REQUEST FOR PROPOSALS

TELEPHONE SERVICES
University of Maine System

RFP #08 - 10

ISSUE DATE:
March 17, 2010

OPTIONAL PRE-PROPOSAL MEETING:
Tuesday, March 23, 2010 at 1:00 p.m.

PROPOSALS MUST BE RECEIVED BY:
April 14, 2010

DELIVER PROPOSALS TO:

University of Maine System
Office of Strategic Procurement
Attn: Hal Wells
16 Central Street
Bangor, ME 04401
SECTION ONE

1.0 GENERAL INFORMATION:

1.1 Purpose: The University of Maine System is seeking proposals for the provision of telephone calling services as described below.

This Request for Proposals (RFP) states the instructions for submitting proposals, the procedure and criteria by which a vendor may be selected and the contractual terms by which the University intends to govern the relationship between it and the selected vendor.

1.2 Definition of Parties: The University of Maine System will hereinafter be referred to as the "University." Respondents to the RFP shall be referred to as "Bidder(s)" or bidder(s). The Bidder to whom the Contract is awarded shall be referred to as the "Contractor."

1.3 Scope:

a. Intra- and Inter-LATA and international calling services for faculty, staff, and administration on all participating University campus and off-campus locations.

b. Trunking and associated services to provide the above.

1.4 Evaluation Criteria: Proposals will be evaluated on many criteria deemed to be in the University's best interests, including, but not limited to:

- Demonstrated experience in resale of telecommunication services
- Technical evaluation of the infrastructure of the bidder’s network
- Quality of references
- Desirability of services offered
- Cost of services
- Commission structure
- Location of sales and support personnel responsible for the account(s)
- Experience in University markets
- Financial stability

1.5 Communication with the University: It is the responsibility of the bidder to inquire about any requirement of this RFP that is not understood. Responses to inquiries, if they change or clarify the RFP in a substantial manner, will be forwarded by addenda to all parties that have received a copy of the RFP. Addenda will also be posted on our web site, www.maine.edu/strategic/upcoming_bids.php. The University will not be bound by oral responses to inquiries or written responses other than addenda.

Inquiries must be made to: Hal Wells
Office of Strategic Procurement
University of Maine System
16 Central Street
Bangor, Maine 04401
(207) 973-3302
hcwells@maine.edu

1.6 Award of Proposal: Presentations may be requested of two or more bidders deemed by the University to be the best suited among those submitting proposals on the basis of the selection criteria. After presentations have been conducted, the University may select the
bidder(s) which, in its opinion, has made the proposal(s) that is the most responsive and most responsible and may award the Contract(s) to that bidder(s). While the University would prefer to have one Contractor provided the total spectrum of services requested statewide, the University realizes this may not be possible. Therefore the University reserves the right to award multiple contracts to multiple bidders. The University reserves the right to waive minor irregularities. Scholarships, donations, or gifts to the University, will not be considered in the evaluation of proposals. The University reserves the right to reject any or all proposals, in whole or in part, and is not necessarily bound to accept the lowest cost proposal if that proposal is contrary to the best interests of the University. The University may cancel this Request for Proposals or reject any or all proposals in whole or in part. Should the University determine in its sole discretion that only one bidder is fully qualified, or that one bidder is clearly more qualified than any other under consideration, a contract may be awarded to that bidder without further action.

1.7 Award Protest: Bidders may appeal the award decision by submitting a written protest to the University of Maine System’s Director of Strategic Procurement within five (5) business days of the date of the award notice, with a copy of the protest to the successful bidder. The protest must contain a statement of the basis for the challenge.

1.8 Confidentiality: The information contained in proposals submitted for the University's consideration will be held in confidence until all evaluations are concluded and an award has been made. At that time, the winning proposal will be available for public inspection. Pricing and other information that is an integral part of the offer cannot be considered confidential after an award has been made. The University will honor requests for confidentiality for information of a proprietary nature to the extent allowed by law. Clearly mark any information considered confidential.

1.9 Costs of Preparation: Bidder assumes all costs of preparation of the proposal and any presentations necessary to the proposal process.

1.10 Debarment: Submission of a signed proposal in response to this solicitation is certification that your firm (or any subcontractor) is not currently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from participation in this transaction by any State or Federal department or agency. Submission is also agreement that the University will be notified of any change in this status.

1.11 Proposal Understanding: By submitting a proposal, the bidder agrees and assures that the specifications are adequate, and the bidder accepts the terms and conditions herein. Any exceptions should be noted in your response.

1.12 Proposal Validity: Unless specified otherwise, all proposals shall be valid for ninety (90) days from the due date of the proposal.

1.13 Specification Protest Process and Remedies: If a bidder feels that the specifications are written in a way that limits competition, a specification protest may be sent to the Office of Strategic Procurement. Specification Protests will be responded to within five (5) business days of receipt. Determination of protest validity is at the sole discretion of the University. The due date of the proposal may be changed if necessary to allow consideration of the protest and issuance of any necessary addenda. Specification protests shall be presented to the University in writing as soon as identified, but no less than five (5) business days prior to the bid opening date and time. No protest against the award due to the specifications shall be considered after this deadline. Protests shall include the reason for the protest and any proposed changes to the specifications. Protests should be delivered to the Office of Strategic Procurement in sealed envelopes, clearly marked as follows:
1.14 Proposal Submission: A SIGNED original AND four (4) copies of the proposal must be submitted to the Office of Strategic Procurement, University of Maine System, 16 Central Street, Bangor, Maine 04401, in a sealed envelope by **Wednesday, April 14, 2010**, to be date stamped by the Office of Strategic Procurement in order to be considered. Normal business hours are 8:00 a.m. to 5:00 p.m., Monday through Friday. Bidders may wish to call (207) 973-3298 to determine if University operations have been suspended. Proposals received after the due date will be returned unopened. There will be no public opening of proposals (see Confidentiality clause). In the event of suspended University operations, proposals will be due the next business day. Vendors are strongly encouraged to submit proposals in advance of the due date to avoid the possibility of missing the due date because of unforeseen circumstances. Vendors assume the risk of the methods of dispatch chosen. The University assumes no responsibility for delays caused by any package or mail delivery service. Postmarking by the due date WILL NOT substitute for receipt of proposal. Additional time will not be granted to any single vendor, however additional time may be granted to all vendors when the University determines that circumstances require it. **FAXED OR E-MAIL PROPOSALS WILL NOT BE ACCEPTED.** The envelope must be **clearly** identified on the outside as follows:

Name of Bidder  
Address of Bidder  
Due Date  
RFP # 08-10  

Where possible, all materials submitted should be fully recyclable. Submissions shall be on standard 8.5 x 11, letter-sized paper and be clipped together without binding.

1.15 Pre-Proposal Conference: A conference will be held on Tuesday, March 23, 2010 at 1:00 p.m. local time at Room 124 in Neville Hall on the campus of the University of Maine in Orono. The purpose of this conference is to answer questions and provide further clarification as may be required. Please hold all questions until this meeting. Attendance by all prospective bidders is **OPTIONAL.** Firms planning to attend this pre-proposal conference should contact Hal Wells at 207-973-3302 or via email at hcwells@maine.edu no later than 4:00 p.m. local time on Monday, March 22, 2010, with the names and titles of the individuals who will attend.

1.16 Joint Procurement: While each campus reserves the right to contract for services individually, the University is seeking a solution that will unify services and rates available at all University locations, if possible.

END SECTION ONE
SECTION TWO

2.0 GENERAL TERMS AND CONDITIONS:

2.1 Contract Documents: If a separate contract is not written, the Contract entered into by the parties shall consist of the RFP, the signed proposal submitted by the Contractor, the specifications including all modifications thereof, and a purchase order or letter of agreement requiring signatures of the University and the Contractor, all of which shall be referred to collectively as the Contract Documents.

2.2 Contract Modification and Amendment: The parties may adjust the specific terms of this Contract (except for pricing) where circumstances beyond the control of either party require modification or amendment. Any modification or amendment proposed by the Contractor must be in writing to the Contract Administrator. Any agreed upon modification or amendment must be in writing and signed by both parties.

2.3 Contract Term: The Contract term shall be for a period of two (2) years commencing upon the start of contract services. With mutual written agreement of the parties this Contract may be extended for three (3) additional one-year periods. Notification of extension(s) will be made in writing at a reasonable time, approximately ninety (90) days prior to the expiration date.

2.4 Contract Data: The Contractor is required to provide the University with detailed data concerning the Contract at the completion of each contract year or at the request of the University at other times. The University reserves the right to audit the Contractor's records to verify the data. This data may include, but is not limited to, dollar volume, items sold, services rendered, and commissions paid to the University.

2.5 Contract Validity: In the event one or more clauses of the Contract are declared invalid, void, unenforceable or illegal, that shall not affect the validity of the remaining portions of the Contract.

2.6 Non-Waiver of Defaults: Any failure of the University to enforce or require the strict keeping and performance of any of the terms and conditions of this Contract shall not constitute a waiver of such terms, conditions, or rights.

2.7 Cancellation/Termination: If the Contractor defaults in its agreement to provide personnel or equipment to the University's satisfaction, or in any other way fails to provide service in accordance with the contract terms, the University shall promptly notify the Contractor of such default and if adequate correction is not made within forty-eight (48) hours, the University may take whatever action it deems necessary to provide alternate services and may, at its option, immediately cancel this Contract with written notice. Cancellation does not release the Contractor from its obligation to provide goods or services per the terms of the Contract during the notification period.

2.8 Clarification of Responsibilities: If the Contractor needs clarification of or deviation from the terms of the Contract, it is the Contractor's responsibility to obtain written clarification or approval from the Contract Administrator.

2.9 Litigation: This Contract and the rights and obligations of the parties hereunder shall be governed by and construed in accordance with the laws of the State of Maine without reference to its conflicts of laws principles. The Contractor agrees that any litigation, action or proceeding arising out of this Contract, shall be instituted in a state court located in the
State of Maine.

2.10 Assignment: Neither party of the Contract shall assign the Contract without the prior written consent of the other, nor shall the Contractor assign any money due or to become due without the prior written consent of the University.

2.11 Equal Opportunity: In the execution of the Contract, the Contractor and all subcontractors agree, consistent with University policy, not to discriminate on the grounds of race, color, religion, sex, sexual orientation, transgender status or gender expression, national origin or citizenship status, age, disability or veteran’s status and to provide reasonable accommodations to qualified individuals with disabilities upon request. The University encourages the employment of individuals with disabilities.

2.12 Independent Contractor: Whether the Contractor is a corporation, partnership, other legal entity, or an individual, the Contractor is an independent contractor. If the Contractor is an individual, the Contractor's duties will be performed with the understanding that the Contractor is a self-employed person, has special expertise as to the services which the Contractor is to perform and is customarily engaged in the independent performance of the same or similar services for others. The manner in which the services are performed shall be controlled by the Contractor; however, the nature of the services and the results to be achieved shall be specified by the University. The Contractor is not to be deemed an employee or agent of the University and has no authority to make any binding commitments or obligations on behalf of the University except as expressly provided herein. The University has prepared specific guidelines to be used for contractual agreements with individuals (not corporations or partnerships) who are not considered employees of the University.

