

STATE OF NEW HAMPSHIRE  
Dept. Of Administrative Services  
Div. Of Plant And Property Management  
Bureau Of Purchase And Property  
State House Annex  
Concord, New Hampshire 03301

Date: 6/23/16

Notice Of Contract

For: Wireless Cellular and Data Services

CONTRACT NO.: 8002046

NIGP Code: 839-0000

Vendor: Cellco Partnership d/b/a Verizon Wireless VDR# 177660  
One Verizon Way  
Basking Ridge, NJ 07920

Contact Persons: Todd Wiggin  
Cell: 603-321-3684  
Fax: 617-780-3896  
Email: [todd.wiggin@vzw.com](mailto:todd.wiggin@vzw.com)

Effective From: July 1, 2016 through June 30, 2019

Terms: Net 30

Invoice:

INVOICING REQUIREMENTS

Invoices are required throughout the duration of the Contract as denoted below.

- Invoicing Services

Invoicing Services shall consist of the costing of all Contractor provided services. Contractor shall detail all charges and provide extended definitions of itemized charges. Bulk charges shall be rejected by the State. A separate invoice shall be available for each telephone subscribed to each State office. The State may require that multiple telephones be billed on a single account. In such cases, the Contractor shall place charges on a single master bill.

Invoices shall be submitted on a monthly basis, inclusive of the first bill cycle day of the month to the last bill cycle day of the month in which the services have been performed. Charges will be pro-rated by the numbers of days in service when partial month services occur.

- Invoice Details

All monthly reports and invoices shall be itemized including details for every billable item, inclusive of basic monthly charges, minutes of use, excess minutes of use, call detail inclusive of city/town location and telephone number called. All call records must be listed in sequential order by date of call.

- Invoice Corrections

The Contractor shall provide within sixty (60) working days, any corrective data requested by the State. This shall include replacement reports, corrective information on balances and credits and any other change of service information required for bill back to agencies by the State.

- Invoice Delivery Timeframe  
Invoices shall be delivered on or prior to 25 days subsequent to the monthly bill cycle. The State shall not be held liable for service performed without the receipt of properly filed invoices, reports and supporting information. Invoices shall be forwarded directly to State users, and may be forwarded as a group to same addresses when directed by the State.
- Account Balances  
The Contractor shall maintain all records of payments, credits and balances.
- Accuracy of Invoices  
Contractor shall be responsible to justify all charges to the State. Invoices must be reviewed for accuracy prior to delivery to the State. All billing information provided to the State must reflect same information. Paper invoices and electronic reports must reflect same call detail, record count, call and service cost. Conflicts between support data and paper billing shall be considered incomplete billing and payment held until proper support information provided by the Contractor.
- Paper  
Invoices must be provided on paper. It is preferable that invoices also be available electronically, delivered by e-mail, or downloadable from an Internet web site.

For State agencies who participate in the Procurement Card program the Contractor shall be paid by Procurement Card when invoice is received.

The invoice shall be sent to the address of the using agency under agreement.

## **PAYMENT**

Payments shall be made via Procurement Card by State agencies who participate in the Procurement Card program.

## **Scope of Service:**

The Contractor shall perform all services according to the requirements and specifications of this Contract.

## **NETWORK**

Contractor shall provide services including, but not limited to, network technology, (i.e. CDMA, GSM, etc.).

## **COVERAGE**

The Contractor services shall cover a minimum of the following geographic areas for each proposed service. The Contractor shall also ensure same coverage is available 99% of the time for the respective geographic area. Contractor shall provide roaming area coverage. Loss of service shall not occur when transferring between cell towers:

- Traditional Cellular Telephone Service for voice operational coverage shall be 80% of all geographic areas of New Hampshire. ;
- ISP Access Data Service for SmartPhones and wireless "Air Card" coverage for 70% of all geographic areas of New Hampshire;

## **PORTING OF EXISTING TELEPHONE NUMBERS**

Contractor shall port all lines by start of business on June 30, 2016.

