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verizonwireless

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SECTION A - EXECUTIVE SUMMARY

Background
The General Services Administration (GSA) seeks to enter into a Blanket Purchase Agreement (BPA) to provide a Government-wide wireless services program to leverage quantity purchasing and decrease total cost of ownership while providing best value in:

Wireless Service and Device Management
Billing, Ordering and Reporting
Service Coverage
Operations Support
Service Enabled Device Replacement/Refresh
Program Management

Available current and future technology in
- Mobile device offerings
- Service plans and features
- Warranty
- Technical support

A. Verizon Wireless' Objectives and Goals

This proposal for the Government combines Verizon Wireless' industry leading wireless services and network reliability and has been specifically tailored to the Government's stated wireless voice and data requirements. By choosing Verizon Wireless as the wireless network provider, the Government will continue to receive a host of benefits to help it achieve its telecommunications goals. These include:

- Dedicated account support experts with Government experience. Our Verizon Wireless account team is committed to providing outstanding service and support to the Government's employees; our account managers and federal data solutions managers can work directly with the Government's IT management to design wireless network solutions tailored to its specifications and business requirements.
- Flexible calling plans designed to meet the Government's needs.
- Responsive, expert technical support.
- Online ordering, invoicing and reporting tools that provide efficient service and can reduce operational costs through automation.

B. Most Reliable Nationwide Network

Verizon Wireless operates the nation's most reliable and largest wireless voice and data network. Leveraging our greatest asset - our network - Verizon Wireless continues to lead the industry by offering the highest quality products and services while introducing innovative technology solutions. Verizon Wireless offers the following advantages:

- Verizon Wireless' network covers a population of more than 270 million, while servicing more than 95.9 million subscribers.

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- Verizon Wireless is committed to the ongoing expansion and maintenance of our high-quality network – since inception, we have invested more than $50 billion in our network - $5.5 billion on average every year -- to increase the coverage and capacity of our national network and to add new services.
- When it counts the most - during times of natural disasters – Government customers, public safety and first response organizations rely on our network.

The Verizon Wireless network is based on CDMA technology. The key benefits of CDMA technology include:

- Exceptional call and connection quality - CDMA technology combines multiple signals to improve signal strength to reduce fading, cross-talk, and interference, producing crystal-clear voice calls and reliable data connections.
- Limited dropped calls - CDMA technology contains patented, "soft handoff" methods, as calls and connections move from one cell tower to another, limiting dropped calls.
- Enhanced privacy - Digitally encoded CDMA transmissions with 4.4 trillion different code combinations resist eavesdropping, cloning, and other types of fraud.

C. 4G LTE Development

The foundation for our 4G wireless broadband network is Long Term Evolution (LTE) technology. Our 4G LTE technology delivers a new level of performance, communication, and innovation to keep Government employees connected and productive. Speed and reliability matter when it comes to a wireless network; and new wireless devices and applications - all powered by 4G LTE – can help the Government achieve success.

The benefits of 4G LTE include:

- Interoperability with existing mainstream cellular technologies.
- Faster download and upload speeds – up to 10 times faster than our 3G technology.
- Low latency to support real-time applications (average 30-50 ms round trip between the mobile device and the cell site).
- A single device that can be used for domestic and global (CDMA) travel.
- Enhanced security through strong mutual authentication, user identity confidentiality, along with other security enhancements, making it even more secure than existing 3G technologies.

Our vision also includes bringing our 4G LTE network beyond major cities. We are working with rural communications companies to collaboratively build and operate a 4G LTE network in

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those areas using the tower and backhaul assets of the rural company and our core 4G LTE equipment and premium 700 MHz spectrum. Already, dozens of rural companies have announced their participation in the "LTE in Rural America" program and have leased spectrum covering, in total, more than 2.1 million people in rural communities and nearly 62,000 square miles.

Verizon is committed to building our 4G LTE network with the same performance and reliability for which our networks have long been recognized. Our consistent focus on reliability is based on rigid engineering standards and a disciplined deployment approach year after year. Our 700 MHz spectrum gives us specific advantages with 4G LTE, including a contiguous, nationwide network license. While we are excited about our 4G LTE plans, our customers will continue to use our CDMA network for many years to come. We will continue to maintain and ensure our existing voice and data network is available to meet the needs of our customers as we build out our 4G LTE network.

Conclusion

Verizon Wireless is pleased to offer the Government a full suite of wireless services and equipment at pricing levels tailored to meet the Government's objective of having greater choice in the selection of equipment and calling plans with flexible pricing. Through regularly scheduled account and technology reviews, we will work with the Government to assist in finding new ways to control wireless costs while leveraging new technologies to improve its operational efficiencies and to maximize benefits.

Verizon Wireless has the proven ability to provide the GSA with the latest in commercial wireless technology. We believe we offer the best value in the wireless industry through:

- Access to the nation's most reliable network with a proven track record of maintaining service during mission critical periods.
- Simplified choices for wireless services, including voice, data and text messaging.
- An account team dedicated to providing outstanding service and support to the Government's employees.
- Access to cost-efficient online ordering, invoicing and reporting tools.

We, at Verizon Wireless, are committed to supporting the Government's present and future objectives and to continually improving the wireless services that are so essential to Government Agencies. We are confident that our most reliable nationwide wireless network, combined with our dedicated account team, will set us apart from our competitors. We look forward to commencing our discussion about how we can make the best service in the wireless industry today even better for the Government tomorrow.

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SECTION B – TECHNICAL NARRATIVE

The following sections are outlined in accordance with Sections 2.1 through 2.8 of the RFQ.

Section 2.1 Wireless Service and Network Coverage Area

Domestic Network Coverage

Verizon Wireless' Nationwide Rate and Coverage area includes the 48 contiguous states, District of Columbia, Hawaii, select areas of Alaska, and Puerto Rico. The Verizon Wireless network covers approximately 99 percent of the population within our licensed U.S. territories. As of fourth quarter 2012, the total number covered was 308,705,407. Verizon Wireless has roaming agreements with other wireless providers that enable our subscribers to make and receive calls without incurring roaming charges in areas that are not currently part of the Verizon Wireless network. The U.S. Virgin Islands is not a part of Verizon Wireless' nationwide rate and coverage area for voice services. Voice usage in the U.S. Virgin Islands will incur international roaming charges at the Tier 1 country rate.

LTE Technology

We chose LTE as the technological foundation for our 4G wireless broadband network. We believe that LTE offers a number of significant technological and business advantages over other 4G technologies that make it a superior networking standard. Our subscribers want to be truly untethered with advanced communication devices that provide a similar experience as found in today's wired networks – the ability to communicate in new and innovative ways whenever and wherever subscribers choose around the globe. For these reasons, we believe LTE is the best technology with the global scale needed to deliver such experiences.

Choosing the 700 MHz frequency as the basis of the Verizon Wireless 4G LTE network results in a longer range from the base station, compared with systems operating at 2.5 GHz or 3.5 GHz. LTE offers your mobile employees better coverage as they travel by providing seamless handover and roaming for true mobility.

LTE has strong and widespread support from the mobile industry, including support from a majority of the industry's key players. Many vendors will enable operator transition to LTE in a progressive, scalable, and cost-effective way—protecting investments in existing technologies made by today's GSM and CDMA carriers.

LTE provides significant benefits that extend beyond traditional day-to-day wireless communications. Our LTE network is best suited to support the needs of new, rich, and exciting solutions – it offers significantly increased data rates, much lower latency and better coverage.

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LTE's more efficient use of bandwidth, as compared to existing 3G wireless technologies, makes high bit rate applications more viable for consumer use.

Our 4G LTE network offers a number of benefits, including:

- High peak speeds: The Average User Data Rate (downlink) is greater than or equal to 5 Mbps; and the Average User Data Rate (uplink) is greater than or equal to 2 Mbps.
- Low latency: Below 50 ms round trip over the airlink within the Verizon wireless network.
- Scalable bandwidths: Bandwidth allocation of 1.4, 3, 5, 10, 15, 20 MHz; scalable bandwidth provides the flexibility for deployment and capacities.
- Improved spectrum efficiency: Spectrum efficiency refers to how limited bandwidth is used by the access layer of a wireless network. Improved spectrum efficiency allows more information to be transmitted in a given bandwidth, while increasing the number of users and services the network can support.
- Improved cell-edge data rates: Not only does spectral efficiency of LTE improve near cell towers, it also improves at the coverage area or cell edge, which makes more bandwidth available at the cell edge. Data rates improve two to three times at the cell edge over the previous benchmark
- Seamless performance: Reducing handover latency and packet loss are critical to delivering a quality service. This reduction is considerably more challenging with mobile broadband than with fixed-line broadband where the time variability and unpredictability of the channel become more acute, creating the issue. Additional complications arise from the need to hand over sessions from one cell to another as users cross coverage and frequency boundaries. These handover sessions require seamless coordination of radio resources across multiple cells. In the past, 3G networks split both voice and data signals. 4G LTE uses an Evolved Packet Core that is 100% IP based facilitating simultaneous voice and data communications.

The Verizon 4G LTE network is available in 476 markets, covering 273.5 million people across the U.S. – close to 89% of the U.S. population – and offers more 4G LTE coverage than all other U.S. competitors' networks combined and remains the largest commercial 4G LTE network in the world. Our 4G LTE network-deployment plans include covering virtually our entire current nationwide 3G footprint by the end of 2013.

CDMA Technology

Verizon Wireless' CDMA technology offers the following advantages over other technologies:

- CDMA technology is one of the most spectrally-efficient digital standards available. Increased spectrum capacity means more calls are completed and fewer calls are dropped.

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- Calls are more likely to connect on the Verizon Wireless network due to the increased capacity of CDMA. CDMA digital technology assigns each conversation a code, rather than a separate frequency or channel. CDMA can accommodate multiple conversations on a single channel, making it easier for calls to connect.
- CDMA employs coding technology that provides improved voice quality while virtually eliminating static and cross talk. It also provides a "soft hand-off" capability that makes hand-offs from one cell tower to another virtually unnoticeable.
- CDMA technology also provides privacy and security by converting speech into code and transmitting it in a random sequence.

Our CDMA technology has enabled Verizon Wireless to provide the nation's most reliable nationwide wireless broadband network. Our Mobile Broadband data service, powered by our CDMA2000 Evolution-Data Optimized (EV-DO) network, has typical speeds of 600 Kbps–1.4 Mbps. Mobile Broadband enables the Government's remote workers to quickly download files and view email attachments. Mobile Broadband CDMA technology also provides authentication and data protection and is compatible with many virtual private networks. Mobile Broadband is presently available in 476 markets, covering 273.5 million people across the U.S. – close to 89% of the U.S. population – and offers more 4G LTE coverage than all other U.S. competitors' networks combined. With 3G Mobile Broadband-compatible equipment, this service is presently available to more than 295 million people. when travelling outside our Mobile Broadband coverage area, our service is seamlessly backward compatible with our high-speed wireless third-generation (3G) 1xRTT national network service that provides typical data throughput speeds of 60-80 Kbps.

We offer EV-DO Rev. A throughout our Mobile Broadband footprint. EV-DO Rev. A is backwards compatible with EV-DO Rev. 0. This is important because it means that EV-DO Rev. 0 capable equipment that is currently in use will not lose functionality due to deployment of EV-DO Rev. A technology.

The markets listed below represent our top 100 wireless market presence:

Rank by Population	Market	Rank by Population	Market

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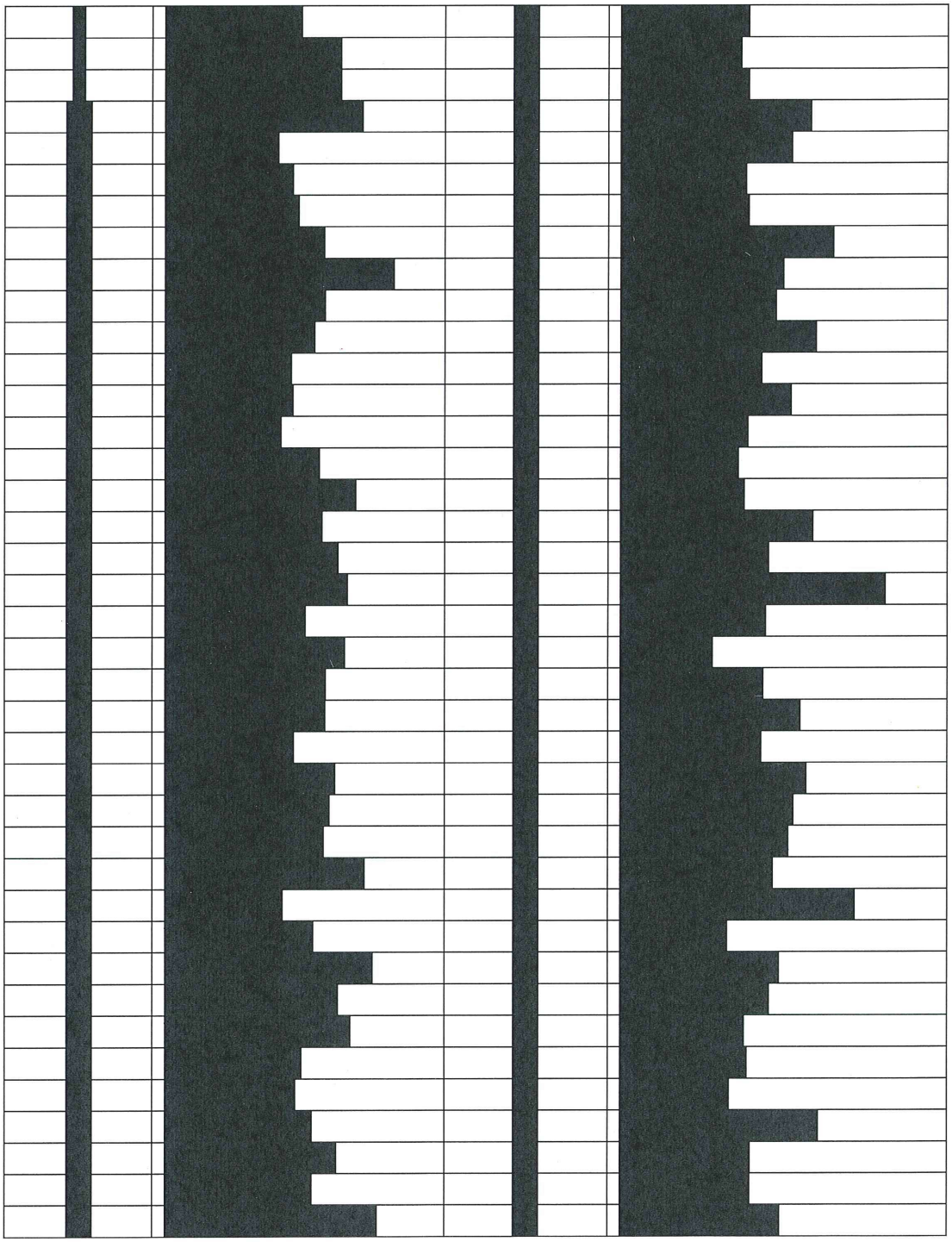

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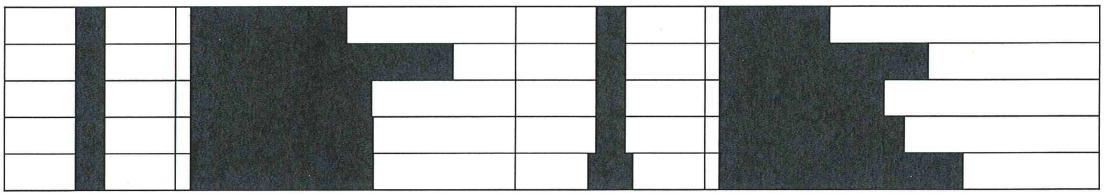

International Network Coverage

Government subscribers will be able to make calls using their existing Verizon Wireless devices in more than 40 countries including certain parts of Aruba, Bahamas, Bangladesh, Barbados, Belize, Bermuda, British Virgin Islands, Canada, Cayman Islands, China, Dominican Republic, Ecuador, Guam, Hong Kong, India, Indonesia, Israel, Jamaica, Japan, Macau, Mexico, Netherland Antilles [Bonaire, Curacao, and St. Maarten], New Zealand, Northern Mariana Islands [Saipan, Rota and Tinian], Philippines, Puerto Rico, South Korea, St. Kitts and Nevis, St. Lucia, Taiwan, Thailand, Ukraine, U.S. Virgin Islands, Venezuela and Vietnam.

Verizon Wireless has the ability to provide international coverage through roaming. Government subscribers who need both domestic and international voice service will be able to use the proposed global phone devices in conjunction with Verizon Wireless Global Phone service. The global phone devices will enable Government subscribers to roam internationally on both CDMA and GSM networks using one phone and one phone number. Government global phone subscribers will be able to talk anywhere on the Verizon Wireless network in the United States, on CDMA roaming partners' networks abroad, and on GSM networks in more than 223 countries around the world. The global phone devices will not, however, operate on GSM networks in the United States. Networks available to roam on include:

- CDMA - The Verizon Wireless Network in the U.S. utilizes CDMA technology.
- Dual Band GSM 900/1800 MHz - Used in many countries in Europe, Africa, Asia, and the Middle East.
- Quad Band GSM 850/1900 MHz - Used in select South American countries.
- UMTS - 3G data speeds in select European countries as well as voice and data in Japan.

