King County

Finance and Business Operations Division
Procurement and Contract Services Section
Department of Executive Services

CNK-ES-0340
3rd Floor
401 5th Avenue
Seattle, WA 98104

206-263-9400
206-296-7676 Fax
TTY Relay: 771
www.kingcounty.gov

VENDOR:
USA MOBILITY METROCALL
3015 112TH AVE NE
STE 100
BELLEVUE,WA 98004

SHIP TO
KC DEPARTMENT OF EXEC SERVICES
PROCUREMENT-GOODS & SERVICES
401 5TH AVE, CNK-ES0340
SEATTLE,WA 98104
United States

BILL TO
KC DEPT OF EXECUTIVE SERVICES
ACCOUNTS PAYABLE, 3RD FLOOR
401 5TH AVE, CNK-ES0320
SEATTLE,WA 98104
United States

Purchase Order

PURCHASE ORDER NO.	REVISION	PAGE
520378	0	1

THIS PURCHASE ORDER NUMBER MUST APPEAR ON ALL INVOICES, PACKING LISTS, CARTONS AND CORRESPONDENCES RELATED TO THIS ORDER.

CREATION DATE	BUYER
23-AUG-11	P Price
DATE OF REVISION	BUYER

CUSTOMER ACCT #	VENDOR NO.	PAYMENT TERMS	FREIGHT TERMS	F.O.B	SHIP VIA
	29888	Net30days	Paid	Destination	BEST WAY

CONFIRM TO / TELEPHONE: TARA RAIMEY (425) 889-9690X4

REQUESTOR / DELIVER TO:

LINE	PART NUMBER / DESCRIPTION	DELIVERY DATE	QUANTITY	UNIT	UNIT PRICE	EXTENSION
	*** Furnish Paging Services, Equipment, and Accessories as requested by authorized King County Personnel during the period September 1, 2011 through August 31, 2016, in accordance with KC ITB# 1393-11-KAO and responding bid of USA Mobility, both incorporated by reference as if fully set forth herein.					
Purchase Agreement	Effective From: 01-SEP-11 To: 31-AUG-16	Amount Agreed:				

SEE REVERSE SIDE FOR ADDITIONAL TERMS AND CONDITIONS. THIS ORDER IS SUBJECT TO ALL THE TERMS AND CONDITIONS ON THE FRONT AND BACK HEREOF.

Required invoice information: Ship to Address, Mailstop, Requestor's Name, Purchase Order Number, Contract Number (if applicable), Line Item Number, description and Unit Price as stated on the purchase order. Missing information may result in payment delays.

ACCEPTANCE:
This purchase order expressly limits acceptance to the terms and conditions stated herein.

TOTAL

Authorized signature

King County 8/25/2011 3:19:45 PM PAGE 2/003 Fax Server

Paging Services, Equipment and Accessories - ITB 1393-11-KAO

		Cook Paging		USA Mobility	
Description	**Estimated Quantity**	**Unit Price**	**Extended Total**	**List Price**	**Extended Total**
Combined Summary for below itemization of Pager Type Count					
Digital Pagers	364	1.40	509.6	2.20	800.80
Alfa Numeric Pagers	884	4.15	3668.6	4.75	4199.00
2-Way Pagers, Unlimited Messages	57	0	0	14.50	826.50
Provider 1 - Pager Type Count					
Digital Pagers	166	1.40	232.4	2.20	365.20
Alpha Numeric Pagers	381	4.15	1581.15	4.75	1809.75
2-Way Pagers, Unlimited messages	0	0	0	14.50	No Award
Provider 1 Pager Type Count					
Digital Pagers	198	1.40	277.2	2.20	435.60
Alpha Numeric Pagers	503	4.15	2087.45	4.75	2389.25
2-Way Pagers, Unlimited Messages	57	0	0	14.50	826.50
Group Master Accounts	14	0	0	4.75	66.50
Toll-Free Access (800 #)	200	4.50	900	5.95	1190.00
Pager Protection - Individual Users	1200	0	0	1.00	1200.00
Pager Protection - Account Wide	1305	0	0	1.00	1305.00
Voice Mail 24 Hr.	1200	1.00	1200	1.00	1200.00
Over Call Limit Cost (Unlimited)	0	0	0	0.25	0.00
Lost Equipment Charges					
Digital Pagers	1	18.00	18.00	39.00	39.00
Alpha Numeric Pagers	1	32.00	32.00	69.00	69.00
2-Way Pagers	1	0	0	149.00	149.00
Additional Spare Pager over 5% Allotment			0		
Digital Pagers	1	0	0	2.00	2.00
Alpha Numeric Pagers	1	0	0	4.00	4.00
2-Way Pagers	1	0	0	10.00	10.00
Prompt Payment Discount			0.00		0.00

Award is based upon the lowest responsive responsible bidder by line item.
Bidders shall be able to retain the existing phone number and provide associated services to be considered responsive to the specification in the ITB.

KING COUNTY

Paging Services, Equipment and Accessories

Invitation to Bid

ITB No. 1393-11-KAO

August 9, 2011

Submitted by:

USAMOBILITY™
ONE SOURCE FOR WIRELESS

ORIGINAL

Jenny Werfel
Account Executive
1221 SE 113th Ave.
Portland, OR 97216
(503) 477-4541
Jenny.Werfel@usamobility.com

LETTER OF TRANSMITTAL

August 9, 2011

Kathleen O'Conner
King County
Procurement and Contract Services Section
401 Fifth Avenue
Seattle, WA 98104

Re: Paging Services ITB No. 1393-11-KAO

Dear Ms. O'Conner,

USA Mobility is pleased to present this proposal for Paging Services, Equipment and Accessories to King County. *USA Mobility's* focus in this proposal is to address the specific wireless messaging needs of the County as they exist today and as they will develop in the future. As a solid industry leader and major provider of paging products and other wireless services to the business, government and healthcare sectors, USA Mobility is in the best position to offer the most immediate and long-term integrated solutions. We provide verifiable, continually expanding and comprehensive national network coverage and a comprehensive range of services second to none.