## **TYPE OF SERVICE**

- Traditional Cellular Telephone Service, Domestic Use  
Traditional cellular telephone services shall allow users to directly dial any telephone number

which is available through the Public Branch Exchanges as available from Local Exchange Carriers, Competitive Local Exchange Carriers, Long Distance Carriers and competitive Cellular Telephone Service providers. Access to any telephone subscriber number shall not be restricted. Services shall include typical "off the shelf" features and telephone operation. Equipment provided for use with this service shall be referred to as Traditional Cellular Telephone (TCT) equipment. One free voice device shall be offered for each user one time per line. Otherwise devices shall be eligible for upgrade at prices included in any Exhibit B.

- Access Data Services

Contractor shall provide data transport at multiple speeds, limited by the use of Contractor technology. Common terminology is third generation (3G) fourth generation (4G) service and fifth generation (5G).

- SmartPhone Services

A SmartPhone is defined as a mobile phone with advanced capabilities including PC-like functionality with access to text messaging, e-mail and web browsing. Phones must be capable of accessing Microsoft Exchange Server and Lotus Notes e-mail and include Personal Digital Assistant (PDA) capabilities including calendaring. Access shall be provided throughout the Contractor footprint of the continental United States. Equipment functionality must include the ability to open MS Excel, MS Word and Adobe Acrobat files. Currently systems running iOS are the only accepted operating systems, though this may change and the Contractor needs to be flexible with this evolving technology. Equipment provided for use with this Contract shall be referred to as SmartPhone (SM) equipment. One free SmartPhone device for each operating system specified shall be offered for each user one time per line. The free device must sustain the End of Life support of the SmartPhone's manufactures as it relates to update support. For example, if a device is not able to update to the latest OS then a new free device must be provided even if outside the two year replacement window. Otherwise devices shall be eligible for upgrade at prices included in the Contract.

One free SmartPhone sample device shall be provided to the Department of Information Technology (DoIT), Director of Technical Support, for a 90 day evaluation and use approval prior to distribution to users. Devices shall be returned to the Contractor after evaluation. Rejected devices shall be replaced with DoIT approved devices.

Contractor shall provide State liable users with access to the State's Mobile Device Management solution at no additional cost. .

## LICENSES

The Contractor shall currently hold and retain throughout the duration of the Contract all licenses or certificates required by the State and Federal authorities inclusive of the Federal Communications Commission and State of New Hampshire Public Utilities Commission. The Contractor must file with the appropriate regulatory body, any tariff, amendments, or special Contract offerings to ensure that the required terms and conditions of this Contract are met. The Contractor shall cooperate fully with the PUC to ensure that all time schedules noted within are met.

In the event of loss of license or permit to provide services as defined, the Contractor shall have the right to cure within 30 days of receipt of written notification from the State. Subsequently if the Contractor is unable to cure, this contract shall be nullified; with the State free to engage in an agreement with any Vendor as becomes necessary to continue services without retribution by the original Contractor.

## INTRODUCTION OF SERVICES

The Contractor must insure that services do not operate in conflict with alternate service providers. Contractor must provide all user cellular equipment inclusive of telephones, data modems and associated devices, and deploy prior to June 30, 2016 in order to insure that the State is not without

service for any period of time during transfer of service from an incumbent Contractor. Additional equipment shall be provided when requested to support new subscribers after start the Contract. Only services requested and authorized by the State shall be replaced. The Contractor shall communicate with State agency contacts and State users for coordination with the distribution of equipment.

#### RETENTION OF EXISTING TELEPHONE NUMBERS

The State shall retain any existing cellular telephone number currently assigned to a State subscriber. Contractor shall be responsible to port over numbers to the proposed service as requested by the user. The porting of numbers shall not delay service installation nor result in a user being without service.