Government subscribers who require international service area coverage for ad-hoc temporary situations can use Verizon Wireless' pay-per-use feature for data and take advantage of Verizon Wireless' discounted global roaming rates for voice service to over 223 GSM countries worldwide. Government subscribers can also exchange text messages internationally from their Verizon Wireless global devices with customers of select carriers. Pricing for international services is detailed in the Pricing Offer of this Proposal.

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2.1.1 Coverage Maps and Indications

Verizon Wireless shall make available, via the Business Portal Interface, all information required in Section 2.1.1. Verizon Wireless will include coverage maps that will depict three levels of domestic coverage. The domestic coverage maps will be validated monthly and updated as coverage changes. Coverage maps for domestic and international markets can be accessed via the Verizon Wireless website at http://www.verizonwireless.com/wcms/global.html.

Section 2.2 Mobile Devices

Verizon Wireless understands that the Government requires standard and secure devices to compliment the proposed services. The proposed service enabling devices (SEDs) will be composed of all necessary hardware, firmware, and software required to operate on Verizon Wireless' cellular network.

Verizon Wireless will provide devices that meet the technical requirements as outlined in this Section 2.2 of the RFQ, unless otherwise notated. New SEDs will be offered except where noted in the BPA.

2.2.1 Mobile Device Offerings

Verizon Wireless will make available the following minimum SEDs, that will be bundled with the service offerings, at no cost to the Government: (1) the option of two standard cellular phones, one without a camera, for use with the proposed voice only plans; (2) two Smartphones with tethering and global capabilities for use with the proposed data add-on service plans; and (3) one wireless broadband SED (e.g., aircards, mobile Wi-Fi hotspots, MiFi). The Government subscriber will receive one device per new service line activation or eligible device refresh.

A list of current available SEDs will be made available to the Ordering Entities. The Ordering Entities will choose from the available SEDs when ordering.

Devices will be compatible with Verizon Wireless' domestic and international CDMA 1X/EV-DO and LTE network (as available). In addition, Verizon Wireless will offer global devices that are compatible with GSM/GPRS/EDGE and UMTS/HSDPA/HSUPA networks. See Section D – Coverage Maps for domestic and international coverage information. Verizon Wireless will also make available additional open market devices from which Government subscribers can choose based upon their individual needs.

Verizon Wireless will fulfill domestic orders under our typical process time of three (3) business days from the acceptance of a valid Government domestic order, subject to device availability.

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Bulk orders of greater than 50 lines of service may vary in length based on availability of device. SEDs will be shipped with non-cellular connections inactive.

2.2.2 No Charge Cellular Phone and Service Capabilities

Verizon Wireless' proposed SEDs will provide the following cellular phone and service capabilities at zero dollars to the Government unless otherwise specified. The availability of the following features, such as Caller ID, is subject to local capabilities and they may not be available while roaming internationally.

1. Mute functionality
2. Vibrate alert for phone calls
3. Ring alert for phone calls
4. Activation of International Roaming. Verizon Wireless' commercial offering does not provide the ability to prevent international roaming when subscribers are in CDMA countries using their CDMA devices. Calls placed from the subscriber's wireless device while roaming on foreign CDMA networks will be charged a per minute international roaming rate. In addition, the servicing foreign carrier's long distance, toll charges, taxes and surcharges, will be billed on a pass-through basis.
5. Blocking of international long distance calls
6. International roaming indication
7. AC Wall Charger (included with most devices)
8. Headset – where provided by manufacturer as part of the device packaging. Otherwise, Verizon Wireless will make available for purchase at an additional charge.
9. Holster – where provided by manufacturer as part of the device packaging. Otherwise, Verizon Wireless will make available for purchase at an additional charge.
10. Car Charger – where provided by manufacturer as part of the device packaging. Otherwise, Verizon Wireless will make available for purchase at an additional charge.
11. Spare or extra battery – where provided by manufacturer as part of the device packaging. Otherwise, Verizon Wireless will make available for purchase at an additional charge.
12. Case – where provided by manufacturer as part of the device packaging. Otherwise, Verizon Wireless will make available for purchase at an additional charge.
13. Basic Voice Mail
14. Caller ID
15. Call Blocking (Call Restriction Features) will allow blocking of all calls except to a specified number; blocking of all calls except inbound calls; blocking of all calls except outbound calls; blocking of all calls except continental U.S. only; blocking of all calls except continental U.S. and limited international locations. Some equipment models also offer call restriction features that can limit subscribers to a predetermined

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set of numbers. 911 calls are exempt from call blocking. Blocking features will be activated only at the user's request.

16. No Answer / Busy Transfer to allow subscribers to have incoming calls answered by another phone whenever their wireless phone is busy or remains unanswered after three or four rings
17. Unlimited Short Messaging Service (text messaging) capability
18. Blocking of 900, 976, and similar pay per call/minute services
19. Speaker Phone
20. Wireless hands-free capability with FIPS 140-2 and NIST 800-121encryption compliance (as commercially available from Verizon Wireless on select devices)
21. WLAN calling capability (as commercially available from Verizon Wireless)
22. Remote suspend/resume (as commercially available from Verizon Wireless)
23. Remote kill (as available). Verizon Wireless' BlackBerry® Solution will allow IT administrators to remotely erase data from multiple devices. Additionally, the Trust Digital Enterprise Device Security solution by Verizon Wireless provides a mobile security solution for Palm and Microsoft based Smartphones (not applicable to BlackBerry)
24. Remote wipe (as available). See response to #23 above (remote kill) for additional information.
25. Call Waiting
26. No Answer Transfer to allow subscribers to have incoming calls answered by another phone whenever their wireless phone is busy or remains unanswered after three or four rings
27. Voice Activated Dialing (as available) on select devices
28. Call Forwarding
29. PIX messaging (delivery of pictures via text messaging) and multimedia messaging services (as available)
30. Three way calling
31. Camera (picture and video) (as available) on select devices
32. Voice Recording (as available) on select devices
33. Queue loading-firmware updates via over the air (OTA), ie., security patches and other applications/system updates (as available). Verizon Wireless' OTA service to support the programming of OTA capable handsets over the wireless network in select markets and channels
34. Secure voice communications, including one or more models with FIPS compliant encryption (as commercially available from Verizon Wireless)
35. Smartphone PIN-to-PIN messaging (as commercially available from Verizon Wireless and device manufacturer)
36. Media Center blocking of all calls to premium rate/e-commerce services (i.e., ring-tone or screen saver downloads, video clips, secure purchasing)

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2.2.3 Other Cellular Phone and Service Capabilities

Verizon Wireless' proposed cellular phone features shall include, but not be limited to, the following:

1. Push to Talk (PTT) when commercially offered from Verizon Wireless on PTT capable devices
2. Wireless Priority Service (WPS) support for voice calls and circuit-switched data calls. WPS does not support packet data services available on Verizon Wireless' data network
3. Directory Assistance
4. Multimedia Broadcast (when commercially offered from Verizon Wireless)

2.2.4 Smartphone Capabilities

Verizon Wireless' proposed Smartphone capabilities shall include the following:

1. All mandatory cellular phone and service capabilities
2. Email
3. Web browser capability directly from the Smartphones
4. Personal Information Management (PIM), including contact and calendar information and documents/notes
5. Ability to sync with leading email, contacts/address, and calendar platforms
6. Vibrate alert to emails and text messages
7. Ring alert to emails and text messages
8. Ability to transfer photos/pictures directly to computer
9. Remote kill (as available) - Verizon Wireless' BlackBerry® Solution will allow IT administrators to remotely erase data from multiple devices. Additionally, the Trust Digital Enterprise Device Security solution by Verizon Wireless provides a mobile security solution for Palm and Microsoft based Smartphones (not applicable to BlackBerry).
10. Remote wipe (as available) - See response to #9 above (remote kill) for additional information.
11. Ability to disable audio, video and other recording functionality (as commercially available from device manufacturer).
12. Transmit and receive data (e.g., surf the Internet) while conducting a voice session (as available) - Simultaneous voice and data is currently available on select Verizon Wireless devices when they are specifically operating on our 4G LTE network.

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2.2.5 Smartphone Features

Verizon Wireless will provide the following Smartphone features, as commercially available on devices offered from Verizon Wireless;

1. Sensitive Compartmented Information Facility (SCIF) Friendly mode feature
2. Multimedia Broadcast

2.2.6 Data Only Device Features

Verizon Wireless will offer the following data only device:

- Machine-to-machine (M2M) - Verizon Wireless currently offers comprehensive M2M solutions and telemetry services to Government subscribers that will:
  - Provide greater asset management capabilities;
  - Allow the monitoring of fleet vehicle location and diagnostics, improve driver performance and delivery of enhanced in-vehicle services.
  - Continue essential operations when adverse conditions cause interruptions in wired networks. Mobile Broadband routers can also function as primary connection at remote sites or locations where wireline services are not a viable option.

  M2M provides the ability to send and receive data transmissions between office-based systems and remote devices and applications.

- Fixed Wireless Solutions - Verizon Wireless will offer Mobile Unified Communication (Mobile UC), a mobile client and docking station, that enables an Android Smartphone to extend a fixed mobile convergence experience to the mobile Government subscriber. This offers an alternative and cost-effective choice for the mobile subscriber while out of the office, and replaces the traditional office phone while in the office environment.

Verizon Wireless will offer additional solutions as they become a part of our commercial offerings.

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Section 2.3 Service Plans

Voice Service Plan

The proposed voice service plans are priced to include unlimited Verizon Wireless mobile-to-mobile calling, unlimited nights and weekends, and unlimited domestic text/pix/flix messaging. The unit prices reflected in the pricing tables are inclusive of these elements. These elements may appear as separate line items on a monthly invoice.

Data Add-On Service Plans

Verizon Wireless has proposed data add-on service plans that will allow Government subscribers the ability, at the units prices listed in the pricing volume, to tether their Smartphone to a laptop to establish a broadband connection (mobile broadband connect); access to Verizon Wireless' Smartphone email solution, video, and multimedia messaging service (MMS). Verizon Wireless' Smartphone email solutions provide the following functions:

- Government Email. Secure mobile access to Government email. Wirelessly synchronize Government email to a device.
- Personal Information Management (PIM). Access up to date calendar information, "to do" list items, and contact lists from Government email applications.
- Wireless Internet Access.
- Instant Messaging. Easily download leading instant messaging products.
- Mobile Enterprise Portal. One user interface access point to all of subscribers' mobile enterprise applications, based on their preferences.

Data Only Service Plans

Verizon Wireless' proposed 3G/4G data only service plans (Mobile Broadband) will provide the Government subscriber the ability to access Government applications, view emails (including attachments); access the Internet, video, MMS and other data transport not supported by voice cellular devices when using wireless modems, mobile routers, and Smartphones (without a voice plan). Mobile Broadband's technology also provides authentication and data protection and is compatible with many virtual private networks (VPNs).

When accessing the data only service plan on Verizon Wireless' 4G LTE network with a 4G compatible device, the Government subscriber will experience average data rates in real-world, loaded network environments of up to 5 to 12 megabits per second (Mbps) on the downlink and 2 to 5 Mbps on the uplink. Verizon Wireless' 3G data only service plans provide typical download speeds of 600 Kbps to 1.4 Mbps and typical upload speeds of 500-800 Kbps when using an EV-DO Rev A-capable data device in the Mobile Broadband coverage area. Government subscribers using an EV-DO Rev.0-capable device in the Mobile Broadband coverage area will experience typical download speeds of 400-700 Kbps and typical upload speeds of 60-80 Kbps.

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Satellite Service Plans
Verizon Wireless is not proposing satellite service plans.

National and Regional Paging Services
Verizon Wireless does not offer national and regional paging services. As an alternative, Verizon Wireless offers its two-way short messaging service (text messaging) designed for use throughout the Verizon Wireless digital service area via a subscriber's wireless handset. Government subscribers can send text messages: from a Verizon Wireless device, from any email system with an Internet connection, and from Verizon Wireless' website, **www.vtext.com.**

International Long Distance and Roaming

The following international long distance and roaming options are available to Government subscribers who require international voice and data capability. These options can be added to the proposed voice and data plans.

When using a mobile device near Canadian/Mexican borders:

- Calls may be carried by a cell site located in a neighboring country and billed at that country's rates.
- Roaming indicator displays when the device is outside the Home Area.
- Device can be set to Home Only (see Owner's Manual) to prevent roaming charges; however, calls outside the customer's local area are also prevented until setting is changed back.

Note: Domestic calls picked up by foreign towers near the border crossings of Canada and Mexico will be assessed the international roaming rates.

Verizon Wireless has no control over foreign carriers or international network capabilities.

➢ International Dialing from the United States

Government subscribers can use their Verizon Wireless phones to place calls to locations outside of the U.S. using our per-minute international rates or our International Long Distance Value Plan.

Per-Minute International Rates – Government subscribers, who only occasionally call outside of the U.S., can reach over 190 countries with low rates and no additional monthly fee. In order to use this service, international long distance would be activated as an optional capability on the subscribers' existing calling plans.

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International Long Distance Value Plan – For the Government subscribers who regularly call outside the U.S., Verizon Wireless offers an International Long Distance Value Plan. This optional feature is included at no additional monthly charge to Government subscribers. The International Long Distance Value Plan offers discounted long distance per minute rates to more than 200 countries from the subscriber's plan coverage area. International Long Distance Value Plan rates differ based on whether the call terminates at a landline number (Landline Terminating - LT) or a mobile number (Mobile Terminating - MT).

International Text Messaging - Verizon Wireless subscribers can exchange international text messages from their Verizon Wireless devices with customers of select carriers.

➢ Traveling Outside the United States

Verizon Wireless' global solutions are available for Government subscribers who travel outside of the U.S. Our global solutions offer international calling/roaming options as well as email and high-speed wireless data access. Verizon Wireless has no control over foreign carriers or international network capabilities. Calls placed from the subscriber's wireless device while roaming on foreign CDMA networks will be charged a per minute international roaming rate; in addition, the servicing foreign carrier's long distance, toll charges, taxes and surcharges, will be billed on a pass-through basis. Verizon Wireless' commercial offering does not provide the ability to deactivate international roaming.

International CDMA Roaming – Government subscribers can use their current CDMA devices for voice, text, and data services (when available) when roaming internationally in over 40 countries that have CDMA Networks. By arrangement with local CDMA carriers, subscribers can roam using their Verizon Wireless devices in certain parts of Aruba, Bahamas, Bangladesh, Barbados, Belize, Bermuda, British Virgin Islands, Canada, Cayman Islands, China, Dominican Republic, Ecuador, Guam, Hong Kong, India, Indonesia, Israel[1], Jamaica, Japan, Macau, Mexico, Netherland Antilles [Bonaire, Curacao, and St. Maarten], New Zealand, Northern Mariana Islands [Saipan, Rota and Tinian], Philippines, Puerto Rico, South Korea, St. Kitts and Nevis, St. Lucia, Taiwan, Thailand, Ukraine, U.S. Virgin Islands, Venezuela and Vietnam.

Global Phone Service – Verizon Wireless' Global Phone service enables subscribers to roam internationally on both CDMA and GSM networks using one phone and one phone number. Global Phone service is available in more than 223 countries, including GSM and CDMA networks around the world. Global Phone devices will not operate on GSM networks in the United States. Global Phone International Service is provided through a roaming agreement with Vodafone Netherlands.

[1] As of 1/1/12, Israel has retired its EV-DO network. Roamers in Israel will continue to have both voice and data service on the CDMA-1XRTT network.

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Global Messaging – Government subscribers can send text messages while roaming internationally that do not decrement from their domestic text messaging allowance. The ability to send or receive messages while traveling internationally may vary by country and by carrier. Please note that texting while in Canada, Puerto Rico and the U.S. Virgin Islands is treated the same as texting in the domestic U.S.

Global Data Options - Keep your mobile workers connected to corporate email and data access while traveling internationally with our Global Data Options. Your international travelers can stay connected in the most frequently visited business countries around the world with our Global Data Options, which run on high-speed networks in over 208 countries throughout Europe, Asia, Australia, and Africa. With our Global Data Options, your employees have the flexibility to choose a solution based on their travel frequency, data usage and destinations. Global Data Options offer your employees the following:

- The ability to send and receive email while traveling internationally on Smartphones and Basic Phones;
- A secure connection to the Internet, corporate intranet email, and applications through high-speed global wireless networks while traveling abroad on laptops, tablets, PC cards/Express cards, 3G/4G USB modems, dedicated Mobile Hotspots;
- Access to the Internet using a Smartphone to tether as a modem to a laptop or connect Wi-Fi enabled devices using the Mobile Hotspot application on select Smartphones.

Premium Devices/Additional Devices

Verizon Wireless will also make available additional devices from which Government subscribers can choose based upon their individual needs. Government subscribers will be assessed a one-time charge for each device activated with a new line of service. The additional devices will be offered at the "open market" pricing in effect at the time of purchase. There may be instances when TAA compliant devices are not available.

Listed below is a description of the devices that will be offered as a part of the BPA. This list includes the standard no cost devices as well as additional devices that will be made available to Government subscribers who activate a voice only service plan or a data add-on service plan with voice service. All cellular phone and Smartphone devices offered have text messaging capability.

