



# Contract User Guide for ITT72

## Category 2-9

### ITT72 Categories 2 to 9: Network Services, Communications Services & Related Equipment

UPDATED: April 29 2025

<b>Contract #:</b>	ITT72 Categories 2 to 9
<b>MMARS MA #:</b>	ITT72CAT2TO9*
<b>Initial Contract Term:</b>	January 1, 2021 – December 31, 2025
<b>Current Contract Term:</b>	January 1, 2021 – December 31, 2025
<b>Maximum End Date:</b>	December 31, 2025
<b>Renewals:</b>	None
<b>Category Managers:</b>	Ryan Johnson, 781-470-4384, <a href="mailto:ryan.johnson2@mass.gov">ryan.johnson2@mass.gov</a> Jessica Ofurie, 351-201-2213, <a href="mailto:Jessica.ofurie2@mass.gov">Jessica.ofurie2@mass.gov</a>
<b>This Contract Contains:</b>	Environmentally Preferable Products
<b>UNSPSC Codes:</b>	<a href="#">See Appendix A</a>
<b>Notes:</b>	The User Guide for ITT72 Category 1: Cellular Services is available <a href="#">here</a> .
<b>Updates:</b>	Contact information for U.S. TelePacific Corp. dba TPx Communications

#### **Table of Contents:**

(NOTE: To access hyperlinks below, scroll over desired section and CTL + Click)

- [Contract Summary](#)
- [Contract Categories](#)
- [Benefits and Cost Savings](#)
- [Find Bid/Contract Documents](#)
- [Who Can Use This Contract](#)
- [Subcontractors](#)
- [Construction Requirements](#)
- [Supplier Diversity Requirements](#)
- [Pricing, Quotes and Purchase Options](#)
- [Instructions for MMARS Users](#)
- [Environmentally Preferable Products](#)
- [Contract Exclusions and Related Statewide Contracts](#)
- [Emergency Services](#)
- [Additional Information/FAQ's](#)
- [Performance and Payment Time Frames Which Exceed Contract Duration](#)
- [Strategic Sourcing Team Members](#)
- [VENDOR LIST AND INFORMATION](#)
- [MASSVOICE VENDOR LIST AND INFORMATION](#)
- [Appendix A: UNSPSC Codes](#)
- [Appendix B: Contract Categories](#)

**TIP: To return to the first page throughout this document, use the CTL + Home command.**

NOTE: Contract User Guides are updated regularly. Print copies should be compared against the current version posted on [mass.gov/osd](http://mass.gov/osd).

Updated: April 29, 2025

Template version: 7.0

Page 1 of 17

One Ashburton Place, Room 1608 Boston, MA, 02108-1552

Tel: (617) 720 - 3300 | [www.mass.gov/osd](http://www.mass.gov/osd) | TDD: (617) 727 - 2716 | Twitter: @Mass\_OSD | Fax: (617) 727 - 4527

## Contract Summary

This is a Statewide Contract for Network Services, Communications Services, and Related Equipment. This Contract replaces Statewide Contracts ITT46 Network Services and ITT50 Converged Voice and Data Communications Systems. This contract user guide applies only to ITT72 Categories 2 to 9.

This statewide contract supports the consolidation of the Commonwealth's telecommunications networks and infrastructure into MassVoice, the enhancement of the Network Services model of the Commonwealth as directed by the Executive Order 549, Article 97 and as expressed in the Strategic Plan of the Executive Office of Technology Services and Security (EOTSS). ITT72 Contractors with approved MassVoice offerings are listed in the [MassVoice Vendor List and Information](#) section in this User Guide.

Contractors are prohibited from selling Converged Voice and Data Communication Systems, Services, and Equipment to agencies and departments of the Executive Branch without the prior written approval of the Commonwealth CIO or designee. Executive branch agencies and departments must obtain the prior written approval of the Commonwealth CIO or designee before procuring Converged Voice and Data Communication Systems and Services that may be available via the MassVoice infrastructure.

NOTE: Eligible Entities may procure low voltage cabling (previously available from Statewide Contract ITC68) under the following statewide contracts, provided that such cabling is necessary for the operation of a product or service available under that contract. Such cabling may be procured on a standalone basis and does not require the procurement of a new product or service.