#### ORDERING PROCEDURE

##### Telephoned Requests

State agencies may call the Contractor at any time between 8:00 A.M. and 4:30 P.M. to request services, Monday through Friday. The Contractor shall respond and provide appropriate service as requested, and allowed under this Contract, with the exception of Smartphones. Smartphones shall require prior written approval from the State Department of Information Technology CIO. No tablets may be purchased through this Contract.

- Contractor Signature Documents

Any signature forms used by the Contractor to reflect service requests or delivery of service by the Contractor to the State shall refer to the Contract number.

- Purchase Orders

The State may email, mail, or fax Purchase Orders as requests for service. Contractor shall accept State Purchase Orders whenever used.

- Initial Service Requests

The Contractor shall contact State agencies to perform a service needs analysis as directed by the State at the initiation of the Contract. The Contractor shall meet with each designated agency to determine the count and type of telephones, service program and delivery of replacement services. The needs analysis shall be completed prior to deployment. A complete deployment plan including agency, end user, telephone number, equipment supplied, cost and cost plan shall be provided to the Department of Safety Telecommunications Section prior to deployment.

Political sub-divisions and authorized non-profit organizations shall utilize their own individually established ordering procedures.

- Addition and Removal of Users

Telephone subscriptions may be added or removed from service at any time during the Contract, with a maximum requirement of a 30-day or one calendar month activation period with no termination liability. All service agreements shall be coterminous with the termination date of the Contract. All provided equipment (telephone, charger, belt-clip, etc.) shall be returned to the Contractor within 30 days of request of line removal.

- Returns

Return Authorization credits shall be provided without penalty for faulty equipment. Contractor shall be responsible for all shipping charges for equipment returned. Defective telephones, accessories and associated equipment shall be replaced within three (3) State business days from notification of failure. Such service shall be available to State users by placing a single telephone call to the Contractor.

#### USER TRAINING

The Contractor shall train each user on the operation of the individual telephone, service access and features upon delivery of equipment. Complete training shall be available at each individual State office. Continued support shall be provided to train new users and provide refresher training for others when requested by the State.

- User Documentation

The Contractor shall provide instruction manuals and associated documentation with each system provided. Manuals shall include detailed operation of all devices, accessories and system operations including use of Anti-Virus/Anti-Malware application.

Manuals that include detailed information of the operation of telephones, accessories and system operations can also be made available through the Contractor's website.

#### CUSTOMER SUPPORT SERVICES

The Contractor shall provide complete customer support inclusive of the following:

- Account Management

The Contractor shall provide a single point of contact for the State or its representative.

Contractor must work in conjunction with any State vendor regarding the interface of any and all Contractor or State provided and supported communications equipment.

- Account Team Access

Contractor shall provide telephone, facsimile, and Internet e-mail access to each individual on the Contractor account team. General toll free numbers shall be provided for telephone and facsimile services on a statewide basis.

- Billing Support

The Contractor shall assign a dedicated financial representative to the State account that will cooperate with the State to resolve billing, call detail, equipment programming, data discrepancies and all other aspects of the Contract. The Contractor shall be capable of receiving electronic payments from the State.

If Contractor subcontracts any or all of the products and/or services covered by this Contract, the Contractor shall be the central point of contact for all matters of ordering, billing, invoicing, and delivery. Use of a subcontractor does not release the selected Contractor of any responsibility. Bills and invoices for products and services must be issued by and payable to the Contractor. Questions related to billing or delivery of service and/or equipment will be handled promptly by the Contractor and not the subcontractor(s).

- Problem Resolution

The Contractor shall have a single contact person, available from 8:00 A.M. to 4:30 P.M. during State workdays for the resolution of problems. The contact person must be authorized to provide invoice corrections, initiate repair and equipment replacement processes and expedite services.

The State Contract Administrator shall work with the Contractor to resolve problems that cannot be resolved by the agency end-users.

The Contract Administrator may impose a moratorium on a Contract pending resolution of any controversy that arises regarding services to be provided pursuant to this Contract or take other action deemed necessary.

