



# Cellular Voice and Data Services

Premier's [IT Services Committee](#) is pleased to announce new agreements in Cellular Voice and Data Services have been awarded to incumbents AT&T Mobility National Accounts LLC and Verizon Wireless.

This category includes mobile/wireless voice and data communication devices, plans and services. Pagers are not included in this category.

## Portfolio Highlights

- Facilities must sign a member agreement to access the discounts included in these agreements.
  - AT&T Exhibit A-1
  - Verizon Exhibit A (healthcare) A-1 (non-healthcare)
- Discount percentages are firm for the term of the agreement.
- Facilities and their employees are eligible to purchase from these agreements.
- Available to specified acute care, continuum of care, and alternate site (Premier REACH™) members.
  - Verizon has included additional classes of trade over their expiring agreement. See classes of trade coverage information in Exhibit A (healthcare) A-1 (non-healthcare) for more information.
- New agreement discount percentages for both AT&T and Verizon are flat compared to their expiring agreement discounts in the corresponding classes of trade.
  - AT&T offers a 25 percent discount for both corporate and employee lines. Equipment discounts are 20 percent for two year corporate responsibility unit (CRU) agreements.
  - Verizon offers a 22 percent discount for healthcare corporate and employee lines. Non-healthcare lines will start this agreement term with a 15 percent discount for corporate lines and a 10 percent discount for employee lines. Corporate lines will receive a 35 percent accessory discount while employee lines receive a 25 percent accessory discount.

<b>Awarded Suppliers</b>		
<b>Cellular Voice and Data Services</b>		
Supplier	New contract number	Expiring contract number
	<b>PP-IT-083</b>	<b>PP-IT-035</b>
	<b>PP-IT-084</b>	<b>PP-IT-033</b>

**Agreements are effective August 1, 2012, through July 31, 2015.**

<b>Financial considerations</b>	<b>Product considerations</b>	<b>Roadblocks to conversion</b>
<ul style="list-style-type: none"> <li>• Discount off list pricing</li> <li>• Warranties</li> <li>• Multi-year member agreements</li> <li>• Facilities who currently have an employee discount program may see greater savings with the Premier agreements</li> <li>• Accessory discounts are only offered through Verizon</li> </ul>	<ul style="list-style-type: none"> <li>• Phone brands available through the carrier</li> <li>• Which plan fits your particular voice and data needs</li> <li>• New technology considerations (e.g. machine to machine)</li> </ul>	<ul style="list-style-type: none"> <li>• Coverage areas/reception including 4G coverage</li> <li>• Classes of trade by supplier included in the Premier agreements</li> </ul>

The following tools and resources within this summary are designed to assist you through the review process:

- [Product information](#): Product offering chart
- [Member-driven product specifications](#): Supplier responses to questions asked by the committee members
- [Pricing tiers](#), [financial highlights](#), [market highlights](#), and [terms and conditions](#) for these agreements.

**Additional resources:**

- [Executive summary](#)
- [Customizable announcement flyers](#) that may be personalized by your organization to include your logo or name, applicable codes and the preferred contact information you would like to list for your employees.

# Product Information and Critical Specifications

	<a href="#">AT&amp;T</a>	<a href="#">Verizon</a>
<b>Supplier submitted responses</b>		
<b>Product and services offering and capabilities</b>		
Voice service capabilities (e.g., offers person-to-person mobile voice communications)	✓	✓
Handheld communication device products available	Apple, BlackBerry, HTC, LG, Motorola, Nokia, Samsung, Sony Ericsson, ZTE, HP, Novatel, Option, Palm, Pantech, Sharp, Sierra Wireless	Apple, BlackBerry, HTC, LG, Motorola, Samsung, HP, Casio
Secured wireless Internet access	✓	✓
Secured wireless e-mail access	✓	✓
Global positioning (GPS) through mobile devices	✓	✓
Emergency use services options/availability	✓	✓
Network technologies description	GSM/GPRS platform* 4G LTE network technology	CDMA** platform 4G LTE network technology
Data plan availability	✓	✓
<b>Geographic coverage</b>		
United States coverage	All 50 states, Guam, Puerto Rico and the US Virgin Islands	All 50 states, Guam, Puerto Rico and the US Virgin Islands
International coverage availability	✓	✓
In-building coverage subsidy (Enhanced tower coverage in local areas)	<a href="#">Passive distributed antenna systems (DAS)</a> , <a href="#">active DAS</a> , outdoor <a href="#">cell site</a> deployments	Installed <a href="#">cell sites</a> or radio frequency <a href="#">repeaters</a> , temporary <a href="#">cell site</a> deployments
<b>Billing and financial considerations</b>		
Employee purchase program availability	✓	✓
Discounts on accessories	Discounts on device purchases only	✓
Shared/pooled minutes availability (e.g., family plans)	✓	✓
Mobile-to-Mobile minutes program	✓	✓
Text messaging availability at reduced rates	\$10 monthly recurring credit toward the Messaging Unlimited Bundle provided to CRUs with a monthly service charge of \$20.	Free 500 (corporate) or 250 (employee) text message package included in Premier's current tier attainment with Verizon

