

## **ST Messaging Offerings under Special Item Number 132.3 Lease Of Products**

### **132.3 Leasing Of Products- SUBJECT TO COOPERATIVE PURCHASING**

#### **FSC/PSC Class W058 LEASE-RENT OF COMMUNICATION EQUIPMENT Lease of Products**

**ST Messaging offers the following products under SIN 132-3:**

##### **ST MESSAGING SERVICES PAGING SERVICES**

ST MESSAGING SERVICES leads the industry with feature-rich 1Way Paging services to meet a variety of customer needs. Following is a brief description of each.

##### **SkyWord 1Way Text Paging**

SkyWord® enables subscribers to receive both numeric and text messages on their device. A variety of message entry options are available for the SkyWord service: personal messaging software, the ST MESSAGING SERVICES website, internet email, and optional Operator Dispatch and SkyTalk voice mail services.

##### **SkyPager 1Way Numeric Paging**

SkyPager® provides numeric paging (telephone numbers or special codes devised by the subscriber). SkyPager service is delivered via a messaging unit featuring a digital display and user-selectable choice of discreet tone or silent vibration alerts.

##### **SkyWriter Interactive Messaging (2Way Paging)**

SkyWriter® enables customers to compose text messages and send them to other SkyWriter customers, to SkyWord customers, to domestic U.S. telephones (via Message-to-Phone technology), to anyone with an Internet email address, and, optionally, to SMS enabled cell phones.

Messages can be sent to SkyWriter subscribers a number of different ways:

- Directly to their device PIN from ST MESSAGING SERVICES' Access® messaging software, the Send-a-Message page on the ST MESSAGING SERVICES website, or another ST MESSAGING SERVICES SkyWriter device;
- To the device's email address using standard Internet email;
- By phone using ST MESSAGING SERVICES toll-free access numbers to leave a numeric page, optional SkyTalk® voice mail or optional Operator Dispatch service.

SkyWriter features guaranteed message delivery through store-and-deliver technology. When a subscriber is outside ST MESSAGING SERVICES' coverage or has their device turned off, the system will store their messages for up to 72 hours. When the subscriber returns to full service coverage within 72 hours, the messages are automatically delivered to the device.

Message senders can obtain delivery confirmation and replies to their messages via the telephone, personal messaging software, the ST MESSAGING SERVICES Website, Internet email and their 2Way devices.

ST Messaging is not the manufacturer of the devices but does work closely with selected third-party manufacturers to obtain the devices most suitable for the needs of the ST Messaging customers.

All handheld paging devices are normally self-installable upon delivery with the installation of the provided battery.

**One of the benefits of leasing equipment is that ST Messaging Services will exchange leased paging units that stop working due to normal wear and tear at no additional charge throughout the term of the Agreement. If you purchase the pager it becomes the property of the customer.**

**ST Messaging will provide all products for both purchase and rental equipment.**

## DEVICES

ST MESSAGING SERVICES utilizes manufacturers that offer quality products with the features and functions that customers expect. All pagers included in this proposal have tone and vibration features. The pagers available through ST MESSAGING SERVICES include, but are not limited to the models proposed here.

### Numeric Devices



#### **Sun Telecom ST800** (SkyPager 1Way Numeric Service)

The Sun Telecom ST800 utilizes FLEX paging technology. Features include 21 message memory, message lock, date and time display, message full indicator, unread message indicator, duplicate message indicator, reflective back-light, three musical alerts or silent vibration, selective erase or erase all feature, auto on/off timer alarm, time and memory retention when power off, low battery alarm, time stamping and belt clip.

### SkyWord Devices



#### **Sun Telecom Titan 3** (SkyWord 1Way Alphanumeric Service)

The Sun Telecom Titan 3 is a compact, lightweight 1Way alphanumeric paging device using FLEX paging technology. Features of the device include a four-line display, the ability to store up to 19,000 total characters, a back lit display, a zoom feature that lets you enlarge the display from four lines to two for easy readability, date and time display, alarm clock, private time option, and user selectable alerts. The Titan 3 uses one AAA battery that lasts up to 4 months and includes a battery gauge.



