> <p><b>Optional Accessories (prices include discount):</b>            LG Revere Holster- SKU #LGVN150HOL- \$14.99            Samsung Gusto Case-SKU # SAMU365CAS- \$14.99            Car charger - SKU# MICRUDUALVPC1- \$22.49            Wall Charge- SKU # EMICUSBDTV9FT- \$22.49</p>
Other Voice Only Equipment	<p><a href="#">Click here</a> for prices at account activation.</p> <p>Upon completing 10 months of service, these phones may be upgraded to a different device at contracted rates.</p> <p>Outside activation &amp; upgrade intervals, full retail rates apply.</p>
<b>Push to Talk Equipment</b>	
Phone provided at \$29.99 charge by the vendor upon account activation.	<p><a href="#">Samsung Convoy 2 SCH-u660</a></p> <p>Upon completing 10 months of service, these phones may be upgraded to a different device at contracted rates.</p> <p>Outside activation &amp; upgrade intervals, full retail rates apply.</p>
Net price for other Push to Talk Equipment	<p><a href="#">Click here</a> for prices at account activation.</p> <p>Upon completing 10 months of service, these phones may be upgraded to a different device at contracted rates.</p> <p>Outside activation &amp; upgrade intervals, full retail rates apply.</p>
<b>Combined Voice &amp; Data Equipment (SmartPhones):</b>	

Net price for Combined Voice & Data Equipment	<p><a href="#">Click here</a> for prices at account activation.</p> <p>Upon completing 10 months of service, these phones may be upgraded to a different device at contracted rates.</p> <p>Outside activation &amp; upgrade intervals, full retail rates apply.</p>
<b>Data Only Equipment (Aircards, etc):</b>	
Net price for Data Only Equipment	<p><a href="#">Click here</a> for prices at account activation.</p> <p>Upon completing 10 months of service, these phones may be upgraded to a different device at contracted rates.</p> <p>Outside activation &amp; upgrade intervals, full retail rates apply.</p>
<b>Accessories:</b>	
	Retail rate less 25%. Some accessories may not qualify for discounts. See your Verizon Wireless Government team for details.
<b>State Voice Plans:</b>	
<b>State Voice Plan ~ Wisconsin</b>	<p>\$0.00 - monthly charge  \$0.06 - per incoming minute  \$0.06 - per outgoing minute  \$0.06 - per mobile to mobile minute  \$0.30 - per interstate roaming minute  \$0.06 - per toll-free minute  \$0.06 - per directory assistance minute  \$1.99 - per directory assistance call</p> <p>No charge for:  Long distance  Intrastate roaming</p> <p>Optional add-ons:  \$5.00 per month - 500 night/weekend minutes  \$5.00 per month - 500 mobile to mobile minutes</p>
<b>State Voice Plan ~ National</b>	<p>\$9.00 - monthly charge  \$0.06 - per outgoing minute  \$0.06 - per incoming minute  \$0.06 - per directory assistance minute  \$1.99- per directory assistance call</p> <p>Note – Includes 500 Verizon mobile to Verizon Mobile minutes</p> <p>No charge for:  Long distance  Intrastate roaming  Interstate roaming</p>
<b>State SmartPhone Data Plan</b>	
	<p><b>Unlimited:</b>  \$35.54 - monthly access (with any voice plan)</p> <p>\$30.00 - monthly access (see your Government Account Rep for qualifying details)</p> <p><b>Limited (includes 2GB):</b>  \$30.00 - monthly access  \$10.00 – Overage charge per 1GB</p>
<b>State Aircard Data Plan</b>	
	<p><b>Unlimited:</b>  \$39.99 - monthly access</p> <p><b>Limited (includes 5GB):</b>  \$35.99 - monthly access  \$10.00 - Overage charge per GB</p>

<b>Alternate Rate Plans</b>																										
Consumer Rates	<a href="#">Click here</a>																									