#### TECHNOLOGY UPDATES

The influx and transition of new technology may result in the disconnection or discontinuation of a defined service and connection to new technology. The Contractor shall not impose any charges for a given service when the State discontinues one service (upgrades level of service and features;

e.g. State upgrades base phone to a SMART phone service with web/data access) and for the replacement of another while remaining a customer of that same Contractor. Contractor shall replace any interface equipment which becomes obsolete due to Contractor service updates performed at the discretion of the Contractor.

All users shall be notified sixty (60) business days prior to system operation changes, (inclusive of equipment updates and software/firmware updates if available.)

#### CONFIDENTIAL INFORMATION

The Contractor agrees that all discussions or information gained during any engagement shall be considered confidential and that no information gathered by the Contractor shall be released without prior written consent of the State.

#### REPORTING REQUIREMENTS

Invoices and reports are required throughout the duration of any resulting Contract as denoted below.

- Monthly Reports

The Contractor shall provide a Monthly Summary Report forwarded to Department of Administrative Services, Bureau of Plant and Property detailing service. Included shall be all cellular telephone numbers subscribed to the State, billing program used, monthly cost, usage cost, data usage, telephone minute usage, date of the last usage, equipment provided (including make/model/serial number/telephone number), telephone "owner", State agency responsible for billing and contact person. The State shall not be required to use any Contractor associated website as the main source to gather this information, though website access can be made available as an additional option.

The report shall also highlight any device that has been inactive for 60 days or more. That State shall work with the agency and Contractor to determine if these devices shall be removed from service.

- Report Delivery Timeframe

Reports shall be delivered on or prior to 25 days subsequent to the monthly bill cycle.

- Electronic Media

Monthly reports shall be provided in electronic PC format with all files provided as Open Data Base Compliant (ODBC) ASCII flat files. All such reports shall be e-mailed to designated Contract administrator, or alternate addresses when provided by the State.

#### REPAIR AND INSTALLATION SERVICES

Contractor shall repair network operations, support replacement equipment and correct failed network services 24 hours per day, 7 days per week, 52 weeks per year. Toll free number must be answered at all times, with technical support and phone replacement support available 24 hours per day, 7 days per week, 52 weeks per year.

#### Toll Free Telephone Number

A toll free telephone number shall be provided for trouble reporting and immediate service assistance. Personnel must be knowledgeable of the Contract services and devices as configured for the State.

#### Escalation to Second Level Support

Escalation to second level support shall be provided for trouble reports not addressed and corrected within a 24 hour time period.

#### PRIME CONTRACTOR

Contractor warrants that they are the prime Contractor for the business solicited in this Contract.

## Subcontractor Performance

The Contractor shall be responsible for the performance of any subcontractors that are used.

## Introduction of New Technology

Contractor shall provide notification to the State prior to technology updates requiring end user equipment replacement or modifications in methods of calling. Whenever such changes are made, the State may request sample equipment to verify that services operate within the parameters of the Contract, any such change shall be communicated to the end users a minimum of sixty (60) days in advance.

The presentation of any new service not currently in the Contract shall require the issuance of a Contract amendment after the service is accepted by the State.

## TELEPHONES AND EQUIPMENT

Contractor shall provide a single end user device for each service end user, inclusive of Traditional Cellular Telephones, SmartPhones, and Data services. The Contractor shall also offer equipment for purchase at the discretion of the State. The Contractor must provide cellular service for compatible equipment that is currently owned by the State. Services for all equipment shall include equipment programming, repair, installation and instructional assistance. All user equipment shall be retained as property of the State once delivered to end-users. Equipment may be substituted at any time after equipment review and acceptance by the state.

