Master Cellular Voice and Data Service and Equipment Agreement with C Spire Wireless:

Frequently Asked Questions

Contract Overview and Administration

Why did ITS establish a Cellular Master Agreement?
ITS' enabling legislation requires that ITS:

- Establish and coordinate through either state ownership or commercial leasing, all telecommunications systems and services affecting the management and operations of the state; and
- Act as the sole centralized customer for the acquisition, billing and record keeping of all telecommunications systems or services provided to state agencies whether obtained through lease or purchase.

Prior to the passage of Senate Bill 2514, 2005 Regular Session, and Senate Bill 2398, 2006 Regular Session, ITS fulfilled this statutory mandate as it applied to cellular services and products by compiling and publishing Cellular Express Products Lists to be used by state agencies and other public entities in these acquisitions.

Senate Bill 2514, now codified in Mississippi Code § 25-53-171, established the Mississippi Wireless Communication Commission (WCC) and tasked the Commission, in conjunction with ITS, with the responsibility for approving all wireless communication purchases within the state and for setting forth rules and regulations governing these purchases. Senate Bill 2398, Section 9, now codified in Mississippi Code § 25-53-191, further regulates the acquisition and use of wireless communication devices by state employees. This statute directs ITS, in conjunction with the WCC, to develop a list of approved vendors for the procurement of wireless communication devices and services.

In Fiscal Year 2007, ITS, on behalf of the WCC, issued RFP 3489 for cellular products and services. A multi-agency evaluation committee evaluated the proposals. In January 2007, the WCC and the ITS Board approved an award to C Spire Wireless (then Cellular South, Inc.) as the lowest and best vendor responding to the RFP. A Cellular Master Agreement was negotiated and executed between the State of Mississippi and C Spire Wireless. The Master Agreement contains favorable pricing and other benefits and is available for use by any public entity in the state.

Who can use the Cellular Master Agreement executed with C Spire Wireless?
Any public entity in the state of Mississippi may purchase the cellular services and products included in the Master Agreement. All terms and conditions, products, services, and pricing included in the Master Agreement are available to state agencies, IHLs, community colleges, K-12 schools, local governments, and other governing authorities. The Master Agreement is E-Rate eligible and meets all requirements of ITS and public purchasing statutes.

Do I have to change to C Spire Wireless?
The Master Cellular Agreement with C Spire Wireless has been executed in fulfillment of the statutory requirements of Mississippi Code Section 25-53-191 (4). ITS and the Mississippi Wireless Communication Commission (WCC) approved a single award for RFP 3489 for statewide cellular services to C Spire Wireless, with exceptions being made only in documented instances in which the awarded vendor cannot provide usable coverage or required functionality.

State agencies and Institutions of Higher Learning cannot buy a cellular communication device or service (voice or data) from any other vendor without prior written approval from ITS and the WCC for documented coverage or functional exceptions.

K-12 schools and local governing authorities are not included in the requirements of Mississippi Code Section 25-53-191 (4) and are not required to purchase from the Master Agreement. However, they may participate in the contract and may find it economically advantageous to participate. In addition, if all public bodies use the contract, C Spire Wireless will have more incentive to build its infrastructure, benefiting not only government but all citizens of Mississippi.

Does C Spire Wireless have an account team for the State of Mississippi?
Yes, C Spire Wireless has an account team that is dedicated to the State of Mississippi. Support for the account includes those individuals listed below.

Government Account Group	assistforbusiness@cspire.com	1-855-CSPIRE2 (1-855-277-4732)
Janice Fitzgerald, Manager, Government and Major Accounts	jfitzgerald@cspire.com	601-664-8880
Dennis Graham, Data Engineer	dgraham@cspire.com	601-503-3779
Jennifer Hinman, Contract Specialist	jhinman@cspire.com	601-573-1408

Where are the C Spire Wireless corporate offices located?
C Spire Wireless is a Mississippi based company with headquarters in Ridgeland. The headquarters building is located at 1018 Highland Colony Parkway, Ridgeland, Mississippi.