Contracted Rates	<p>The following non-discounted, non-public plans are available to the State.</p> <ul style="list-style-type: none"> <li>• State of Wisconsin Nationwide Custom Voice Plans for Government Subscribers Only</li> <li>• State of Wisconsin Custom Nationwide Voice and Data Bundle Plans for Government Subscribers Only</li> <li>• State of Wisconsin Global Custom Voice and Data Bundle Plans for Government Subscribers Only</li> <li>• State of Wisconsin Custom Nationwide BlackBerry/SmartPhone Calling Plans for Government Subscribers Only</li> <li>• State of Wisconsin Custom Nationwide Share Plan</li> <li>• Mobile Broadband Data Plan for Government Subscribers Only</li> <li>• VZAccessSM Plans (NationalAccess) for Packet Data Transmissions</li> <li>• State of Wisconsin Custom Mobile Broadband Calling Plan for Government Subscribers Only</li> <li>• Push to Talk Feature</li> <li>• Mobile Broadband Connect/Hotspot Feature- \$10/month when added to Unlimited Blackberry/Smartphone Data plan.</li> </ul> <table border="1" data-bbox="678 821 1528 1339"> <thead> <tr> <th colspan="4"><b>Calling Plan Optional Features (State of Wisconsin Government Subscribers Only)</b></th> </tr> <tr> <th></th> <th><b>Optional Feature Access Charge</b></th> <th><b>Included Messages</b></th> <th><b>Overage Rate</b></th> </tr> </thead> <tbody> <tr> <td rowspan="4"><b>Text, Picture, &amp; Video Messaging**</b></td> <td>\$0.99</td> <td>100</td> <td>\$0.15 per message/ per address</td> </tr> <tr> <td>\$1.99</td> <td>300</td> <td>\$0.15 per message/ per address</td> </tr> <tr> <td>\$12.00</td> <td>Unlimited</td> <td>N/A</td> </tr> <tr> <td colspan="3">Pay as You Go Text Messaging offered at the prevailing rate, currently \$0.02 per inbound and \$0.10 per outbound message per address and \$0.25 for picture/video messages.</td> </tr> <tr> <td colspan="4">Other Optional Features may be available please see your Account Manager or visit <a href="http://www.verizonwireless.com">www.verizonwireless.com</a> for information. **Not eligible for any monthly feature charge discounts.</td> </tr> </tbody> </table>	<b>Calling Plan Optional Features (State of Wisconsin Government Subscribers Only)</b>					<b>Optional Feature Access Charge</b>	<b>Included Messages</b>	<b>Overage Rate</b>	<b>Text, Picture, &amp; Video Messaging**</b>	\$0.99	100	\$0.15 per message/ per address	\$1.99	300	\$0.15 per message/ per address	\$12.00	Unlimited	N/A	Pay as You Go Text Messaging offered at the prevailing rate, currently \$0.02 per inbound and \$0.10 per outbound message per address and \$0.25 for picture/video messages.			Other Optional Features may be available please see your Account Manager or visit <a href="http://www.verizonwireless.com">www.verizonwireless.com</a> for information. **Not eligible for any monthly feature charge discounts.			
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Net price for Alternative Rate Plans	Consumer rates less 21% discount or contracted rates.																									
<b>Fees/Surcharges Applicable to Plans</b>																										

Name	Voice Only	Combined Voice & Data	Data Only	Rate	Comments
Federal USF	YES	YES	YES	4.08%	Federal USF surcharges on bundled minute plans vary by quarter with changes in the FCC rate and changes in VZW customers' interstate usage percentage. Federal USF surcharges on interstate and international calls vary by quarter with changes in the FCC rate.
State USF	YES	YES	YES	\$1.16	
WI Fire & Police	YES	YES	YES	\$0.75	First 10 connections \$.75 - \$0.075 for additional
Regulatory Charge	NO	YES	NO	\$0.02	MobileBroadband & Machine to Machine Plans
Regulatory Charge	YES	NO	NO	\$0.16	All other price plans
Fed Universal Service Charge	YES	YES	YES	17.90%	Long Distance charges
<b>Cooperative Purchasing (Authorized User Program) Special Conditions</b>					
Exceptions		None - All terms, conditions and pricing apply for Authorized Users			
<b>Employee Discounts Program</b>					
State of Wisconsin Employee Subscribers		State of Wisconsin Employee Subscribers must activate service via the Verizon Wireless Extranet (start the process by entering your zip code on this page, <a href="http://www.verizonwireless.com/b2c/employee/emaildomainauthentication.jsp">http://www.verizonwireless.com/b2c/employee/emaildomainauthentication.jsp</a> ) or corporate retail store locations to qualify for the proposed rates. Employee discounts and pricing are not available for purchase made through agents.			