USA Mobility has developed a simple and efficient program where dedicated teams of Sales, Customer Service and Technical specialists are assigned to service every aspect of your account(s). These teams will work closely with you to consistently provide the most complete, up-to-date information on current and future products and services and their applications to your specific business communication needs. Our Proposal offers technologically advanced, innovative solutions with an enhanced focus in delivering you the best the wireless messaging industry has to offer.

Headquartered in Springfield, Virginia, *USA Mobility Wireless, Inc.* has fostered a dependable, cross-functional team approach when it comes to meeting the demanding needs of our important customers. We have partnered with thousands of federal, state and local government agencies. We have deployed dedicated teams to provide customized management and support of our customers. *USA Mobility* takes a consultative approach when working with you and focuses on a solid understanding of your business. Regularly scheduled calls and meetings assist with this process and provide valuable feedback that allows us to best support your needs.

The *USA Mobility* team has carefully reviewed the Paging Services, Equipment and Accessories ITB for King County. *USA Mobility's* coverage and reliability are unsurpassed by our competition. We offer an experienced and accomplished staff and a commitment to provide the superior quality, immediate value and standards of excellence you require. Please do not hesitate to contact me with any questions you may have regarding this proposal, our company or other available services.

I look forward to hearing from you soon.

Sincerely,

Jenny Werfel
Account Executive
(503) 477-4541

Invitation to Bid

King County

Department of Executive Services
Finance and Business Operations Division
Procurement and Contract Services Section
206-263-9400 TTY Relay: 711

ADVERTISED DATE: JULY 21, 2011

Invitation to Bid (ITB) Title: Paging Services, Equipment and Accessories

ITB Number: 1393-11-KAO

Due Date: August 9, 2011 - 2:00 p.m.

Buyer: Kathleen O'Connor, kathleen.oconnor@kingcounty.gov, 206-263-9296

Term Supply Requirement

Furnish Paging Services, Equipment and Accessories as requested by King County authorized personnel in accordance with the attached instructions, requirements and specifications.

TOTAL BID PRICE: $ 5,826.30

NO PRE-BID CONFERENCE	Sealed Bids are hereby solicited and will **only** be received by: King County Procurement Services Section Chinook Building, 3rd Floor 401 Fifth Avenue Seattle, WA 98104 Office Hours: 8:00 a.m. – 5:00 p.m. Monday - Friday

BIDDERS SHALL COMPLETE AND SIGN THE FORM BELOW.

We acknowledge that **Addenda numbered** 1 **to** 1 have been examined as part of the Contract documents. The submittal is signed by an authorized representative of the Bidder accepting all terms and conditions contained in the bid and any addenda. We acknowledge that attaching our terms and conditions or modifying the ITB terms and conditions may result in our bid being rejected.

Company Name: USA Mobility Wireless, Inc.

Address: 6850 Versar Center Suite 420

City/State /Postal Code: Springfield, VA 22151

Signature:

Print name and title: Paul Grandfield, EVP, Operations

Email: Salesadministration@usamobility.com

Phone: (972) 801-0622

Fax: (866) 415-5126

SCS/DBE Certification Number: N/A

Upon request, this Invitation to Bid will be provided in alternative formats such as Braille, large print, audiocassette or computer disk for individuals with disabilities.

EXECUTIVE SUMMARY

Why USA Mobility:

USA Mobility is highly qualified to serve King County as its paging provider based on a history of:

a. Serving as the largest paging provider in the country (larger than all others combined) in terms of number of subscribers, coverage and employees,

b. Maintaining a solid record of financial stability,

c. Offering transparency of company operating results as a publicly traded company including Sarbanes-Oxley regulated, monthly network availability and call center performance reporting,

d. Investing in the future development of the industry,

e. Maintaining full nationwide network deployments (one and two-way paging) and in-house functions including field-based network engineering team, pager repair and distribution operations and customer care,

f. Offering a full suite of integration solutions including messaging platforms, in-house paging platforms, event/alarm monitoring and notification solutions and code messaging management.

USA Mobility is the largest provider of paging services in the U.S. to hospitals, governments and large enterprises. Currently, the company services 40% of all hospitals and 62% of major hospitals, where "major" is defined as hospitals with 200 or more beds, approximately 26 of the available state paging contracts and over 70% of Fortune 1000 corporations. Our customers rely on USA Mobility to provide reliable paging communications for the most time-critical messaging including code blues, emergency response, police, fire and rescue among other uses.

USA Mobility was formed as the result of the merger of Arch Wireless and Metrocall, which occurred in November 2004, and was incorporated in the state of Delaware. At the time, the two companies were the largest (Arch) and second largest (Metrocall) paging companies in the industry.

USA Mobility considers itself the clear paging industry leader in terms of subscriber base with approximately three times more subscribers than our closest competitor. More importantly, we consider ourselves the clear leader in overall customer satisfaction. The winning combination of superior network reliability, coverage, product portfolio diversity, customized national support and our diverse reporting/invoicing capabilities have enabled us to earn and retain business from over 62% of all major health care facilities.

Through prudent business practices and company organizational efficiencies we have been able to become the leading consolidator within our industry and have maintained the industry's strongest balance sheet.

Our reliable facilities-based messaging platform continues to represent one of the most compelling wireless communications cost-benefit offerings available today. For customers who require more advanced solutions, we offer mobile phones and data applications, including BlackBerry, Wi-Fi, in-building communications systems and location-based (GPS) services through strategic relationships. In addition, the Company offers Integrated Resource Management Systems with wireless connectivity solutions for healthcare, business, hospitality, government and other campus environments.

In addition to its reliable, nationwide one-way networks, USA Mobility's two-way networks have the largest, high-powered terrestrial ReFLEX footprint in the United States with roaming partners in Canada. USA Mobility provides the preferred ReFLEX wireless data network which many of the largest telecommunication companies in the United States source and resell under their own brand names.

The paging industry has seen a steep reduction in subscribers over the past 10 years, declining from over 40 million subscribers to approximately 4.4 million today. Over that time, the industry has consolidated in order to maintain the scale necessary to support all necessary network and support functions. USA Mobility has been the main consolidator for the paging industry. Based on USA Mobility estimates, the company maintains the position as the overwhelming industry leader, servicing 68% of the total number of paging subscribers in the industry.