What are the advantages of the contract with the State of Mississippi?
The contract offers State agencies and entities Flat Rate, Pooled and Unlimited plans at pricing that is tailored to meet specific agency needs. Your State C Spire Wireless Account Team will work with you to determine the plan or plans that best serve the needs of your agency.

Price redetermination will occur every 18 months during this contract. Moving all of the State's cellular traffic to a single wireless carrier will leverage the State's ability to negotiate deeper discounts over time. If everyone uses the contract, C Spire Wireless will have more incentive to build out its infrastructure, benefiting not only government but all citizens of Mississippi.

How do I find out about plans and pricing?
The pricing exhibit to the Cellular Master Agreement is available on the ITS website.

C Spire Wireless has developed a web site for State government use at www.cspire.com/msgov You can also access this site from the "Cellular Products and Services" link on the Wireless Communications page of the ITS website.

The C Spire Wireless state government site contains detailed information, including pricing, for all plans and equipment available under the Cellular Master Agreement. Additionally, users designated by their agency, institution, or governing authority as account managers will be able to place orders and download monthly billing. For account management access, call C Spire Wireless Government Accounts Group at 855-CSPIRE2 (855-277-4732) or send an email to assistforbusiness@cspire.com. You may contact your State C Spire Wireless Account Team regarding any questions or issues regarding cellular service. C Spire Wireless has an account team that is dedicated to the State of Mississippi. Support for the account includes those individuals listed below.

Government Account Group	assistforbusiness@cspire.com	1-855-CSPIRE2 (1-855-277-4732)
Janice Fitzgerald, Manager, Government and Major Accounts	jfitzgerald@cspire.com	601-664-8880
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How do I register at the C Spire Wireless State government website? Do I have to re-register if my agency is already a C Spire Wireless customer?
The C Spire Wireless State of Mississippi Government website has been updated and is associated with the C Spire Wireless Website. As a result, once registered (or re-registered), there is more account and billing information available for State and Local Government utilizing the State of Mississippi Master Voice and Data Cellular Agreement.

The C Spire Wireless State of Mississippi Government website requires an "authorized user" (LOA) to register or re-register for their designated agency as the "single sign-on" (*registration tab is in the bottom left hand corner - **My C Spire – Log In/Register***). The agency's tax id number and account number are required in order to begin the registration process. A PIN will be sent via email to the "single sign-on" once the registration process has been completed. The "single sign-on" will then be allowed to register others who need access to account information. It is important to remember that the employees who have access to this website should be listed as "authorized users" (LOAs) on your account. If they are not listed as LOAs, please send an email to Assist for Business (AFB) to update your agency's LOA information (assistforbusiness@cspire.com).

Customer proprietary network information (CPNI) is the data collected by telecommunications corporations about a consumer's telephone calls. It includes the time, date, duration and destination number of each call, the type of network a consumer subscribes to, and any other information that appears on the consumer's telephone bill. The FCC requires a CPNI code be provided to your agency in order for you to access this proprietary information.

The CPNI will be mailed directly to the agency billing address to the person listed on the "Attention to:" line of the billing address. Therefore, it is important that the agency's billing address include the name of the individual responsible for receiving this code. Until the CPNI is delivered to your agency, billing details will not be available for viewing. However, other account information and the State of Mississippi Master Agreement details will be available to view.

Cellular Master Agreement Purchasing Guidelines

Do I need additional approval from ITS or the WCC to purchase products and services from the Cellular Master Agreement?
No. The Cellular Master Agreement meets all statutory requirements for competitive procurements. Both ITS and the WCC have approved state agencies, institutions, and governing authorities to make purchases from this instrument without additional oversight by either body and without any dollar limit.

Do I need an acceptable use policy?
Mississippi Code Section 25-53-191 requires that each state agency and institution of higher learning adopt an acceptable use policy defining the appropriate use of all wireless communications devices. The requirements for these policies are listed in paragraph (5) of this code section. The model policy referenced in this statute is available at the following link: http://www.its.ms.gov/Services/Documents/ITS_acceptable_use_wireless.pdf

Please note, that each agency or institution is required to provide a copy of their policy to ITS. The Office of the State Auditor is required to ensure compliance with the provisions of the above-referenced code section and periodically requests that ITS provide information concerning the submission of these acceptable use policies. Policies may be emailed to the following address: paula.conn@its.ms.gov.