- Low voltage cabling may be procured from vendors on [ITT72 Categories 2-9 \(Network Services, Communications Services & Related Equipment\)](#) when the cabling is necessary for the operation of voice services, data services, or other contract offerings.
- Low voltage cabling may be procured from vendors on [ITC71 \(Security, Surveillance, Monitoring, and Access Control Systems\)](#) when the cabling is necessary for the operation of integrated security systems or other contract offerings.
- Low voltage cabling may be procured from vendors on [ITC73 \(Information Technology Equipment and Services\)](#) when the cabling is necessary for the operation of computers, servers, or other contract offerings.

Eligible Entities are responsible for ensuring compliance with all [Construction Requirements](#), including the prevailing wage law, as applicable.

## Contract Categories

See [Appendix B](#) for additional details.

Category 2:	Voice Services	Category 6: Fiber Services
Category 3:	Conferencing	Category 7: Managed Services
Category 4:	Data Services and Broadband	Category 8: Call Center
Category 5:	Small Facility Services	Category 9: Equipment Related to ITT72 Services

NOTE: Contract User Guides are updated regularly. Print copies should be compared against the current version posted on [mass.gov/osd](http://mass.gov/osd).

Updated: April 29, 2025

Template version: 7.0

Page 2 of 17

One Ashburton Place, Room 1608 Boston, MA, 02108-1552

Tel: (617) 720 - 3300 | [www.mass.gov/osd](http://www.mass.gov/osd) | TDD: (617) 727 - 2716 | Twitter: @Mass\_OSD | Fax: (617) 727 - 4527

## Benefits and Cost Savings

Statewide contracts are an easy way to obtain benefits for your organization by leveraging the Commonwealth's buying power, solicitation process, contracting expertise, vendor management and oversight, and the availability of environmentally preferable products.

## Find Bid/Contract Documents

- To find all contract-specific documents, including the Contract User Guide, RFR, specifications, price sheets and other attachments, visit [COMMBUYS.com](https://www.commbuys.com) and search for ITT72 to find related Master Blanket Purchase Order (MBPO) information. All common contract documents are located in the "Master Contract Record" MBPO for ITT72 and can be accessed directly by visiting MBPO [PO-21-1080-OSD03-SRC01-20719](#).
- To find vendor-specific documents, including price sheets, see links to individual vendor MBPOs on the [Vendor Information](#) page.

## Who Can Use This Contract

### Applicable Procurement Law

Executive Branch Goods and Services: MGL c. 7, § 22; c. 30, § 51, § 52; 801 CMR 21.00;

Construction Materials and Services: G.L. c. 149, s. 44A; G.L. c. 30, § 39M.

### Eligible Entities

Please see the standard list of Eligible Entities on our [Eligible Entities Which May Use Statewide Contracts](#) webpage.

*State agencies purchasing off this contract are asked to coordinate purchases with their agency Secretariat and to follow all relevant purchasing guidelines established by their respective Secretariat.*

## Subcontractors

The awarded vendor's use of subcontractors is subject to the provisions of the Commonwealth's Terms and Conditions and Standard Contract Form, as well as other applicable terms of this Statewide Contract. Prior approval of the department is required for any subcontracted service of the Contract. Contractors are responsible for the satisfactory performance and adequate oversight of their subcontractors.

## Construction Requirements

Purchasers must ensure that any services involving construction are limited to \$50,000 or less.

Purchasing entities are responsible for compliance with applicable construction law requirements. Information concerning specific, M.G.L. c. 149 and c. 30 construction requirements may be found in the Office of the Inspector General's Public Procurement Charts at: <https://www.mass.gov/download-oig-public-purchasing-and-public-construction-manuals>. It is the responsibility of the Eligible Entity to determine whether installation work includes construction as defined by M.G.L. c.149 or M.G.L. c.30, §39M. Chapter 30B Procurement Assistance from the Office of the Inspector General is available at <https://www.mass.gov/how-to/get-public-procurement-assistance-from-our-chapter-30b-team>. Access the 30B Hotline at 617-722-8838 or email them at: [30BHotline@massmail.state.ma.us](mailto:30BHotline@massmail.state.ma.us).

NOTE: Contract User Guides are updated regularly. Print copies should be compared against the current version posted on [mass.gov/osd](https://www.mass.gov/osd).