#### **Motorola Advisor Elite** (SkyWord 1Way Alphanumeric Service)

The Motorola Advisor Elite™ is a 1Way alphanumeric messaging device using FLEX paging technology. Features of the device include a four-line display, the ability to store up to 30,000 total characters, Optimax EL™ Electra Light Display, a Zoom feature that lets you enlarge the display from four lines to two for easy readability, 34 message slots, date and time display, audible alarm clock, private time option, and user selectable alerts. The Advisor Elite has a battery gauge to monitor the power level of the one AA battery.

### Advanced Messaging Devices



**The Unication M90** offers the latest in advanced 2Way messaging features. Small and easy to use, the M90 includes a full 39 key QWERTY keyboard, an 8-line to 5-line display zoom, and 4 way navigation keys to provide fast, 2-Way messaging. A PC serial cable is included so you can back up your data.

## **ORDERING METHODS**

Customers can fax, email or phone their orders in to their ST MESSAGING SERVICES Account Team, submit orders via the Internet, or contact Customer Service directly. Orders will be processed within 24 hours. In addition, ST MESSAGING SERVICES can install a customized site within the Customer's own Intranet. The ST MESSAGING SERVICES Intranet Package (SIP) enables customers to access ST MESSAGING SERVICES' Customer Service, order new units and make changes to existing services from the organization's intranet.

## **ORDER FULFILLMENT**

The ST MESSAGING SERVICES fulfillment center activates devices minutes before they are shipped to our customers, so your units arrive fully activated. Whether you place a new order, request a replacement or an upgrade, our goal is to get a pager into your hands within a 24 to 48 hour turnaround if ordered by 1 p.m. CST. ST MESSAGING SERVICES ships the devices via Federal Express with second-day delivery specified. The shipping priority may be upgraded to overnight, if needed, for an additional fee.

## **IMPLEMENTATION**

ST MESSAGING SERVICES, with more than a dozen years of experience in national account services, has developed the most successful implementation process in the paging industry. ST MESSAGING SERVICES computerized system facilitates a fully automated progression from one step of implementation to the next. ST MESSAGING SERVICES will assign a dedicated Account Team to manage your account. Each member of your Account Team will have understood roles and responsibilities to ensure that all of your account needs are met. In this approach ST MESSAGING SERVICES takes full advantage of a synergistic blending of talents and abilities to your greatest benefit.

ST MESSAGING SERVICES will maintain a direct line of communication with your organization throughout the entire implementation process to ensure a smooth transition. ST MESSAGING SERVICES is committed to providing a swift, efficient, and smooth transition to our service. The Implementation Program is designed to ensure total customer satisfaction and keep your management informed of our progress. We will work closely with you to customize the implementation process to fit your organizational needs.

## **DEVICE REPLACEMENT POLICY**

ST MESSAGING SERVICES is committed to making the device replacement process as painless as possible. Replacements for defective devices are shipped via Federal Express for two-day delivery. Next day delivery is available upon request at an additional cost.

Following reasonable and preliminary troubleshooting efforts by the customer and ST MESSAGING SERVICES, ST MESSAGING SERVICES shall repair or replace, at no charge (which the exception of applicable shipping charges), Devices rented from ST MESSAGING SERVICES that are determined to be defective. ST MESSAGING SERVICES shall not be responsible for replacement of lost Devices or for the repair of Devices due to negligence, intentional damage, misuse or abuse. Defective Devices shall be returned to ST MESSAGING SERVICES within thirty (30) days following receipt of the replacement Device to avoid being charged for the non-returned Device. ST MESSAGING SERVICES will also replace, (subject to applicable deductible amount), Devices rented from ST MESSAGING SERVICES that are lost or stolen if the customer elected to procure Loss Protection for such Devices prior to original receipt of the Device.