As a state agency, how do I create a purchase order in the Statewide Automated Accounting System (SAAS)?
Agencies on SAAS should make purchases from the Cellular Master Agreement in much the same way items are purchased from ITS Express Products Lists. Create a "PD" document. Enter the Cellular Master Agreement in the blanket number (contract number) field on the header of the PD document as "Cell 3489." Use object code "61939" for all cellular voice and data **services**. Use object code "63435" for the purchase of all cellular voice and data **devices**. Remember that all devices must include an inventory tag.

Can the State purchase a device, such as an Apple iPad, for use by an employee and the employee add cellular service and pay for it personally?
The devices must be used for business purposes and this fact must be documented and signed off on by the individual employee and his manager. There is nothing in statute prohibiting employees paying for the cellular data service FOR BUSINESS USE on a state-owned device. The state-owned device must carry an inventory tag.

Whom can I contact at ITS if I have questions about the Master Agreement?
Contact Paula Conn at 601-432-8046 or via email at paula.conn@its.ms.gov. If you cannot reach Paula, call the ITS Procurement Help Desk at 601-432-8166.

What if C Spire Wireless does not have coverage in my area or does not have a feature that I need?
Requests for exceptions to the statewide cellular contract should be submitted to ITS using the "Request for Exception to Master Cellular Agreement" form on the ITS website. Requests will be considered on a unit-by-unit basis for coverage issues and on a case-by-case basis for functionality not available through the statewide contract. Agencies should carefully complete the form, supplying all requested documentation. All exceptions above $75,000 total cost per fiscal year require approval by the WCC Procurement Review Committee and/or the full WCC. See the WCC website for additional information on WCC approval requirements.

Overview of Plans and Features

Is the contract for a nationwide plan? If not, what are the local areas and what are the long distance rates?
All of the plans now include nationwide minutes. Customers participating in this service must reside in the C Spire Network, which is defined as the state of Mississippi; Mobile and Baldwin counties in Alabama; Escambia, Santa Rosa, Okaloosa, and Walton counties in Florida; and generally in the area in and surrounding Memphis/West Memphis, Arkansas and nearby western Tennessee. For a description of all plans, see the "Pricing from Master Cellular Agreement."

What is the roaming rate?
With nationwide minutes available in all plans, roaming rates no longer apply.

What are the advantages of the Unlimited Plan?
The unlimited plans include nationwide usage and are truly unlimited usage.

What are "travel minutes" and how do they impact the rate plan?
With nationwide minutes in all plans, travel minutes are no longer applicable.

What is the C Spire Wireless per minute charge for minutes over the plan minutes?
In the Flat Rate (small plan), the charge for minutes over the plan is $0.07 per minute. The charge for overages in the 700 Pooled Plan and the MS Government 125 Minute Pooled plan is $0.25 per minute. In the Nationwide Business Pool Plan and the MS Government 500 Minutes Pooled Plan (Voice and Data), the charge for minutes over the plan is $0.40 per minute. However, since minutes pool together, overage charges are unlikely if the appropriate plan or plans are selected. The other plans are unlimited so overage charges are not applicable. The State C Spire Wireless Account Group will be glad to work with each agency to ensure that the appropriate plan (or plans) is being purchased.

What is the cost for voice mail, Caller ID, and other features?
There is no additional charge for voice mail, Caller ID, message waiting, call waiting, call forwarding, or conference calling.

Is mobile-to-mobile calling included in the proposed cost? If there are local calling areas, will mobile-to-mobile be limited to common local calling areas?
The unlimited plans automatically include nationwide mobile-to-mobile and the pooled plans all include unlimited nationwide mobile-to-mobile to any C Spire Wireless customer. However, the

Flat Rate Plan does not include free mobile-to-mobile calling, but it does include 125 nationwide minutes.