USA Mobility is a publicly traded company, listed on the NASDAQ under the ticker symbol "USMO". As such, the company's financial performance, overall financial health and long-term financial outlook are a matter of public record. Since the time of the merger, USA Mobility has retired all company debt and generated positive cash flow year after year, returning approximately $277 million or $10.15 per share to stockholders. This solid financial performance demonstrates the company's commitment and ability to provide high-quality service to its base of customers along with the confidence that those service levels will be maintained through the course of this contract and beyond.

USA Mobility is the only publicly traded paging provider in the country and the only one that offers the transparency that a public company offers. Given the erosion of the paging industry over the past decade and with current economic conditions as they are, this visibility into the overall health of a paging provider is important in the evaluation and selection of a vendor. As a publicly traded company, USA Mobility is also subject to Sarbanes-Oxley requirements. When dealing with a Sarbanes-Oxley regulated company, companies and organizations have the assurance that the vendor is subject to the rigors of its oversight and controls.

The Sarbanes-Oxley (SOX) Act of 2002 only applies to publicly traded companies. It has two major certifications:

- Section 302 of the Act mandates a set of internal procedures designed to ensure accurate financial disclosure.
- Under Section 404 of the Act, management is required to produce an "internal control report" as part of each annual Exchange Act report. To do this, managers generally adopt an internal control framework to, among other things:
  - Assess both the design and operating effectiveness of selected internal controls related to significant accounts and relevant assertions, in the context of material misstatement risks;
  - Understand the flow of transactions, including IT aspects, sufficient enough to identify points at which a misstatement could arise;
  - Perform a fraud risk assessment;
  - Evaluate controls designed to prevent or detect fraud, including management override of controls;
  - Evaluate controls over the period-end financial reporting process;
  - Conclude on the adequacy of internal control over financial reporting.

These two certifications are intended to bring transparency to a publicly traded company's financial results and the underlying operations and procedures. Compliance with the internal controls required by SOX, in some cases, imposes process and procedures that require compliance by areas of the company outside of finance. SOX has increased the cost incurred by public companies in paying for their annual audits. These costs are meant to ensure the investing public that companies receiving their investments are complying with the requirements as outlined below. These measures add confidence to those companies and government entities who do business with the company.

Paging and wireless messaging continues to be a critical component of the overall wireless communications category. As the consumer market has largely migrated to cellular technology, the industry has consolidated around a core group of enterprise customers – Hospitals, governments and Fortune 1000 corporations. These all share a common need for highly-reliable and cost-effective communications. Since the time of the Arch/Metrocall merger, USA Mobility has been very disciplined at reducing costs as needed to keep pace with the rate of declining subscribers. The company has aggressively worked to eliminate redundant network infrastructures that were constructed previously to service a much larger subscriber base.

As the industry leader, USA Mobility continues to invest in its paging technology and advance the state of the industry:

- USA Mobility launched ReadyCall™ Waiting Area Pagers in May of 2007
- Funded the software development and service platform for the exclusive launch of PageSync™ in April 2008. PageSync™ is a USA Mobility exclusive service that brings the paging experience to BlackBerry devices and SMS phones

- The exclusively launched ST902 two-way pager in April 2009
- Developed message delivery confirmation for two-way messaging that makes message delivery reporting available to customers via an online interface
- Maintaining and developing relationships with device manufacturers to ensure uninterrupted supply of high-quality devices in the future
- Released I-Land™, a proprietary campus-based two-way messaging system that provides rapid throughput and read receipts for customers requiring documentation and archiving of their messaging traffic. Additionally, pager coverage automatically roams from the in-house network to USA Mobility's wide-area network when the pager leaves the campus.

USA Mobility also continues to operate in-house functions including pager repair, distribution operations and a portion of customer care operations. The company's network engineering team is field-based and deployed across the country to provide timely and expert consultation and response to any customer impacting issue including emergency and disaster situations.

The company maintains a five-year planning horizon and company management believes its future outlook is very positive. The company has been diligent in managing the cost structure of its network infrastructure in order to maintain cost-effective service to meet the time-critical messaging requirements of our base of customers. Based on the current outlook, the company is able to further reduce costs into the future so as to maintain its record of profitability and reliable operations.

USA Mobility is proud to serve the country's most demanding customers with the most urgent and time-critical messaging needs in healthcare, government and emergency responders. The company is structured and operated to meet these high service requirements in every way we interact with our customers.

EQUIPMENT INFORMATION

USA Mobility offers a variety of paging equipment options as well as coverage capabilities. Within the One-way Paging family are multiple equipment choices that offer Numeric and Alphanumeric (text) capabilities. Within the Advanced Messaging Segment, we offer "full" Two-way messaging. Based on the service requirement, there may be several choices of equipment models to choose from.

All of our One-way paging products have the ability to be programmed with either local, regional or national coverage codes. Our Two-way devices are automatically configured to provide full nationwide coverage.

See below for a description of the various paging models available through USA Mobility and a summary description of their features:

Equipment Options

One Way Numeric Options

Sun Telecom ST800Plus (Numeric Messaging)

- ***30 message slots***
- ***Easy to read light display***
- ***Shows time of day and date***
- ***Retains messages when off***
- ***Low battery alert***
- ***3 melody Alerts, 4 tone alerts, vibe and silent options***
- ***Time-stamps incoming messages***

ST800.pdf

One-way Alphanumeric Options

Sun Telecom T3Plus (Word Messaging)

- ***4 Line Display, with 20 characters per line, with user selectable option to view:***
  - ***2 line display with 16 characters***
  - ***2 line display with 20 characters***
- ***20 message slots (6400 characters)***
- ***Hold up to 15 group addresses with message history per address***
- ***Shows time of day and date***
- ***Graphical battery level indicator***
- ***Offers 7 melodies, 1 beep, 1 chirp, PLUS vibrate and sleep (no alert)***
- ***Saves messages when off or replacing the battery***

Titan III.pdf

Two-way Messaging Options

ST902 (2-Way Messaging)

- *6 Lines of Text*
- *Connects to PC for contacts backup*
- *Ability to view message delivery receipt online*
- *Sturdy and lighweight*
- *EL Backlit Display*
- *Message delivery confirmation*
- *16 User-selectable Alerts*
- *Uses 1 AA battery*

ST902_Flyer.pdf

SunTelecom
ST800 PLUS

The SunTelecom ST800 PLUS is built for today's lifestyle. It is rugged yet stylish and blends in well with day-to-day activities, whether personal or business.