DEVICE	SPECIFICATIONS
Standard Cellular Phone (included with activation of voice only service plan)	
Casio Ravine 2 C781NC (Non-Camera)	• Dimensions: 4.33H x 1.99W x 0.83D • Weight: 4.85oz. • Display: 2.2" (diameter) 240x320 TFT LCD

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	• CDMA 1xEVDO 800/1900mHz Digital; GSM/GPRS Quad Band 850/900/1800/1900mHz / EDGE • Battery: Standard Lithium Battery (1150 mAh) • Usage time: up to 281 minutes • Standby time: up to 506 hours • Push to Talk Capable • MIL-Standard 810G Dust, Shock and Water Resistance
Samsung Convoy 2	• Dimensions: 3.89H x 2.01W x 0.85D • Weight: 3.90oz. • Display: 2.2" (diameter) 240x320 pixels, QVGA, 262K TFT Color • CDMA 1X 800/1900mHz Digital • Battery: Standard Lithium Battery (1300 mAh) • Usage time: up to 390 minutes • Standby time: up to 450 hours • Push to Talk Capable • MIL-Standard 810F Dust, Salt Fog, Shock, and Solar Radiation Resistance
Standard Smartphone Device (included with activation of data add-on with voice service plan)	
BlackBerry Bold 9930 (camera and non-camera)	• Dimensions: 4.5H x 2.6W x 0.41D • Weight: 4.59 oz. • Operating System: BlackBerry Device Software v7.0 • Display: 2.8" (diameter) TFT color display • 640x480 pixel Resolution at 287 ppi color • Supports over 65,000 colors • Keyboard: Qwerty with trackpad navigation • CDMA/GSM/GPRS/EDGE/UMTS/HSDPA - Global • Battery: Standard Lithium Battery (1230 mAh) • Usage time: up to 396 minutes • Standby time: up to 307 hours

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Casio G'zOne Commando	• Dimensions: 5.08H x 2.58W x 0.6D • Weight: 5.45 oz. • Operating System: Android v2.3 Gingerbread • Display: 3.6" (diameter) color display • 480x800 VGA Touch Screen • 5 Megapixel Front Camera • Keyboard: Virtual Qwerty • CDMA • Battery: Standard Lithium Battery (1460 mAh) • Usage time: up to 450 minutes • Standby time: up to 108 hours • Push to Talk Capable • MIL-Standard 810G Dust, Shock and Water Resistance
Standard Data Device	
MiFi 4620LE – 4G LTE	• Dimensions: 3.76H x 2.36W x 0.73D • Weight: 4.30 oz. • Operating System: Compatible with MacIntosh OS 10.4 or higher and Windows 7, Vista and XP • MicroUSB Connector • Type A USB Port Comptability • Hotspot • Intenna • 4G LTE Mobile Broadband Capable • 1xEVDO / 3G / 4G / CDMA / GSM / GPRS / EDGE / UMTS / HSPA • Usage time: up to 600 minutes
Pantech UML290 4G LTE USB Modem	• Dimensions: 3.5H x 1.4W x 0.6D • Weight: 1.80 oz. • Operating System: Compatible with MacIntosh OS 10.4 or higher and Windows 7, 8, Vista and XP • External Antenna Connector • Type A USB Port Comptability • Intenna

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	• 4G LTE Mobile Broadband Capable • 1xEVDO / 3G / 4G / CDMA / GSM / UMTS / HSDPA

2.3.1 Pooling

Verizon Wireless will provide national pooling plans to the Government that will include voice minutes from all individual plans. Government subscribers can pool their anytime voice minutes from the proposed voice calling plans. Government subscribers on the proposed national pooling plans who deplete their entire allocation of anytime voice minutes may use the anytime voice minutes not used by other Government subscribers on national pooling plans with the pooling Option. Each pooling subscriber's unused anytime voice minutes will pass to other pooling subscribers that have exceeded their anytime voice minutes during the same monthly billing period. Each pooling subscriber's monthly anytime voice minutes apply first to that line. Unused monthly anytime voice minutes are then pooled with other pooling subscribers that have exceeded their monthly anytime voice minute allowance in order of highest usage. Pooled voice minutes may be pooled at the Agency level, Bureau level or account level as mutually agreed upon with the Ordering Agency. Additional terms and conditions for pooling will apply.

Verizon Wireless proposes a data add-on service plan and data only service plan with pooling options at the 50MB, 500MB and 5GB level for BlackBerry/Smart Phone devices. In addition, Verizon Wireless proposes a data only plan with pooling options at the 500MB and 5GB level for wireless modems and mobile routers. The pooled plans can only pool data with other pooled plans and cannot pool with the metered and unlimited data plans.

2.3.2 No Additional Charge Items

The following will be included, at no additional charge, as a part of Verizon Wireless' service offering:

1. SEDs bundled with proposed voice and data plans.
2. International charges if the transmission originates and terminates at domestic locations, regardless of whether international roaming is activated (as available) – Verizon Wireless takes exception to providing international dialing/roaming at no additional charge. Government subscribers will be billed an international dialing per-minute rate for calls originating and terminating at a domestic location. In addition, Government subscribers will be billed an international roaming rate for calls that utilizes a tower outside of the Verizon Wireless footprint. Consistent with Verizon Wireless' commercial practices, domestic calls picked up by foreign

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towers near the border crossings of Canada and Mexico will be assessed the international roaming rates.

3. Third-party direct billing - Verizon Wireless will bill for third-party services or applications that are a part of our standard commercial offerings. Verizon Wireless will assess on a case-by-case basis for services or applications that are outside of our standard commercial offerings.
4. Domestic night and weekend calling. Verizon Wireless' commercial night and weekend hours are as follows:
   - Night hours: 9:01 p.m. – 5:59 a.m. (Mon.-Fri.) local time
   - Weekend hours: 12:00 a.m. Sat. – 11:59 p.m. Sun local time
5. In-network mobile-to-mobile calling
6. Contractor owned Wireless Local Area Network (WLAN) usage in locations where available at no additional charge to commercial customers.
7. Activation/establishment or service restoration including internal/external porting of telephone numbers, telephone number changes, and/or to change or activate/deactivate service features
8. Termination of service

NOTE: Any subscriber who ports a line to Verizon Wireless from another carrier will be responsible for any accrued charges from the other carrier.

2.3.3 Emergency Service Plans

For emergency conditions, Verizon Wireless will provide a choice of two (2) emergency devices at no cost. In addition, Verizon Wireless will provide the following emergency service plans:

Voice - America's Choice Flat Rate Plan for voice only service
Data - Metered data add-on plan

These plans include a low monthly flat rate service fee and a per minute or MB charge. In the event of an emergency, Verizon Wireless will transfer the emergency devices to a designated rate plan based on the Ordering Entity's request received to change the rate plan. Upon request from the Ordering Entity, the device will be returned to the America's Choice Flat Rate Plan and metered data plan. If a service plan is not designated by the Ordering Entity, Verizon Wireless will continue to bill at the flat rate for voice only service and metered data plan rate for data service. There is no termination fee associated with the emergency plans.

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2.3.4 Ownership of Privacy Data

Verizon Wireless acknowledges that the Government will own all user privacy data, including the name of the individual using the service, all contact information, usage information and inventory data. In addition, the Government will own all content sent to the Government including emails, text messages, data, and voice mails.

Section 2.4 Infrastructure/Subsystems and Accessories

Voice and data services provided to our subscribers through devices we supply are enabled by many software products. For those software products not owned by Verizon Wireless, we have acquired the necessary license rights from the third-party owner.

Verizon Wireless will provide the following infrastructure/subsystems to support the proposed wireless service offerings. Some third party offerings will require separate agreements with third party providers and may incur additional charges to be directly billed to the Government.

(1) A direct connection from Contractor's wireless network to an Ordering Entity's network to ensure secure, private transport that does not include public Internet-based transport

Private Network for Data

With Verizon Wireless Private Network, the Government your organization's traffic is separated from the Internet (whose network risk is unpredictable) and not intermingled with non-organization traffic. By deploying Verizon Wireless Private Network you can securely transmit data to and from remote locations/devices such as branch offices (via wireless routers), vehicle fleets (via wireless modems), subscriber tablets, laptops and non-BlackBerry Smartphones. Mobilizing mission critical information will positively impact productivity and control of operational expenses.

How Verizon Wireless Private Network Works

Verizon Wireless Private Network provides a secure IP tunnel within Verizon Wireless' Data Network. This tunnel is created between the Packet Data Serving Node (PDSN) and Wireless Gateway Router. The mobile device interacts with the Radio Access Network (RAN) to obtain radio resources and permission to access the network. The PDSN is the gateway between the RAN and Verizon Wireless Data Network with the Foreign Agent handling packet routing. The Enterprise Home Agent AAA server authenticates, authorizes, and accounts for a device's access to the Private Network. The Home Agent facilitates data roaming. Data traffic is then sent through the customer specific tunnel (between the PDSN and Wireless Gateway Router). The

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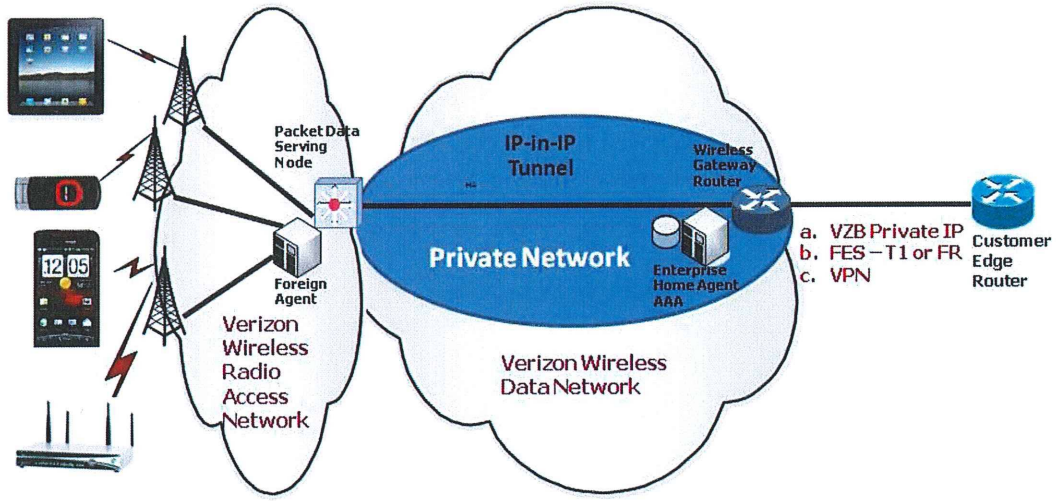
Wireless Gateway Router provides the interface into the connection to the customer's premises. The Customer Edge Router connects to the customer's IP network.



Note: In a non-Private Network connection, Verizon Wireless Packet Data Serving Node will send data traffic to the Public Internet.

(2) Software licenses and support services to manage devices and content over-the-air (OTA)

Verizon Wireless' OTA service supports the programming of OTA capable handsets over the wireless network in select markets and channels. In addition, Verizon Wireless offers the following software licenses and support services to assist the Ordering Entity with managing devices and content over-the-air.

VZAccess Manager

VZAccess Manager is a software client that simplifies connecting PCs and Apple® Mac™ computers wirelessly to our Verizon Wireless Mobile Broadband services, Wi-Fi hotspots and Government VPN connections. VZAccess Manager is compatible with our PC cards, ExpressCards, USB Modems, most Mobile Broadband-capable embedded laptops, and computers tethered (with a Mobile Office Kit) to certain Smartphones and basic cellular phones.

VZAccess Manager will allow Government subscribers to easily launch their VPN client and Government applications, send and receive text messages, and get usage and support information. VZAccess Manager is compatible with both Windows and Mac operating systems.

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The Mac version of VZAccess Manager does not support text messaging. The balance of the look, feel and functionality is very similar to the Windows version.

With VZAccess Manager, the subscriber can select from the following icons on the home screen:

- Connect – Provides data network access to Mobile Broadband (EV-DO), NationalAccess (1xRTT), Wi-Fi, and GPRS/UMTS (when available). In addition, "Connect" provides simplified access to customers' Virtual Private Networks. Remote connection options vary by device.
- Usage – Provides usage log statistics of data sessions.
- Text – Gives subscribers quick text-messaging capabilities from their laptops. Requires a text messaging capable device. Mobile Office Kits and certain PC Cards are not text messaging capable.
- Apps – Allows subscribers to launch commonly used applications through one interface.
- Web – Opens the default Internet browser selected by the subscriber.
- Email – Opens the default email application selected by the subscriber.
- Support – Provides a complete library of help topics as well as information and links for select Verizon Wireless products.

➢ VZAccess Manager Enterprise Edition

VZAccess Manager Enterprise Edition is a version of VZAccess Manager that will specifically addresses the concerns of Government IT administrators. VZAccess Manager Enterprise Edition has the same user-interface, but may have restricted access to services such as Wi-Fi. The IT administrator controls what applications and networks the subscriber can access through VZAccess Manager.

The VZAccess Manager Enterprise Edition has the following additional capabilities:

- It allows the IT administrator to control how VZAccess Manager is loaded and what features are enabled on it.
- The administrator has the ability to create an XML configuration file (network.xml) that is used during installation to configure VZAccess Manager for their subscriber.
- Once configured, the IT administrator can push VZAccess Manager out to subscribers.
- Subscribers without Admin rights no longer need to load VZAccess Manager from a disk or bring their laptop in to the office so IT can load the software on computers.
- It supports silent installation and silent uninstall of the software with no subscriber interaction.
- It allows the IT administrator to customize VZAccess Manager and to control software releases.

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- It gives the Government more control over what features are deployed to the subscriber.

Exchange ActiveSync
Exchange ActiveSync is a push-based email solution using Windows Mobile (Exchange ActiveSync) or Palm Smartphones in conjunction with Microsoft Exchange Server 2003, or newer, with no additional software requirements. ActiveSync allows mobile devices to synchronize information over the air directly with the Government Agency's Exchange Server. Government subscribers can access their information by synchronizing their mobile device to an Exchange server, without having to be constantly connected to a mobile network.

Good for Enterprise
Good for Enterprise is a standards-based wireless messaging and application access system that provides mobile Government subscribers with a two-way wirelessly synchronized connection to the Microsoft Exchange Server, IBM Lotus Domino and other critical applications. Good for Enterprise supports Microsoft Windows Mobile 6.1 and 6.5, Android, and Apple® iPhone® 4 devices.

(3) GSM circuit-switch data service

Verizon Wireless does not provide GSM circuit-switch data service as we are not a GSM carrier.

(4) Temporary antenna installations to improve coverage

Verizon Wireless maintains Cells on Wheels (COWs) and Cells on Light Trucks (COLTs) that can be deployed to temporarily improve cellular coverage at large gatherings and special events. They are also utilized to quickly improve coverage and capacity when natural disasters or other unplanned events interrupt wireless service.

COWs are fully functional, generator-powered mobile cell sites that enhance coverage and capacity in a specific area. COLTs can process thousands of calls every hour in the event cell sites or other key communications equipment are damaged or disabled by a community disaster or extra network capacity is needed. The 25,000-pound vehicle features two retractable masts, a microwave antenna to link network components, an emergency power generator and a small office. The COLT is also fully equipped with resources needed during emergencies including equipment, fuel, electrical generators, food, water and cots.

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(5) Femtocells, microcells, and other coverage enhancing offerings

In-Building

If the Government identifies that subscribers are having difficulty accessing the Verizon Wireless network in a certain area, the Government Account Manager will arrange testing and evaluation of our signal strength. If we find a serious coverage issue in one of your locations, we can evaluate several alternatives that might improve coverage. We may, for example, be able to:

- Redirect an antenna on a cell site;
- Adjust the power levels on cell site components to increase performance; or
- Evaluate the area for the location of a new cell site.

We can also work with, or recommend, approved third-party in-building providers that can improve coverage in your buildings.

It is important to understand that many factors, some beyond our reasonable control, can affect reception levels. We cannot, therefore, guarantee that any of these alternatives will be taken in your area or that, if taken, they will improve reception in your specific locations. While we do not typically charge for this testing service, it is subject to available resources.

Network Extender for Business

With Network Extender for Business, you can make voice calls and access 3G data inside your place of business, even in areas with challenging signal reception. A single unit delivers up to 7,500 square feet of coverage and six (6) Voice or eight (8) EV-DO channels – up to three units can be clustered to cover more mobile devices and more square footage.

Network Extender for Business is best suited to meet the needs of:

- Branch offices - where employees are unable to reliably receive calls, email, text or voicemail;
- Warehouses - where they are unable to reliably communicate in their location via email, text or Push To Talk.

As long as you remain within the Network Extender for Business coverage area[2] you can simply make and receive calls as usual. While on a call, if you move outside of the Network Extender for Business coverage area the call will not disconnect provided sufficient signal strength from the nearest compatible cell tower exists at your location. Calls initiated outside of the Network Extender for Business coverage area are not transferred when entering the range of the Network

[2] The coverage area required to establish an initial connection and the broader coverage area of the Network Extender for Business cannot be guaranteed and may vary due to environmental factors such as physical structures and the strength of external cell tower coverage.

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Extender for Business network – callers will need to end the current call in order to connect to the Network Extender for Business network.

Network Extender for Business will operate anywhere within the Verizon Wireless Enhanced Services coverage area.

(6) Software licenses and support services that enable maintenance as well as encryption and security compliance services (including FIPS 140-2 compliance) for use with cellular phones

Verizon Wireless takes the Government's information security concerns seriously. We operate under a detailed, rigorous information security policy, and we maintain physical, electronic and procedural safeguards to protect the security of our internal systems.