2.13 Sexual Harassment: The University is committed to providing a positive environment for all students and staff. Sexual harassment, whether intentional or not, undermines the quality of this educational and working climate. The University thus has a legal and ethical responsibility to ensure that all students and employees can learn and work in an environment free of sexual harassment. Consistent with the state and federal law, this right to freedom from sexual harassment was defined as University policy by the Board of Trustees. Failure to comply with this policy could result in termination of this Contract without advanced notice. Further information regarding this policy is available from Sally Dobres, Director of Equity and Diversity, (207) 973-3372.

2.14 Indemnification: The Contractor agrees to be responsible for, and to protect, save harmless, and indemnify the University and its employees from and against all loss, damage, cost and expense (including attorney's fees) suffered or sustained by the University or for which the University may be held or become liable by reason of injury (including death) to persons or property or other causes whatsoever, in connection with the operations of the Contractor or any subcontractor under this agreement.

2.15 Contractor's Liability Insurance: During the term of this agreement, the Contractor shall maintain the following insurance:

<table>
<thead>
<tr>
<th>Insurance Type</th>
<th>Coverage Limit</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Commercial General Liability</td>
<td>$1,000,000 per occurrence or more</td>
</tr>
<tr>
<td>(Written on an Occurrence-based form)</td>
<td>(Bodily Injury and Property Damage)</td>
</tr>
<tr>
<td>2. Vehicle Liability</td>
<td>$1,000,000 per occurrence or more</td>
</tr>
<tr>
<td>(Including Hired &amp; Non-Owned)</td>
<td>(Bodily Injury and Property Damage)</td>
</tr>
</tbody>
</table>
3. Workers Compensation  
   Required for all personnel
   (In Compliance with Applicable State Law)

The University of Maine System shall be named as Additional Insured on the Commercial
General Liability insurance.

Certificates of Insurance for all of the above insurance shall be filed with:
Office of Strategic Procurement
University of Maine System
16 Central Street
Bangor, Maine 04401

Certificates shall be filed prior to the date of performance under this Agreement. Said
certificates, in addition to proof of coverage, shall contain the standard statement pertaining
to written notification in the event of cancellation, with a thirty (30) day notification period.

As additional insured and certificate holder, the University should be included as follows:
University of Maine System
16 Central Street
Bangor, Maine 04401

2.16 Smoking Policy: The University must comply with the "Workplace Smoking Act of 1985" and
M.R.S.A. title 22, § 1541 et seq "Smoking Prohibited in Public Places." In compliance with
this law, the University has prohibited smoking in all University System buildings except in
designated smoking areas. This rule must also apply to all contractors and workers in
existing University System buildings. The Contractor shall be responsible for the
implementation and enforcement of this requirement within existing buildings.

2.17 Gramm Leach Bliley (GLB) Act (Confidentiality of Information): The Contractor shall comply
with all aspects of the GLB Act regarding safeguarding confidential information.

2.18 Quantities: Estimated requirements are indicated in this RFP. The quantities shown are
approximate only. The Contract shall cover the actual needs of each University campus and
off-campus location throughout the term of the Contract regardless of whether they are more
or less than the estimated quantities shown.

END SECTION TWO
SECTION THREE

3.0 PERFORMANCE TERMS AND CONDITIONS:

3.1 Contract Administration: The University or its designee shall be the University's authorized representative in all matters pertaining to the administration of this Contract.

3.2 Employees: The Contractor shall employ only competent and satisfactory personnel and shall provide a sufficient number of employees to perform the required services efficiently and in a manner satisfactory to the University. If the Contract Administrator or designee, notifies the Contractor in writing that any person employed on this Contract is incompetent, disorderly, or otherwise unsatisfactory, such person shall not again be employed in the execution of this Contract without the prior written consent of the Contract Administrator.

3.3 Payments: Payment will be upon submittal of an invoice to the address shown on each purchase order by the Contractor on a Net 30 basis unless discount terms are offered. Invoices must include a purchase order number. The University is using several, preferred methods of payment: PCard (Visa); Bank of America’s ePayables and PayMode electronic payment systems. Please indicate your ability to accept payment via any or all of these methods.

3.4 Problem Resolution: The Contractor must provide a single contact for resolution of any problems.

3.5 Fraud Detection: The Contractor must provide fraud detection services.

3.6 Network Redundancy: The Contractor must provide Network Redundancy.

3.7 Repair Coordination: The Contractor must provide repair coordination.

3.8 Charge Reporting: The Contractor must provide reports with details of all charges.

3.9 PBX Equipment: Each on-campus location has equipment that can accommodate T1/PRI circuits. Off-campus locations are a mixture of various key systems with analog interfaces. Vendors are encouraged to propose alternative trunking solutions. Indicate any special equipment requirement for proposed solutions that differ from these common interfaces.

END SECTION THREE
SECTION FOUR

4.0 PROPOSAL CONTENT:

Bidders shall ensure that all information required herein is submitted with the proposal. All information provided should be verifiable by documentation requested by the University. Failure to provide all information, inaccuracy or misstatement may be sufficient cause for rejection of the proposal or rescission of an award. Bidders are encouraged to provide any additional information describing operational abilities. Responses to each requirement below should be in order and clearly marked with the section number to which they respond.

4.1 Business Profile:

4.1.1 **No financial statements are required to be submitted with your proposals,** however, prior to an award the University may request financial statements from your company, credit reports and letters from your bank and suppliers.

4.1.2 **Please submit with your proposal** a detailed history and description of your company and any published reports about your company that will help the University make an informed decision.

4.2 Cover Letter: A cover letter prepared on the bidder’s letterhead, signed by a representative of the firm who is authorized to bind the firm to all aspects of the proposal should accompany the proposal. This letter must also give the legal name of the bidder, indicate what type of legal entity it is, i.e. a corporation, partnership, etc., and include a statement that the bidder is authorized to do business in Maine.