- Accessories

All telephones provided by the Contractor shall be complete and ready to use with the following attachments:

- 120 Vac battery charger/adaptor
- 12 Vdc battery adaptor/charger
- Belt clip holster or belt clip carrying case
- Universal headset
- Screen protectors for SmartPhones

- Hand Held Portable Telephones

Traditional Cellular Telephones shall be new or like new sets. Telephones shall allow use of each service feature proposed by the Contractor and incorporate hands free talk-back, corded earpiece, graphic display, internal call directory and other common phone features. One (1) base phone shall be provided at no charge per service government end-user, make and model per Contractor's sole discretion, with optional feature phones proposed for purchase.

- ISP Access Data Equipment

Contractor shall provide Internet access equipment inclusive of Sierra Wireless Aircards, Novatel Wireless Ovation or equipment with same performance and similar features, designed for use with laptop, mobile or stationary data equipment. Contractor must provide a full physical, operating and technical description of each device offered.

Contractor shall provide a full range of SmartPhones offering iOS, Android and Microsoft operating systems (though at this time the ONLY approved device is the iOS).

- Machine-to-Machine

Contractor shall provide services allowing wireless and wired systems; such as vehicle tracking, game cameras, etc. Any lines utilized under this plan shall be a separate account from any other voice or data plan.

- Bluetooth Equipment

Contractor shall offer devices and accessories compatible with Bluetooth, hands-free, equipment. Hands-free equipment shall be offered at a minimum discount, listed in Exhibit B

for the entire term of any the Contract.

- Existing Equipment

Equipment currently owned by the State, when compatible, shall be serviced by the Contractor. Services shall include equipment programming, repair as available from the Contractor, removal and installation of equipment in State vehicles, and operational instructional assistance.

- Equipment Maintenance and Warranty

The Contractor shall have at their disposal installation and support technicians to provide support services for all equipment supplied by the Contractor. All equipment shall remain fully functional throughout the duration of the Contract. Any equipment purchased by the State shall be provided with a three (3) year warranty, resulting in free of charge repair or replacement of any device that becomes faulty. Replacement of such devices may be with a certified like new device. Replacement shall be provided within three (3) State business days of report. It will be acceptable through the course of the Contract to substitute alternate equipment as manufacturers discontinue products and introduce new equipment. Acceptance of such equipment shall be at the discretion of the State.

As an alternative, the Contractor may propose one year equipment warranty with equipment replacement available for each year of the Contract, resulting in complete equipment coverage for the entire duration of the Contract.

If there are no available appropriated funds for more than thirty (30) days, the Contractor may terminate this Agreement with thirty (30) days prior written notice to the State. To the extent that Contractor terminates the Agreement pursuant to this Section, the State agrees that any handset or equipment provided under the Agreement in the previous six (6) months will be returned to Contractor. The State remains responsible for any charges incurred for the products and services delivered that are not funded, including charges for products and services ordered before funds are committed and/or to the extent that funding is not approved.

- Quality of Equipment

All equipment provided shall be new or of factory refurbished like new quality. The State retains the right to reject any equipment which does not provide a showroom appearance and equivalent operation.

- Insurance

The Contractor may propose equipment insurance providing replacement of lost, stolen or damaged telephones. Insurance shall be at the option of the subscriber and not a requirement of the Contractor.

- Security

The Contractor shall maintain network security at all times, disallowing network facility access by unauthorized users. When fraudulent use is detected, the Contractor shall contact the State and discontinue service for a designated telephone number if directed by the State.

#### NATIONAL SERVICE COMPATIBILITY

The service shall be interactive with other vendor services allowing functionality throughout most areas of the United States.

#### INTERNATIONAL SERVICE COMPATIBILITY

Contractor may offer international services allowing the use of multi-band telephones (or single band phones) that operate under GSM (Global Special Mobile) or alternate technologies used in Europe or other areas of the world. International Services shall be ordered by the end user on an as needed

basis.

### E911 AND FCC SERVICE COMPATIBILITY

Contractor services and equipment must meet all FCC, State E911 and Federal E911 mandates.

### SERVICE FEATURES

The Contractor shall offer service features as defined below. All offered features are defined and priced in Exhibit B Balance of Product Line.