Verizon Wireless will secure the Government's information on our network by:

- Employing strong subscriber authentication technology to make certain that only authorized users and devices connect to the Verizon Wireless network and systems.
- Implementing internal and external security procedures to guard our networks and applications against unauthorized access.
- Installing firewalls and intrusion detection sensors configured to notify IT staff in the event of an attack on the network.
- Monitoring the Verizon Wireless networks around the clock at our Network Operation Centers.
- Maintaining an active security patch management process to deploy updated software releases when reliable sources identify potential security vulnerabilities.

On our 3G network, we utilize Code Division Multiple Access (CDMA) Digital Sequence Spread Spectrum for all digital traffic passed over the air. The inherent strengths of the security protocols embedded in CDMA technology secure your information on our network. Data is scrambled using Random Keys, and is passed over multiple paths before it is sent over the Internet.

For further security over the air, as well as over the Internet, Verizon Wireless suggests the use of additional security software such as SSL or Virtual Private Network (VPN) software.

If a Government Agency transmits highly-sensitive data that it does not want traveling on the public Internet then we suggest implementing Verizon Wireless Private Network. Verizon Wireless Private Network is outlined in Section 2.4(1) above.

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Our 4G LTE network takes a layered approach to security. The strength in LTE access security is derived from:

- Secure storage – a device with credentials and secure data for accessing services provided by the mobile network.
- Mutual authentication – the network authenticates the user identity and the user equipment authenticates the network credentials.
- Root key length – 128-bit keys double the key strength and translate to requiring a significantly greater "level of effort" in attacking the algorithm.
- Security context – keys to encrypt signaling and user plane data are created for each data session.
- Integrity protection – integrity protection is used to verify the signaling has not been modified over the radio access interface and that the origin of signaling data is the one claimed.
- Airlink encryption – encryption is used to provide confidentiality, so that the user plane data or signaling cannot be overheard on the radio access interface.

Machine-to-Machine Management Center

The Machine to Machine Management Center will enable Government entities to connect Verizon Wireless-certified devices to back-office and field service applications or infrastructure over the secure and reliable Verizon Wireless network. Government entities can access an integrated dashboard to manage network connections, self-service device management and other key elements of machine-to-machine connectivity. Government entities can access the solution directly through our online self-service portal – Verizon Enterprise Center (VEC).

(7) Cellular connectivity to a wide area network (WAN)

Verizon Wireless' private network will extend the Government infrastructure to the Government subscriber's wireless device through wireless data traffic separated from the public Internet. Only mobile IP-capable devices can be used with Verizon Wireless' private network. Wireless access[3] can be accomplished via a variety of wireless devices[4], such as:

- Mobile broadband devices (PC cards and USB devices);
- Embedded notebooks – Many notebook manufacturers offer the option of having Verizon Wireless capable modems as an embedded option. These include Dell, HP, Lenovo, Panasonic and more;

[3] Only mobile IP-capable devices can be used with Verizon Wireless' private network. Simple IP is not support with private network.

[4] A subscription to Verizon Wireless Mobile Broadband, Mobile Broadband Router, Telemetry, or Email Plan or Feature required.

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- Smartphones[5];
- Wireless access routers – Models are available in a variety of form factors from multiple original equipment manufacturers (OEM), approved for use on the Verizon Wireless network, including Cisco, Digi International, AdTran, AirLink, BlueTree, JBM, Linksys, Kyocera, and more.

Section 2.5 SEDs Replacement/Refresh

2.5.1 Warranty

Warranty

Verizon Wireless will provide the Government subscriber with its manufacturer's consumer warranty, typically one (1) year in length. If equipment is within the warranty period, warranty-covered costs for defect or failure should be covered by the manufacturer. Some equipment may need to be returned directly to the manufacturer for repair under the warranty guidelines.

In the event that the subscriber's equipment is no longer covered under the manufacturer's warranty, additional charges for repair may apply, and it may be more cost efficient for the subscriber to purchase new equipment.

Return Policy

Verizon Wireless is offering its standard commercial return policy of thirty (30) days, as follows:

- *New Equipment*

Subscribers may return wireless equipment purchased from Verizon Wireless for any reason (whether defective or not) within 30 days of the original date of purchase.

- *Defective Equipment*

If a device is found to be defective more than 30 days after the purchase date, Verizon Wireless can assist the subscriber with placing a warranty claim with the device manufacturer. Alternatively, if the subscriber would prefer an immediate replacement device and the malfunctioning device is still within the manufacturer's warranty period (typically one year), the subscriber may obtain a Certified Like New Replacement in exchange for the defective unit at no charge.

Note on all Certified Like New Replacements: Subscribers are eligible for a refurbished handset unit if device is defective as defined in the manufacturer's warranty. Certified Like-New

[5] Blackberry® devices are not supported.

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Replacements will be either the same make/model as the defective unit or a comparable model (subject to availability). In-stock replacement devices will be shipped to the Government subscriber two (2) business days after receipt of request. Back-ordered devices will take longer.

Equipment subjected to neglect, misuse, water damage, wear and tear, and the like are not eligible for any return or exchange program.

2.5.2 Device Refresh

[redacted]

Section 2.6 Business Portal Interface

2.6.1 General Interface

Verizon Wireless will provide its commercially available reporting information through its online VEC portal. Verizon Wireless will provide the electronic interface information and specifications for its VEC portal to enable Government Agencies or a portal provider to access the data required by the BPA. Verizon Wireless will provide its interface specifications with thirty (30) calendar days of BPA award and have the interface operational ready for government testing within ninety (90) calendar days of BPA award.

The Government can grant online access to its billing and reporting data to a third-party telecom manager or arrange to have Verizon Wireless send billing detail directly to the third-party vendor, at no additional charge to the Government.

In the event that the third-party portal provider is a competitor or affiliate of a competitor of Verizon Wireless, we may require additional confidentiality assurances from such third-party portal provider, or may stipulate that certain Verizon Wireless confidential information cannot be shared with such competitor or affiliate of a competitor.

2.6.2 Interface Format

Verizon Wireless' portal will meet the interface, transport and file format requirements as defined in Table 2-1 of Section 2.6.3 of the RFQ.

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2.6.3 Ordering Interface

The Verizon Enterprise Center (VEC) portal also provides an ordering interface that will enable authorized contacts to order new devices and accessories when logged into VEC. The features of the ordering site are:

- A customized Web page with the Ordering Agency's name
- The Ordering Agency's discounted pricing
- Multiple security options to enter the site
- A customized check-out page that is defined by the Ordering Agency
- The ability to make calling plan and feature changes
- Information on Frequently Asked Questions, Customer Service, Calling Feature Descriptions and more
- An easy method for the Ordering Agency to review subscriber balance, last payment and a summary of current charges.

In addition to the ordering interface, the VEC portal has the following functionality:

- Account Maintenance – The designated representatives can manage account activity online through the Account Maintenance link. The Account Maintenance link offers a range of functionality, such as updating account information, changing a voicemail password, completing a local telephone number change or checking the status of a port. Additionally, ESN changes can be made online and initiation of device upgrades can be made from this link.
- Administration – The Administration link will enable designated representatives to perform several useful functions that help manage your account. From the Administration link, the designated representative can view the Ordering Agency's profile, manage billing accounts, create address books, go paperless and create business structures.
- Business Structures – A Business Structure is a customized hierarchical view of billing information. Business Structures are created by designated representatives directly in VEC. Business Structures enables designated representatives to organize billing accounts by department, geographic territory, or in whatever way best meets the Ordering Agency's needs. By doing so, the designated representative will be able to see a cost summary for each Business Structure. For example, the Ordering Agency may have 50 mobile numbers and 10 billing account numbers. The designated representative could create a Business Structure for individual Ordering Entities within the Ordering Agency.
- Statements – The Statements link provides a quick, easy method for the Ordering Agency to review balance, last payment and a summary of current charges. In addition, the designated representative can view usage and charges related to the Ordering Agency or a particular account. From the Statements page, bills can easily be viewed or printed in

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several flexible formats. Unbilled voice, data and text message usage can also be viewed from up to six previous statements.

- Payments – The Payments link enables Ordering Entity's to apply payments to account(s). A Government purchasing card can be used. The Payments link can also send email notifications if a payment is reversed or declined.

VEC is designed with SSL security provisions to enable secure commerce support online. In addition to SSL security, you can identify users who should have access to VEC and each user will have a unique login and password. Users can access the login page from VerizonWireless.com and log on using their login and password.

Alternatively, Verizon Wireless has the ability to create an account-specific URL to support online ordering. The URL can then be placed on your organization's intranet to control access. To further control access, your organization can provide a specified list of IP addresses that have rights to the site or identify specific URLs from which the site must be accessed.

The government will be notified via the Business Portal in the event a SED has been backordered. The Business Portal will provide an expected delivery date of the backordered SED.

2.6.4 Support Interface

Verizon Wireless interface will support the following commands:

1. Activate and deactivate devices
2. Reset voicemail passwords
3. Suspend/resume a line of service
4. Kill a device (as commercially available from Verizon Wireless)
5. Wipe a device (as commercially available from Verizon Wireless)
6. Submit trouble tickets

Verizon Wireless will provide acknowledgement of command completions in the manner mutually agreed upon with the Ordering Agency.

2.6.5 Usage Data and Notifications

The VEC portal offers the designated representative the ability to pull data based on usage or cost through the Reports link. For example, the designated representative pull a summary usage report that includes billed usage statistics at the mobile telephone number (MTN) level, and receive usage details for such things as peak, off-peak and nights and weekends. Unbilled usage

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summary is available online upon request at the mobile number level and at the account level. Unbilled usage summary online includes minutes used for each mobile number on your account displayed as of the previous day.

Global Data Roam Monitor

Global Data Roam Monitor enables Government subscribers to better manage their data use while traveling overseas by alerting either the employee or account SPOC [based on the account type] at four usage threshold levels. Alerts will be sent when subscribers exceed $25, $50, $150, $500, $1,000, $2,000, $3,000 global data usage while:

- Traveling in International (CDMA/GSM) countries exceeding their monthly allowances (if applicable for the roaming country, as some countries are always Pay as You Go on global plans) for their Global plans.
- Roaming in International CDMA countries with domestic data plans.

Once the $3,000 threshold has been exceeded, additional alerts will be sent each time an additional $1,000 of global data charges is incurred. Note - for voice and data devices, the notification will in the form of a free text message; for data-only devices, the notification will be in email format. Exceeding the $500 threshold and all other subsequent level thresholds will trigger notification to the Verizon Wireless Fraud Team; upon receiving the high usage notification, the Fraud Team will investigate the usage and, in some cases, place a call to the employee/account SPOC. The Government account SPOC will receive a consolidated daily email per account that includes a list of numbers on the account that have exceeded any of the data roaming thresholds.

Section 2.7 Billing

The Government subscriber's billing will be prorated daily for the billing period for both new activations, including plans activated during emergency periods.

2.7.1 Agency Billing Summary Report

Verizon Wireless agrees to provide the information in Section 2.7.1 contingent upon the GSA including the following requirement in the BPA:

"Any entity procuring off of this BPA consents to the following information being provided to the Agency's office of the CIO, the Ordering Entity's acquisition office, and to the GSA CO each calendar month. This summary report shall contain the following information:

1. Contractor name
2. BPA number

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3. Account ID
4. Account name
5. Summary of each FY2013 task order above the Simplified Acquisition Threshold, which is $150,000, awarded or modified during the period, including a description of services and number of devices, as well as awarded prices for each priced element.
6. The total spend, broken down by billing code
7. Specifics shall include the following:

   i. Quantity and total costs per each MRC
   ii. Non-recurring charges
   iii. Total usage charges by type (e.g., text messages, roaming, international, data overages)
   iv. Any additional charges or fees (specify charges or fees)
   v. Any taxes by type and jurisdiction
   vi. Credits (specify credits) "

Verizon Enterprise Center Reports

Verizon Wireless' standard commercially available reports through its VEC reporting portal provides approximately 40 comprehensive templated reports, such as:

Account Reports - These reports can provide information on multiple or individual accounts.

20 Longest Calls	Cost Summary by Call Type
20 Most Expensive Calls	Cost Summary By Month
20 Most Called Numbers	Cost Summary By Time Period
20 Most Expensive Called Numbers	Summary Usage
20 Most Called Countries	

Wireless Number Report - These reports can provide usage and cost information for a single MDN.

Top 10 Most Expensive Calls	Calls By Call Origination
20 Most Dialed Calls	Charges By Call Origination
Calls By Call Type	Minutes By Call Origination
Charges By Call Type	Calls By Rate Period
Minutes By Call Type	Charges By Rate Period
Minutes by Destination	Calls By Destination
Minutes By Rate Period	Device Report[6]

[6] Device report includes user name, wireless number, make/model of device, and upgrade eligibility date.

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Advanced reports are also available.

Additional Charges	National Mobile to Mobile Calling/Mobile to Mobile Network Report
Airtime Charges Detail	Memo Bill
Airtime Charges Summary	Monthly Usage
Call Detail	View Structure
Data Usage	Top 20 Out of Network Calls
Deactivated Mobile Number Report	Suspended Mobile Number Report
Grand Total	Global Summary Report
Raw Data Download [available by request]	

The designated representative can add or remove fields from existing templated reports. The designated representative can also create customized reports for the way the Agency does business, including just the needed information– selecting from over 300 different reporting fields and order the fields in any sequence needed for the reports. The designated representative can save and schedule reports in advance, and receive an email when the reports are ready to be downloaded. The designated representative can also share saved reports with other designated representatives in the Agency or keep them private and change sharing status as needed.

Raw Data Download
If a Government department would like to create custom reports, the raw data from your bills is available online. Raw data download (RDD) is a representation of your Verizon Wireless bills and does not include any of the reporting structures you design in VEC. The download provides a holistic view of all of your statement data, and it is delivered in a .zip file with four individual .txt files. The .txt files are:

- Account Summary - Represents the account summary section of a statement.
- Account and Wireless Charges Detail Summary - Represents the wireless number charges section of a statement.
- Account and Wireless Summary - Represents the wireless number summary section of a statement.
- Wireless Usage Detail - Represents the usage section of a statement.

RDD is available after the bill statement date for the account with the latest bill cycle. For example:

- If the Agency has four accounts, each with the following differing statement dates: the 1st, 6th, 15th and 28th of the month, RDD should be available around the 7th of the next month.
- If the Agency has accounts, all with the same statement date, for example the 6th of the month, RDD should be available on the 13th of the month.

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While these reports will meet the vast majority of the Government requirements, additional non-standard reporting options may be available. The assigned Government Account Manager can provide further details.

2.7.2 Invoice Address

Verizon Wireless will submit invoices to the address (electronic mail or postal/physical) designated in writing by the Ordering Entity in the purchase order or otherwise directed in writing.

2.7.3 Invoice Frequency

The Government's designated authorized representatives will have the ability to view billing data approximately 5-7 days after the bill cycle ends. Verizon Wireless will offer the Agencies invoice end dates of either the 1st, 10th or 23rd of the month.

2.7.4 Billing Fraud or Excessive Usage

Once fraud has been identified, Verizon Wireless will attempt to immediately contact the legitimate Government subscriber. Once in contact with the Government subscriber, our fraud analysts will explain the situation to the Government subscriber and determine the appropriate course of action. If necessary, Verizon Wireless can suspend a line of service due to fraud on a real-time basis. Self-service line suspension is also available via VEC for Government-liable subscribers.

Section 2.8 Device Recycling and Disposal

Verizon Wireless does not provide Device Recycling and Disposal services. The Government can work directly with e-Cycle Inc.; a wireless device recycling company to manage trade-ins. ECycle will purchase wireless assets, enabling the Government to recover monies and offset costs on new wireless equipment and accessories. e-Cycle destroys corporate and personal information that exists on wireless equipment and e-Cycle manages the recycling of wireless phones and accessories using an EPA-certified recycling facility in the U.S. e-Cycle will provide the Government with a complete audit report that lists the makes/models and value/condition of the devices and accessories. The value associated with each device that is recycled through e-Cycle is not determined by Verizon Wireless. e-Cycle provides direct quote to federal agencies in regard to the value associated with each device recycled monthly. Verizon Wireless will notify the GSA of other third-party wireless device recycling companies that GSA can work with in the future.