**ST Messaging Services, LLC**  
**Proposed Pricing For**  
**Solicitation FCIS-JB-980001-B Refresh 26**  
**SIN 132-3**

**Core Service Offerings: Advanced Messaging**

**Rates and Charges <sup>1</sup>**

**Advanced Messaging (2Way) Services**

	Service Plan	Commercial Price	Proposed Schedule 70 Price	Discount %	Message Allowance Per Month	Overcall Charge	Activation Fee (per unit)
<b>2-Way</b>	Nationwide 250	12.99	10.99	15%	250	\$0.24	No Charge
	Nationwide 500	19.99	15.99	20%	500	\$0.24	No Charge
	Nationwide 1500	27.99	21.99	21%	1500	\$0.24	No Charge
	Nationwide 3000	34.99	26.99	23%	3000	\$0.24	No Charge
	Nationwide 5000	39.99	29.99	25%	5000	\$0.24	No Charge
	Nationwide Unlimited	45.99	32.99	28%	Unlimited	N/A	No Charge
<b>Prepaid Additional Messages</b> <i>(add to any plan)</i>		5.00	4.60	8%	100	N/A	N/A

**Core Service Offerings: 1.5 Way Paging**

**Rates and Charges <sup>1</sup>**

**Advanced Messaging (1.5Way) Services**

	Service Plan	Commercial Price	Proposed Schedule 70 Price	Discount %	Message Allowance Per Month	Overcall Charge	Activation Fee (per unit)
<b>SkyWriter®</b>	Nationwide 250	12.99	10.99	15%	250	\$0.24	No Charge

**Core Service Offerings: 1 Way Rates and Charges**

**1Way Paging Services**

	Service Plan	Commercial Price	Proposed Schedule 70 Price	Discount %	Message Allowance Per Month	Overcall Charge	Activation Fee (per unit)
<b>Numeric</b>	Nationwide	17.99	12.99	28%	Unlimited	N/A	No Charge
	Metro	5.99	4.29	28%	Unlimited	N/A	No Charge
<b>Alpha Numeric</b>	Nationwide	29.99	21.99	27%	Unlimited	N/A	No Charge
	Metro	8.99	5.99	33%	1000	N/A	No Charge

## DEVICE REPLACEMENT POLICY

ST MESSAGING SERVICES is committed to making the device replacement process as painless as possible. Replacements for defective devices are shipped via Economy shipping, however next day delivery is available upon request at an additional cost.

Following reasonable and preliminary troubleshooting efforts by the customer and ST MESSAGING SERVICES, ST MESSAGING SERVICES shall repair or replace, at no charge (which the exception of applicable shipping charges), Devices leased from ST MESSAGING SERVICES that are determined to be defective. ST MESSAGING SERVICES shall not be responsible for replacement of lost Devices or for the repair of Devices due to negligence, intentional damage, misuse or abuse. Defective Devices shall be returned to ST MESSAGING SERVICES within thirty (30) days following receipt of the replacement Device to avoid being charged for the non-returned Device. ST MESSAGING SERVICES will also replace, (subject to applicable deductible amount), Devices rented from ST MESSAGING SERVICES that are lost or stolen if the customer elected to procure Loss Protection for such Devices prior to original receipt of the Device.