#### Call Forwarding

Forwarding of calls to alternate lines and/or voice mail. Transfer may be invoked either if calls are unanswered after a designated number of rings or if line is busy.

#### Voice Mail

An answering system allowing calls to forward to an automated message center for call message recording and playback.

#### Text Messaging

Users shall have the ability to send and receive text messages using telephones.

#### Caller ID:

Display of originating caller telephone number.

The State shall require correction of defective work or damages to any part of a building or its appurtenances when caused by the Contractor's employees, equipment or supplies. Within 30 days of receipt of written notification from the State, the Contractor shall replace in satisfactory condition within a reasonable period of time as mutually agreed upon by both parties, all defective work and damages to any part of a building or its appurtenances rendered thereby when caused by the acts or omissions of Contractor's employees, equipment or supplies in the performance of work under this contract.. Upon failure of the Contractor to proceed promptly with the necessary corrections as mutually agreed, the State may withhold any amount necessary to correct all defective work or damages from payments to the Contractor.

The Contractor or their personnel shall not represent themselves as employees or agents of the State.

While on State property, employees shall be subject to the control of the State, but under no circumstances shall such persons be deemed to be employees of the State.

All personnel shall observe all regulations or special restrictions in effect at the State Agency.

### Pricing:

#### **Basic Voice - No Text or Data**

100 Voice Minute Plan	200 Voice Minute Plan	Unlimited Minute Plan
\$24.00	\$27.99	\$54.99

#### **Basic Voice - Including Text and Data**

100 Voice Minute Plan	200 Voice Minute Plan	Unlimited Minute Plan
\$24.00	\$27.99	\$54.99

#### **Smart Phone with PDA**

400 Voice Minute Share Plan + 5GB Data	600 Voice Minute Share Plan + 5GB Data	Unlimited Voice Minute Plan + 5GB Data
\$50.99	\$64.99	\$85.00

### **ISP ACCESS DATA SERVICE COSTS**

	Mobile or Stationary Data Access Service 2GB Pooled Tablets	Mobile or Stationary Data Access Service 5GB Pooled
PLAN COST PER DEVICE	\$29.99	\$34.99
INCOMING MINUTES PER DEVICE	N/A	N/A

COST PER INCOMING MINUTE	N/A	N/A
OUT GOING US MINUTES	N/A	N/A
COST PER OUT GOING MINUTE	N/A	N/A
COST PER TEXT MESSAGE	N/A	N/A

### Machine-to-Machine

	1MB	25MB	150MB
connectivity – Fleet vehicle tracking, wireless sensors, game cameras, etc.			
Overage rate per Megabyte	\$1.00	\$1.00	\$1.00
Cost/month	\$5.00	\$10.00	\$18.00

### Telephone And Equipment Costs

ITEM	CATEGORY	MANUFACTURER	MODE/VERSION	ONE TIME COST PER ITEM
Traditional Cellular Telephone	TCT	Kyocera	Dura XV Plus	No Charge*
Mobile or Stationary Data Access Equipment for PC Laptop support	MS	MIFI 6620	Mobile Hotspot	No Charge*
USB Wireless Broadband Card	MS	MIFI 620L	USB Modem	No Charge*
Smart Phone	SP	Apple	iPhone 5S 16GB	No Charge*
Smart Phone Mobile Antivirus and Mobile anti-Malware Protection	SP	N/A	N/A	N/A
120 Vac Battery Adaptor	TCT//SP	As provided by manufacturer equipment manufacturer	As provided by manufacturer equipment manufacturer	No Charge
12 Vdc battery adaptor/charger	TCT/SP	As provided by manufacturer equipment manufacturer	As provided by manufacturer equipment manufacturer	No Charge
Belt clip holster or belt clip carrying case	TCT/SP	As provided by manufacturer equipment manufacturer	As provided by manufacturer equipment manufacturer	No Charge
Earpiece (ear-bud)	TCT/SP	As provided by manufacturer equipment manufacturer	As provided by manufacturer equipment manufacturer	No Charge
Screen protector for Smartphone	SP	As provided by manufacturer equipment manufacturer	As provided by manufacturer equipment manufacturer	No Charge

Percentage discount off of MSRP for Bluetooth equipment: 25% on all eligible devices.