What is the cost of and capabilities of the data cards?
C Spire Wireless now provides Mobile Broadband devices. The initial device will be provided at no charge. It is currently a Franklin Wireless U210 Data Card. The value of the Franklin Card is $99.00. C Spire Wireless also provides a MiFi unit, at no cost, that allows connectivity for up to five devices (e.g., tablets, laptops). The MiFi unit is currently the Novatel 2200 with a value of $135.00.

The EV-DO Rev. A (High Speed) Fast downloads have typical speeds of 600Kbps to 1.4Mbps; Fast uploads have typical speeds of 500 to 800Kbps. Speeds require an EV-DO Rev. A-capable device. When using an EV-DO device that is not Rev. A-capable, or if you are traveling in the extended Broadband Rate and Services Area, you can expect download speeds of 400 to 700Kbps and upload speeds of 60 to 80Kbps

The Franklin U210 is a USB high speed modem for your computer that enables you to connect to a 3G high-speed wireless network. The U210 provides a simple yet powerful user interface that is easy to install and use. The U210 allows you to access the Internet, send and receive email, and access your corporate network through VPN. The Franklin U 210 supports Type A USB Port Interface; supports PCS (1900 MHz) and Cellular (800 MHz) dual bands; supports Windows XP, Vista, 7, and Apple Macintosh with Installed Franklin Access Manager connection manager software and driver.

The Novatel MiFi™ 2200 is an Intelligent Mobile Hotspot, that operates over high-speed Mobile Broadband networks in the 800/1900 bands, enabling you to connect at high speeds to the Internet, your corporate Intranet, Wi-Fi enabled devices and access your email virtually anywhere. The MiFi 2200 enables multiple Wi-Fi enabled devices to connect at one time, such as notebooks, desktops, tablet computers, personal digital assistants, and most Wi-Fi enabled consumer devices. You may connect up to 5 Wi-Fi enabled devices at one time. The typical battery usage is four hours active and 40 hours standby in Wi-Fi mode (with one WiFi connected device). It has GPS with Location Based Services support, Pre-configurable security (WEP/WPA/WPA2), and utilizes a micro USB port.

What data devices does C Spire Wireless currently have available?
All data devices which C Spire Wireless offers are available for purchase on the State contract. Please email Janice Fitzgerald at jfitzgerald@cspire.com for the prices offered on the State contract.

What is the cost for a BlackBerry that has both voice and data capabilities?
The BlackBerry 8830 includes voice and data capabilities. The BlackBerry 8830 is included at no charge as part of the data plan for a new subscriber or for an upgrade change from a voice only plan to a voice and data plan. If you require a different model, it will be the agency's responsibility to purchase a different device.

Wireless Communication Technology and Network Coverage

Which type of wireless technology does C Spire Wireless utilize?
C Spire Wireless utilizes CDMA 1x and EVDO.

What is CDMA?
CDMA (code division multiple access) is a digital cellular technology that uses spread-spectrum techniques. Unlike GSM (global system for mobile communication) that uses TDMA (time division multiple access), CDMA does not assign a specific frequency to each user. Instead, a technology is used to transmit wireless calls by assigning the calls codes. Calls are spread out over the widest range of available channels, taking full advantage of the available spectrum. Individual conversations are encoded with a pseudorandom digital sequence. Codes allow many calls to travel on the same frequency and also guide those calls to the correct receiving phone. It is the common platform on which third generation or 3G technologies are built.

Why use CDMA?
CDMA is the most widely used combined type technology in North America. The CDMA technology affords C Spire Wireless the capability to evolve into and take advantage of the latest technology available without starting over from a hardware perspective. C Spire Wireless finds the technology allows for capacity expansion and growth more effectively and efficiently.

What other carriers use CDMA in the United States?
In addition to C Spire Wireless, CDMA is utilized by Verizon, Alltel, and Sprint/Nextel. There are many other independent carriers who use CDMA.

Which carriers use GSM?
GSM is used by T-Mobile and AT&T (formerly Cingular Wireless).

What is different about the Nationwide C Spire Wireless network coverage?
C Spire Wireless has business relationships with most CDMA carriers in the United States. Through these carrier partnerships the C Spire Wireless Nationwide network has evolved into one of the most robust footprints found in the wireless industry.