4.3 Executive Summary: Provide an executive summary which briefly highlights the most important aspects of your proposal.

4.4 Resumes: Provide resumes for key persons who would be assigned to the University’s account(s).

4.5 Experience: Provide information regarding the number of years the service has been available and total number of installations.

4.6 Exceptions: Provide a written list of exceptions to the RFP’s requirements, terms or conditions. The written exception list shall reference the section / paragraph number. Any sections / paragraphs not mentioned will signify complete acceptance / compliance by the bidder.

4.7 Order: Proposals must follow the outline of the RFP.

4.8 Duration: Structure proposals for a two (2) year contract duration.

4.9 Network Information:

4.9.1 Provide a written overview of current network design, network resources and network management capabilities. Describe trouble reporting procedures and explain methods of escalation in the event of service outages, including methods by which the University would be notified of outages and maintenance work.

4.9.2 Describe the transmission medium from the Point of Presence (POP) to each
University campus and off-campus location (fiber, microwave, etc.). Indicate whether each network segment or transmission path is protected by redundant resources.

4.9.3 The Contractor must handle all order and repair problems for the contracted services. Please provide a description of your order fulfillment process, a copy of your standard Service Level Agreement, and problem escalation procedures. Provide detailed schedule of support hours. Detail how technical support is provided during non-business hours.

4.9.4 Identify the location of each Point of Presence (POP) which would serve each of the University’s campus and off-campus locations.

4.9.5 If a single contract is awarded, the Contractor must provide alternate routing of trunking facilities. Explain how you would achieve this.

4.9.6 Describe any toll fraud detection available on your network, how it works and related costs. Also outline the limits of liability of your plan. What type of notification would you use (pager, phone)?

4.9.7 On ISDN PRI services, what levels of NI trunking are available from your POP?

4.10 Trunking and Associated Costs:

Each campus and off-campus location is interested in pricing and availability of trunking and associated services.

Vendors are encouraged to propose carrier-grade solutions that are not limited by traditional PSTN design or restricted by traditional TDM technologies with the exception of the TDM interface requirements of existing University-owned telecommunications hardware. Space and infrastructure to support network interface hardware will be provided by the University, if necessary.

Vendors are also encouraged to eliminate the need for third-party involvement when providing services to campus and off-campus locations.

In order to evaluate the merits of various programs, the University is interested in the cost and availability of the following products. Include monthly costs for any options such as CLID, calling name delivery, etc. List the pros and cons of each product.

4.10.1 T1 Service.

4.10.2 ISDN PRI Service.

4.10.3 ISDN BRI Service.

4.10.4 Fractional T1 Service.

4.10.5 TSAA Agreements.

4.10.6 VoIP/SIP Services
   SIP Trunking
   IP toll free
   IP long distance

4.10.7 Incoming Toll-Free pricing
4.10.8 Other products or volume pricing.

4.11 Pricing and Billing Information: Bidders do not need to include any PBX T1 or PRI interface hardware costs in their proposals. However, bidders are encouraged to submit proposals which include IP technologies in their proposed solutions. If an IP technology is proposed, please indicate whether interface components are included in the proposal or provide interface component costs if a separate purchase is required.

4.11.1 List the access cost for each campus, including installation and monthly costs.

4.11.2 Identify any volume discounts, term or multi-site discounts.

4.11.3 Identify breakpoint in traffic volumes that affect pricing. Specify what affect a 25% increase or decrease in call traffic would have on your proposal.

4.11.4 Identify any monthly minimums or fixed charges as well as the costs for any optional trunking services.

4.11.5 Is there a minimum service period with your proposed service? Identify any cancellation penalties that would be imposed if the campuses terminated service prior to the end of the service period.

4.11.6 Identify any options that you believe could be of interest to the University.

4.11.7 Identify any mutually beneficial partnering arrangements between your organization and the University that might result in increased reliability or decreased costs to the University.

4.12 Pros and Cons: Each campus is interested in providing Intra-LATA, Inter-LATA and International calling services for faculty, staff and administration. In order to assess the merits of various approaches, campuses are interested in the pros and cons of the following programs:

4.12.1 Non-proprietary Calling Cards.

4.12.2 Proprietary Calling Cards.

4.12.3 1+Calling.

4.12.4 Other programs.

4.13 References: Submit three references with your proposal. These references shall be agencies your firm has done business with in the past year on projects with a similar scope to this one. Provide company names with contact person and telephone number.

END SECTION FOUR
## SECTION FIVE

### 5.0 DEMOGRAPHICS:

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LOCATION DETAILS

COOPERATIVE EXTENSION OFFICES

University of Maine Cooperative Extension Androscoggin & Sagadahoc Counties Office
24 Main St.
Lisbon Falls, ME 04252-1505
Phone: (207) 353-5550 or
800-287-1458 (in Maine)
FAX: (207) 353-5558

University of Maine Cooperative Extension - Fort Kent Office
22 Hall St., Suite 101
Fort Kent, ME 04743-7131
Phone: (207) 834-3905 or
800-287-1421 (in Maine)
FAX: (207) 834-3906

University of Maine Cooperative Extension - Houlton Office
PO Box 8
Houlton, ME 04730-0008
Phone: (207) 532-6548 or
800-287-1469 (in Maine)
FAX: (207) 532-6549

University of Maine Cooperative Extension - Presque Isle Office
Houlton Road
Presque Isle, ME 04769-0727
Phone: (207) 764-3361 or
800-287-1462 (in Maine)
FAX: (207) 764-3362

University of Maine Cooperative Extension Franklin County Office
138 Pleasant Street, Suite #1
Farmington, ME 04938-5828
Phone: (207) 778-4650 or
800-287-1478 (in Maine)
FAX: (207) 778-3982

