



Description	American Messaging			JSM Tele-Page, Inc.			General Communications, Inc.			TEL/COM, Inc.			USA Mobility		
	Comments	Unit of Measure	Rate	Comments	Unit of Measure	Rate	Comments	Unit of Measure	Rate	Comments	Unit of Measure	Rate	Comments	Unit of Measure	Rate
Message Queuing (messages received while out of service/coverage resent once back in service/coverage)	Numeric - Call the pager number to retrieve the 15 most recent pages, including the time and date the pages were sent.  Two-Way pagers - If the pager receives a garbled message, the pager will automatically request that the network resend the message. If the pager is still unable to receive the message, the network will store the message for up to 96 hours while it continues to try to locate the pager to deliver the message. If the pager is turned off, changes coverage area, or is out of the local coverage area, the system will deliver the stored messages once it locates the pager or after the pager returns to a designated local coverage area. A total of 25 stored messages can be delivered based on a first in, first out methodology. Undeliverable messages stored within the system for longer than 96 hours will be deleted.	per month per pager	Included with numeric & Two-Way pagers							2Way service - Messages are held for up to 72 hours if the unit is out of range or turned off, delivering held messages once the device registers in a covered location.	per pager per month	Included	Message Store and Forward / Assured Messaging is included in the Two-Way service.	per pager per month	Included in Two-Way service
Confirmation of Receipt (confirmation that the receiving pager holder has read the message)															
Proof of Delivery (confirmation that the page has been delivered to the receiving pager)	If a two-way page is sent via the vendor's website, the sender has the ability to track the progress of the message.													per pager per month	Included
Email and Internet Paging	Pages can be sent to AlphaNumeric or Two-Way pagers as follows:  Internet - www.americanmessaging.net  Email - [pager number]@myairmail.com  Two-Way - Send directly from a Two-Way pager.	per pager per month	Included with AlphaNumeric and Two-Way services	Pages can be sent to  Email - [pager number]@jsmtel.com  Internet - www.jsmcom.com		Included	Pages can be sent to alphanumeric pagers  Email - [pager number]@gciepage.com  Internet - www.gciepage.com  Can also be included with numeric pagers if they are used for monitoring equipment (HVAC, etc).		Included	Pages can be sent to alphanumeric pagers  Email - [pager number]@page.metrocall.com  Internet - www.telcomwireless.com		Included	Internet - http://usamobility.com/send_a_message/index.html  Email - [pager number]@usamobility.net  Two-Way - Send directly from a Two-Way pager.	per pager per month	Included in alphanumeric and Two-Way service
Toll-Free Paging	Includes toll-free number.	per pager per month	\$2.00	Includes toll-free number (with 100 calls with overage at \$0.10 per call).	per pager per month	\$0.50	Includes toll-free number.	per pager per month	\$2.00	Includes toll-free number.	per pager per month	\$8.00		per number per pager	\$5.00
800 Operator Assisted Dispatch (operator answers call & pages pager)	Contact DOA contract administrator for options/pricing			Includes toll-free number (with 100 calls with overage at \$0.10 per call) and dispatch service.	per pager per month	\$8.00				Allows calling party to send text messages via third party via toll-free 800 number. Includes toll-free number & dispatch service.	per pager per month	\$16.95		per pager per month	\$8.95 per pager
SMS Text Messaging		per pager per month	Included with AlphaNumeric and Two-Way services		per pager per month	Included				AlphaNumeric; one- and two-way pagers		Included			Included in alphanumeric and Two-Way service