What are the build out plans to increase voice coverage in Mississippi?
C Spire Wireless is constantly investing in tower build-out to strengthen their coverage in Mississippi. C Spire Wireless currently covers 98% of the state's population and geographically covers 93% of the state. C Spire plans to cover more than 99% of the population and 96% geographically by the end of 2013.

On the web site for the State, you can check coverage for your address as well as check information regarding C Spire Wireless' towers (Tower News).

Where does C Spire Wireless have data service in the State of Mississippi?
Wherever there is strong voice coverage in Mississippi you will also have CDMA 1x data coverage. Higher speed 3G data service covers 93% of the state's population and geographically covers 78% of the state as of the end of year 2011.

For the latest 3G data coverage, please go to the web site for the State at www.cspire.com/msgov

C Spire's advanced network provides the coverage, speed and capacity needed to support the many smartphone devices and tablets the company offers, as well as the apps, content and data wireless users want to access. C Spire offers one of the most advanced and powerful wireless

networks, carrying 1.8 petabytes of data traffic in 2010 with up to 99.999 percent reliability. Data traffic on the company's network is expected to nearly double to 3.24 petabytes in 2011.

The C Spire network is built for data devices, supporting the highest percentage of customers with smartphones in the U.S. wireless communications industry. The company also has been recognized with the best network connection reliability among U.S. wireless carriers, according to a study by Urban Airship on carrier connection durability among 77 service providers worldwide, **Connection Durability Study**.

C Spire has invested more than $1 billion in network infrastructure improvements since 2003 - adding 536 new cell sites to its high-speed wireless broadband network. With 1,840 total cell sites in operation and access to 3,390 route miles of high-capacity network fiber through its sister company, Telepak Networks Inc., C Spire has one of the industry's most powerful and fastest mobile broadband networks.

What is EVDO?
EVDO, also known as EV-DO, 1xEvDO and 1xEV-DO, is a standard for high speed wireless broadband. The acronym is short for "Evolution, Data Only" or "Evolution, Data Optimized". The official name, defined by the Telecommunication Industry Association (TIA) is "CDMA2000, High Rate Packet Data Air Interface". It is one of two major Third Generation, or 3G, wireless standards.

What are the future data build out plans?
C Spire expanded mobile broadband coverage to 238 cell sites in portions of Mississippi, Alabama and Tennessee as of the end of 2011 as part of its continuing network expansion and readiness efforts for introduction of 4G LTE (Fourth Generation Long Term Evolution) services.

In September 2011, C Spire announced a $90 million network expansion program designed to pave the way for faster data speeds and more robust services, including significant boosts in network capacity, the addition of new and upgraded cell sites, the installation of thousands of miles of fiber optic cable and hundreds of enhanced backhaul connections.

Additionally, C Spire is spending an additional $10 million to expand mobile broadband services in 61 cities and 65 counties, enabling consumers and businesses to experience faster uploads and downloads, gain access to new and expanded mobile high-speed data services, including mobile video telephony, high-quality music and other multimedia applications.

With the addition of the latest coverage, advanced mobile broadband services will be available to nearly 4.7 million consumers and businesses, according to Kevin Hankins, Chief Operating Officer for C Spire Wireless. Since 2003, C Spire has invested more than $1 billion in network infrastructure improvements.

Use of Master Agreement by Schools, Local Governments, and Other Governing Authorities

Can K-12 schools, counties, cities, and other governing authorities use the Master Agreement?
Yes. Any public entity in the state of Mississippi may purchase the cellular services and products included in the Master Agreement. All terms and conditions, products, services, and

pricing included in the Master Agreement are available to state agencies, IHLs, community colleges, K-12 schools, local governments, and other governing authorities. The Master Agreement is E-Rate eligible and meets all requirements of ITS and public purchasing statutes.

As a governing authority, what is required to purchase cellular services and products under the Master Agreement?
Governing authorities and C Spire Wireless will execute a Supplement to the Master Agreement specifying the initial term and the products and services to be purchased.