University of Maine Cooperative Extension Hancock County Office
63 Boggy Brook Road, Ellsworth, ME 04605-9540
Phone: (207) 667-8212 or
800-287-1479 (in Maine)
FAX: (207) 667-2003

University of Maine Cooperative Extension Kennebec County Office
125 State Street, 3rd Floor
Augusta, ME 04330-5692
Phone: (207) 622-7546 or
800-287-1481 (in Maine)
FAX: (207) 622-7548
University of Maine Cooperative Extension Knox & Lincoln Counties Office
377 Manktown Road, Waldoboro, ME 04572
Phone: (207) 832-0343 or 800-244-2104 (in Maine)
FAX: (207) 832-0377

University of Maine Cooperative Extension Oxford County Office
9 Olson Road
South Paris, ME 04281-6402
Phone: (207) 743-6329 or 800-287-1482 (in Maine)
FAX: (207) 743-0373

University of Maine Cooperative Extension Penobscot County Office
307 Maine Avenue
Bangor, ME 04401-4331
Phone: (207) 942-7396 or 800-287-1485 (in Maine)
FAX: (207) 942-7537

University of Maine Cooperative Extension Piscataquis County Office
Court House Complex, 165 East Main St.
Dover-Foxcroft, ME 04426
Phone: (207) 564-3301 or 800-287-1491 (in Maine)
FAX: (207) 564-3302

University of Maine Cooperative Extension Somerset County Office
7 County Drive
Skowhegan, ME 04976-4209
Phone: (207) 474-9622 or 800-287-1495 (in Maine)
FAX: (207) 474-0374

University of Maine Cooperative Extension Waldo County Office
992 Waterville Road
Waldo, ME 04915-3117
Phone: (207) 342-5971 or 800-287-1426 (in Maine)
FAX: (207) 342-4229

University of Maine Cooperative Extension Washington County Office
28 Center Street
Machias, ME 04654
Phone: (207) 255-3345 or 800-287-1542 (in Maine)
FAX: (207) 255-6118

University of Maine Cooperative Extension York County Office
21 Bradeen Street, Suite 302
Springvale, ME 04083
Phone: (207) 324-2814 or 800-287-1535 (in Maine)
FAX: (207) 324-0817
Herring Gut Learning Center
9 Factory Road
Port Clyde, ME 04855
Phone: (207) 372-8677

Teen and Young Parent Program
231B Park St.
Rockland, ME 04841
Phone: (207) 594-1980 or
877-972-5804
FAX: (207) 594-7682

University of Maine
4-H Camp & Learning Center
Bryant Pond, ME 04219
Phone: (207) 665-2068
FAX: (207) 665-2768

Tanglewood 4-H Camp & Learning Center
One Tanglewood Road
Lincolnville, ME 04849
Phone: (207) 789-5868
877-944-2267 (in Maine)
UNIVERSITY COLLEGE LOCATIONS

Houlton Higher Education Center
18 Military Street
Houlton, ME 04730
Phone: (207) 521-3100
800-584-0874 (in Maine)
FAX: (207) 521-3101

University College at East Millinocket
Katahdin Region Higher Education Center
1 Dirigo Drive, Suite 1
East Millinocket, ME 04430
Phone: (207) 746-5741 or
800-498-8200
FAX: (207) 746-9389

Penquis Higher Education Center
50 Mayo Street
Dover-Foxcroft, ME 04426
Phone: (207) 564-2942 or
564-2943/800-590-2942
FAX: (207) 564-2251

University College at Rumford/Mexico
13 Brown Street
Mexico, ME 04257
Phone: (207) 364-7882 or
800-696-1103 (in Maine)

Western Maine University and Community College Center
232 Main Street
South Paris, ME 04281
Phone: (207) 743-9322 or
888-677-3377 (in Maine)

Hancock County Higher Education Center
248 State St., Suite 1
Ellsworth, ME 04605
Phone: (207) 667-3897 or
1-800-696-2540 (in Maine)

University College at Rockland
Breakwater Building
91 Camden Street, Suite 402
Rockland, ME 04841
Phone (207) 596-6906 or
800-286-1594 (in Maine)
FAX: (207) 594-2938
UNIVERSITY OF MAINE SYSTEM CAMPUSES

University of Maine
Neville Hall
Orono, ME 04469

University of Maine at Augusta
46 University Drive
Augusta, ME 04330-9410

University of Maine at Farmington
116 South Street
Farmington, ME 04938

University of Maine at Fort Kent
23 University Drive
Fort Kent, ME 04743

University of Maine at Machias
116 O'Brien Avenue
Machias, Maine 04654

University of Maine at Presque Isle
181 Main Street
Presque Isle, ME 04769

University of Southern Maine
P.O. Box 9300
Portland, ME 04104

University of Maine System-Wide Services
16 Central Street
Bangor, ME 04401
OTHER LOCATIONS

Darling Marine Center
193 Clarks Cove Road
Walpole, ME 04573

Pest Management
491 College Avenue,
Orono, ME 04469
(866-0115, 866-5568, 866-5681)

Target Technology Center
20 Godfrey Drive
Orono, ME 04469
(866-7400, 866-7477)

Children’s Center
113 College Ave.
University Park Road
Orono, ME 04469
(866-3636)

Children’s Center
115 College Ave.
University Park Rd.
Orono, ME 04469
(SOP – 581-4075, 581-4076)

Witter Farm Hazardous Waste
160 Witter Farm Road
Orono, ME 04469
(866-5581)

Witter Farm
160 Witter Farm Road
Orono, ME 04469
(866-0335, 866-0083)

Witter Farm Dairy Barn
160 Witter Farm Road
Orono, ME 04469
(SOP – 581-2793)

WMEB – Witter Farm
160 Witter Farm Road
Orono, ME 04469
(866-2368)

