



Description	American Messaging			JSM Tele-Page, Inc.			USA Mobility		
	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				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	Internet - <a href="http://usamobility.com/send_a_message/index.html">http://usamobility.com/send_a_message/index.html</a>  Email - [pager number]@usamobility.net  Two-Way - Send directly from a Two-Way pager.	per pager per month	Included in alpha-numeric 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		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		per pager per month	\$8.95 per pager

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SMS Text Messaging		per pager per month	Included with AlphaNumeric and Two-Way services		per pager per month	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	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
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 capcodes available on any one-way pager	per group capcode per month	\$1.00
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			Anthony Sicilia 674 N. 77th st Wauwatosa, WI 53213 414-807-6566 anthony.sicilia@usamobility.com		
Billing	Customer Service 1720 Lakepointe Dr, Suite 100 Lewisville, TX 75057 888-260-3801 platinumsupport@americanmessaging.net			Brenda Stroessner PO Box 118 Sheboygan Falls, WI 53085 800-876-1987 brenda@jismcom.com			Government Support and Operation 6:30am – 7:30pm CST Monday-Friday 866-676-8246 specgovt@usamobility.com		

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Equipment Return	Customer Service 1720 Lakepointe Dr, Suite 100 Lewisville, TX 75057 888-260-3801			Tammy Faber PO Box 118 Sheboygan Falls, WI 53085 800-876-1987 info@jasmcom.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@jasmcom.com			Government Support and Operation 6:30am – 7:30pm CST Monday-Friday 866-676-8246 specgovt@usamobility.com  Outside the hours above: 7x24 Call Center: 888-889-7687		