### Balance of Product Line

ITEM	CATEGORY	DESCRIPTION	COST	Overage
Nationwide Flat Rate Plan for SONH	TCT	No Minute Plan	\$11.99 - \$.25/min	
Nationwide Add-A-Line Plan for SONH	TCT	Share Voice Plan	\$17.99/month, 100 text/pix msgs per mo.	\$0.25/Minute \$0.10 send / \$0.02 / Receive
Nationwide Plan for SONH 200 Minute Voice Calling Plan Pooled	TCT	Share Voice Plan	\$27.99/month, 200 text/pix msgs per mo.	\$0.25/Minute \$0.10 send / \$0.02 / Receive
Nationwide Plan for SONH 400 Minute Voice Calling Plan Non-Pooled	TCT	Non-Share Voice Plan	\$25.99/month, 200 text/pix msgs per mo.	\$0.25/Minute \$0.10 send / \$0.02 / Receive
Nationwide Plan for SONH 400 Minute Voice Calling Plan Pooled	TCT	Share Voice Plan	\$28.99/month, 200 text/pix msgs per mo.	\$0.25/Minute \$0.10 send / \$0.02 / Receive
Nationwide Plan for SONH 600 Minute Voice Calling Plan Non-Pooled	TCT	Non-Share Voice Plan	\$39.99/month, 200 text/pix msgs per mo.	\$0.25/Minute \$0.10 send / \$0.02 / Receive
Nationwide Plan for SONH 600 Minute Voice Calling Plan Pooled	TCT	Share Voice Plan	\$41.99/month, 200 text/pix msgs per mo.	\$0.25/Minute \$0.10 send / \$0.02 / Receive
Nationwide Plan for SONH 1000 Minute Voice Calling Plan Non-Pooled	TCT	Non-Share Voice Plan	\$51.99/month, 200 text/pix msgs per mo.	\$0.25/Minute \$0.10 send / \$0.02 / Receive
Nationwide Plan for SONH 1000 Minute Voice Calling Plan Pooled	TCT	Share Voice Plan	\$53.99/month, 200 text/pix msgs per mo.	\$0.25/Minute \$0.10 send / \$0.02 / Receive
Nationwide Plan for SONH 400 Minute Voice and 5GB Data Calling Plan Non-Pooled	SP	Non-Share Voice Plan	\$48.99/month, unlimited msg, unlimited PTT+, 5GB Data. \$0.25 / Minute Overage	\$0.25/Minute \$0.10 send / \$0.02 / Receive \$10 per GB Data