Features

Display
- » Date and Time Display
- » Backlighting Display
- » Memory Full Indicator

Messaging
- » Message Time Stamping
- » 21 Message Memory (30 Messages for PLUS)
- » Locks up to 10 Messages (14 Messages for PLUS)
- » Delete Individual Messages or Erase All Options

Indicator/Alert
- » Alarm
- » Low Battery Indicator
- » Unread Message Indicator
- » Vibrator / Chirp / Silent Alerts (8 Melodies for PLUS)

Specifications

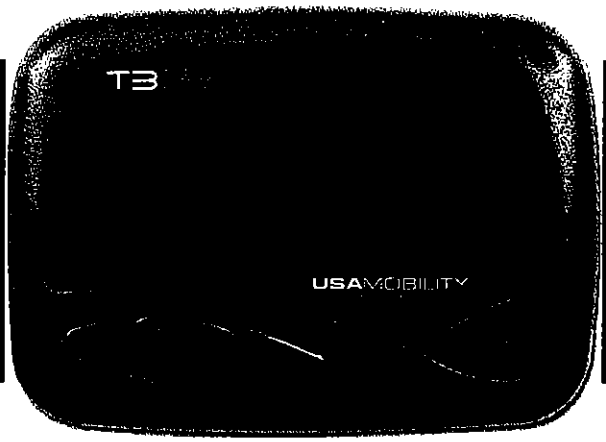
Frequency Band	900MHz
Weight	1.4 ounces
Alert Tone	75 dB SPL at 12 in
Power Supply	1 AAA Battery Required
Size	1.65 x 2.4 x .77 in (1.53 x 2.28 x .70 in for PLUS)
Code Format	FLEX

CONTACT USA MOBILITY
E-mail: info@usamobilty.com
Phone: (888) 576-1348

www.usamobility.com

USAMOBILITY™
ONE SOURCE FOR WIRELESS

Sun Telecom T3Plus



Display

» User-friendly, icon-driven interface
» Time & date display
» Backlit display for ease of use in the dark
» Four-line display with zoom to two lines

Messaging

» 20 Personal message slots
» 15 Mail drop message slots with seven sub-slots
» 10 Personal information folder message slots
» Message date and time stamping
» All and selective message delete

Indicator/Alert

» User-selectable reminder alert
» Variety of real paging alerts
» Private time (no alert)
» Unread message indication
» Built-in alarm clock

Specifications

» Size: 70 x 50 x 18 mm
» Code Format: FLEX, 1600/3200/6400 bps
» Alert tone: >80 dB @ 30 cm
» Battery: 1 x AAA Alkaline
» Weight (with battery): 45 g
» Frequency Range: 900 MHz

For More Information:

info@usamobility.com
(800) 342-4351
www.usamobility.com

USAMOBILITY™
ONE SOURCE FOR WIRELESS

When the message matters

Exclusive To USA Mobility, the ST902 advances two-way messaging with:

- « Power from a single AA battery
- « Easy connection to PC for contacts backup
- « Up to 6 lines of text
- « Ability to view message delivery receipt online
- « Lightweight sturdiness

Announcing the newest addition to our wireless portfolio...the ST902 two-way pager. Offered exclusively from USA Mobility, the ST902 allows the user to communicate efficiently with 6 lines of text and a lighted QWERTY keyboard.

With the disposable battery there is no need to worry about charging and the power supply can easily be replaced in any environment. The sturdy, lightweight ST902 is perfect for anyone who needs to send, receive and reply to messages anywhere, anytime.

USAMOBILITY™
ONE SOURCE FOR WIRELESS

"I like the larger keyboard and screen. The font size is more readable and the 6 lines of text is great. The larger size is not a problem considering the pager has a larger keyboard, an easy to read screen, and a generally sturdier case."

PC Backup

With the ST902 Manager software you are able to have all your contacts information stored on your computer. Connect your ST902 device to your PC to update the contact information.

« Quickly add or edit contacts

« Group contacts into multiple groups

« Add, delete or rename groups with ease

« Store additional information (company, city, notes, etc) about your contacts

« Download/upload contact information from PC to pager

« Save multiple database files

Features

Display
- » EL Backlit Display
- » Time & Date Display
- » Lighted QWERTY Keyboard
- » Up to 6 Lines of 20 Characters per Line

Messaging
- » Quiet Mode
- » Private Time
- » Confirmed Message Delivery
- » Message Time and Date Stamp
- » Erase One Message or Erase All
- » Preprogrammed Reply Capability
- » Contacts Backup Software for PC
- » Send, Receive, and Reply to Messages
- » Memory Retention When Changing Battery

Indicator/Alert
- » Reminder Alerts
- » Service Indicators
- » Built-in Alarm Clock
- » Low Battery Indicator
- » Alert Volume Controls
- » 16 User-selectable Alerts

Specifications

Frequency Band	900MHz
Weight	3.9 ounces
Power Supply	1 AA Battery Required
Size	3.4 x 2.3 x 1.0 in
Code Format	ReFLEX
Computer Connection	USB

For more information:

WWW.USAMOBILITY.COM

USAMOBILITY™
ONE SOURCE FOR WIRELESS

Additional Pricing is requested for Toll-Free Access (800 #), Lost Pager Protection – Individual Users, Pager Protection – Account Wide, Voice Mail, Over Call Limit and Additional Pager Service Options or Features if not included in overall monthly rate.

Optional Services may be listed for any additional services offered. Include the Type of the Service you are proposing; Estimate the Quantity the County would require based on the current inventory and include the Monthly Service Fee and the Extended Price. Under separate cover you may include marketing materials that will be useful in explaining the Optional Services or features referenced in the pricing.