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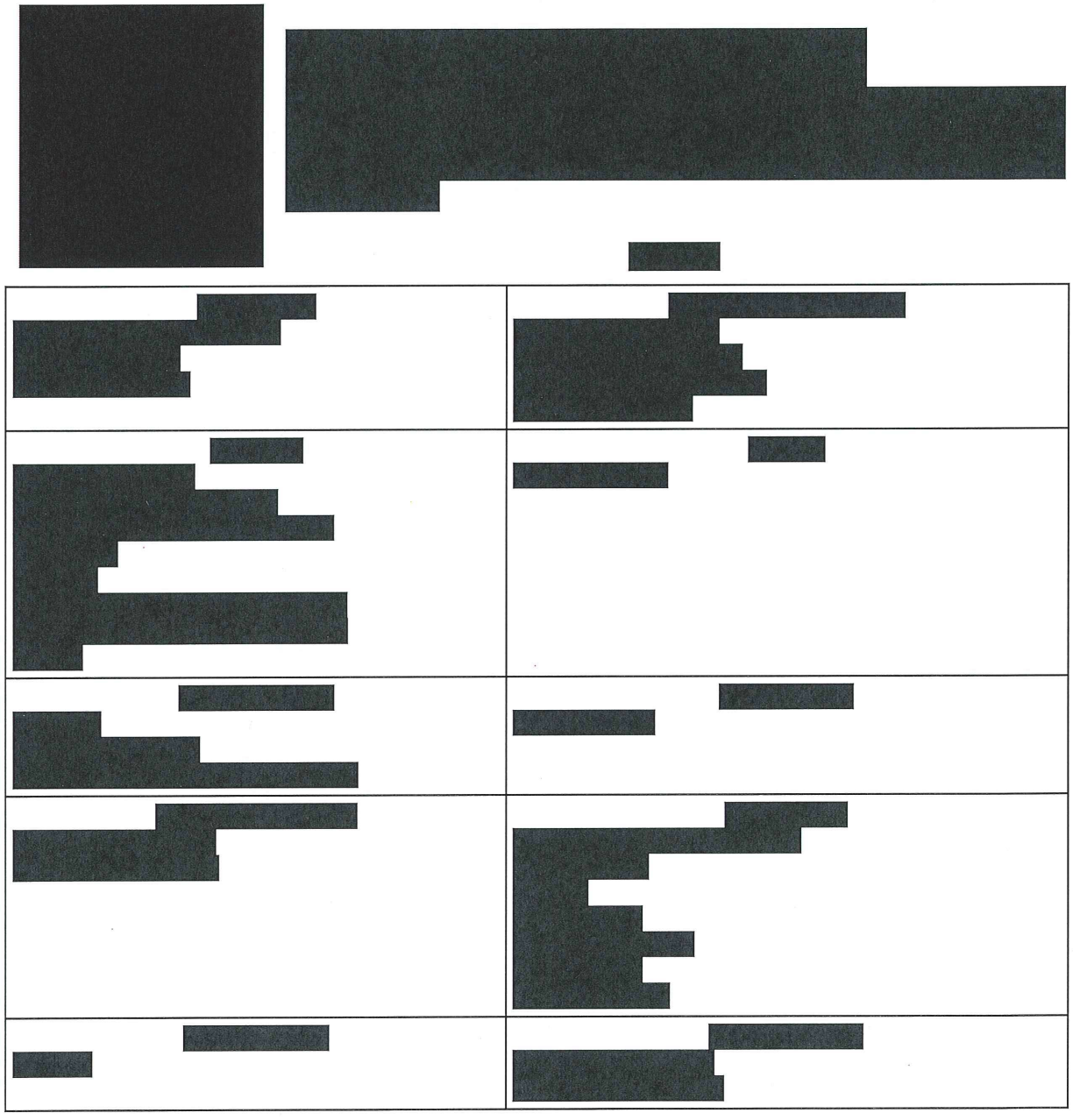
SECTION C – PROMOTIONAL AND SERVICE PLAN LITERATURE

This section is included in accordance with Section 4.1 of the RFQ.



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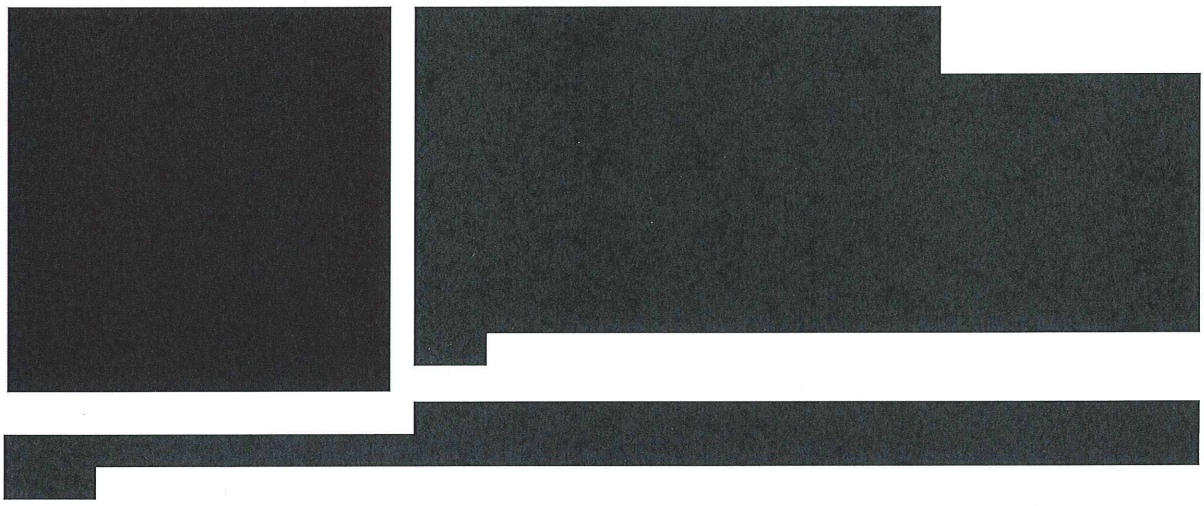

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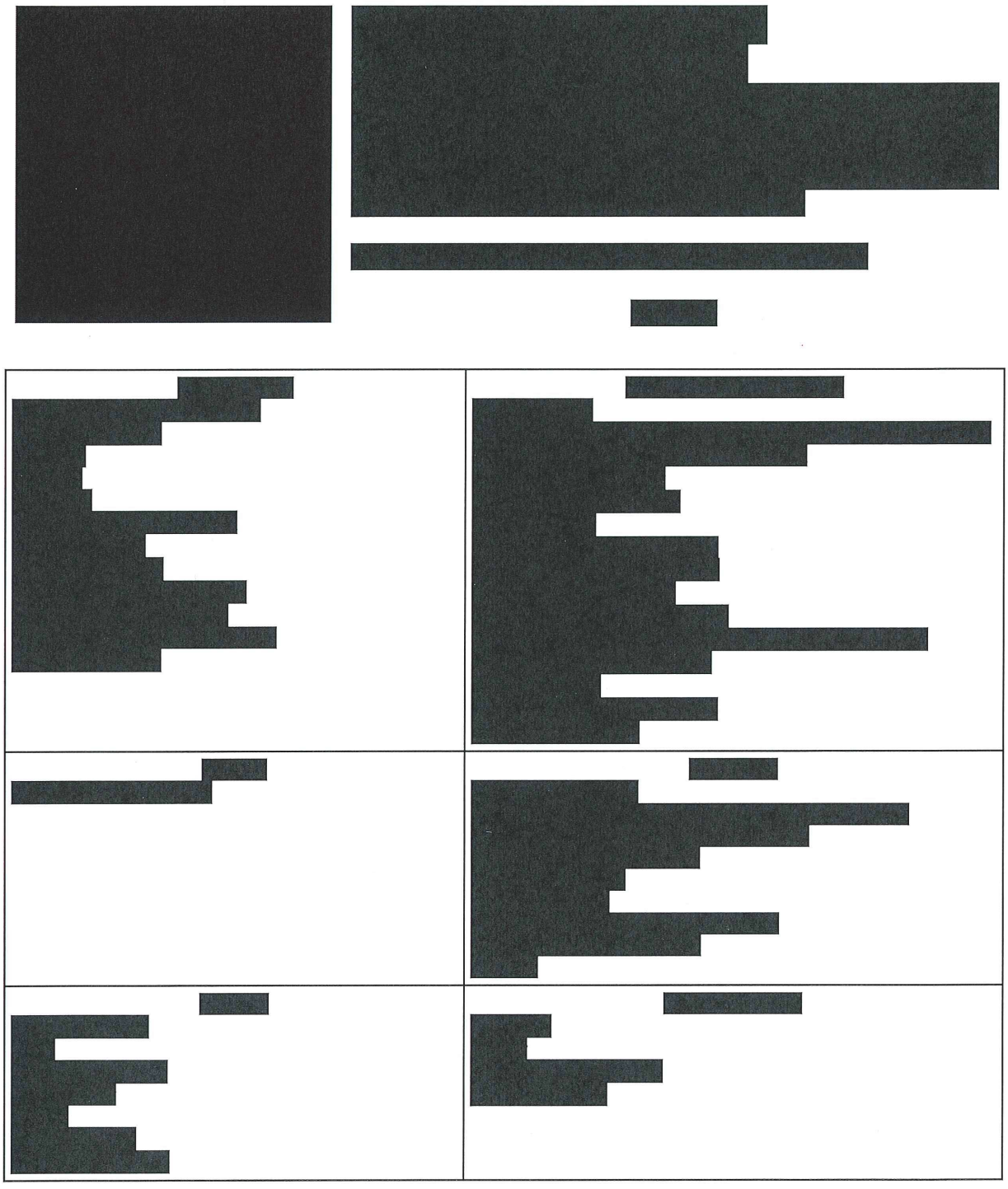

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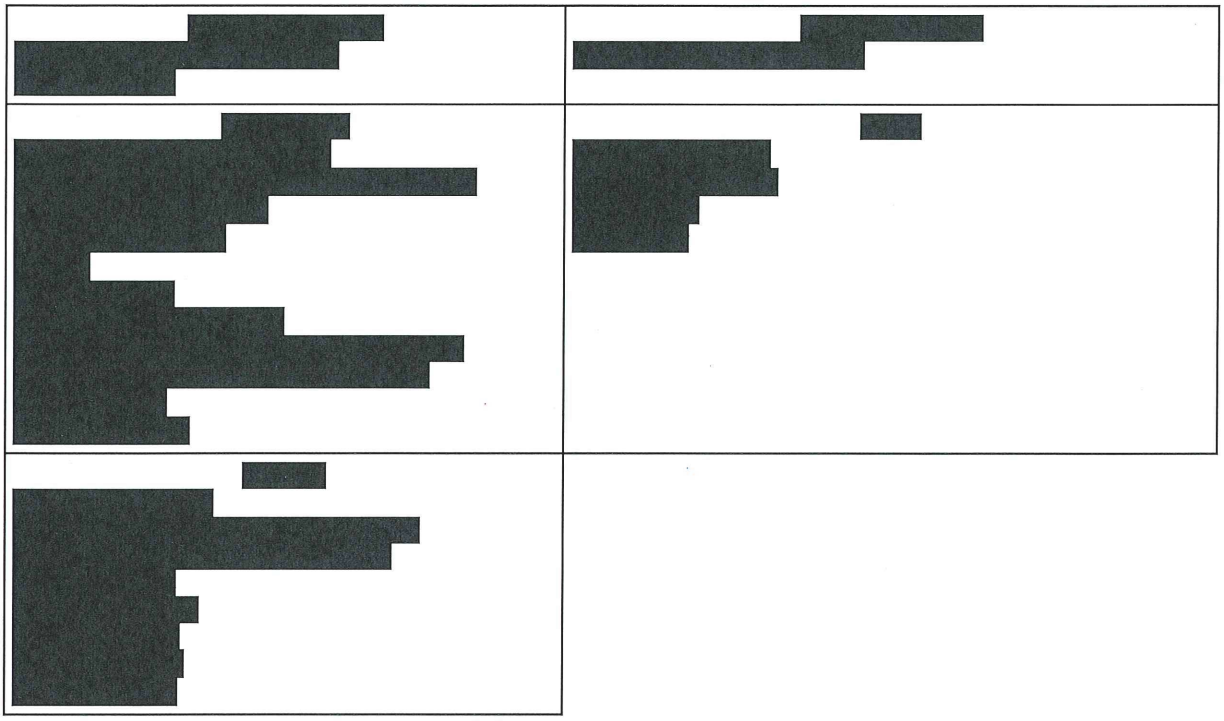

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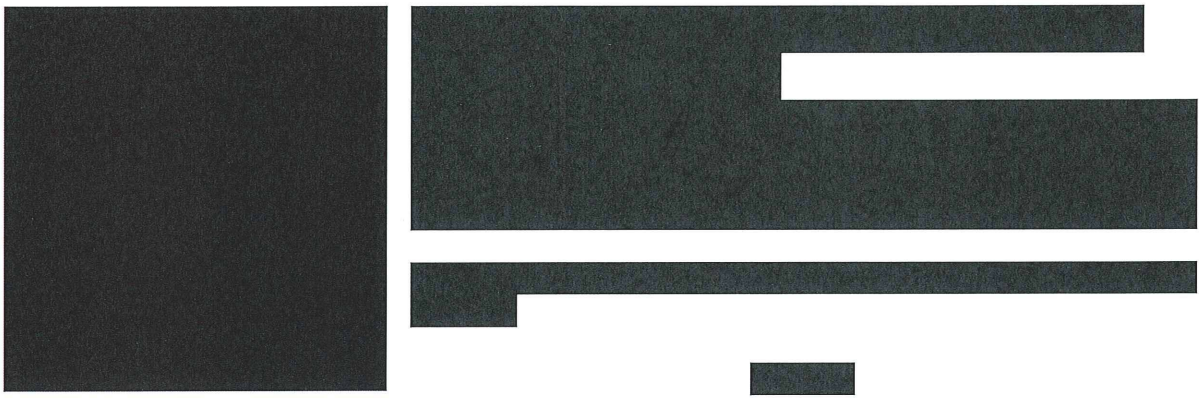

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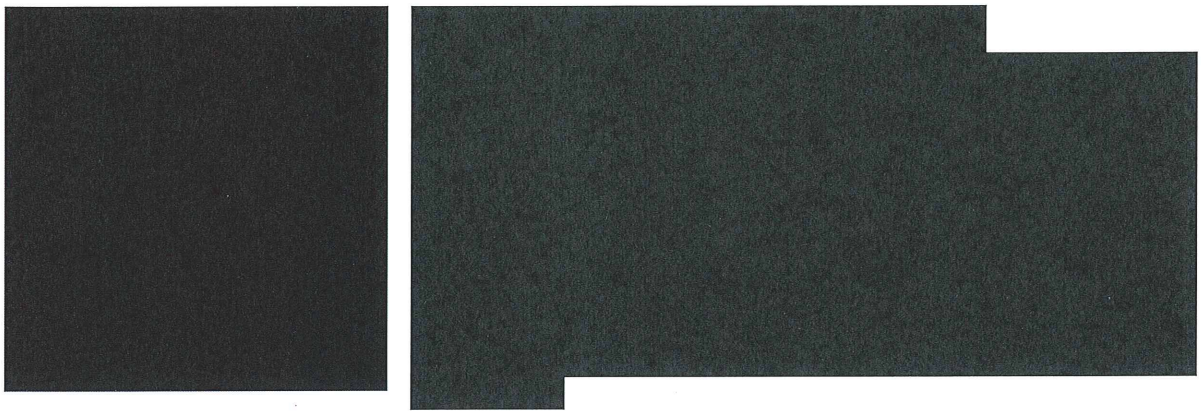

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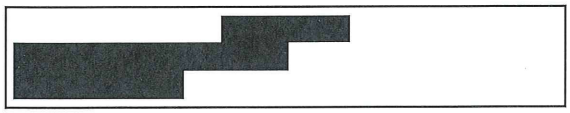

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SECTION D – COVERAGE MAPS

This section is included in accordance with Section 4.1 of the RFQ.

Verizon Wireless will work with designated Government points of contact (POCs) to identify areas requiring coverage enhancements and work toward improving coverage in targeted areas as they become identified.

As normal practice, Verizon Wireless' radio frequency (RF) engineers and system performance engineers regularly evaluate network coverage and performance. RF engineers issue search areas which determine locations that may require additional coverage. System performance engineers monitor network performance to assist RF engineers in determining whether cell sites or other solutions are needed for capacity or coverage. Cell construction is then planned and budgeted accordingly.

Network Coverage Improvements (Public Infrastructure)

Verizon Wireless has enhanced our network performance in many locations where cellular radio signal may be limited. For example, we have:

- Installed cell sites or radio frequency repeaters near tunnels, rail stations, arenas, and large campus facilities;
- Deployed temporary cell sites for special events, such as political conventions, etc.
- Installed cell sites or radio frequency repeaters in and around customer facilities, when consistent with Verizon Wireless' network building plans.

National Domestic Coverage

The Verizon Wireless network provides coverage in the 48 contiguous states, District of Columba, Hawaii, select areas of Alaska, the Virgin Islands and Puerto Rico. The Verizon Wireless network covers approximately 99 percent of the population within our licensed U.S. territories. As of fourth quarter 2012, the total number covered was 308,705,407. Our rate and coverage area maps contain areas both with and without service, and are a general prediction, based on our internal data, of where rates and coverage apply. Accordingly, a rate and coverage area map does not completely depict actual service availability or wireless coverage. For additional information, please see the Verizon Wireless domestic rate and coverage maps or visit http://www.verizonwireless.com/coveragelocator.

Verizon Wireless has provided its 4G Markets and 3G Data Coverage. In addition, Verizon Wireless has provided its Nationwide and National Mobile to Mobile Calling Map, Mobile

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Broadband Coverage Map, M2M On-Net Data Coverage Map, and Global Coverage Map for GSA's review.

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THE LARGEST HIGH-SPEED WIRELESS NETWORK IN AMERICA.

