

## Sprint

<b>General</b>	
Website:	<a href="http://www.sprint.com">www.sprint.com</a>
FEIN #	48 - 1165245
<b>Account Representatives</b>	
<p><b>Primary:</b> Point of contact for pre-sales needs assessment based on customer requirements and needs, contract negotiation, implementation and post-sales account management. Oversees product and sales support and facilitates problem solving of technical, training, billing, service, and other issues.</p> <p><b>Secondary:</b> Proposes voice and data solutions based on customer requirements and needs and provides consultative oriented solutions sales by collaborating with Sprint technical and support services. Is primary contact for placing orders, pricing, rate plan recommendations, equipment analysis and selection.</p> <p><b>Account Representation Support:</b></p> <p><b>Primary:</b> Responsible for post-sales support with the responsibility for account activation, account maintenance, account modifications, ongoing billing maintenance, payments, credits, balance disputes and adjustments, customer training, cancel/suspend lost/stolen, seasonal, cancel features; performs Customer Service roles such as add features, ESN Swaps, International, Plan change, responds to Contract questions etc.; Assists with enrollment in Self-Sufficiency tools/programs. Will proactively contact you on a monthly basis, participate in quarterly sales reviews and rate plan analyses and handle customer service and billing-related escalations</p>	<p><b>Primary:</b> Jock Florentine, Public Sector Account Manager <a href="mailto:jock.w.florentine@sprint.com">jock.w.florentine@sprint.com</a> 262-513-2530</p> <p><b>Secondary:</b> Tracy Kenseth, Public Sector Account Executive <a href="mailto:tracy.kenseth@sprint.com">tracy.kenseth@sprint.com</a> 262-513-2538</p> <p>If unable to reach Tracy:</p> <p>Ken Dienberg, Public Sector Sales Manager <a href="mailto:kenneth.dienberg@sprint.com">kenneth.dienberg@sprint.com</a> 414-803-3025</p> <p><b>Account Representation Support:</b></p> <p><b>Primary</b> Patty Munsie, Wireless Field Specialist <a href="mailto:patricia.munsie@sprint.com">patricia.munsie@sprint.com</a> 262-513-2567</p> <p><b>Secondary</b> Nikki Shaw, Mgr. Implementation II <a href="mailto:nikki.shaw@sprint.com">nikki.shaw@sprint.com</a> 630-875-5033</p>
Contact Information for Authorized Users:	Jock Florentine, Public Sector Account Manager <a href="mailto:jock.w.florentine@sprint.com">jock.w.florentine@sprint.com</a> 262-513-2530
<b>HelpDesk</b>	
	<p>Business Technical Support and Trouble Management (BWTS)</p> <p>1-800-927-2199</p> <p>Hours of Operation: 24 X 7</p> <p>Technical Specialists will work to resolve issues while they have the customer on the phone. If the ticket is complex and requires additional troubleshooting, a ticket is opened and is handled by Business Wireless Ticket Management (BWTM).</p>
<b>My Sprint Business Portal</b>	
	<p><a href="http://www.sprint.com/business">www.sprint.com/business</a></p> <p>This portal allows online registration as well as user name and password creation.</p> <p>For support authorized users can contact:</p> <p>Patty Munsie, Wireless Field Specialist <a href="mailto:patricia.munsie@sprint.com">patricia.munsie@sprint.com</a> 262-513-2567</p>
<b>Public Safety</b>	