\* Global System for Mobile (GSM), General Packet Radio Service (GPRS)  
 Note: ctrl+click on the supplier name to view additional information

\*\* Code Division Multiple Access (CDMA)

# Supplier Tier Requirements

The highlighted row indicates current tier placement for the Premier membership.

AT&T expiring and new agreement <u>service discount</u> tiers		
Aggregate annual volume of participating members	Monthly service discount Corporate responsibility user (CRU)	Monthly service discount Individual responsibility user (IRU)
\$0 - \$5,999,999	20%	20%
\$6,000,000 - \$11,999,999	21%	21%
\$12,000,000 - \$17,999,999	22%	22%
\$18,000,000 - \$23,999,999	23%	23%
\$24,000,000 - \$29,999,999	24%	24%
<b>≥ \$30,000,000</b>	<b>25%</b>	<b>25%</b>

Note: CRU means an employee receiving service under participating member's account. IRU means an employee receiving service under an individual account in accordance with the sponsorship program.

AT&T expiring and new agreement <u>equipment discount</u>		
2-year CRU term	1-year CRU term	0-year CRU term
20%	5%	0%

Verizon expiring and new agreement <u>service discount</u> tiers (Healthcare)				
Attainment tier (aggregate number of lines)	Corporate discount		Employee discount	
	Monthly discount	Additional incentives*	Monthly discount	Additional incentives*
5 - 99	8%	N/A	8%	N/A
100 - 499	10%	N/A	10%	N/A
500 - 999	12%	N/A	12%	N/A
1,000 - 4,999	15%	N/A	13%	N/A
5,000 - 9,999	17%	N/A	15%	N/A
10,000 - 14,999	19%	N/A	17%	N/A
15,000 - 49,999	20%	N/A	18%	N/A
50,000 - 74,999	21%	N/A	19%	N/A
75,000 - 649,999	22%	N/A	22%	N/A
650,000 - 699,999	22%	250 text message package	22%	250 text message package
700,000 - 799,999	22%	250 text message package Essential package offer	22%	250 text message package
800,000 - 899,999	22%	500 text message package Essential package offer	22%	250 text message package
<b>≥ 900,000</b>	<b>22%</b>	<b>500 text message package Essential package offer Monthly access fee discount</b>	<b>22%</b>	<b>250 text message package and waived activation fees</b>

\* See member agreement for more information and notes on the additional incentives

# Supplier Tier Requirements (continued)

The highlighted row indicates current tier placement for the Premier membership.

Verizon expiring and new agreement <u>service discount</u> tiers (Non-healthcare*)		
Attainment tier (aggregate number of lines)	Corporate monthly discount	Employee monthly discount
1,000 - 4,999	12%	8%
<b>5,000 - 9,999</b>	<b>15%</b>	<b>10%</b>
10,000 - 14,999	17%	12%
≥ 15,000	20%	15%

\* See eligible classes of trade information in Exhibit A-1 for more information.

Verizon expiring and new agreement <u>accessory discount</u>	
Corporate discount	Employee discount
35% from non-discounted, retail price	25% from non-discounted, retail price

## Ordering Methods

### Supplier contacts:

AT&T: Ross Deuel, 972.977.0248, [ross.deuel@att.com](mailto:ross.deuel@att.com)

Verizon: Denise Marcellt, 843.696.900, [denise.marcellt@verizonwireless.com](mailto:denise.marcellt@verizonwireless.com)

### Ordering instructions:

#### AT&T

- **Corporate ordering:** Corporate Responsible Users (CRU) require a participation agreement.
  - E-mail [GPOFAN@att.com](mailto:GPOFAN@att.com)
    - Send member contact information including facility name, physical address and Premier entity code.
  - AT&T will coordinate signature of Participation Agreement.
  - Foundation Account Number (FAN) will be provided by AT&T for corporate-paid members to use in their sign-up.
  
- **Employee ordering:** Employee-only programs do not need to sign a participation agreement.
  - Please have the facility's Program Administrator register for an (IRU) employee benefit FAN.
  - To register for a FAN go to: <http://www.corp.att.com/marcomms/gpo/index.html?gpo=premier>
    - Complete online form with member information
    - Include Member ID and "Sub-GPO" or IDN
    - Include your contact information
  - Employees sign up for the discount online at [www.att.com/wireless/premiergpo](http://www.att.com/wireless/premiergpo) and enter the eight-digit FAN code to access the online portal.