## Service Offerings: Optional Services

### Rates and Charges<sup>1</sup>

Optional Services: Core						
Service		Monthly Charge	Activation Fee(Comm. Cost/GSA)	Monthly Allowance	Usage charges	Overcall Charge
Operator Dispatch		N/C	\$5.00/4.60	N/A	\$.65/.60 per 80 character block	N/A
Nationwide Now <sup>®</sup>	SkyWord	\$1.00	\$10.00	N/A	4¢ per character	N/A
	SkyPager	\$1.00	\$10.00	N/A	95¢ per message	N/A
SkyTalk <sup>®</sup> Voice Mail	Option 1	\$8.95/\$6.50	N/C	120 minutes	N/A	\$0.25/\$0.24 per minute
	Option 2	\$4.95/\$2.95	N/C	30 minutes	N/A	\$0.25/\$0.24 per minute
120 Additional Minutes		\$10.00/\$8.32	N/C	+120 minutes	N/A	N/A
250 Additional Minutes		\$18.75/\$15.59	N/C	+250 minutes	N/A	N/A
ST MESSAGING SERVICES. Fax Advance for 2Way <sup>2</sup>		\$4.95/\$4.55	N/C	\$.64 per sheet		
Caller ID		\$4.95/\$4.55	N/C	N/A	N/A	N/A
Personal Access Number		\$2.95/\$1.50	N/C	N/A	N/A	N/A
Corporate Access Number		N/C	\$20.00/18.40	N/A	\$.65/.60 per 80 character block	N/A
Read Acknowledgements		\$5.00/4.60	\$4.99	N/A	N/A	N/A
Broadcast PIN (2Way or 1Way alpha)		\$35.00/\$26.70	N/C	N/A	\$.02/\$.01 per character	N/A
Optional Services: SPS						
Service		Monthly Charge	Activation Fee	Monthly Allowance	Usage charge	Overcall Charge
Operator Dispatch		N/C	\$5.00/\$4.60	N/A	\$.65/.60 per 80 character block	N/A
Voice Mail Service		\$6.50/\$5.98	N/C	15 messages, 60 seconds each <sup>6</sup>	\$.14 per message	N/A
Numeric Retrieval		\$3.00/\$2.76	N/A	N/A	N/A	N/A
800 Access with PIN		\$7.00/6.44	N/A	N/A	N/A	N/A
Personal Access Number		\$7.00/6.44	N/A	N/A	N/A	N/A
Payphone Access Surcharge		\$5.00/4.60	N/A	N/A	N/A	N/A
Enhanced Local		\$2.00/1.84	N/A	N/A	N/A	N/A
Additional Coverage		\$6.00/5.52	N/A	N/A	N/A	N/A
Additional Network		\$12.00/11.04	N/A	N/A	N/A	N/A
Multi-State		\$18.00/16.56	N/A	N/A	N/A	N/A
Dual Address		\$3.00/2.76	N/A	N/A	N/A	N/A
Group Call		\$35.00/32.20	N/A	N/A	N/A	N/A

ST Messaging Services offers an 8% discount off of the commercial price list for all of the above items referenced in the "Optional Services" Table. Chart is too small to put the discount next to the price, but it is 8% across the board.

## **ST Messaging Offerings under Special Item Number 132.8- Purchase of Equipment**

### **132.8 Purchase Of New Equipment - SUBJECT TO COOPERATIVE PURCHASING**

#### **FSC/PSC Class 5830 INTERCOMM PUBLIC ADDRESS SYS EX AIR**

\* Pagers and Public Address Systems (wired and wireless transmission, including background music systems)

#### **ST Messaging offers the following products under SIN 132-8:**

##### **Description of Offering:**

##### **ST MESSAGING SERVICES PAGING SERVICES**

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##### **SkyWord 1Way Text Paging**

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Messages can be sent to SkyWriter subscribers a number of different ways:

- Directly to their device PIN from ST MESSAGING SERVICES' Access® messaging software, the Send-a-Message page on the ST MESSAGING SERVICES website, or another ST MESSAGING SERVICES SkyWriter device;
- To the device's email address using standard Internet email;
- By phone using ST MESSAGING SERVICES' toll-free access numbers to leave a numeric page, optional SkyTalk® voice mail or optional Operator Dispatch service.

SkyWriter features guaranteed message delivery through store-and-deliver technology. When a subscriber is outside ST MESSAGING SERVICES coverage or has their device turned off, the system will store their messages for up to 72 hours. When the subscriber returns to full service coverage within 72 hours, the messages are automatically delivered to the device.

Message senders can obtain delivery confirmation and replies to their messages via the telephone, personal messaging software, the ST MESSAGING SERVICES Website, Internet email and their 2Way devices.

ST Messaging is not the manufacturer of the devices but does work closely with selected third-party manufacturers to obtain the devices most suitable for the needs of the ST Messaging customers.

All handheld paging devices are normally self-installable upon delivery with the installation of the provided battery.

