

Sprint Talking Points/Contract Items
07/15/05

Need from Sprint Ahead of Time (to review for our meeting).

1. Accurate coverage maps, particularly the roaming service area in Colorado, are not accurate. CSU has experienced major service area gaps in the Sprint network, particularly within Colorado, that render the cellular service useless even with roaming.
 - a. Are there areas within Colorado where Sprint cannot provide PCS, digital, and/or analog services, even with roaming?
 - b. Please detail the limitations on "data" services outside the PCS service "footprint".
 - c. Does roaming guarantee that a multi-mode device will have either PCS, digital, and/or analog service?
2. A complete coverage map of the campus, including west campus and VTH, from the survey that Sprint conducted.
3. Sprint's deployment plans for EvDO services in Fort Collins and surrounding areas.
4. Data on quality of devices, e.g. MTBF, or other data that is indicative of device quality.
5. A list of the specific web browsers that Sprint devices natively support?
6. An electronic copy of a Sprint customer contract that CSU can use as a basis for its contract with its subscribers.
7. Detailed descriptions of services, including service descriptions, features and functionality for: a) data service, b) SMS, c) MMS, and d) Sprint PCS Vision Pack service.
 - a. How is each service defined?
 - b. Where do these services overlap versus interrelate? How are they different?

- c. What are the differences between data, pictures, and video?
- d. Is there the capacity to send attachments via the data (PCS) network?

Contract Points

1. Term - need a 1-year term, with a lower activation credit.
2. Need a policy for cancellation of service for poor coverage, or for putting the service into "suspended animation" at a low monthly cost for over the summers.
3. CSU to be responsible for in-building coverage enhancements, with side-by-side effort for the first building.
4. We are forwarding the attached Excel spreadsheet for plans and flat rate services that we would like to provide to the students. Please review this and come prepared to discuss it at our meeting.
5. CSU will provide additional incentives to staff with the \$100k signing bonus. We need a plan to offer this to the first 1,000 campus subscribers.
6. Need to determine how the program will be managed jointly by CSU and Sprint, including regular meetings, at least quarterly after we ramp up to near steady state, more frequently before then.
7. Need a marketing/advertising plan.

Operational

1. Space
2. Staffing
3. Responsibilities for:
 - a. Marketing/advertising
 - b. Billing - manner, frequency, disputes; need to track the "signing bonus" incentives.

- c. Help desk - CSU for tier one, Sprint for service problems. Need to determine hand-off policies and procedures.
 - d. Equipment and inventory: ordering/shipping/receipt and confirmation.
4. Activation and activation tracking
- a. CSU will work with departments to migrate their services, and produce a file of activations.
 - b. Students will subscribe individually at the Software Cellar in the Lory Student Center, and at other locations as appropriate (e.g. tables at events).
 - c. Need to determine the activation process:
 - i. How will customers be identified?
 - ii. Selection of service and device
 - iii. Signing contract (1 year, or 2 year term)
 - iv. Hand-off of activations to Sprint.
 - v. Process for changing service plans.
 - d. Alumni and Affiliates will be handled separately.
5. Payment mode and frequency. CSU needs to be invoiced monthly, with CDR's on a CD-ROM or other.

Administrative

- 1. Contracts
 - a. CSU will contract with Sprint for the program. The contract will be based upon Sprint's response to the RFP, subject to the terms and conditions negotiated by CSU.
 - b. Students and staff will contract with CSU for activation.

Services

- 1. Please geographically and technically describe the routing of: a) voice calls, b) data transmissions, c) data services, and 4) other services (e.g. pictures).