Updated: April 29, 2025

Template version: 7.0

Page 3 of 17

One Ashburton Place, Room 1608 Boston, MA, 02108-1552

Tel: (617) 720 - 3300 | [www.mass.gov/osd](https://www.mass.gov/osd) | TDD: (617) 727 - 2716 | Twitter: @Mass\_OSD | Fax: (617) 727 - 4527



Questions about public construction bidding should be directed to Deborah Anderson, Counsel II for the Attorney General's Office, at 617-963-2371. Visit the Attorney General's [Public Construction web page](#) to learn more about Public Bidding Laws.

See [Quotes Including Construction Services Requirements](#) below for information on quoting these types of projects.

## Supplier Diversity Requirements

When selecting contractors and placing orders, Executive departments shall utilize diverse and small businesses to the extent possible based on contract terms, SDO and departmental policies, laws, and regulations. Additionally, departments shall make a preference for contractors with higher SDP commitments and/or performance whenever such information is available (or is requested from contractors by the department) and the preference is feasible.

OSD provides up-to-date information on the availability of diverse and small businesses on statewide contracts through the [Statewide Contract Index](#) available on the COMMBUYS home page. See the "Programs (SDO and SBPP)" tab for current certification and small business status of contractors on this contract.

When soliciting quotes, the following requirements apply:

Expected annual value of the RFQ	RFQ process requirements
Less than or equal to \$250,000/year	<ul style="list-style-type: none"> <li>• <b>Notify at least two small businesses</b> capable of providing the product or service of the opportunity, if available.</li> <li>• Include SBPP contract language and place it prominently within the RFQ.</li> <li>• Evaluate bids received from, and award a contract to, an SBPP-participating small business that meets the department's best value criteria.</li> <li>• Award to a large business only if there is no SBPP participating in business meeting departments' best value criteria.</li> <li>• Conduct a clarification/BAFO/negotiation before disqualifying an SBPP-participating business based on price or desirable criteria.</li> <li>• See the <a href="#">Best Value Evaluation of Responses to Small Procurements: A Guide for Strategic Sourcing Teams</a> for additional guidance.</li> </ul>
More than \$250,000/year	<ul style="list-style-type: none"> <li>• <b>Notify at least two diverse and/or small businesses</b> capable of providing the product or service of the opportunity, if available.</li> <li>• Make a preference for contractors with higher SDP commitments and/or performance whenever such information is available (or is requested from contractors by the department) and the preference is feasible.</li> <li>• <b>Note:</b> Departments may ask the prime Contractor for an additional SDP commitment specifically related to the Department's purchase or engagement. SDP spending for such a purchase or engagement must be reported by the Contractor using the SDP Reporting Form directly to the Department and may not be included in any other SDP reporting filed by the Contractor.</li> </ul>

OSD provides up-to-date information on the availability of diverse and small businesses on statewide contracts through the [Statewide Contract Index](#) available on the COMMBUYS home page. See the "Programs (SDO and SBPP)" tab for current certification and small business status of contractors on this contract.

NOTE: Contract User Guides are updated regularly. Print copies should be compared against the current version posted on [mass.gov/osd](http://mass.gov/osd).

Updated: April 29, 2025

Template version: 7.0

Page 4 of 17

One Ashburton Place, Room 1608 Boston, MA, 02108-1552

Tel: (617) 720 - 3300 | [www.mass.gov/osd](http://www.mass.gov/osd) | TDD: (617) 727 - 2716 | Twitter: @Mass\_OSD | Fax: (617) 727 - 4527

## Pricing, Quote and Purchase Options

### Purchase Options

The purchase options identified below are the only acceptable options that may be used on this contract:

It is recommended that buyers solicit multiple quotes for purchases under this statewide contract.

- Orders placed under this contract should include the following statement: "This order is placed under Statewide Contract ITT72." This contract includes the following language, "The Commonwealth and the Vendor agree that any language contained or referenced in the Vendor's bid response which conflicts with, or has the effect of deleting, replacing, or modifying any term of the ITT72 RFR (COMMBUYS Bid# BD-20-1080-OSD03-SRC01-47537) shall be interpreted as superseded by the language of the ITT72 RFR unless specifically agreed to by OSD in writing. Language contained in Vendor response documents or documents which require customer acceptance, such as click-through agreements, which imposes any obligation on customers beyond those contained in the ITT72 RFR is rejected unless specifically agreed to by OSD in writing." Users with questions regarding terms and conditions contained in vendor documents or web pages may contact the OSD Contract Manager.
- This is a fee for service contract
- This contract allows outright purchase of equipment related to services offered under the ITT72 Categories 2 to 8

### Pricing Options

- **Ceiling/Not-to-Exceed:** Contract discounts and other pricing published under the contract represents "ceiling" or "not-to-exceed" pricing and may be further negotiated.