Employee Subscriber		An employee of the State of Wisconsin or authorized entity utilizing Wireless Service whose account is registered under this Agreement and is set up in the employee's name and for which the employee bears responsibility. Verizon Wireless' relationship with Employee Subscribers is governed by the Verizon Wireless retail Customer Agreement.			
Wireless Service		Each and every radio service provided directly or indirectly by Verizon Wireless.			
Purchases by Employees		An employee of the State or authorized entity (with proof of employment) may activate new or register existing lines of Wireless Service, not to exceed 5 lines per employee, and obtain the applicable monthly access charge discounts on Eligible Calling Plans available to individual consumers, accessory discounts and Equipment Pricing, if eligible, provided such employee first: (a) executes a Verizon Wireless retail customer agreement; and (b) qualifies under Verizon Wireless consumer credit criteria. Employee Subscriber activations or registrations of existing Verizon Wireless lines must meet the requirements of the Verizon Wireless Employee Program. Upon request, the State shall confirm the employment status of Employee Subscribers.			
Line Terms		The term for each Subscriber line begins on the date Wireless Service is activated for that line and continues for the term (the minimum term is 1 year) selected by the Customer or the Subscriber ("Line Term"). When the Line Term expires, Wireless Service continues on a month-to-month basis. Subscribers who take advantage of promotions or purchase Equipment at the Verizon Wireless National Midwest Area			

	<p>Pricing Matrix after initial activation may be required to extend their Line Term.</p> <p>Early Termination Charges (“ETF”) applies to State of Wisconsin Employee Subscribers. An ETF of \$175.00 (\$350 for Advanced Devices) applies to each line terminated or ported to another service provider prior to the expiration of the line term. For each line activated or Line Term extended under this resulting Agreement, the ETF will be reduced by \$5.00 for each full month of service completed for each month of service complete toward such Line Term.</p> <p>Employee Subscribers are eligible for any commercially available plans that do not restrict Employee Subscribers. Eligible rate plans can be found on <a href="http://www.verizonwireless.com">www.verizonwireless.com</a>.</p> <p>Subscribers qualify for monthly access charge discounts on eligible consumer voice and NationalAccess/Mobile Broadband calling plans throughout Verizon Wireless' coverage areas with monthly access charges of \$34.99 and higher. Future Verizon Wireless consumer voice and NationalAccess/Mobile Broadband calling plans with monthly access charges of \$34.99 and higher may also qualify to receive the monthly access charge discount. State of Wisconsin acknowledges that the access charge discount may not be applied to any Subscriber's line having less than a full month's access charge in any given month in certain markets due to billing system limitations. Please see the discount schedule below for the Qualifying Subscriber discount percentages:</p>
<p>Qualifying Employee Subscriber - Monthly Access Charge Discount</p>	<p>15%</p> <p><b>Note:</b> The discounts above apply to both promotional and non-promotional voice and NationalAccess/Mobile Broadband calling plans as applicable, subject to any limitations as indicated elsewhere in this Agreement and any Exhibits. Qualifying data features also receive a discount of 15%.</p>
<p>Equipment Pricing</p>	<p>Handset equipment pricing is based on the Verizon Wireless National Midwest Area Pricing Matrix at the 100-999 attainment line tier. Employee Subscribers may purchase Equipment at either promotional retail pricing or Corporate Equipment pricing when activating new service and no sooner than 2 months before the expiration of a 12 month Line Term or 4 months before the expiration of a 24 month Line Term. Employee Subscribers may purchase Equipment at non-discounted full retail pricing at any time. Accessories are discounted 25% off retail price. Some accessories may not qualify for discounts.</p>