## Ordering Methods (continued)

### Verizon

- **Corporate ordering:**
  - Go to [www.Premierinc.com](http://www.Premierinc.com) and select “PremierConnect” from the dropdown box or click the “LOGIN TO SCA” button to gain access to the Verizon contract portal site.
  - Within PremierConnect click the “Knowledge” tab at the top, search “Verizon” in the top right field and click “Go”, select the category launch document link at the top, click the “Verizon sign-up” link on the right. Within SCA, click the “Verizon Wireless” link on the homepage.
  - You are now in the Verizon contract portal site for Premier members. Please complete the online form and accept the agreement.
- Please contact the Premier Solution Center at 1.877.777.1552 or by email at [SolutionCenter@PremierInc.com](mailto:SolutionCenter@PremierInc.com) with questions pertaining to the process or agreement.
- **Employee ordering:**
  - The facility must execute a Verizon member agreement per the instructions above to extend the benefit to its employees.
    - In order to receive discounts, employees must maintain a monthly access fee of \$34.99 or higher.
  - Verizon offers three sign-up options:
    1. Visit [www.verizonwireless.com/discount](http://www.verizonwireless.com/discount) and enter your work e-mail address.
      - Employees without a work e-mail address or whose business e-mail domain doesn't match Verizon records, click on the “Don't have a work e-mail address?”
    2. Call 1.888.386.4339 and provide Verizon's telesales team with your name, name of your facility, and your work e-mail address.
    3. Visit your local Verizon stand-alone store (not an authorized dealer) with proof of your employment either by employee badge or recent pay stub.

## Scenario Analysis

### Discounts remain flat from current agreements with AT&T and Verizon.

- Premier used comparable plan offerings and currently available standard pricing from each supplier.
- Discounts for each supplier were applied based upon the savings offering provided to Premier.
- Discounts are applicable based upon the Premier alliance volume with each supplier on March 1, 2012.
- Plan pricing can change over time as suppliers grow their business through Premier alliance volume increases.

Scenario 1: Basic calling		
Approx. 450 minutes	Low-cost supplier for employee lines	AT&T
	Low-cost supplier for corporate lines	Verizon

Scenario 2: Advanced calling		
Approx. 900 minutes	Low-cost supplier for employee lines	AT&T
	Low-cost supplier for corporate lines	Verizon

Scenario 3: Unlimited calling		
Unlimited	Low-cost supplier for employee lines	Same rate for AT&T and Verizon
	Low-cost supplier for corporate lines	Same rate for AT&T and Verizon

## Scenario Analysis (continued)

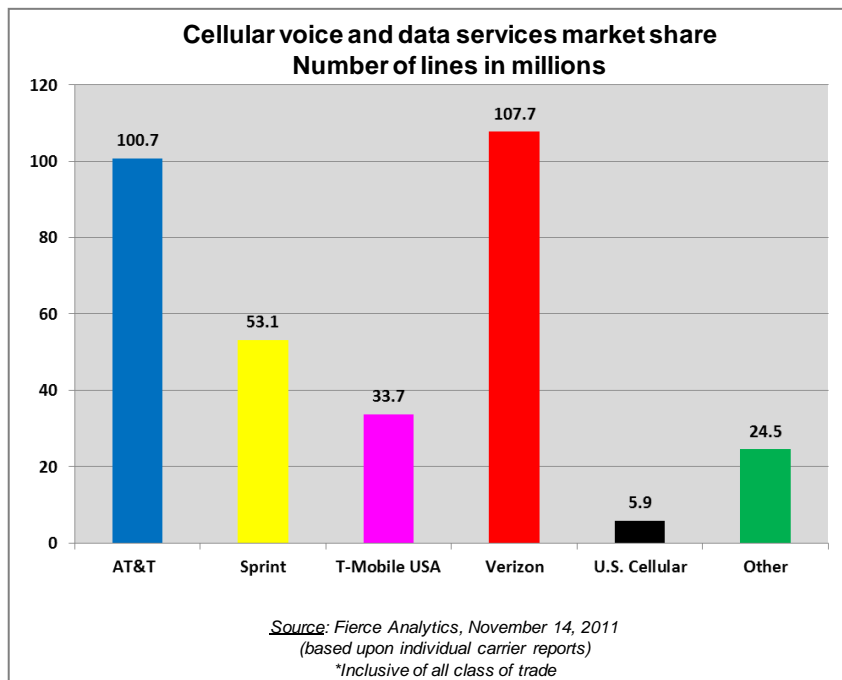
<b>Scenario 4: Data only</b>		
<b>2 GB</b>	Low-cost supplier for employee lines	Verizon
	Low-cost supplier for corporate lines	Verizon
<b>Scenario 5: Data only</b>		
<b>5 GB</b>	Low-cost supplier for employee lines	Verizon
	Low-cost supplier for corporate lines	Verizon
<b>Scenario 6: Data only</b>		
<b>10 GB</b>	Low-cost supplier for employee lines and corporate lines	Verizon
<b>Scenario 7: Data only – mobile broadband/hotspot</b>		
<b>5 GB</b>	Low-cost supplier for employee lines	AT&T
	Low-cost supplier for corporate lines	Verizon
	Low-cost supplier for overage charges	Same charge for AT&T and Verizon
<b>Scenario 8: Data only – mobile broadband/hotspot</b>		
<b>10 GB</b>	Low-cost supplier for employee lines, corporate lines and overage charges	Verizon
<b>Scenario 9: Voice/data/text</b>		
<b>1000 minutes, 1000 text messages, 2 GB internet</b>	Low-cost supplier for employee lines	Verizon
	Low-cost supplier for corporate lines	Verizon
<b>Scenario 10: Data only – machine to machine (M2M)</b>		
<b>5 M2M lines 1 MB</b>	Low-cost supplier	Verizon (Not available through AT&T)
<b>Scenario 11: Data only – machine to machine (M2M)</b>		
<b>10 M2M lines 50 MB</b>	Low-cost supplier	Verizon (Not available through AT&T)
<b>Scenario 12: Data only – machine to machine (M2M)</b>		
<b>50 M2M lines 2 GB</b>	Low-cost supplier	Verizon (Not available through AT&T)