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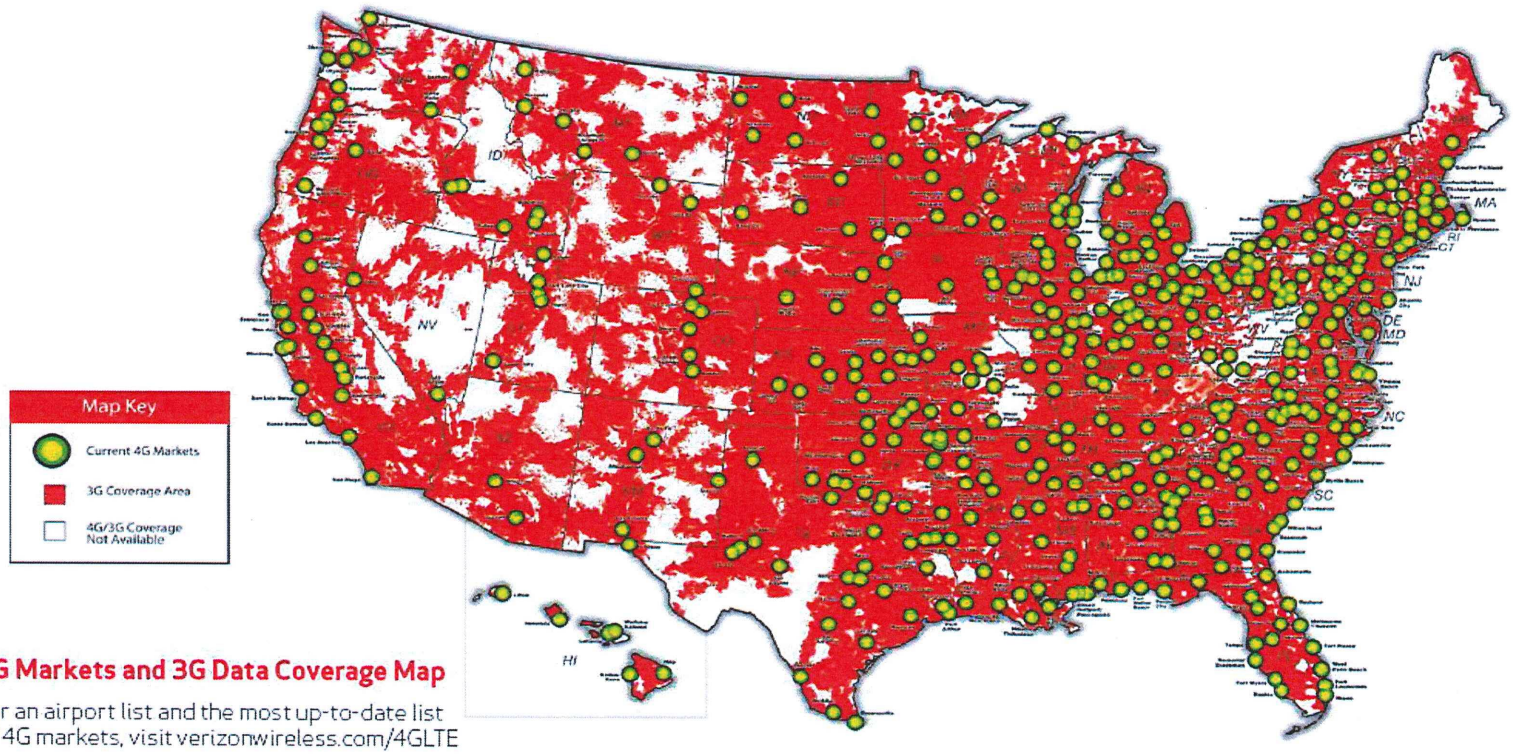
Available in over 400 cities nationwide.



4G Markets and 3G Data Coverage Map

For an airport list and the most up-to-date list of 4G markets, visit verizonwireless.com/4GLTE

Important Map Information:
This map does not guarantee coverage. This map depicts predicted and approximate wireless coverage, and may contain areas with limited or no service. Even within a coverage area, many factors, including network capacity, your device, terrain, proximity to buildings, foliage and weather, may affect availability and quality of service. The Nationwide, Canada, and Mexico Rate and Coverage Areas may include networks run by other carriers; some of the coverage depicted is based on their information and public sources and we cannot guarantee its accuracy. See verizonwireless.com/coveragelocator for additional information.

Headset Banner Information: "Extended Network" or "Roaming": Included Features and Optional Services may not be available.

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COVERAGE MAP

VERIZON WIRELESS ON-NET DATA COVERAGE

On America's Largest, Most Reliable Wireless Network.

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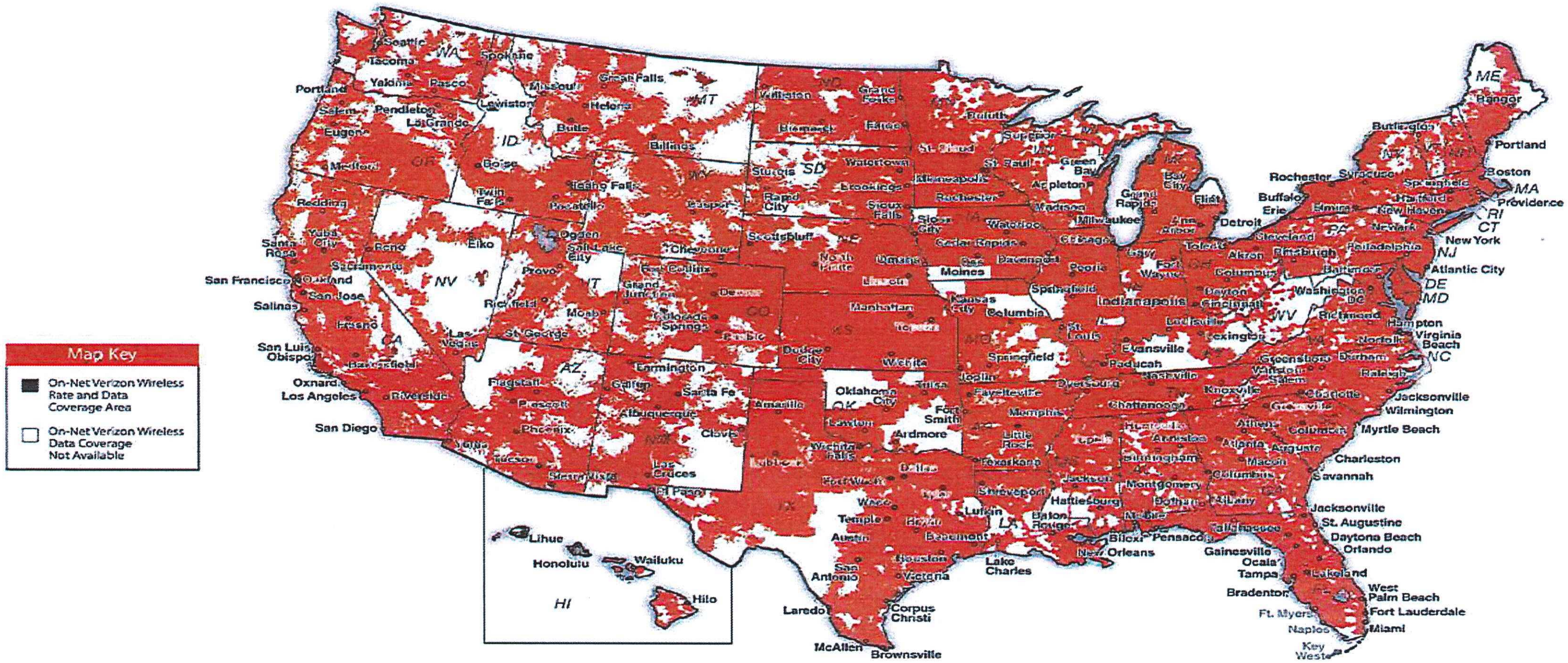

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International Coverage

Verizon Wireless subscribers may use their CDMA devices and make calls from more than 40 countries including certain parts of Aruba, Bahamas, Bangladesh, Barbados, Belize, Bermuda, Brazil, British Virgin Islands, Canada, Cayman Islands, China, Colombia, Dominican Republic, Ecuador, El Salvador, Guam, Guatemala, Hong Kong, Japan India, Indonesia, Israel, Jamaica, Japan, Macau, Mexico, Netherland Antilles [Bonaire, Curacao, and St. Maarten], New Zealand, Northern Mariana Islands [Saipan, Rota and Tinian], Peru, Philippines, Puerto Rico, South Korea, Taiwan, Thailand, Ukraine, U.S. Virgin Islands, Venezuela and Vietnam.

Subscribers can use Global devices roam internationally on both CDMA and GSM networks using one phone and one phone number. Global Phone subscribers can talk anywhere on the Verizon Wireless network in the United States, on CDMA roaming partners' networks abroad, and on GSM networks in more than 223 countries around the world. Global Phone devices will not, however, operate on GSM networks in the United States.

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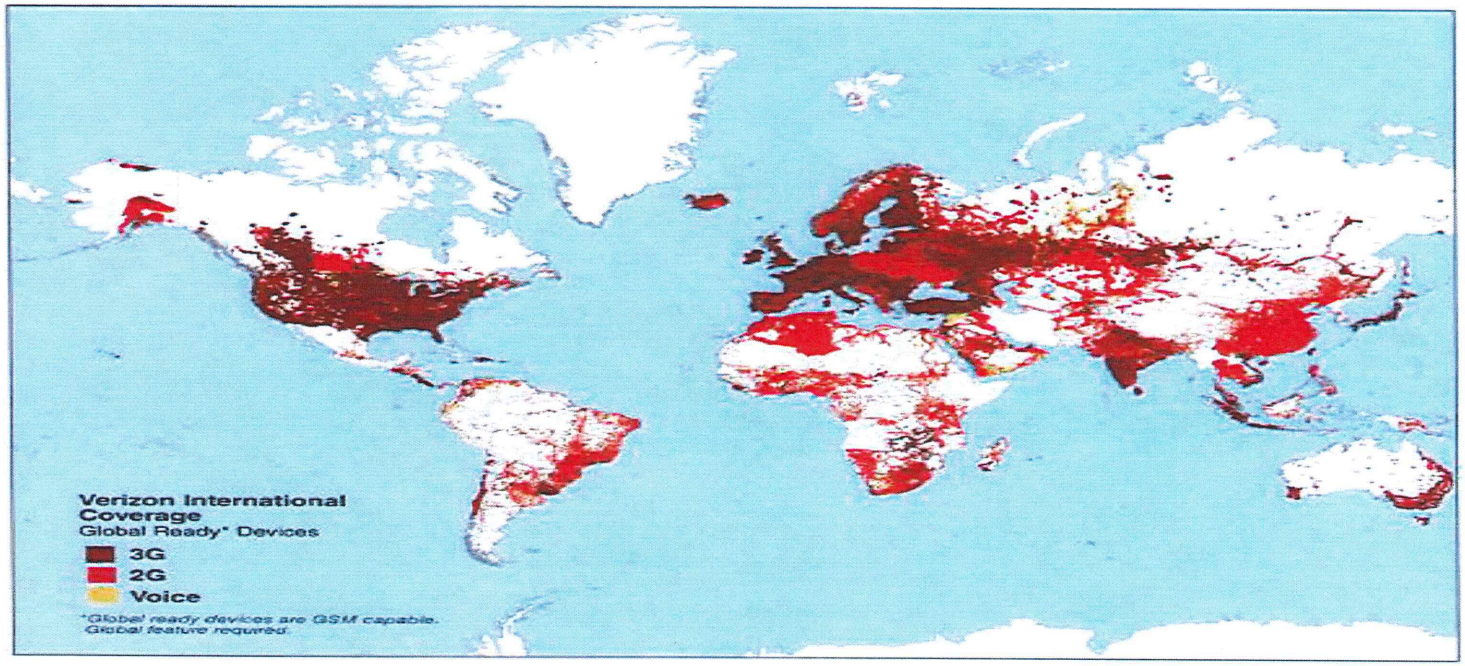
COVERAGE MAPS

VERIZON WIRELESS GLOBAL READY DEVICE COVERAGE.



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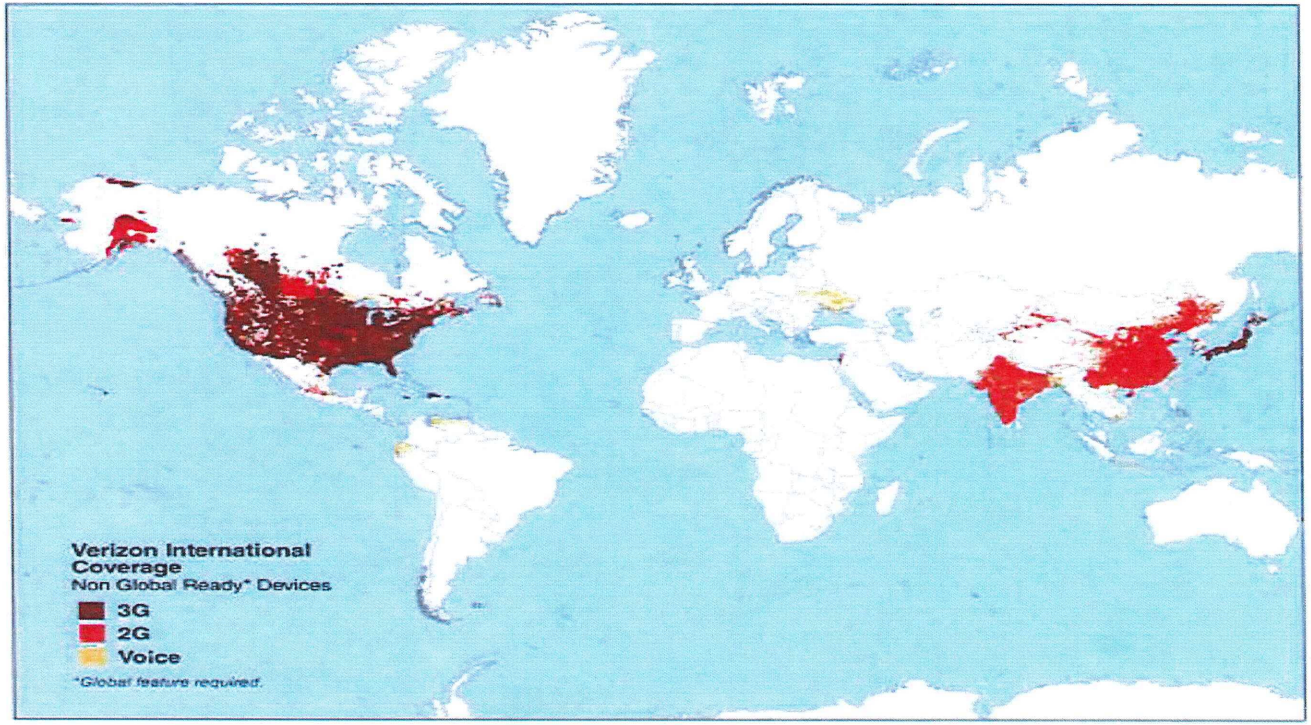
COVERAGE MAPS

VERIZON WIRELESS NON GLOBAL READY DEVICE COVERAGE.