Any tariffs, taxes, and other fees not eligible by law shall be included in the rate as described in the Technical Specifications.

In the event of a discrepancy between the unit price and the extended price, the unit price will prevail.

Bidders are to submit identification of additional service offerings that can be made available at no additional charge.

6.4 Multiple Contracts

It is the County's intent to award multiple contracts for this service. The bidder offering the lowest bid, per item number, will be awarded that item.

Pager Service Pricing

Item #	Pager Type	Estimated Quantity	Monthly Service Fee Unit Price	Extended Price
1.	**Combined - Pager Type Count**			
2.	Digital Pagers	364	$ 2.20	$ 800.80
3.	Alpha Numeric Pagers	884	$ 4.75	$ 4,199.00
4.	2-way pagers, unlimited messages	57	$ 14.50	$ 826.50
5.	**Grand Total Combined Pagers:**	**1305**	$	$ 5,826.30
6.	**Provider 1 - Pager Type Count**			
7.	Digital Pagers	166	$ 2.20	$ 365.20
8.	Alpha Numeric Pagers	381	$ 4.75	$ 1,809.75
9.	2-way pagers, unlimited messages	0	$ 14.50	$ Ø
10.	**Provider 1 Sub-Total Pagers:**	**547**	$	$ 2,174.95
11.	**Provider 2 - Pager Type Count**			
12.	Digital Pagers	198	$ 2.20	$ 435.60
13.	Alpha Numeric Pagers	503	$ 4.75	$ 2,389.25
14.	2-way pagers, unlimited messages	57	$ 14.50	$ 826.50
15.	**Provider 2 Sub-Total Pagers:**	**758**	$	$ 3,651.35
16.	Group Master Accounts	14	$ 4.75	$ 66.50
17.	Toll-Free Access (800 #)	200	$ 5.95	$ 1,190.00
18.	Pager Protection – Individual Users	1200	$ 1.00	$ 1,200.00

19.	Pager Protection – Account Wide	1305	$ 1.00	$ 1,305.00
Item #	**Pager Type**	**Estimated Quantity**	**Monthly Service Fee Unit Price**	**Extended Price**
20.	Voice Mail	1200	$ 1.00	$ 1,200.00
21.	Over Call Limit Cost	1200	$.25 /each	$ per message
Additional Pager Options (please specify the amount of each option individually)				
1.	Lost Equipment Charges:			
	Digital Pagers	Each	$39.00 /each	$
	Alpha Numeric Pagers	Each	$69.00 /each	$
	2-way pagers	Each	$149.00 /each	$
2.	Additional Spare Pagers over 5% Allotment:			
	Digital Pagers	Each	$2.00 /each	$
	Alpha Numeric Pagers	Each	$4.00 /each	$
	2-way pagers	Each	$10.00 /each	$
			Total:	**$**

Optional Services

Item #	Service Type and Description of Optional Services	Estimated Quantity	**Monthly Service Fee Unit Price**	**Extended Price**
1				
2				
3				
4				
			Total:	**$**

MY ACCOUNT

My Account Online Reporting

My Account is an online tool available to customers to manage many aspects of their account from their desktops.

My Account can be accessed 7 days a week and utilized from a top-down approach, or an individual location approach. In addition, *My Account* can be modified to meet the demands of the customer as to what access will be given to a department or individuals.

Features and Benefits of My Account Online Services:

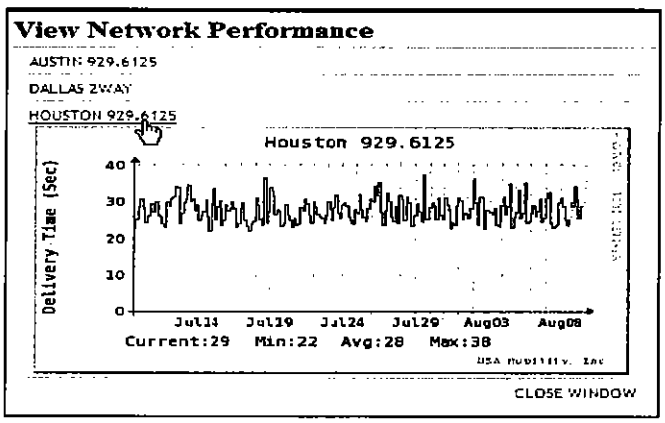
- **Check Balance/Make Payment**
  - Assist the My Account user in accessing their account to review their account balance
  - Make a payment
    - Credit/Debit Card
    - Check

- **Payment History**
  - Allows My Account users to view the last 5 payments applied to the account.

- **Invoice Management**
  - Will allow My Account users the ability to view, print, or download PDF invoices that currently exist in the billing system and can be downloaded into common selectable formats such as spreasdsheet files, database files and/or test files.

- **Account Maintenance**
  - This procedure will assist the My Account user in making account changes that include:
    - Login Information
      - Name
      - Password
      - Phone Number
      - Email Address
    - Account Information
      - Contact Name
      - Contact Phone Number
      - Billing Address
    - Payment Information
      - Credit/Debit Card
        - Auto Charge
        - Quick Pay
      - Checking Account
        - Auto Debit