As a governing authority, why do I have to commit to an initial term of service?
Pricing for products and services in the Master Agreement is based upon the State's commitment to a five-year contract term for state agencies and institutions. Because of the free devices, value-add features, plan pricing, and lack of penalties for service changes, other entities must make a commitment to a time period during which C Spire Wireless will be the "designated provider" of cellular voice and data services and products. The default commitment period for governing authorities is twenty-four months, although C Spire Wireless will work with local governments when term of office is an issue.

How can I get a copy of the terms and conditions of the Master Agreement?
Contact Paula Conn at 601-432-8046 or via email at paula.conn@its.ms.gov. If you cannot reach Paula, call the ITS Procurement Help Desk at 601-432-8166.

E-Rate

Is the Master Agreement E-Rate eligible?
Please contact Gary Rawson to get a copy of the ITS Contract List that provides all of the information needed to complete the Form 471. Gary may be reached by dialing 601-432-8113 or via email at gary.rawson@its.ms.gov.

I am a school. What if the rates on the Master Agreement are not better than what I have?
Schools are not required to use the contract. State agencies and public universities are required by law to use the contract. IF you choose to not use the contract, then you will need to conduct a procurement including the filing of a Form 470 for E-Rate eligibility.

If I file a Form 470 and then decide to use the State Master Contract, which Form 470 do I cite, the one I filed or the one the State filed?
Once you initiate a procurement process by filing a Form 470, you must follow it through. Therefore, you must cite your own Form 470 and use the date you decided to use the State Master Contract as the Contract Award Date. Send an e-mail to yourself or someone else on that date for your proof of when you made your decision.

If I do want to switch to use the Master Agreement, can I do an E-Rate SPIN change post-commitment?
You can prepare and submit a SPIN change letter to change from the vendor previously identified on your 471. There is a form letter for a SPIN change. You are not allowed to use State Master Contract to seek funding and then change to another provider post commitment unless the provider is unable to provide the services. If you have questions about the SPIN change, contact Gary Rawson with ITS by dialing 601-432-8113 or via email at

gary.rawson@its.ms.gov or Lee Bray at the Mississippi Department of Education. Lee can be reached at 601-359-5544 or via email at lbray@mde.k12.ms.us.

If the new contract offers better rates and/or packaging than my school's current contract, how do I change vendors?
You will need to do a SPIN change letter. See question above for specifics. Again, you cannot change from the State Master Contract post commitment unless the provider is unable to provide the services.

Transition from Current Cellular Vendor and Plans

What if my current vendor says there is a termination charge to change to the Master Agreement?
If the wireless service was procured other than from C Spire, the terms of that contract apply and termination charges may be applicable. Contact Paula Conn at 601-432-8046 or via email at paula.conn@its.ms.gov if you have questions regarding termination. If you cannot reach Paula, call the ITS Procurement Help Desk at 601-432-8166.

What happened to the ITS Cellular and Pager EPL?
The Cellular and Pager EPLs are now expired.

How does C Spire Wireless plan to address the equipment conversion from the technology of other wireless companies to CDMA? Who will pay for the equipment? Will C Spire Wireless provide cell phones free for new service (above current cell phone usage)?
All voice plan subscribers that are not currently on a C Spire Wireless plan will receive, at no charge, a new basic phone at conversion or when new units are added to a plan. The phone (currently a LG 300 or a Kyocera K323 for push to talk) will include, at no additional charge, a battery, a car charger (cigarette lighter adapter), an ear bud (hands free), and a standard power plug. If this phone is lost, stolen or damaged, it will be replaced one time at no additional charge. If an agency requires a phone with additional features, it will be the agency's responsibility to purchase such a phone.

What is the cost and/or plan for dealing with the fact that C Spire Wireless does not support the BlackBerry devices that an agency currently owns?
The devices offered by C Spire Wireless meet the CDMA and EVDO technology requirements. C Spire Wireless will provide a BlackBerry 9330 at no additional cost to each agency user or a Samsung Gem Android device at no additional cost for new activations. If this unit is lost, stolen, or damaged, it will be the agency's responsibility to purchase a replacement. The value of the device is $289.00.