Bangor Campus Switchroom
201 Texas Avenue
Bangor, ME 04401
(947-6029)
Center for Coop. Aquaculture Research
21 Shore Road
Sullivan, ME
(422-9096)

Center for Coop. Aquaculture Research
34 Salmon Farm Rd.
Franklin, ME
(422-8918, 422-8920, 422-3917)

Coop. Extension
Houlton Road
Presque Isle, ME
(760-9476)

Aroostook Farm
59 Houlton Rd.
Presque Isle, ME
(764-6463)

Univ. Credit Union
Univ. of Maine at Presque Isle
181 Main St.
Presque Isle, ME
ATM line (768-3146)

NAVAL ROTC
378 College Ave.
Orono, ME 04469
(SOP – 581-1551)

Child Care Admin. Bldg.
10 University Park Road
Orono, ME 04469
(SOP – 581-6400)

Chapel Preschool
9 University Park Rd.
Orono, 04469
(SOP – 581-4782)
ATTACHMENT A
UM

The Nortel SL-100 SuperNode at the University of Maine is provisioned with two Digital Trunk Controller –
ISDN (DTCI) peripheral modules which support National ISDN protocols 1 and 2 with a total capacity of
40 PRI circuits. Of these, 20 are currently idle and available. NFAS services are supported.

Trunk call monthly peg count totals (all trunks):

<table>
<thead>
<tr>
<th></th>
<th>Feb09</th>
<th>March09</th>
<th>Apr09</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inbound</td>
<td>225,976</td>
<td>189,476</td>
<td>221,730</td>
</tr>
<tr>
<td>Outbound</td>
<td>110,749</td>
<td>100,557</td>
<td>124,154</td>
</tr>
</tbody>
</table>

Inter-LATA

MidMaine Communications currently provides six NFAS PRI circuits in two trunk groups with a total of
140 B-channels for Inter-LATA toll traffic via the Sprint POP in Portland, ME.

24 hour data for Thursday, April 30:

<table>
<thead>
<tr>
<th>Peg</th>
<th>CCS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inbound</td>
<td>128</td>
</tr>
<tr>
<td>Outbound</td>
<td>1417</td>
</tr>
</tbody>
</table>

Peak traffic:

Max bi-directional CCS in preceding 365 days:

Group 0  257   October 3, 2008
Group 1  703   October 21, 2008

Intra-LATA

MidMaine Communications currently provides seven PRI circuits with 161 B-channels for Intra-LATA local
and toll traffic.

24 hour data for Thursday, April 30:

<table>
<thead>
<tr>
<th>Peg</th>
<th>CCS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inbound</td>
<td>8312</td>
</tr>
<tr>
<td>Outbound</td>
<td>3458</td>
</tr>
</tbody>
</table>
Peak traffic 4/19/09 through 4/25/09:

<table>
<thead>
<tr>
<th>Peg</th>
<th>CCS</th>
<th>Date/Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inbound</td>
<td>416</td>
<td>923 Thursday, 4/23/09 10:00 a.m.</td>
</tr>
<tr>
<td>Outbound</td>
<td>1066</td>
<td>1556 Tuesday, 4/21/09 11:00 a.m.</td>
</tr>
</tbody>
</table>

Overflow
MidMaine Communications currently provides bi-directional overflow capabilities between the Inter-LATA and Intra-LATA trunk groups.

Local Calling Area
MidMaine Communications currently provides an expanded local calling area with toll-free calling to the following local exchanges:

<table>
<thead>
<tr>
<th>Exchange</th>
<th>Codes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Brewer</td>
<td>989, 991</td>
</tr>
<tr>
<td>Eddington</td>
<td>843</td>
</tr>
<tr>
<td>Old Town</td>
<td>817, 827</td>
</tr>
<tr>
<td>Old Town Rural</td>
<td>826</td>
</tr>
<tr>
<td>Orono</td>
<td>866, 889</td>
</tr>
</tbody>
</table>
UMA Trunking and Usage

UMA’s voice service is supported by a Definity G3 r6 TDM with ds1 Flex T1 trunking. Switch is not configured for PRI type services.

We are currently served by 3 Flex t1’s from Fairpoint Communications with a total of 72 trunks.

Monthly Total Calls for all trunks:

<table>
<thead>
<tr>
<th></th>
<th>Feb09</th>
<th>March09</th>
<th>April09</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inbound</td>
<td>32056</td>
<td>35570</td>
<td>43717</td>
</tr>
<tr>
<td>Outbound</td>
<td>16887</td>
<td>18486</td>
<td>19964</td>
</tr>
</tbody>
</table>

24 Hour measurements for Monday May 11:

<table>
<thead>
<tr>
<th>Total Seizures</th>
<th>CCS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inbound</td>
<td>1675</td>
</tr>
<tr>
<td>Outbound</td>
<td>783</td>
</tr>
</tbody>
</table>

Peak Hour report from Jan 6, 2009- (This is a high traffic day due to registration)

<table>
<thead>
<tr>
<th>Total Seizures</th>
<th>CCS</th>
<th>Total Inc. Seizures</th>
</tr>
</thead>
<tbody>
<tr>
<td>10:00 am</td>
<td>520</td>
<td>1214</td>
</tr>
</tbody>
</table>

Assumptions:

All traffic data is quoted for Inter-LATA and Intra-LATA combined. Our inter-LATA traffic is light and at most would represent no more than 10% of all traffic.