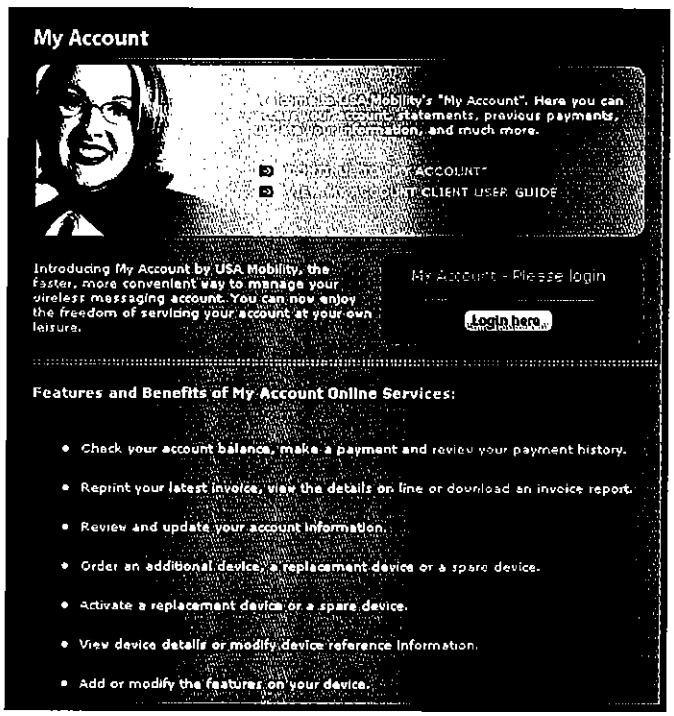
- **Manage Devices**
  - Allows My Account users to process a variety of options that allows them to manage their devices and include:
    - Add A Device – Order an additional device
    - View Device(s) – Allows My Account users to:
      - Send a Test Page
      - Reset Voice Mail Passcode
      - Reprogram Device
      - Cancel Device
      - Edit/Update Holder Name, Device Reference Field 1 and Device Reference Field
    - Alias Maintenance - Modify or Add Alias Names to active device numbers
    - Message Carbon Copy - Modify or Add Message Carbon Copy to active text capable devices
    - Exchange Device - Process an exchange from current device to a new device that include:
      - Like exchanges
      - Upgrade exchanges
      - Spare exchanges
    - Activate A Replacement - Transfer service from existing device to a replacement device
    - Manage Spares
      - Order A Spare
      - Activate A Spare
    - Message Management – View and track Two-Way message status
      - View direction of a page (TO or FROM) for enabled 2way devices for previous 30 days
      - For messages sent TO device:
        - Date/Time message sent, delivered and read
      - Call detail reports, such as message content, are not available
      - View report online for single device or export a report for a select group of devices
    - Network Performance – View Network Latency reports for your specific account. These reports graph network performance (messaging delivery time) over the past 30 days and refresh every 30 minutes. The graphs are market- and frequency-specific, and are available for Local One-Way on 929.6125 and for Two-Way. To have access to these reports request this from your sales representative. See below for an example of this report.



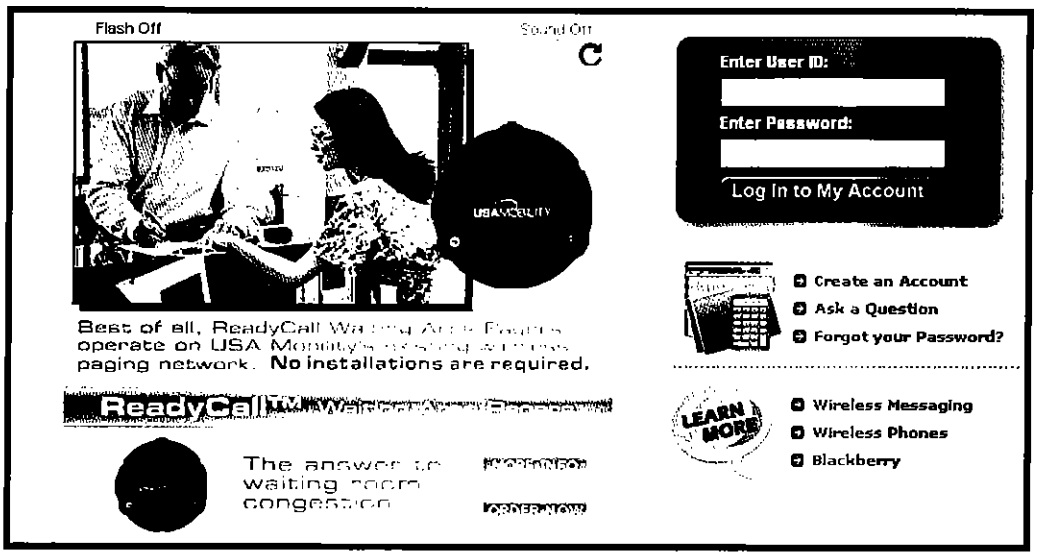
- **Ask A Question**
  - Allows My Account users to submit a question to a USA Mobility Customer Service representative.

Under My Account, the user can click on the "**Login here**" button or access http://www.usamobility.com/my_account/ to display the **MyAccount (features and benefits)** page as shown below.

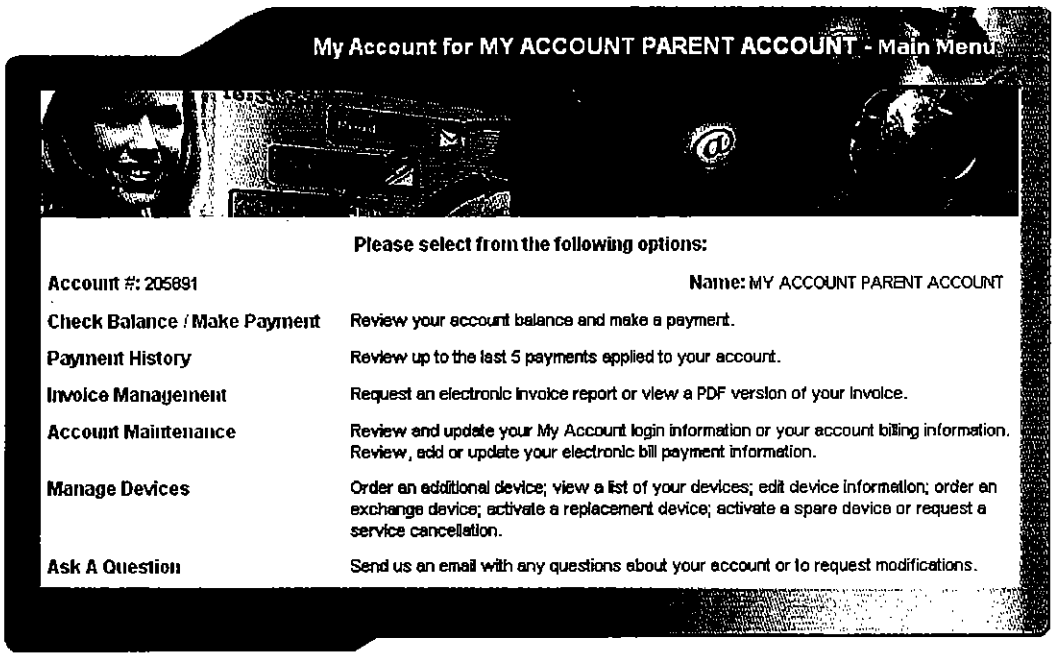
You may also find valuable information by clicking on **View My Account Client User Guide** or by accessing the following link: http://www.usamobility.com/pdf/1-1-1-MyAccountClientUserGuide-1.pdf