**Note:** Machine-to-machine (M2M) communication involves a remote sensor gathering data which it sends wirelessly to a server such as a computer. The data is then analyzed and acted upon according to the software in place.

## Terms and Conditions

	AT&T	Verizon
<b>PMDF requirement</b> Price activation is not available	None	None
<b>Continuum of Care</b>	Allowed See approved classes of trade in Exhibit A-1 for more information.	Allowed See approved classes of trade in Exhibit A and A-1 for more information.
<b>Price protection</b>	Discounts firm for the term	Discounts firm for the term
<b>Direct/distribution</b>	Direct	Direct
<b>Payment terms</b>	See general terms and conditions on program website.	<b>Corporate lines:</b> within 30 days of the date of each bill; for facilities with $\geq 750$ lines, payment terms are within 45 days. <b>Employee lines:</b> see general terms and conditions on program website.
<b>Agreement terms</b>	Facility/employee must sign at least a 12 or 24-month commitment to receive discounts through this agreement.	Facility/employee must sign at least a 12 or 24-month commitment to receive discounts through this agreement. Employees must maintain a monthly access fee of \$34.99 or higher.
<b>Activation fees</b>	A one-time charge for service activation and conversion.	Waived for employees with 24-month term and for all corporate lines on voice and data plans.
<b>Early termination fees</b>	Fee dependent on equipment; see Exhibit A-I for more information.	\$175 fee, minus \$5 for each full month since activation/extension, for each corporate subscriber line terminated prior to expiration.

## Market Highlights



## Contract Rationale

<b>Committee:</b>	IT Services Committee – all contract decisions for the IT portfolio are decided upon by this team of dedicated professionals
<b>Sourcing process:</b>	Electronic request for proposal (eRFP)
<b>Awarded suppliers:</b>	<ul style="list-style-type: none"><li>• AT&amp;T Mobility National Accounts LLC</li><li>• Verizon Wireless</li></ul>

### About the committee:

Premier's IT Services Committee is composed of 19 members with varying backgrounds including information technology, clinical and supply chain professionals. The majority of the committee members have experience that reaches into all departments of the hospital. The committee member facilities are in all regions of the U.S. and include both rural and urban settings.

- Premier used an eRFP process when sourcing this category. RFIs (requests for information) were sent to suppliers approved by the IT Services Committee.
- Criteria used by the committee in determining the awarded suppliers include supplier attributes, product capabilities and technological platforms that meet the needs of the Premier healthcare alliance members.

## Questions

For questions about these agreements, please contact your local Premier representative or the Premier Solution Center at 877.777.1552 or [solutioncenter@premierinc.com](mailto:solutioncenter@premierinc.com). Pricing and other contract information may be accessed through Premier's Supply Chain Advisor<sup>®</sup> catalog at [www.premierinc.com](http://www.premierinc.com).