Local exchanges for Augusta area:

<table>
<thead>
<tr>
<th>Exchange</th>
<th>Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Augusta</td>
<td>215, 242, 287, 430, 441, 446, 458, 462, 485, 512, 557, 592, 621, 622, 623, 624, 626, 629, 918</td>
</tr>
<tr>
<td>Belgrade</td>
<td>495</td>
</tr>
<tr>
<td>East Vassalboro</td>
<td>923</td>
</tr>
<tr>
<td>Gardiner</td>
<td>582, 588</td>
</tr>
<tr>
<td>North Whitefield</td>
<td>549</td>
</tr>
<tr>
<td>Palermo</td>
<td>993</td>
</tr>
<tr>
<td>Readfield</td>
<td>685, 931</td>
</tr>
<tr>
<td>Sidney</td>
<td>547</td>
</tr>
<tr>
<td>South China</td>
<td>445</td>
</tr>
<tr>
<td>Waterville</td>
<td>314, 649, 680, 692, 859, 861, 872, 873, 877</td>
</tr>
<tr>
<td>West Gardiner</td>
<td>724</td>
</tr>
<tr>
<td>Winthrop</td>
<td>377, 395</td>
</tr>
</tbody>
</table>
ATTACHMENT C
USM

The Nortel Meridian 81C PBX at the University of Southern Maine Portland Campus is provisioned with 4 dual digital trunk controllers providing a total capacity of 192 T-1 channels (8 PRI groups).

USM Gorham Campus phone service is provided by the OPT 81C PBX in Portland through private T-1 multiplexing (56 T-1’s total capacity) and transport over single mode fiber optic link provided by Time Warner.

Trunk Call monthly peg count totals (main PBX)

<table>
<thead>
<tr>
<th></th>
<th>Feb 09</th>
<th>Mar09</th>
<th>Apr09</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inbound</td>
<td>98,000</td>
<td>116,000</td>
<td>114,000</td>
</tr>
<tr>
<td>Outbound</td>
<td>58,000</td>
<td>68,000</td>
<td>71,000</td>
</tr>
</tbody>
</table>

The 81C PBX also has a Meridian Internet Telephony Gateway (ITG) which supports 32 ISDN Signaling Link (ISL) IP trunks. The ITG Trunk compresses PCM voice, demodulates Group 3 fax, routes the packetized data over a private intranet and provides virtual analog ISDN signaling link (ISL) TIE trunks between Meridian 1 nodes in Portland and Lewiston / Auburn Campuses. 4-digit calling between these campuses takes place on this link, bypassing circuit-switched trunking facilities thus saving long distance charges.

Lewiston Campus Intra- Lata
MidMaine Communications currently provides one PRI circuit with 23 B-channels for Intra-LATA local and toll traffic.

Lewiston Campus Inter- Lata
MidMaine Communications currently provides one NFAS PRI circuit with 23 B-channels for Inter-LATA toll traffic via the Sprint POP in Portland, ME.

Trunk Call monthly peg count totals (LAC)

<table>
<thead>
<tr>
<th></th>
<th>Feb09</th>
<th>Mar09</th>
<th>Apr09</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inbound</td>
<td>4900</td>
<td>5600</td>
<td>5400</td>
</tr>
<tr>
<td>Outbound</td>
<td>6500</td>
<td>7500</td>
<td>7900</td>
</tr>
</tbody>
</table>

Augusta Facility Intra- Lata
MidMaine Communications currently provides one D4 AMI circuit with 24 B-channels for Intra-LATA local and toll traffic.
**Augusta Facility Inter-Lata**  
MidMaine Communications currently provides one D4 AMI circuit with 24 B-channels for Inter-LATA toll traffic via the Sprint POP in Portland, ME.

**Trunk Call monthly peg count totals (Augusta site)**

<table>
<thead>
<tr>
<th></th>
<th>Feb09</th>
<th>Mar09</th>
<th>Apr09</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inbound</td>
<td>3700</td>
<td>4300</td>
<td>4000</td>
</tr>
<tr>
<td>Outbound</td>
<td>2100</td>
<td>2800</td>
<td>2800</td>
</tr>
</tbody>
</table>

**USM Portland Campus**  
**Intra-LATA**  
MidMaine Communications currently provides four PRI circuits with 92 B-channels for Intra-LATA local and toll traffic

**USM Portland Campus**  
**Inter-LATA**  
MidMaine Communications currently provides three NFAS PRI circuits with 70 B-channels for Inter-LATA toll traffic via the Sprint POP in Portland, ME.

**Local exchanges for Portland area:**

<table>
<thead>
<tr>
<th>Location</th>
<th>Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bar Mills</td>
<td>727, 929</td>
</tr>
<tr>
<td>Freeport</td>
<td>865, 869, 891</td>
</tr>
<tr>
<td>Gorham</td>
<td>222, 839</td>
</tr>
<tr>
<td>Gray</td>
<td>440, 657</td>
</tr>
<tr>
<td>New Gloucester</td>
<td>926</td>
</tr>
<tr>
<td>Old Orchard Beach</td>
<td>934, 937</td>
</tr>
<tr>
<td>Pownal</td>
<td>688</td>
</tr>
<tr>
<td>Scarborough</td>
<td>289, 396, 510, 730, 883, 885</td>
</tr>
<tr>
<td>Waterboro</td>
<td>247</td>
</tr>
<tr>
<td>West Gray</td>
<td>428</td>
</tr>
<tr>
<td>Westbrook</td>
<td>464, 556, 591, 854, 856, 857</td>
</tr>
<tr>
<td>Windham</td>
<td>310, 892, 893, 894</td>
</tr>
<tr>
<td>Yarmouth</td>
<td>846, 847</td>
</tr>
</tbody>
</table>
## UMM

<table>
<thead>
<tr>
<th>Site</th>
<th>University of Maine at Machias</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone Switch</td>
<td>Avaya Definity G3SI</td>
</tr>
<tr>
<td>Current Trunks</td>
<td>1 Fairpoint provided PRI for all traffic</td>
</tr>
</tbody>
</table>

### Current Average Monthly Usage

<table>
<thead>
<tr>
<th>Category</th>
<th>Minutes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Intra-LATA</td>
<td>4000</td>
</tr>
<tr>
<td>Inter-LATA</td>
<td>3200</td>
</tr>
<tr>
<td>International</td>
<td>230</td>
</tr>
</tbody>
</table>

### Notes

PRI interface. There is one free PRI port. Not licensed for VOIP.