Voice Mail	10 messages, 24 hour retention, 60 second message	per pager per month	\$0.50 (standard)  \$2.50 (800#)	Available for any local telephone number pager. Not available for toll-free numbers.	per pager per month	\$2.00	10 messages, 24 hour storage, maximum 180 second messages	per pager per month	\$2.95	10 messages, 24 hour storage, 45 second messages	per pager per month	\$1.00 (local)  5.00 (Two-Way)	MP1 (15 messages, 72 hour storage, 60 second messages)  MP2 (10 messages, 24 hour storage, 45 second messages)  MP1 (10 messages, 12 hour storage, 30 second messages)	per pager per month	\$5.50 (MP1)  \$3.50 (MP2)  \$2.00 (MP3)
Voice Mail Prompt (allows users to record their own personal greeting on pager)			Included			Included			Included			Standard, canned message included  \$0.50 (custom voice)			Included
Broadcast Messaging (alerts multiple pagers)	Group paging can be accomplished by either American Messaging applying additional common capcodes to the pagers or by the use of the alpha paging software, utilizing a distribution list.	per pager per month	no charge	Group number sets off multiple pagers.	per number per month	\$2.00	Group page number	per group per month	\$1.50	Accomplished by Group Cap Code assigned to units. Additional pager dial access number is necessary.		Contact vendor for technical details and costs	Group capcodes available on any one-way pager	per group capcode per month	\$1.00

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Equipment lost, stolen, or damaged beyond repair (if no rate is listed, the State will pay reasonable costs in the case of recurring neglect or abuse of equipment)			Numeric - \$12.00 Alpha-Numeric - \$28.00 Two-Way - \$64.00												
<b>Contacts:</b> Account Representative/Assistant (contract problems, invoice information, order expediting, returns, and product/pricing inquiries)															
Sales/Orders	Michele Brunner W215 N 10208 Hickory Drive Colgate, WI 53017 262-251-5282, 414-477-7140 (cellular) michele.brunner@americanmessaging.net			Brenda Stroessner PO Box 118 Sheboygan Falls, WI 53085 800-876-1987 brenda@jismcom.com			Shari Henning 5157 Anton Drive Madison, WI 53719 608-271-3920 x 134 shenning@gencomm.com			Tracy J Johnson 500 W Calumet St Appleton, WI 54915 920-832-8000 tracyj@telcomwireless.com			Mary Hawley 710 Larry Ct Waukesha, WI 53186 262-798-3989 mary.hawley@usamobility.com		
Billing	Customer Service 1720 Lakepointe Dr, Suite 100 Lewisville, TX 75057 800-765-7253			Brenda Stroessner PO Box 118 Sheboygan Falls, WI 53085 800-876-1987 brenda@jismcom.com			Jen Strenz 5157 Anton Drive Madison, WI 53719 608-271-4848 jstrenz@gencomm.com			Jeanne Weiland 500 W Calumet St Appleton, WI 54915 920-832-8000 jeannewj@telcomwireless.com			Mary Hawley 710 Larry Ct Waukesha, WI 53186 262-798-3989 mary.hawley@usamobility.com		
Equipment Return	Customer Service 1720 Lakepointe Dr, Suite 100 Lewisville, TX 75057 800-765-7253			Tammy Faber PO Box 118 Sheboygan Falls, WI 53085 800-876-1987 info@jismcom.com			Kelly Grafton 5157 Anton Drive Madison, WI 53719 608-271-4848 kgrafton@gencomm.com			Tracy J Johnson 500 W Calumet St Appleton, WI 54915 920-832-8000 tracyj@telcomwireless.com			USA Mobility Attn: Returns 2800 Technology Drive, Suite 200 Plano, TX 75074		
Report Service Problems	7x24 HelpDesk - 888-233-4123			Brenda Stroessner PO Box 118 Sheboygan Falls, WI 53085 920-467-7500 800-876-1987 brenda@jismcom.com			Shari Henning 5157 Anton Drive Madison, WI 53719 608-271-3920 x 134 shenning@gencomm.com  HelpDesk - 608-255-0095 (7x24x365)			920-832-8000 800-231-8322			Mary Hawley 710 Larry Ct Waukesha, WI 53186 262-798-3989 mary.hawley@usamobility.com  7x24 Call Center: 888-889-7687  Escalation: Mary Hawley - 262-798-3989 Terry Wilson - 877-235-2310 Sharon Swearingen - 513-782-1966 Pete Bonfini - 614-846-5112, X 3100		