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CANADA

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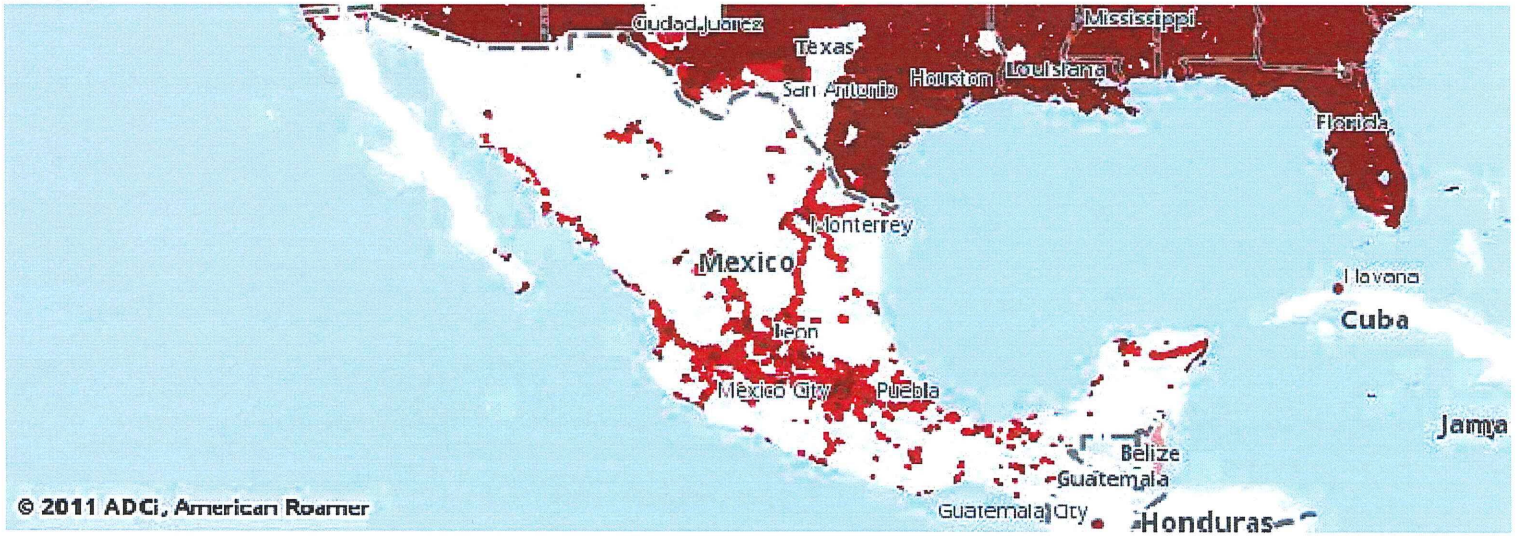
MEXICO



CDMA Legend: Voice | Voice + Data | 3G Voice + Data | No Coverage

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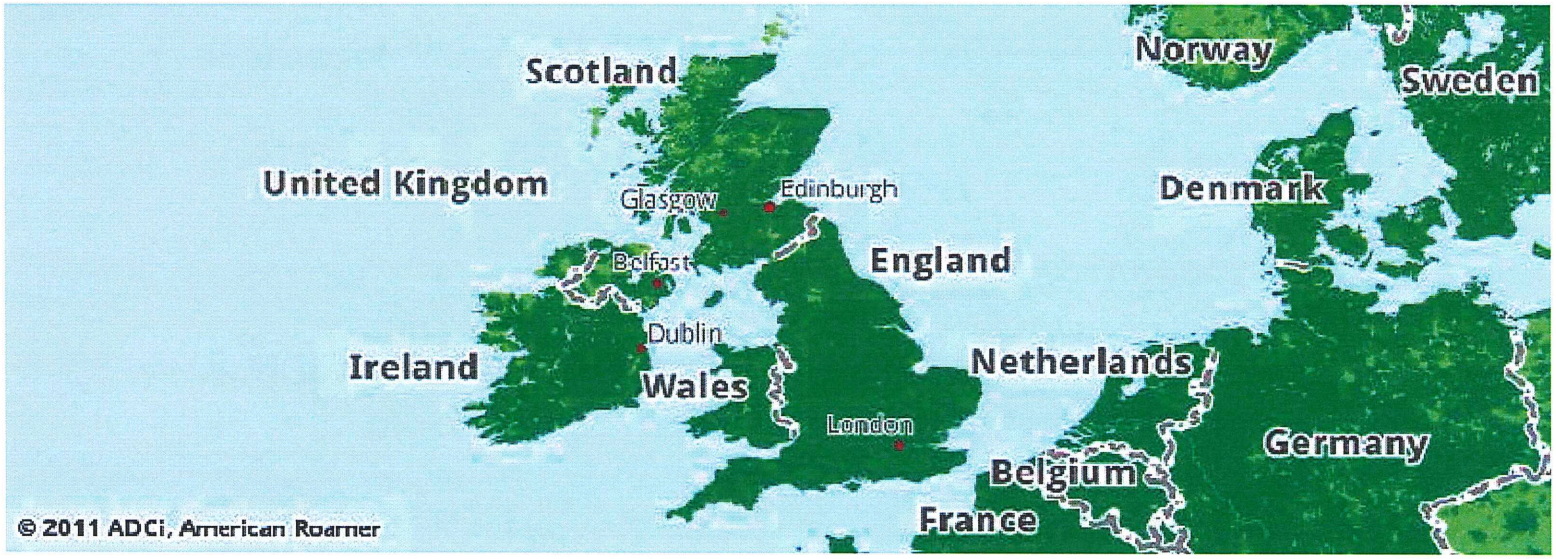
UNITED KINGDOM



GSM Legend: Voice | Voice + Data | 3G Voice + Data | No Coverage

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GERMANY

GSM Legend:	Voice	Voice + Data	3G Voice + Data	No Coverage

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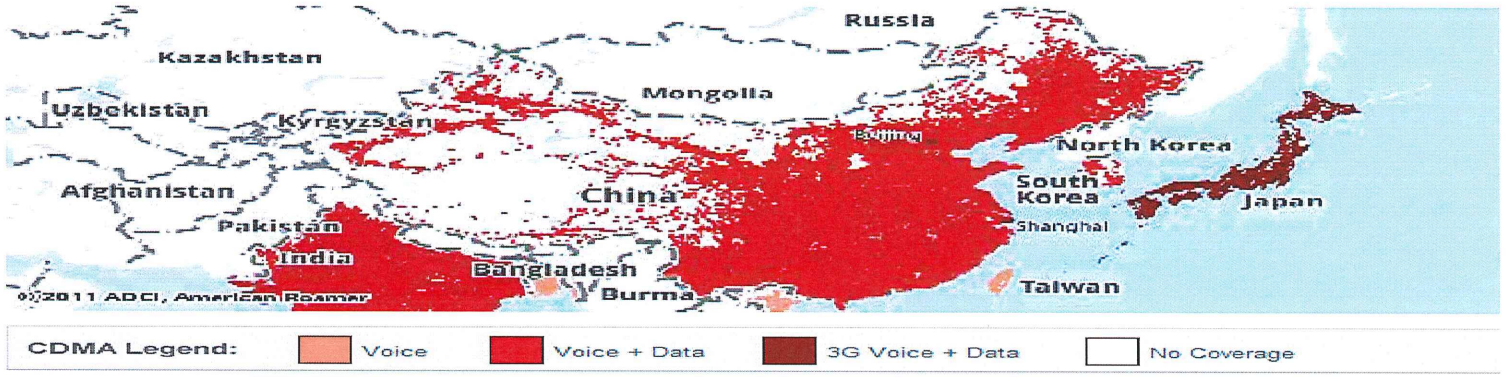
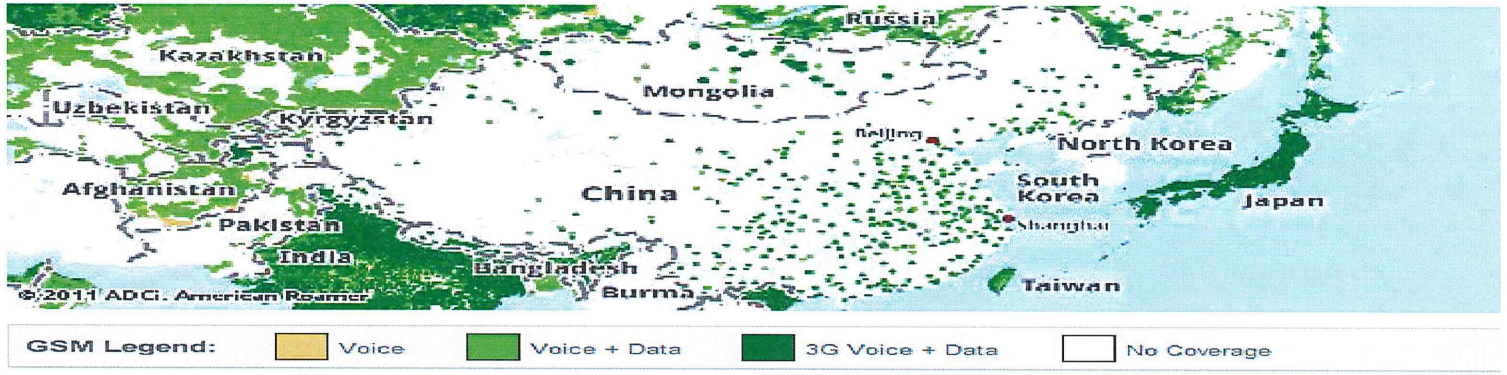
CHINA – CDMA



CHINA – GSM



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FRANCE

GSM Legend: Voice | Voice + Data | 3G Voice + Data | No Coverage

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BELGIUM

GSM Legend: Voice | Voice + Data | 3G Voice + Data | No Coverage

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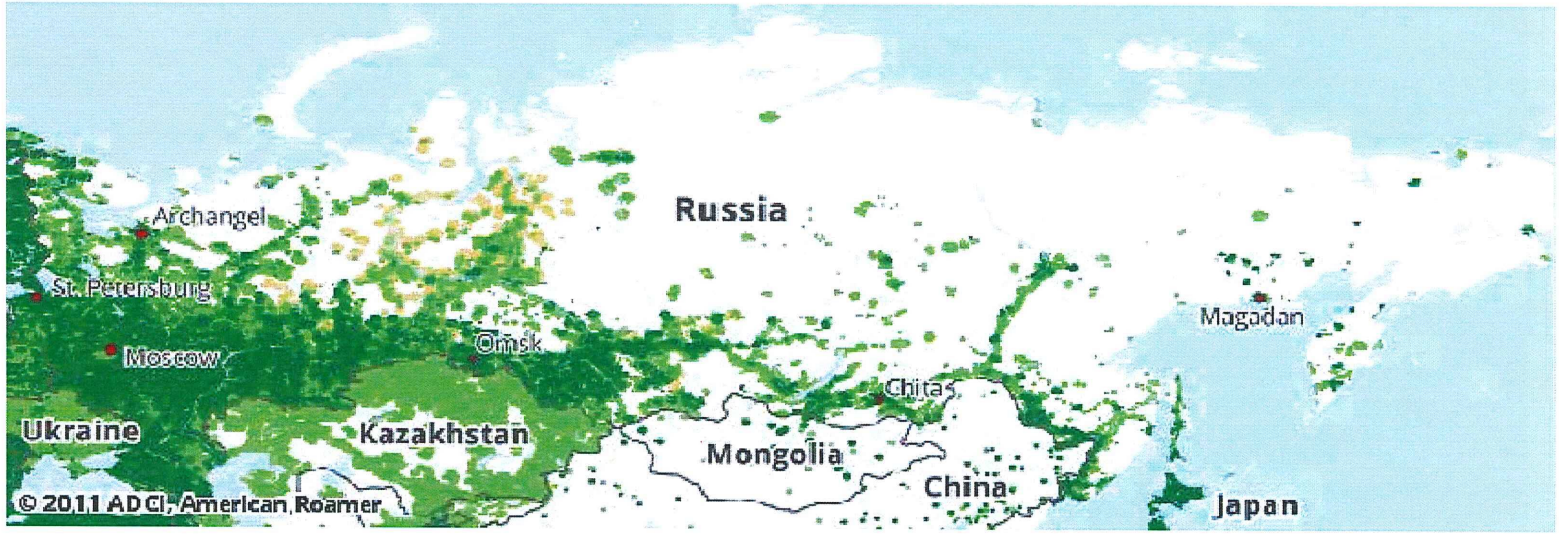
RUSSIA



GSM Legend: Voice | Voice + Data | 3G Voice + Data | No Coverage

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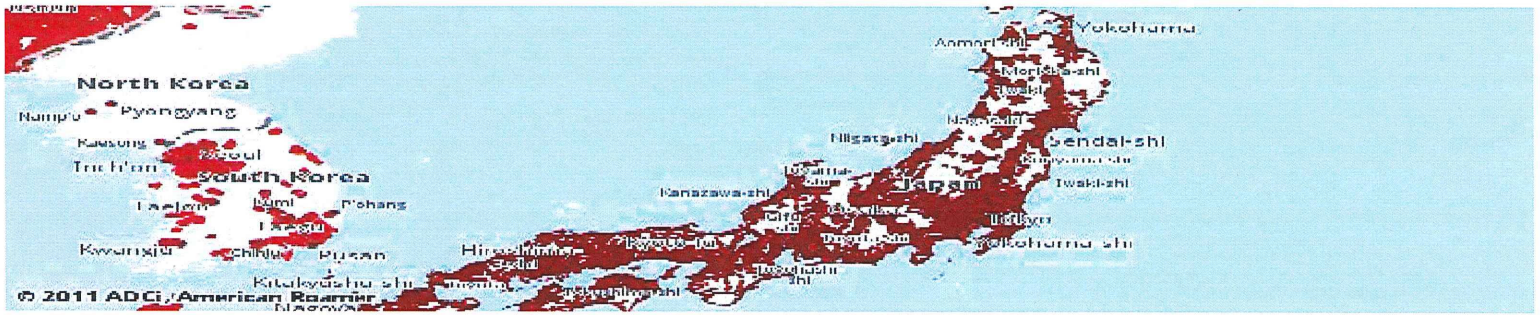
JAPAN – CDMA



CDMA Legend: Voice | Voice + Data | 3G Voice + Data | No Coverage

JAPAN – GSM

GSM Legend: Voice | Voice + Data | 3G Voice + Data | No Coverage

This map reflects a depiction of approximate wireless coverage and does not guarantee service. Many factors, including customer's equipment, terrain, proximity to buildings, foliage and weather, may impact service. Coverage depicted is based on 3rd party network information and Verizon Wireless cannot ensure its accuracy. Above maps are not to be reproduced without written consent from Verizon Wireless.

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ISRAEL

CDMA Legend: Voice | Voice + Data | 3G Voice + Data | No Coverage

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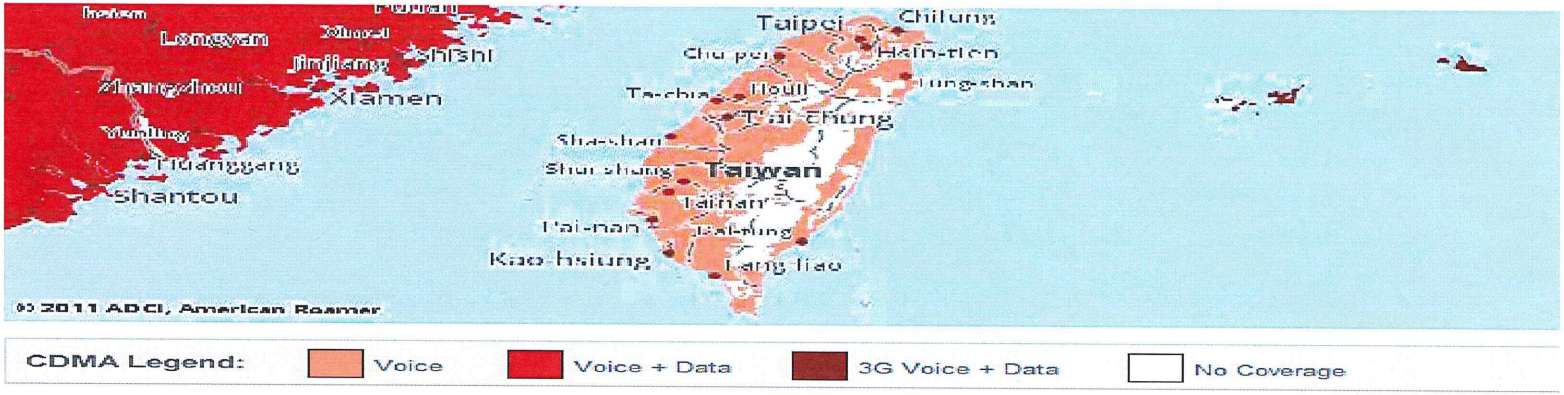
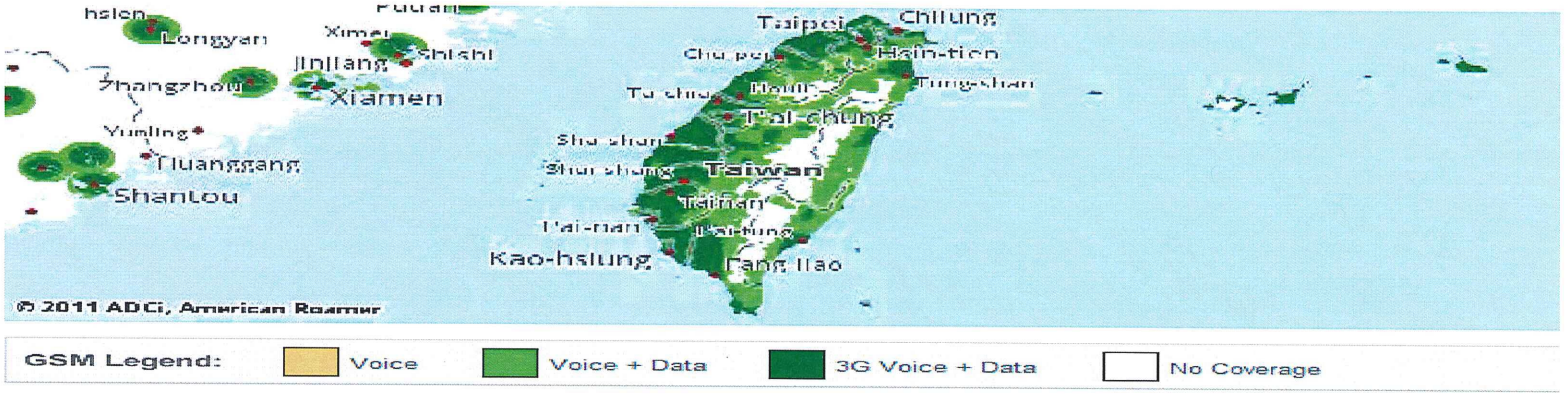
TAIWAN – CDMA