	<p>Emergency Response Overview: <a href="http://www.sprint.com/ert">www.sprint.com/ert</a></p> <p>Corporate Security: 1-800-877-7330  Prompt 1 – Law Enforcement – 911 Emergencies  Prompt 2 – If you are a Sprint customer needing assistance  Prompt 3 – Subpoena Compliance  Prompt 4 – Surveillance Issues</p> <p>Centralized group that handles all requests from local, state, county and federal law enforcement nationwide.</p> <p>Sprint Agency Support Hotline – 1-888-639-0020</p> <p>A nationwide program managed by our Public Safety Department. When a natural disaster or crisis occurs, our Emergency Response Team (ERT) provides support responding to government and non-profit organizations and emergency management agencies that need assistance.</p> <p>ERT provides the following support:</p> <p>Provides short term wireless telecommunications equipment, infrastructure and personnel operations support for disaster support, client specific events, field training exercises and national security events.</p> <p>The Emergency Response Team provides same day response to inquiries posed via the Agency Support Hotline.</p>
<b>Coverage Maps</b>	
Online	<a href="#">Click here</a>
State Voice Plans (Wisconsin & National)	Use online option
International	
<b>Service Ordering:</b>	
New Service	<a href="#">Click here</a>
Change/Disconnect Service	<a href="#">Click here</a>
<b>Equipment Ordering/Repair</b>	
Repair Equipment:	<a href="#">Click here</a>
Upgrade/Replace Equipment	<a href="#">Click here</a>
Accessories	<a href="#">Click here</a>
<b>Equipment Pricing</b>	
Consumer Rates	<a href="#">Click here</a>
Contracted Rates	<a href="#">Click here</a>
<b>Voice Only Equipment</b>	
	<p>Basic Equipment Package provided/maintained at no charge by the vendor upon account activation.</p> <p><a href="#">Kyocera Brio - KYS3015GGY</a></p> <p><a href="#">Sanyo Vero 3820 - SCP3820Kit</a></p> <p>All-in-one Vehicle and Wall Charger; SKU# PRX0311V: \$29.99  Cargo Holster; SKU# CCU9219Q: \$22.49</p> <p>See <a href="#">Equipment Pricing</a> section above for other equipment options.</p>
<b>Push to Talk Equipment</b>	

	<p>Kyocera Dura Core  Kyocera Dura Plus  Kyocera Dura XT</p> <p>See <a href="#">Equipment Pricing</a> section above for details.</p>
<b>Combined Voice &amp; Data Equipment</b>	
Smartphones	See <a href="#">Equipment Pricing</a> section above for options.
<b>Data Only Equipment</b>	
Aircards, modems, etc.	See <a href="#">Equipment Pricing</a> section above for options.
<b>Accessories:</b>	
Net price for Accessories	Lesser of vendor's consumer or contracted rates less 25%
<b>State Voice Plans:</b>	
State Rate Plan (Local/National)	<p>\$3.00 - monthly access  \$0.06 - per incoming minute  \$0.06 - per outgoing minute  \$0.06 - per mobile to mobile minute  \$0.06 - per toll-free minute  \$1.99 - per directory assistance call</p> <p>No charge for:  Long distance  Intrastate roaming  Intrastate roaming</p> <p>Optional Add Ons:  Text Plans; 300 Text incoming &amp; outgoing  \$2.00 per month  Text Plans; 1,000 Text incoming &amp; outgoing  \$6.00 per month  Text Plans; Unlimited Text incoming &amp; outgoing  \$10 per month  Mobile to Mobile; Unlimited Sprint mobile to mobile  \$5.00 per month  Sprint Direct Connect; Unlimited Direct/Group Connect  \$10.00 per month  Night/Weekends; Unlimited Night Weekends starting @  9pm  \$5.00 per month</p>
<b>State SmartPhone Data Plan</b>	
	<p><b>Unlimited:</b>  \$44.99 - monthly access</p> <p><b>5GB:</b>  \$39.99 - monthly access</p>
<b>State Aircard Data Plan</b>	
	<b>Unlimited:</b> \$37.99 - monthly access
<b>State Tablet Data Plan</b>	
	<b>6GB:</b> <b>\$39.99 - monthly access</b>
<b>Alternate Rate Plans &amp; Discounts</b>	
Consumer Plans	<p><a href="#">Click here</a></p> <p>Consumer Rate less 25% discount.</p> <p><a href="#">Click here</a> for Alternate Contracted Plans.</p>
Contracted Alternate Rate Plans	
<b>Fees and Surcharges</b>	

Name	Voice Only	Combined Voice & Data	Data Only	Rate	Comments
Federal USF	Yes	No	No	4.36%	
State USF	Yes	No	No	1.430%	
WI Fire & Police	Yes	No	No	0.750	First 10 connections \$.75 - \$.075 for additional
<b>Cooperative Purchasing (Authorized User Program) Special Conditions</b>					
Exceptions				None - All terms, conditions and pricing apply for Authorized Users	
<b>Employee Discounts Program</b>					
				Sprint offers the State 18% discount off standard service plans for individual-liable units (Employee Discount Program). The individual-liable customers can take advantage of our Ready Now program by going to a Sprint corporate store.	