### Local Calling Area

<table>
<thead>
<tr>
<th>Town</th>
<th>Area Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Beddington</td>
<td>638</td>
</tr>
<tr>
<td>Columbia</td>
<td>483, 598</td>
</tr>
<tr>
<td>Jonesboro</td>
<td>434</td>
</tr>
<tr>
<td>Lubec</td>
<td>733</td>
</tr>
<tr>
<td>Michias</td>
<td>255, 259, 263, 271</td>
</tr>
<tr>
<td>Pembroke</td>
<td>726</td>
</tr>
</tbody>
</table>
# ATTACHMENT E

## UMPI

<table>
<thead>
<tr>
<th>Site</th>
<th>University of Maine at Presque Isle</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone Switch</td>
<td>Avaya Definity G3SI</td>
</tr>
<tr>
<td>Current Trunks</td>
<td>1 Fairpoint provided PRI for all traffic</td>
</tr>
</tbody>
</table>

## Current Average Monthly Usage

<table>
<thead>
<tr>
<th>Type</th>
<th>Minutes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Intra-LATA</td>
<td>3500</td>
</tr>
<tr>
<td>Inter-LATA</td>
<td>3200</td>
</tr>
<tr>
<td>International</td>
<td>1500</td>
</tr>
</tbody>
</table>

## Notes

Service must be delivered by PRI interface. No free PRI ports or cards slots available in PBX. Not licensed for VOIP.

## Local Calling Area

<table>
<thead>
<tr>
<th>Area</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ashland</td>
<td>435</td>
</tr>
<tr>
<td>Caribou</td>
<td>492, 493, 496, 498</td>
</tr>
<tr>
<td>Easton</td>
<td>488</td>
</tr>
<tr>
<td>Fort Fairfield</td>
<td>472, 473, 476</td>
</tr>
<tr>
<td>Mars Hill</td>
<td>425, 429</td>
</tr>
<tr>
<td>Presque Isle</td>
<td>227, 540, 551, 554, 760, 764, 762, 768</td>
</tr>
<tr>
<td>Washburn</td>
<td>455</td>
</tr>
<tr>
<td>Site</td>
<td>University of Maine at Farmington</td>
</tr>
<tr>
<td>-----------------</td>
<td>-----------------------------------</td>
</tr>
<tr>
<td>Phone Switch</td>
<td>Avaya Definity G3SI</td>
</tr>
<tr>
<td>Current Trunks</td>
<td>4 PRI's / T1’s from various providers</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Current Average Monthly Usage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Intra-LATA</td>
</tr>
<tr>
<td>Inter-LATA</td>
</tr>
<tr>
<td>International</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>No free PRI ports. Is licensed for VOIP and does have Avaya MedPro card installed.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Local Calling Area</th>
</tr>
</thead>
<tbody>
<tr>
<td>Farmington</td>
</tr>
<tr>
<td>Livermore Falls</td>
</tr>
<tr>
<td>Madison</td>
</tr>
<tr>
<td>Mercer</td>
</tr>
<tr>
<td>Mt. Vernon</td>
</tr>
<tr>
<td>New Vineyard</td>
</tr>
<tr>
<td>Rome</td>
</tr>
<tr>
<td>Strong</td>
</tr>
<tr>
<td>Weld</td>
</tr>
<tr>
<td>Wilton</td>
</tr>
</tbody>
</table>
## ATTACHMENT G
### UMFK

<table>
<thead>
<tr>
<th>Site</th>
<th>University of Maine at Fort Kent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address</td>
<td>23 University Drive</td>
</tr>
<tr>
<td></td>
<td>Fort Kent, ME 04743</td>
</tr>
<tr>
<td>Phone Switch</td>
<td>UMS ITS Cisco Unified Communications Manager cluster</td>
</tr>
<tr>
<td>Current Trunks</td>
<td>1 Fairpoint Classic provided PRI for all traffic</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Current Average Monthly Usage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Intra-LATA</td>
</tr>
<tr>
<td>Inter-LATA</td>
</tr>
<tr>
<td>International</td>
</tr>
</tbody>
</table>

### Notes
Can accept PRI, SIP, H323, as well as other interfaces.

### Local Calling Area

<table>
<thead>
<tr>
<th>Area</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eagle Lake</td>
<td>444</td>
</tr>
<tr>
<td>Fort Kent</td>
<td>231, 834</td>
</tr>
<tr>
<td>Frenchville</td>
<td>543</td>
</tr>
<tr>
<td>New Sweden</td>
<td>896</td>
</tr>
<tr>
<td>St Francis</td>
<td>398</td>
</tr>
</tbody>
</table>
## ATTACHMENT H
### SWS/ITS

<table>
<thead>
<tr>
<th>Site</th>
<th>University of Maine System – System-wide Services/ITS</th>
</tr>
</thead>
</table>
| Address | 16 Central St  
| | Bangor, ME 04401  
| | University of Maine at Orono  
| | 5752 Neville Hall  
| | Orono, ME 04469 |
| Phone Switch | UMS ITS Cisco Unified Communications Manager cluster  
| Current Trunks | 2 Fairpoint provided PRI for all traffic (1 at Bangor/ 1 at Orono)  
| | |
| Current Average Monthly Usage | |
| Intra-LATA | 5000 minutes  
| Inter-LATA | 5500 minutes  
| International | 1500 minutes  
| Notes | Can accept PRI, SIP, H323, as well as other interfaces. |