### How to Place an Order

#### P.O. FOR ONE-TIME SERVICES

Once a service and price are determined, the ordering process is as follows:

- Initiate a new requisition
- Search for an item (Use ITT72) in the description
- Select the vendor you will be placing an order with
- Select the appropriate catalog line
- Enter "1" in the Quantity field and the total price in the Unit Cost field
- Attach the vendor quote and/or a detailed order summary
- Submit for approval

#### P.O. FOR ONGOING SERVICES

If the price is estimated for ongoing services, then you may enter a PO for the full amount of the estimate, as per the instructions above, and place partial receipts as you receive billing from the vendor. In such purchase orders insert the following language in the special instructions box of the PO: "This Purchase Order represents the total estimated expenditure for this engagement (insert brief description), against which (identify department) will execute partial receipts in COMMBUYS upon receipt and approval of invoices, in order to record the work accomplished according to the agreed upon engagement terms. All estimated expenditures are subject to reconciliation based on invoices rendered for agreed-upon delivery of goods and/or services."

NOTE: Contract User Guides are updated regularly. Print copies should be compared against the current version posted on [mass.gov/osd](http://mass.gov/osd).

Updated: April 29, 2025

Template version: 7.0

Page 5 of 17

One Ashburton Place, Room 1608 Boston, MA, 02108-1552

Tel: (617) 720 - 3300 | [www.mass.gov/osd](http://www.mass.gov/osd) | TDD: (617) 727 - 2716 | Twitter: @Mass\_OSD | Fax: (617) 727 - 4527

Further direction is available in the [“How to Complete a Partial Receipt”](#) Job Aid

## Product/Service Pricing and Finding Vendor Price Files

Product pricing may be found by under individual MBPO please refer to the [vendor information](#) page, where links to all the vendors MBPO's is provided.

## Setting Up a COMMBUYS Account

COMMBUYS is the Commonwealth's electronic Market Center supporting online commerce between government purchasers and businesses. If you do not have one already, contact the COMMBUYS Help Desk to set up a COMMBUYS buyer account for your organization: (888)-627-8283 or [OSDhelpdesk@mass.gov](mailto:OSDhelpdesk@mass.gov).

When contacting a vendor on statewide contract, always reference “ITT72 Category 1” to receive contract pricing.

## Quick Search in COMMBUYS

Log into COMMBUYS and use the Search box on the COMMBUYS header bar to locate items described on the MBPO or within the vendor catalog line items. Select Contract/Blanket or Catalog from the drop-down menu.

## How To Purchase From The Contract

For larger quantities we recommend buyers solicit quotes by following below step.

- **Directly purchase fixed price items through COMMBUYS**

This contract allows buyers to find and quickly purchase specific products/services with pricing within COMMBUYS. In other words, it allows you to create a Release Requisition in COMMBUYS, submit the requisition for approval, and send the vendor a Release Purchase Order.

For a description of how to complete this purchase in COMMBUYS, visit the [Job Aids for Buyers](#) webpage and select:

➤ The *COMMBUYS Requisitions* section and choose the *Make a Statewide Contract Purchase in COMMBUYS* job aid.

- **Solicit quotes and select and purchase quoted item in COMMBUYS**

This COMMBUYS functionality provides a mechanism to easily obtain quotes, as specified by the Contract. The buyer would create a Release Requisition, and then convert it to a Bid. After approval by the buyer approving officer, the bid is then sent to selected vendors to request quotes. Buyers must include “ITT72 RFQ” when entering information in the Description field. To request quotes please use MBPO # PO-21-1080-OSD03-SRC01-20722 which is solicitation enabled. When requesting quote from multiple vendors, the buyer should only request RFQ from the vendors who are awarded the category see [Vendor List and Information](#) section for list of awarded categories.

For a description of how to complete this purchase in COMMBUYS, visit the [Job Aids for Buyers](#) webpage, and select:

➤ You can go to the *COMMBUYS Purchase Orders* section and choose the *How to Create a Solicitation Enabled Bid Using a Release Requisition* job aid or one of the quick reference guides.