TAIWAN – GSM



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ITALY

GSM Legend: Voice | Voice + Data | 3G Voice + Data | No Coverage

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GREECE

GSM Legend: Voice | Voice + Data | 3G Voice + Data | No Coverage

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TURKEY

GSM Legend: Voice | Voice + Data | 3G Voice + Data | No Coverage

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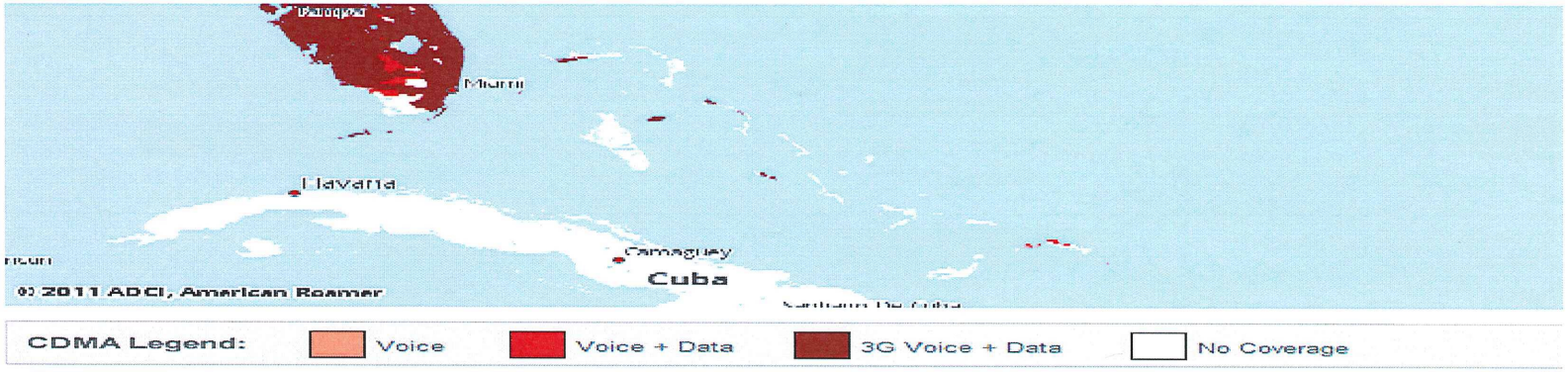
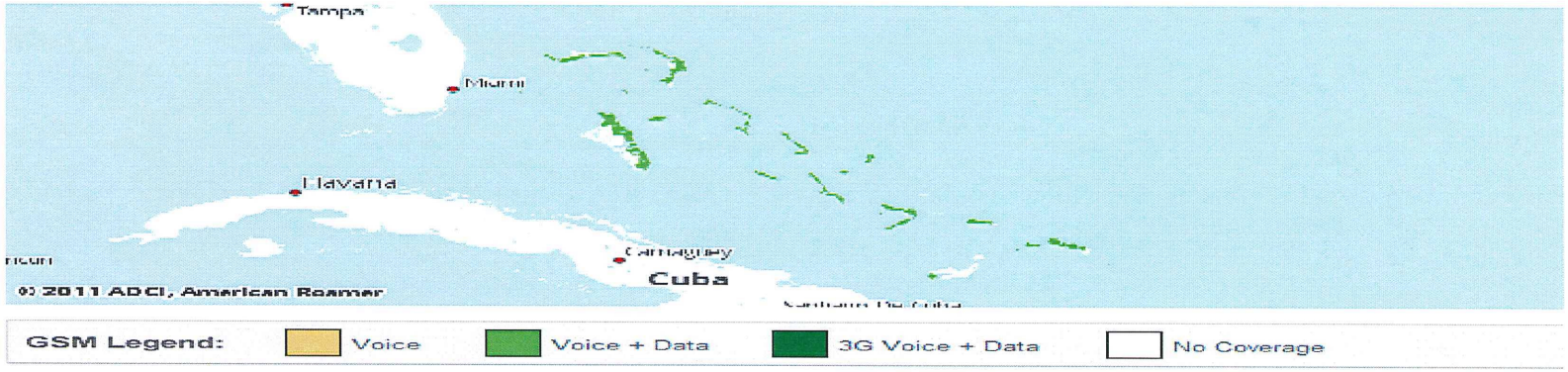
BAHAMAS – CDMA



BAHAMAS – GSM



This map reflects a depiction of approximate wireless coverage and does not guarantee service. Many factors, including customer's equipment, terrain, proximity to buildings, foliage and weather, may impact service. Coverage depicted is based on 3rd party network information and Verizon Wireless cannot ensure its accuracy. Above maps are not to be reproduced without written consent from Verizon Wireless.

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COUNTRIES BY TECHNOLOGY

CDMA Technology - CDMA is a wireless technology standard used by Verizon Wireless in all of its phones, and by certain other carriers in the countries listed below.

Voice Capable

Anguilla	Guam	St. Croix (USVI)
Antigua	Hong Kong	St. John (USVI)
Aruba	India	St. Kitts and Nevis
Bahamas	Indonesia	St. Lucia
Bangladesh	Israel	St. Maarten
Barbados	Jamaica	St. Thomas (USVI)
Belize	Japan	Taiwan
Bermuda	Macao (Macau)	Thailand
Bonaire (Netherland Antilles)	Mexico	Trinidad and Tobago
Canada	Netherlands Antilles	Turks and Caicos Islands
Cayman Islands	New Zealand	Ukraine
China	Northern Mariana Islands	Venezuela
Curacao (Netherland Antilles)	Palestinian Authority	Vietnam
Dominican Republic	Philippines	Virgin Islands, British
Ecuador	Puerto Rico	Virgin Islands, U.S.
	South Korea	Yemen

Global Data

Anguilla	Curacao (Netherland Antilles)	Palestinian Authority
Antigua	Dominican Republic	Puerto Rico
Aruba	Guam	South Korea
Bahamas	Hong Kong	St. Croix (USVI)
Barbados	India	St. John (USVI)
Bermuda	Israel	St. Kitts and Nevis
Bonaire (Netherland Antilles)	Jamaica	St. Lucia
Canada	Japan	St. Maarten
Cayman Islands	Macao (Macau)	St. Thomas (USVI)
China	Mexico	Trinidad and Tobago
	Netherlands Antilles	Turks and Caicos Islands
		Virgin Islands, U.S.

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3G Technology - 3G is a high speed data standard used by wireless carriers throughout the world. It includes both EV-DO and UMTS technologies.

EV-DO service is available in the following countries: Anguilla, Antigua, Barbados, Bermuda, Canada, Cayman Islands, Dominican Republic, Guam, Israel, Jamaica, Mexico, Northern Mariano, Palestinian Authority, Saipan, St Kitts and Nevis, Trinidad and Tobago. UMTS service is available in over 140 additional countries. Access to UMTS requires a global-ready, UMTS capable device with an active SIM card and global plan.

Voice Capable

Aland Islands	Germany	Northern Mariana Islands
Andorra	Ghana	Norway
Angola	Gibraltar	Oman
Anguilla	Greece	Panama
Antigua	Guadeloupe	Papua New Guinea
Argentina	Guam	Peru
Armenia	Guatemala	Philippines
Aruba	Guernsey	Poland
Australia	Honduras	Portugal
Austria	Hong Kong	Qatar
Azerbaijan	Hungary	Reunion Island
Bahamas	Iceland	Romania
Bahrain	India	Russia
Barbados	Indonesia	Rwanda
Belarus	Ireland	San Marino
Belgium	Isle of Man	Saudi Arabia
Bermuda	Italy	Serbia
Bolivia	Japan	Seychelles
Bonaire (Netherland	Jersey	Singapore
Antilles)	Jordan	Slovakia
Bosnia and Herzegovina	Kazakhstan	Slovenia
Botswana	Kenya	South Africa
Brazil	Kuwait	Spain
Brunei	Kyrgyzstan	Sri Lanka
Bulgaria	Latvia	St. Barthelemy
Cambodia	Lebanon	St. Kitts and Nevis
Canada	Lesotho	St. Martin
Cayman Islands	Liechtenstein	Sudan
Chile	Lithuania	Svalbard

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China	Luxembourg	Sweden
Colombia	Macao (Macau)	Switzerland
Congo, Democratic	Macedonia	Taiwan
Republic of	Malaysia	Tajikistan
Costa Rica	Maldives Republic	Tanzania
Croatia	Malta	Thailand
Curacao (Netherland	Martinique	Tonga Island
Antilles)	Mauritius	Trinidad and Tobago
Cyprus	Mayotte Island	Turkey
Czech Republic	Mexico	Ukraine
Denmark	Moldova	United Arab Emirates
Dominican Republic	Monaco	United Kingdom-England,
Ecuador	Mongolia	Scotland, Wales, Northern
Egypt	Montenegro	Ireland
El Salvador	Nauru	Uruguay
Estonia	Nepal	Uzbekistan
Fiji	Netherlands	Vanuatu
Finland	Netherlands Antilles	Vatican City
France	New Caledonia	Vietnam
French Guiana	New Zealand	Western Sahara
French Polynesia (Tahiti)	Nicaragua	Zambia
Gambia	Nigeria	Zanzibar
Georgia		Zimbabwe

Global Data

Aland Islands	Ghana	Northern Mariana Islands
Andorra	Gibraltar	Norway
Angola	Greece	Oman
Anguilla	Guadeloupe	Panama
Antigua	Guam	Papua New Guinea
Argentina	Guatemala	Peru
Armenia	Guernsey	Philippines
Aruba	Honduras	Poland
Australia	Hong Kong	Portugal
Austria	Hungary	Qatar
Azerbaijan	Iceland	Reunion Island
Bahamas	India	Romania
Bahrain	Indonesia	Russia
Barbados	Ireland	Rwanda
Belarus	Isle of Man	San Marino

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Belgium	Italy	Saudi Arabia
Bermuda	Japan	Serbia
Bolivia	Jersey	Seychelles
Bonaire (Netherland Antilles)	Jordan	Singapore
Bosnia and Herzegovina	Kazakhstan	Slovakia
Botswana	Kenya	Slovenia
Brazil	Kuwait	South Africa
Brunei	Kyrgyzstan	Spain
Bulgaria	Latvia	Sri Lanka
Cambodia	Lebanon	St. Barthelemy
Canada	Lesotho	St. Kitts and Nevis
Cayman Islands	Liechtenstein	St. Martin
Chile	Lithuania	Sudan
China	Luxembourg	Svalbard
Colombia	Macao (Macau)	Sweden
Congo, Democratic Republic of	Macedonia	Switzerland
Costa Rica	Malaysia	Taiwan
Croatia	Maldives Republic	Tajikistan
Curacao (Netherland Antilles)	Malta	Tanzania
Cyprus	Martinique	Thailand
Czech Republic	Mauritius	Tonga Island
Denmark	Mayotte Island	Trinidad and Tobago
Dominican Republic	Mexico	Turkey
Ecuador	Moldova	Ukraine
Egypt	Monaco	United Arab Emirates
El Salvador	Mongolia	United Kingdom-England, Scotland, Wales, Northern Ireland
Estonia	Montenegro	Uruguay
Fiji	Morocco	Uzbekistan
Finland	Namibia	Vanuatu
France	Nauru	Vatican City
French Guiana	Nepal	Vietnam
French Polynesia (Tahiti)	Netherlands	Western Sahara
Gambia	Netherlands Antilles	Zambia
Georgia	New Caledonia	Zanzibar
Germany	New Zealand	Zimbabwe
	Nicaragua	
	Nigeria	

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Dual-band GSM Technology – Dual-band GSM technology is used in the following international countries.

Voice Capable

Afghanistan	Greenland	Pakistan
Aland Islands	Grenada	Palau
Albania	Guadeloupe	Papua New Guinea
Algeria	Guatemala	Philippines
American Samoa	Guernsey	Poland
Andorra	Guinea	Portugal
Angola	Guinea Bissau	Qatar
Anguilla	Guyana	Reunion Island
Armenia	Haiti	Romania
Aruba	Hong Kong	Russia
Australia	Hungary	Rwanda
Austria	Iceland	Saba
Azerbaijan	India	Samoa
Bahrain	Indonesia	San Marino
Bangladesh	Iraq	Sao Tome-Principe
Barbados	Ireland	Saudi Arabia
Belarus	Isle of Man	Senegal
Belgium	Italy	Serbia
Benin	Ivory Coast	Seychelles
Bermuda	Jamaica	Sierra Leone
Bhutan	Japan	Singapore
Bonaire (Netherland Antilles)	Jersey	Slovakia
	Jordan	Slovenia
Bosnia and Herzegovina	Kazakhstan	Solomon Islands
Botswana	Kenya	South Africa
Brazil	Kosovo	Spain
Brunei	Kuwait	Sri Lanka
Bulgaria	Kyrgyzstan	St. Barthelemy
Burkina Faso	Laos	St. Eustatius
Burundi	Latvia	St. Kitts and Nevis
Cambodia	Lebanon	St. Lucia
Cameroon	Lesotho	St. Maarten
Cape Verde	Liberia	St. Martin
Cayman Islands	Libya	St. Vincent and the Grenadines
Central African Republic	Liechtenstein	
Chad	Lithuania	Sudan

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China	Luxembourg	Suriname
Christmas Island	Macao (Macau)	Svalbard
Comoros	Macedonia	Swaziland
Congo, Democratic Republic of	Madagascar	Sweden
Congo, Republic of	Malawi	Switzerland
Cook Islands	Malaysia	Syria
Costa Rica	Maldives Republic	Taiwan
Croatia	Mali	Tajikistan
Curacao (Netherland Antilles)	Malta	Tanzania
Cyprus	Marie Galante	Thailand
Czech Republic	Martinique	Togo
Denmark	Mauritania	Tonga Island
Djibouti	Mauritius	Trinidad and Tobago
Dominica	Mayotte Island	Tunisia
East Timor	Moldova	Turkey
Egypt	Monaco	Turkmenistan
El Salvador	Mongolia	Turks and Caicos Islands
Equatorial Guinea	Montenegro	Uganda
Estonia	Montserrat	Ukraine
Ethiopia	Morocco	United Arab Emirates
Falkland Islands	Mozambique	United Kingdom-England, Scotland, Wales, Northern Ireland
Faroe Islands	Namibia	
Fiji	Nauru	
Finland	Nepal	Uruguay
France	Netherlands	Uzbekistan
French Guiana	Netherlands Antilles	Vanuatu
French Polynesia (Tahiti)	New Caledonia	Vatican City
Gabon	New Zealand	Venezuela
Gambia	Niger	Vietnam
Georgia	Nigeria	Virgin Islands, British
Germany	Norfolk Island	Western Sahara
Ghana	Norway	Yemen
Gibraltar	Oman	Zambia
Greece		Zanzibar
		Zimbabwe

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Global Data

Afghanistan	Guernsey	Papua New Guinea
Aland Islands	Guinea	Philippines
Albania	Guyana	Poland
Algeria	Haiti	Portugal
Andorra	Hong Kong	Qatar
Angola	Hungary	Reunion Island
Anguilla	Iceland	Romania
Armenia	India	Russia
Aruba	Indonesia	Rwanda
Australia	Iraq	Saba
Austria	Ireland	Samoa
Azerbaijan	Isle of Man	San Marino
Bahrain	Italy	Saudi Arabia
Bangladesh	Ivory Coast	Senegal
Barbados	Jamaica	Serbia
Belarus	Japan	Seychelles
Belgium	Jersey	Sierra Leone
Benin	Jordan	Singapore
Bermuda	Kazakhstan	Slovakia
Bhutan	Kenya	Slovenia
Bonaire (Netherland Antilles)	Kosovo	South Africa
	Kuwait	Spain
Bosnia and Herzegovina	Kyrgyzstan	Sri Lanka
Botswana	Laos	St. Barthelemy
Brazil	Latvia	St. Eustatius
Brunei	Lebanon	St. Kitts and Nevis
Bulgaria	Lesotho	St. Lucia
Burkina Faso	Liberia	St. Maarten
Cambodia	Libya	St. Martin
Cameroon	Liechtenstein	St. Vincent and the Grenadines
Cape Verde	Lithuania	
Cayman Islands	Luxembourg	Sudan
Chad	Macao (Macau)	Suriname
China	Macedonia	Svalbard
Christmas Island	Madagascar	Swaziland
Congo, Democratic Republic of	Malawi	Sweden
	Malaysia	Switzerland
Congo, Republic of	Maldives Republic	Taiwan
Costa Rica	Mali	Tajikistan

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Croatia	Malta	Tanzania
Curacao (Netherland Antilles)	Marie Galante	Thailand
Cyprus	Martinique	Togo
Czech Republic	Mauritania	Tonga Island
Denmark	Mauritius	Trinidad and Tobago
Dominica	Mayotte Island	Tunisia
East Timor	Moldova	Turkey
Egypt	Monaco	Turkmenistan
El Salvador	Mongolia	Turks and Caicos Islands
Estonia	Montenegro	Uganda
Faroe Islands	Montserrat	Ukraine
Fiji	Morocco	United Arab Emirates
Finland	Mozambique	United Kingdom-England, Scotland, Wales, Northern Ireland
France	Namibia	
French Guiana	Nauru	
French Polynesia (Tahiti)	Nepal	Uzbekistan
Gabon	Netherlands	Vanuatu
Gambia	Netherlands Antilles	Vatican City
Georgia	New Caledonia	Venezuela
Germany	New Zealand	Vietnam
Ghana	Niger	Virgin Islands, British
Gibraltar	Nigeria	Western Sahara
Greece	Norway	Yemen
Greenland	Oman	Zambia
Grenada	Pakistan	Zanzibar
Guadeloupe		Zimbabwe
Guatemala		

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Quad-band GSM Technology - Quad-band GSM technology is used in the following international countries.

Voice Capable

Antarctica	Bolivia	Nicaragua
Antigua	Chile	Panama
Argentina	Colombia	Paraguay
Bahamas	Easter Island	Peru
Barbuda	Ecuador	Uruguay
Belize	Honduras	

Global Data

Antigua	Chile	Panama
Argentina	Colombia	Paraguay
Bahamas	Easter Island	Peru
Barbuda	Ecuador	Uruguay
Belize	Honduras	
Bolivia	Nicaragua	

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