## DEVICES

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### Numeric Devices

#### **Sun Telecom ST800** (SkyPager 1Way Numeric Service)



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### SkyWord Devices

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#### **Motorola Advisor Elite** (SkyWord 1Way Alphanumeric Service)



The Motorola Advisor Elite™ is a 1Way alphanumeric messaging device using FLEX paging technology. Features of the device include a four-line display, the ability to store up to 30,000 total characters, Optimax EL™ Electra Light Display, a Zoom feature that lets you enlarge the display from four lines to two for easy readability, 34 message slots, date and time display, audible alarm clock, private time option, and user selectable alerts. The Advisor Elite has a battery gauge to monitor the power level of the one AA battery.

### Advanced Messaging Devices



**The Unication M90** offers the latest in advanced 2Way messaging features. Small and easy to use, the M90 includes a full 39 key QWERTY keyboard, an 8-line to 5-line display zoom, and 4 way navigation keys to provide fast, 2-Way messaging. A PC serial cable is included so you can back up your data.

## ORDERING METHODS

Customers can fax, email or phone their orders in to their ST MESSAGING SERVICES' Account Team, submit orders via the Internet, or contact Customer Service directly. Orders will be processed within 24 hours. In addition, ST MESSAGING SERVICES can install a customized site within the Customer's own Intranet. The ST MESSAGING SERVICES Intranet Package (SIP) enables customers to access ST MESSAGING SERVICES' Customer Service, order new units and make changes to existing services from the organization's intranet.

## ORDER FULFILLMENT

The ST MESSAGING SERVICES fulfillment center activates devices minutes before they are shipped to our customers, so your units arrive fully activated. Whether you place a new order, request a replacement or an upgrade, our goal is to get a pager into your hands within a 24 to 48 hour turnaround if ordered by 1 p.m. CST. ST MESSAGING SERVICES ships the devices via Federal Express with second-day delivery specified. The shipping priority may be upgraded to overnight, if needed, for an additional fee.

Purchased Devices deemed defective will be repaired or replaced at no charge if such purchased Devices are covered by Maintenance Protection. ST MESSAGING SERVICES will assist the customer in the repair of defective purchased Devices that are not covered by Maintenance Protection, it being understood the cost of repair will be subject to the applicable manufacturer's warranty. ST MESSAGING SERVICES shall not be responsible for replacement of lost Devices or for the repair of Devices due to negligence, intentional damage, misuse or abuse. Defective Devices shall be returned to ST MESSAGING SERVICES within thirty (30) days following receipt of the replacement Device to avoid being charged for the non-returned Device. Purchased Devices are not covered by Loss Protection. In the event a Purchased Device is lost or stolen, customer will be required to pay the purchase price for replacement.

Paging Devices									
Device	Purchase Price			Maintenance Protection (Monthly fee)			Loss Protection (Monthly Fee/Deductible)		
	List	Proposed	%Discount	List	Proposed	%Discount	List	Proposed	%Discount
ST800	\$29.99	\$27.59	8%	\$1.00	\$.75	8%	\$.50/\$12.50	\$.46/\$11.50	8%
Titan III	\$64.99	\$59.79	8%	\$1.50	\$1.38	8%	\$1.00/\$27.50	\$.92/\$25.30	8%
Unication® M90	\$99.99	\$91.99	8%	\$2.00	\$1.84	8%	\$1.00/\$75.00	\$.92/\$69.00	8%
Sun Telecom ST900	\$99.99	\$91.99	8%	\$2.00	\$1.84	8%	\$1.00/\$75.00	\$.92/\$69.00	8%
ATCOM	\$99.99	\$91.99	8%	\$2.00	\$1.84	8%	\$1.00/\$75.00	\$.92/\$69.00	8%
T900/P900	\$99.99	\$91.99	8%	\$2.00	\$1.84	8%	\$1.00/\$75.00	\$.92/\$69.00	8%
ST900	\$99.99	\$91.99	8%	\$2.00	\$1.84	8%	\$1.00/\$75.00	\$.92/\$69.00	8%
Pagewriter	\$199.99	\$183.99	8%	\$2.00	\$1.84	8%	\$1.00/\$75.00	\$.92/\$69.00	8%
E80/M90	\$99.99	\$91.99	8%	\$2.00	\$1.84	8%	\$1.00/\$75.00	\$.92/\$69.00	8%
PF1500	\$49.95	\$45.95	8%	\$2.00	\$1.84	8%	\$1.00/\$29.00	\$.92/\$26.68	8%

ST Messaging Services offers an 8% discount off of the commercial price list for all of the above items referenced in the "Paging Devices" table.