- **Document items in COMMBUYS that have already been purchased**

NOTE: Contract User Guides are updated regularly. Print copies should be compared against the current version posted on [mass.gov/osd](http://mass.gov/osd).

Updated: April 29, 2025

Template version: 7.0

Page 6 of 17

One Ashburton Place, Room 1608 Boston, MA, 02108-1552

Tel: (617) 720 - 3300 | [www.mass.gov/osd](http://www.mass.gov/osd) | TDD: (617) 727 - 2716 | Twitter: @Mass\_OSD | Fax: (617) 727 - 4527



This type of contract allows buyers to document a contract purchase in COMMBUYS that already has taken place through a Request for Payment Authorization (RPA) Release Requisition. It also allows MMARS users to easily keep track of spending. NOTE: MMARS and COMMBUYS do not interface –payment request and invoice should be reported in both MMARS and COMMBUYS separately.

For a description of how to complete this purchase in COMMBUYS, visit the [Job Aids for Buyers](#) webpage, and select:

- The COMMBUYS Requisitions section and choose the *How to Create an RPA Requisition* job aid.

## Obtaining Quotes

Contract users should always reference ITT72 when contacting vendors to ensure they receive contract pricing. Requests for Quotes, not including construction services, should be awarded based on best value.

For a full description of how to complete a quote in COMMBUYS visit the [Job Aids for Buyers](#) webpage, and select:

- The COMMBUYS Purchase Orders section and choose *Request Quotes From Vendors on Statewide Contracts* job aid.

## Quotes Including Construction Services

Please note specific requirements that apply for quoting construction services, depending upon the scope of your bid:

- Where the construction services are less than \$10,000: Select a vendor based on sound business practices, consistent with your entity's procurement policies and procedures.
- For construction services valued from \$10,000-\$50,000: Must solicit a minimum of three quotes and receive two written responses; award to lowest responsible bidder.

## Prevailing Wage Requirements

The buyer has a legal obligation to request a prevailing wage schedule from the [Department of Labor Standards \(DLS\) at www.mass.gov/dols](#). If prevailing wage is required, buyers should include this information in requests for quotes or bids so vendors know to include prevailing wage. Questions regarding the Prevailing Wage Law may be answered by accessing the DLS website or by calling the DLS Prevailing Wage Program at (617) 626-6953.

## Instructions for MMARS Users

MMARS users must reference the MA number in the proper field in MMARS when placing orders with any contractor. Contact the Comptroller Help and Support Desk at 617-973-2468 or via email at [comptroller.info@mass.gov](mailto:comptroller.info@mass.gov) for additional support. When searching in MMARS please use ITT72CAT2TO9.

## Environmentally Preferable Products (EPP)

[EPP Products and Services Guide](#)

## Contract Exclusions and Related Statewide Contracts

Taxes, surcharges, fees, Universal Service Fund contribution, subscriber line charge, end user common line charge, carrier access recovery charge, carrier line charge or assessment, administrative expense fee, shipping or freight charges, late payment fees not in compliance with the Bill Paying Policy of the Comptroller of the Commonwealth and other "regulatory cost items" are prohibited and may not be invoiced unless they are specified (description and pricing) in the

NOTE: Contract User Guides are updated regularly. Print copies should be compared against the current version posted on [mass.gov/osd](http://mass.gov/osd).

Updated: April 29, 2025

Template version: 7.0

Page 7 of 17

One Ashburton Place, Room 1608 Boston, MA, 02108-1552

Tel: (617) 720 - 3300 | [www.mass.gov/osd](http://www.mass.gov/osd) | TDD: (617) 727 - 2716 | Twitter: @Mass\_OSD | Fax: (617) 727 - 4527

price file accepted by the SST and published on COMMBUYS. Fees for activation of new services, upgrades, downgrades, or cancellation of services are not allowed under this contract, unless specified in the price files.

Travel, commuting, meals and all other travel related expenses are not allowed and will not be reimbursed by the Commonwealth.

Additional excluded actions include by not limited to: Third Party Marketing Sales, Referral to Collection Agencies, and/or Suspension or Termination of Service without the written approval of the contracting Eligible Entity.