Nationwide Plan for SONH 400 Minute Voice and 5GB Data Calling Plan Pooled	SP	Share Voice Plan	\$50.99/month, unlimited msg, unlimited PTT+, 5GB Data. \$0.25 / Minute Overage	\$0.25/Minute \$0.10 send / \$0.02 / Receive \$10 per GB Data
Nationwide Plan for SONH 600 Minute Voice and 5GB Data Calling Plan Non-Pooled	SP	Non-Share Voice Plan	\$62.99/month, unlimited msg, unlimited PTT+, 5GB Data. \$0.25 / Minute Overage	\$0.25/Minute \$0.10 send / \$0.02 / Receive \$10 per GB Data
Nationwide Plan for SONH 600 Minute Voice and 5GB Data Calling Plan Pooled	SP	Share Voice Plan	\$64.99/month, unlimited msg, unlimited PTT+, 5GB Data. \$0.25 / Minute Overage	\$0.25/Minute \$0.10 send / \$0.02 / Receive \$10 per GB Data
Nationwide Plan for SONH 1000 Minute Voice and 5GB Data Calling Plan Non-Pooled	SP	Non-Share Voice Plan	\$74.99/month, unlimited msg, unlimited PTT+, 5GB Data. \$0.25 / Minute Overage	\$0.25/Minute \$0.10 send / \$0.02 / Receive \$10 per GB Data
Nationwide Plan for SONH 1000 Minute Voice and 5GB Data Calling Plan Pooled	SP	Share Voice Plan	\$76.99/month, unlimited msg, unlimited PTT+, 5GB Data. \$0.25 / Minute Overage	\$0.25/Minute \$0.10 send / \$0.02 / Receive \$10 per GB Data
Custom Nationwide for SONH Unlimited Voice & 4G Data Share Plan with Mobile Hotspot	SP	Non-Share Voice Plan	\$85.00/Month, Unlimited minutes, unlimited msg, 5GB Data, Mobile Hotspot.	\$0.25/Minute \$0.10 send / \$0.02 / Receive \$10 per GB Data
Public Sector Mobile Broadband Share Plans Government Subscribers Only 5GB	MSD	5GB	\$39.99/month	\$8 per GB
Public Sector Mobile Broadband Share Plans Government Subscribers Only 10GB	MSD	10GB	\$59.99/month	\$8 per GB
Public Sector Mobile Broadband Share Plans Government Subscribers Only 20GB	MSD	20GB	\$99.99/month	\$8 per GB
Mobile Broadband Machine-To-Machine Share Plans- Low Usage	MSD	1 MB	\$5.00/month	\$1/MB Overage
Mobile Broadband Machine-To-Machine Share Plans- Low Usage	MSD	5 MB	\$7.00/month	\$1/MB Overage
Mobile Broadband Machine-To-Machine Share Plans- Low Usage	MSD	25 MB	\$10.00/month	\$1/MB Overage
Mobile Broadband Machine-To-Machine Share Plans- Low Usage	MSD	50 MB	\$15.00/month	\$1/MB Overage
Mobile Broadband Machine-To-Machine Share Plans- Low Usage	MSD	150 MB	\$18.00/month	\$1/MB Overage
Mobile Broadband Machine-To-Machine Share Plans- High Usage	MSD	250MB	\$20.00/month	\$1/MB Overage
Mobile Broadband Machine-To-Machine Share Plans- High Usage	MSD	1GB	\$25.00/month	\$1/MB Overage
International Options : Mexico & Canada Data / Voice / Messages	SP	100MB/ 100 Minutes /100 Messages	\$15.00/month	- \$10/100MB Overage, \$0.10/Minute Overage, \$0.10 Message Sent Overage
International Options : Mexico & Canada Data / Voice / Messages	SP	250MB/ 250 Minutes/ 250 Messages	\$24.90/month -	- \$10/100MB Overage, \$0.10/Minute Overage, \$0.10 Message Sent Overage
International Options : Mexico & Canada Data Only	SP	100MB	\$10.00/month	\$10/100MB
International Options : Mexico & Canada Data Only	SP	250MB	\$20.00/month	\$10/100MB
International Options: 140+ Countries Data / Voice / Messages	SP	100MB/ 100 Minutes /100 Messages	\$33.20/month	- \$25/100MB Overage, \$0.25/Minute Overage, \$0.25/Message Overage
International Options: 140+ Countries Data / Voice / Messages	SP	250MB/ 250 Minutes/ 250 Messages	\$70.55/month	- \$25/100MB Overage,

				\$0.25/Minute Overage, \$0.25/Message Overage
International Options: 140+ Countries Data Only	SP	100MB	\$20.75/month	\$25/100MB
International Options: 140+ Countries Data Only	SP	250MB	\$41.50/month	\$25/100MB

**Questions:**

Paul Rhodes, Financial & Purchasing Agent  
 PH: (603) 271-3350  
 Email address: [paul.rhodes@nh.gov](mailto:paul.rhodes@nh.gov)