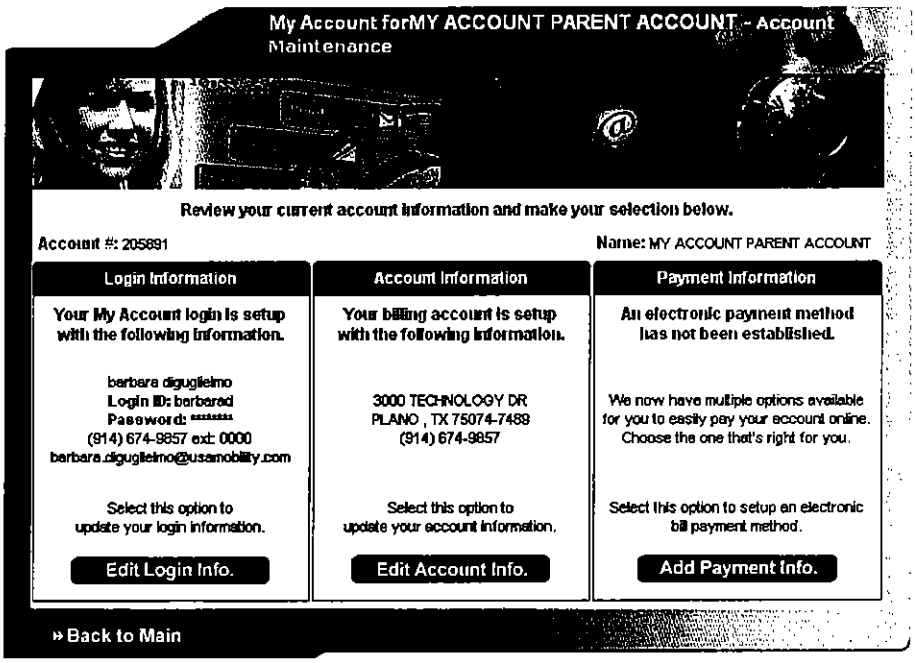
The user can click on the "**Login here**" button to access the **My Account Log In** page as shown below.



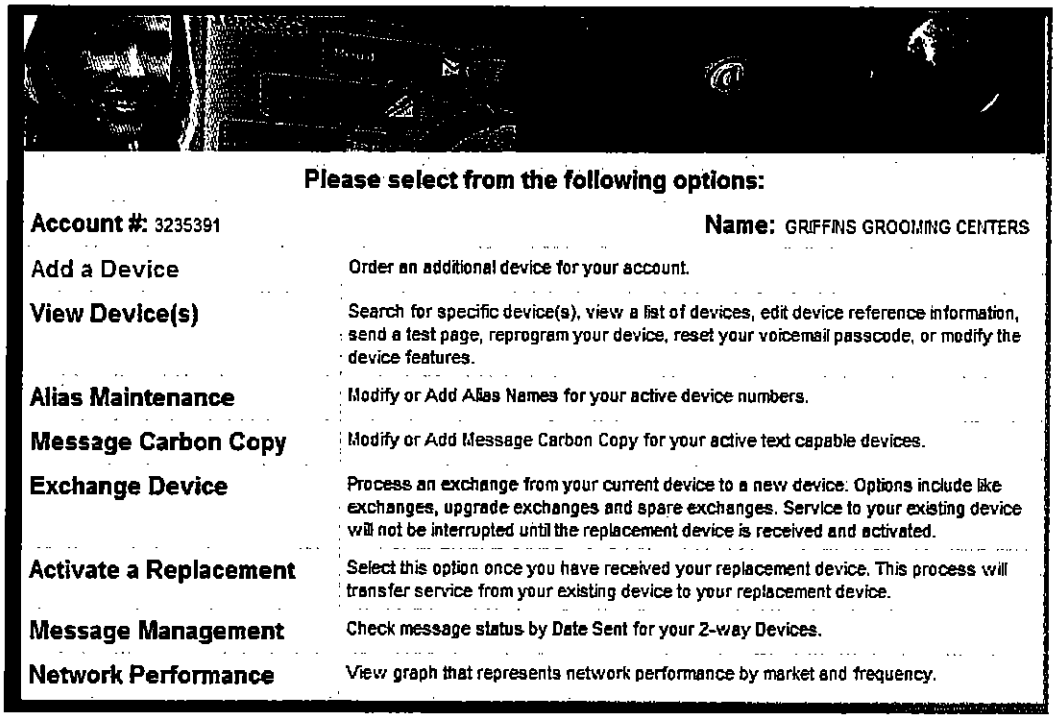
After the customer has entered their **User ID** and **Password** and clicked on the "**Log In to My Account**" button, the **My Account Main Menu** screen will be displayed as shown below.



From the **My Account Main Menu,** clicking on the **Account Maintenance** option will display the following screen.



From the **My Account Main Menu,** clicking on the **Manage Devices** option will display the following sub-menu screen.



Please select from the following options:

Account #: 3235391 **Name:** GRIFFINS GROOMING CENTERS

Add a Device	Order an additional device for your account.
View Device(s)	Search for specific device(s), view a list of devices, edit device reference information, send a test page, reprogram your device, reset your voicemail passcode, or modify the device features.
Alias Maintenance	Modify or Add Alias Names for your active device numbers.
Message Carbon Copy	Modify or Add Message Carbon Copy for your active text capable devices.
Exchange Device	Process an exchange from your current device to a new device. Options include like exchanges, upgrade exchanges and spare exchanges. Service to your existing device will not be interrupted until the replacement device is received and activated.
Activate a Replacement	Select this option once you have received your replacement device. This process will transfer service from your existing device to your replacement device.
Message Management	Check message status by Date Sent for your 2-way Devices.
Network Performance	View graph that represents network performance by market and frequency.