## Emergency Services

Many statewide contracts are required to provide products or services in cases of statewide emergencies. [ML - 801 CMR 21](#) defines emergency for procurement purposes. Visit the [Emergency Response Supplies, Services and Equipment Contact Information for Statewide Contracts](#) list for emergency services related to this contract.

## Additional Information/FAQs

### Geographical Service Area

Vendors provide services to the entire Commonwealth unless specified in the Vendor Information table.

### Other Discounts

**Volume Discounts:** discount is negotiated to buyer if a certain volume of product or service is purchased.

### If the Needed Product Cannot be Found

If a product or service cannot be found in the vendor's catalog, price sheet, it is recommended to contact the vendor directly to inquire if it is available for purchase on this contract. If the product or service meets the scope of the product category, the vendor may add it to their product offerings during time periods specified in the ITT72 Cat 2-9 RFR.

If the product is not listed in the scope of the product category, a buyer may contact the Category Manager to inquire whether the product may be purchased.

### Performance and Payment Time Frames Which Exceed Contract Duration

All term maintenance or other agreements for services entered into during the duration of this Contract and whose performance and payment time frames extend beyond the duration of this Contract shall remain in effect for performance and payment purposes (limited to the time frame and services established per each written agreement). No new leases, rentals, maintenance, or other agreements for services may be executed after the Contract has expired. Any contractor entering into new engagements with eligible entities after contract expiration will be subject to remedial measures, which may include but are not limited to mandatory point deduction for future bid submissions and suspension of other contracts with OSD.

**For services in Categories 2, 3, 4, 5, 7, and 8,** no written agreement shall extend more than one (1) year beyond the final termination date of this Statewide Contract as stated on the [first page](#) of this contract user guide.

#### **For services in Category 6 – Fiber Services**

No written agreement shall extend more than five (5) years beyond the final termination date of this Statewide Contract as stated on the [first page](#) of this contract user guide.

NOTE: Contract User Guides are updated regularly. Print copies should be compared against the current version posted on [mass.gov/osd](#).

Updated: April 29, 2025

Template version: 7.0

Page 8 of 17

**One Ashburton Place, Room 1608 Boston, MA, 02108-1552**

Tel: (617) 720 - 3300 | [www.mass.gov/osd](#) | TDD: (617) 727 - 2716 | Twitter: [@Mass\\_OSD](#) | Fax: (617) 727 - 4527





# Contract User Guide for ITT72

## Category 2-9

### Strategic Sourcing Team Members

- Ryan Johnson, Operational Services Division
- Brad Steele, Executive Office of Technology Services and Security
- Chris Byrne, Executive Office of Technology Services and Security
- David Harvey, Department of Public Health
- David Sheafer, Executive Office of Education
- Edward Kelly, Executive Office of Public Safety and Security
- Jessica Powers, Executive Office of Technology Services and Security
- James Girardi, Executive Office of Technology Services and Security
- Ray Fortier, Executive Office of Technology Services and Security
- Richard Smith, Executive Office of Technology Services and Security
- Robert Guerriero, Executive Office of Technology Services and Security
- Sean Hughes, Executive Office of Technology Services and Security
- Tim Kennedy, Operational Services Division

NOTE: Contract User Guides are updated regularly. Print copies should be compared against the current version posted on [mass.gov/osd](http://mass.gov/osd).

Updated: April 29, 2025

Template version: 7.0

Page 9 of 17

**One Ashburton Place, Room 1608 Boston, MA, 02108-1552**

Tel: (617) 720 - 3300 | [www.mass.gov/osd](http://www.mass.gov/osd) | TDD: (617) 727 - 2716 | Twitter: @Mass\_OSD | Fax: (617) 727 - 4527