**ST Messaging Offerings under Special Item Number  
132.12- Maintenance of Equipment**

**132.12 Equipment Maintenance - SUBJECT TO COOPERATIVE PURCHASING**

**FSC/PSC Class J058 MAINT-REP OF COMMUNICATION EQ**

\_\_\_ Maintenance

\_\_\_ Repair Parts/Spare Parts

\_\_\_ Repair Service

X Third Party Maintenance

ST MESSAGING SERVICES is committed to making the device replacement process as painless as possible. Replacements for defective devices are shipped via economy delivery. Next day delivery is available upon request at an additional cost.

Following reasonable and preliminary troubleshooting efforts by the customer and ST MESSAGING SERVICES purchased devices deemed defective will be repaired or replaced at no charge if such purchased Devices are covered by Maintenance Protection ST MESSAGING SERVICES will assist the customer in the repair of defective purchased Devices that are not covered by Maintenance Protection, it being understood the cost of repair will be subject to the applicable manufacturer's warranty. ST MESSAGING SERVICES shall not be responsible for replacement of lost Devices or for the repair of Devices due to negligence, intentional damage, misuse or abuse. Defective Devices shall be returned to ST MESSAGING SERVICES within thirty (30) days following receipt of the replacement Device to avoid being charged for the non-returned Device. Purchased Devices are not covered by Loss Protection. In the event a Purchased Device is lost or stolen, customer will be required to pay the purchase price for replacement.

<b>Paging Devices</b>									
<b>Device</b>	<b>Purchase Price</b>			<b>Maintenance Protection (Monthly fee)</b>			<b>Loss Protection (Monthly Fee/Deductible)</b>		
	<b>List</b>	<b>Proposed</b>	<b>%Discount</b>	<b>List</b>	<b>Proposed</b>	<b>%Discount</b>	<b>List</b>	<b>Proposed</b>	<b>%Discount</b>
ST800	\$29.99	\$27.59	8%	\$1.00	\$0.75	8%	\$.50/\$12.50	\$.46/\$11.50	8%
Titan III	\$64.99	\$59.79	8%	\$1.50	\$1.38	8%	\$1.00/\$27.50	\$.92/\$25.30	8%
Unication® M90	\$99.99	\$91.99	8%	\$2.00	\$1.84	8%	\$1.00/\$75.00	\$.92/\$69.00	8%
Sun Telecom ST900	\$99.99	\$91.99	8%	\$2.00	\$1.84	8%	\$1.00/\$75.00	\$.92/\$69.00	8%
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T900/P900	\$99.99	\$91.99	8%	\$2.00	\$1.84	8%	\$1.00/\$75.00	\$.92/\$69.00	8%
ST900	\$99.99	\$91.99	8%	\$2.00	\$1.84	8%	\$1.00/\$75.00	\$.92/\$69.00	8%
Pagewriter	\$199.99	\$183.99	8%	\$2.00	\$1.84	8%	\$1.00/\$75.00	\$.92/\$69.00	8%
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## **ST Messaging Offerings under Special Item Number 132.53- Wireless Services**

**132 53 Wireless Services - SUBJECT TO COOPERATIVE PURCHASING**

**SubSIN Categories:**

**FSC/PSC Class D304 ADP SVCS/TELECOMM & TRANSMISSION**

**Cellular/PCS Voice Services**

**Paging Services**

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The Sun Telecom Titan 3 is a compact, lightweight 1Way alphanumeric paging device using FLEX paging technology. Features of the device include a four-line display, the ability to store up to 19,000 total characters, a back lit display, a zoom feature that lets you enlarge the display from four lines to two for easy readability, date and time display, alarm clock, private time option, and user selectable alerts. The Titan 3 uses one AAA battery that lasts up to 4 months and includes a battery gauge.