6.5 References

List the names and addresses of four (4) customers, for whom the bidder has performed or provided similar goods and/or services, preferably in Washington State, for a period not less than one (1) year. Include dates, contact persons and telephone numbers. Should any reference submitted by a bidder be found unsatisfactory, King County, at its sole option, may reject that bidder's bid. King County shall be the sole judge in determining a satisfactory/unsatisfactory reference response. **Reference must be submitted with bid.**

Company Name: Swedish Medical Center
Company Address: 747 Broadway, Seattle, WA
Company Phone: (206) 386-2830
Contact Person: Ja'Son Styles
Dates: Since 6/27/97

Company Name: University of WA
Company Address: 4518 Univ. Way NE, WA
Company Phone: (206) 685-4437
Contact Person: Steven Kurle
Dates: Since 3-2-88

Company Name: VA Seattle
Company Address: 1660 S. Columbian Way Seattle, WA
Company Phone: (206) 764-2277
Contact Person: Ted Kamplaine
Dates: Since 9/1/2011

Company Name: Multicare Washington
Company Address: 315 MLK JR Way, Tacoma, WA
Company Phone: (253) 459-7422
Contact Person: Elaine Addison
Dates: 7/28/92

COVERAGE MAP

NOTE: The coverage as indicated on the attached maps is subject to change as the business requirements of USA Mobility change and as network changes are necessary to maintain the performance of the USA Mobility Paging networks. Coverage does not imply 100% geographic saturation of all areas shown and may be diluted by terrain, vegetation or building density.

COVERAGE MAP

NOTE: The coverage as indicated on the attached maps is subject to change as the business requirements of USA Mobility change and as network changes are necessary to maintain the performance of the USA Mobility Paging networks. Coverage does not imply 100% geographic saturation of all areas shown and may be diluted by terrain, vegetation or building density.

Washington

Local One-Way Coverage (929.6125 MHz)

USAMOBILITY
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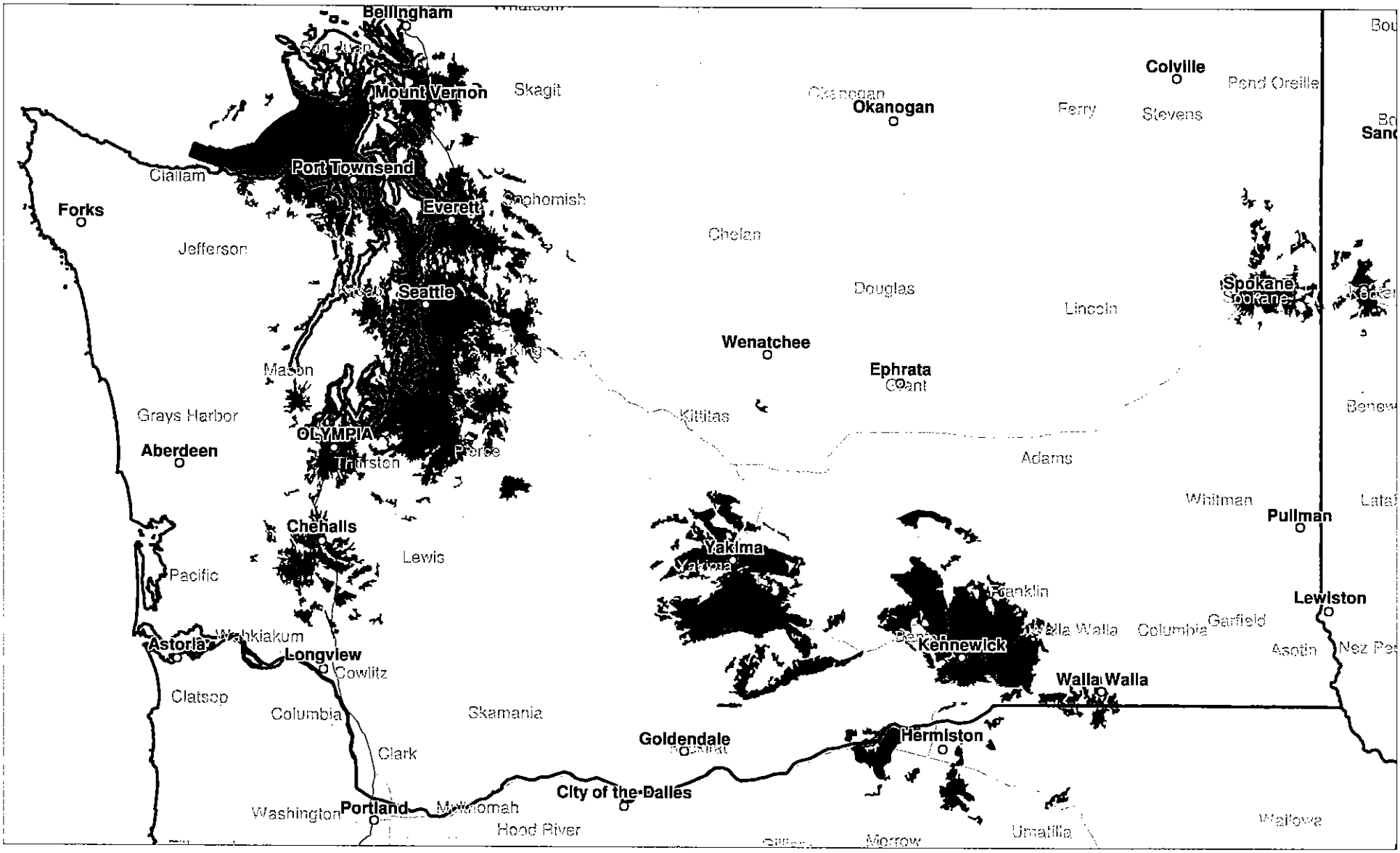

Because of the nature of radio transmission, strength of paging signal will vary depending upon your location. Maps may not be to scale.

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