#### **Motorola Advisor Elite** (SkyWord 1Way Alphanumeric Service)

The Motorola Advisor Elite™ is a 1Way alphanumeric messaging device using FLEX paging technology. Features of the device include a four-line display, the ability to store up to 30,000 total characters, Optimax EL™ Electra Light Display, a Zoom feature that lets you enlarge the display from four lines to two for easy readability, 34 message slots, date and time display, audible alarm clock, private time option, and user selectable alerts. The Advisor Elite has a battery gauge to monitor the power level of the one AA battery.

### Advanced Messaging Devices



**The Unication M90** offers the latest in advanced 2Way messaging features. Small and easy to use, the M90 includes a full 39 key QWERTY keyboard, an 8-line to 5-line display zoom, and 4 way navigation keys to provide fast, 2-Way messaging. A PC serial cable is included so you can back up your data.

## **ORDERING METHODS**

Customers can fax, email or phone their orders in to their ST MESSAGING SERVICES' Account Team, submit orders via the Internet, or contact Customer Service directly. Orders will be processed within 24 hours. In addition, ST MESSAGING SERVICES can install a customized site within the Customer's own Intranet. The ST MESSAGING SERVICES Intranet Package (SIP) enables customers to access ST MESSAGING SERVICES' Customer Service, order new units and make changes to existing services from the organization's intranet.

## **ORDER FULFILLMENT**

The ST MESSAGING SERVICES fulfillment center activates devices minutes before they are shipped to our customers, so your units arrive fully activated. Whether you place a new order, request a replacement or an upgrade, our goal is to get a pager into your hands within a 24 to 48 hour turnaround if ordered by 1 p.m. CST. ST MESSAGING SERVICES ships the devices via Federal Express with second-day delivery specified. The shipping priority may be upgraded to overnight, if needed, for an additional fee.

## **IMPLEMENTATION**

ST MESSAGING SERVICES, with more than a dozen years of experience in national account services, has developed the most successful implementation process in the paging industry. ST MESSAGING SERVICES computerized system facilitates a fully automated progression from one step of implementation to the next. ST MESSAGING SERVICES will assign a dedicated Account Team to manage your account. Each member of your Account Team will have understood roles and responsibilities to ensure that all of your account needs are met. In this approach ST MESSAGING SERVICES takes full advantage of a synergistic blending of talents and abilities to your greatest benefit.

ST MESSAGING SERVICES will maintain a direct line of communication with your organization throughout the entire implementation process to ensure a smooth transition. ST MESSAGING SERVICES is committed to providing a swift, efficient, and smooth transition to our service. The Implementation Program is designed to ensure total customer satisfaction and keep your management informed of our progress. We will work closely with you to customize the implementation process to fit your organizational needs.

## **DEVICE REPLACEMENT POLICY**

ST MESSAGING SERVICES is committed to making the device replacement process as painless as possible. Replacements for defective devices are shipped via Federal Express for two-day delivery. Next day delivery is available upon request at an additional cost.

Following reasonable and preliminary troubleshooting efforts by the customer and ST MESSAGING SERVICES, ST MESSAGING SERVICES shall repair or replace, at no charge (which the exception of applicable shipping charges), Devices rented from ST MESSAGING SERVICES that are determined to be defective. ST MESSAGING SERVICES shall not be responsible for replacement of lost Devices or for the repair of Devices due to negligence, intentional damage, misuse or abuse. Defective Devices shall be returned to ST MESSAGING SERVICES within thirty (30) days following receipt of the replacement Device to avoid being charged for the non-returned Device. ST MESSAGING SERVICES will also replace, (subject to applicable deductible amount), Devices rented from ST MESSAGING SERVICES that are lost or stolen if the customer elected to procure Loss Protection for such Devices prior to original receipt of the Device.

**Advanced Messaging (2Way) Service Notes:**

1. Changes between Service Plans will not be effective until commencement of the next complete ST MESSAGING SERVICES billing cycle.
2. Base Monthly Airtime Charges include Activation Fees and Overcall Charges.
3. A SkyWriter "message" is any single transmission of 1 to 500 characters. Should any unit in service generate excessive messages in a manner which adversely affects the messaging network and/or ST MESSAGING SERVICES ability to provide messaging services to its customers in an efficient and timely manner, ST MESSAGING SERVICES reserves the right to discontinue service to those units in service generating such excessive messages until alternate arrangements are made or until the problem is otherwise resolved to ST MESSAGING SERVICES. 's satisfaction.
4. Applies to all forms of usage, including e-mail, fax and voice mail notifications.
5. Rate inclusive of Device Rental fee (model subject to ST MESSAGING SERVICES discretion) and Personal 800 Number and Loss Protection. In the event a rental Device is lost or stolen, Company will only be charged the applicable Deductible Amount.

**Notes for Optional Services (Core & SPS):**

1. All Optional Service Offerings may be subject to availability through ST MESSAGING SERVICES. 's third-party providers. ST MESSAGING SERVICES reserves the right to withdraw and/or discontinue any such offering upon thirty (30) days notice to Company.
2. Any messages transmitted in connection with either ST MESSAGING SERVICES. Fax Advance or SMS are aggregated with other usage under the underlying Service Plan and will be subject to normal overcall rates if the monthly usage allowance is exceeded. Also, a Personal Access Number is required for either Service.
3. SMS is capable of messaging with domestic U.S. networks and certain international networks. Fees only apply to outbound messages. SMS messages may be received from other networks at no charge.
4. A PIN is a personal identification number assigned to each Device utilized by each UIS.
5. The ST MESSAGING SERVICES. Broadcast Manager PIN will incur no usage in sending messages, but rather, usage will be charged against the respective allotment of each PIN listed under ST MESSAGING SERVICES. Broadcast Manager PIN that is receiving messages from the ST MESSAGING SERVICES. Broadcast Manager PIN. This feature allows a user to create distribution lists of up to 1000 addresses comprised of PINs, email addresses, plus SMS addresses. Separate charges apply for each SMS address included in the distribution list.
6. Messages are stored for 24 hours and then automatically deleted.

Includes a Personal Access Number at no additional charge. Online interface that allows Company to set up an "On Call" group's work schedule. Messages sent to the OGM PIN will be forwarded to the appropriate "On Call" individual(s) based upon the information set up in the schedule.

**1 and 1.5 Way Service Notes:**

1. Changes between Service Plans will not be effective until commencement of the next complete ST MESSAGING SERVICES billing cycle.
2. Base Monthly Airtime Charges include Activation Fees and Overcall Charges.
3. A SkyWriter "message" is any single transmission of 1 to 500 characters. Should any unit in service generate excessive messages in a manner which adversely affects the messaging network and/or ST MESSAGING SERVICES ability to provide messaging services to its customers in an efficient and timely manner, ST MESSAGING SERVICES reserves the right to discontinue service to those units in service generating such excessive messages until alternate arrangements are made or until the problem is otherwise resolved to ST MESSAGING SERVICES. 's satisfaction.
4. Applies to all forms of usage, including e-mail, fax and voice mail notifications.
5. Rate inclusive of Device Rental fee (model subject to ST MESSAGING SERVICES discretion) and Personal 800 Number and Loss Protection. In the event a rental Device is lost or stolen, Company will only be charged the applicable Deductible Amount.

**Advanced Messaging (2Way) Device Notes:**

1. All Devices and Device specific options are subject to commercial availability of the applicable Device. In the event ST MESSAGING SERVICES. is unable to provide new Devices for purchase due to shortage or other reasons, ST MESSAGING SERVICES may be able to provide refurbished Devices at reduced rates for limited time periods. Further, ST MESSAGING SERVICES reserves the right to withdraw and/or discontinue any such offering upon thirty (30) days notice to Company.
2. For Devices not covered by Maintenance Protection, Company shall be charged the purchase price for defective Devices that are swapped out for replacement Devices. All replacement Devices shall be refurbished Devices. Title to Devices on a Purchase Plan program shall pass to the Company upon ST MESSAGING SERVICES. 's receipt of the initial Purchase Plan installment.
3. Available only on Devices Purchased from ST MESSAGING SERVICES. . Must be activated prior to initial Device shipment.
4. Available only on Devices rented from ST MESSAGING SERVICES. Must be activated prior to initial Device shipment.