# Contract User Guide for ITT72

## Category 2-9

### Vendor List and Information\*

Vendor	Master Blanket Purchase Order	Contact	Phone #	Email	Awarded Categories	Discounts (PPD, Dock Delivery, etc.)	SDO Certification Type	SDP Commitment Percentage
**Master Contract Record (All contract documents)	<a href="#">PO-21-1080-OSD03-SRC01-20719</a>	See <a href="#">Page 1</a>	See <a href="#">Page 1</a>	See <a href="#">Page 1</a>	N/A	N/A	N/A	N/A
**Solicitation Enabled (Use this MBPO for RFQs)	<a href="#">PO-21-1080-OSD03-SRC01-20722</a>	See <a href="#">Page 1</a>	See <a href="#">Page 1</a>	See <a href="#">Page 1</a>	N/A	N/A	N/A	N/A
AT&T Corp.	<a href="#">PO-20-1080-OSD03-SRC01-20761</a>	Salvatore LoGiudice Wendy Withycombe	959-282-6849 860-944-7718	<a href="mailto:sl279h@att.com">sl279h@att.com</a> <a href="mailto:ww3257@att.com">ww3257@att.com</a>	2,3,4,5,7,8,9	None		10%
Ayacht Technology Solutions, LLC	<a href="#">PO-20-1080-OSD03-SRC01-20759</a>	Beverley Denio	978-558-0166	<a href="mailto:bdenio@ayacht.com">bdenio@ayacht.com</a>	9	10: 2% 15: 0.05% 20: 0.25%;		3%
Beacon Telecom Incorporated	<a href="#">PO-20-1080-OSD03-SRC01-20738</a>	James Filbin	781-297-2222	<a href="mailto:jfilbin@beacontelecom.com">jfilbin@beacontelecom.com</a>	9	10: 2% 15: 1%		1%
Blue Mantis, Inc (formerly known as GreenPages, Inc.)	<a href="#">PO-20-1080-OSD03-SRC01-20745</a>	David Knox	781-987-2013	<a href="mailto:david.knox@bluemantis.com">david.knox@bluemantis.com</a>	9	10: 2% 15: 1% 20: 1% 30: 1%		3%
Boston Electric and Telephone Corp.	<a href="#">PO-20-1080-OSD03-SRC01-20767</a>	Maria Picanzi	617-828-9609	<a href="mailto:maria@betcorp.com">maria@betcorp.com</a>	9	10: 2% 15: 2% 20: 2% 30: 2%		5%
Carousel Industries	<a href="#">PO-20-1080-OSD03-SRC01-20762</a>	Jen Golden	860-839-7021	<a href="mailto:JGolden@nwncarousel.com">JGolden@nwncarousel.com</a>	3,7,8, & 9	10: 2%		2%
CBTS LLC (formerly OnX)	<a href="#">PO-21-1080-OSD03-SRC01-21395</a>	Marilyn Koch	781-858-6246	<a href="mailto:marilyn.koch@cbts.com">marilyn.koch@cbts.com</a>	2,7 & 9	10: 1% 15: 1%		5%
CDW Government LLC	<a href="#">PO-20-1080-OSD03-SRC01-20774</a>	Missy Lipparelli	360-688-6759	<a href="mailto:Melissa.lipparelli@cdwg.com">Melissa.lipparelli@cdwg.com</a>	9	10: 1% 15: 0.05%		3%
CenturyLink Communications, LLC dba. Lumen Technologies Group	<a href="#">PO-20-1080-OSD03-SRC01-20765</a>	Michael Jones	646-463-1415 845-245-2480	<a href="mailto:michael.jones@lumen.com">michael.jones@lumen.com</a>	2,3,4,7,8 & 9	None		30%
CherryRoad Technologies Inc.	<a href="#">PO-20-1080-OSD03-SRC01-20731</a>	Nicole Elliott	978-275-1603	<a href="mailto:NElliott@cherryroad.com">NElliott@cherryroad.com</a>	6 & 9	10: 2% 15: 1.50% 20: 1.00%		1%
Comcast Cable Communications Management, LLC	<a href="#">PO-20-1080-OSD03-SRC01-20772</a>	Michael Urquhart	978-998-9743	<a href="mailto:michael_urquhart@comcast.com">michael_urquhart@comcast.com</a>	4,5 & 6	None		10%
Continental Resources, Inc.	<a href="#">PO-20-1080-OSD03-SRC01-20768</a>	Jeff Lane	781-533-0292	<a href="mailto:jlane@conres.com">jlane@conres.com</a>	9	10: 0.19% 15: 0.14% 20: 0.10%	WBE	1%

NOTE: Contract User Guides are updated regularly. Print copies should be compared against the current version posted on [mass.gov/osd](http://mass.gov/osd).

Updated: April 29, 2025

Template version: 7.0

Page 10 of 17

One Ashburton Place, Room 1608 Boston, MA, 02108-1552

Tel: (617) 720 - 3300 | [www.mass.gov/osd](http://www.mass.gov/osd) | TDD: (617) 727 - 2716 | Twitter: @Mass\_OSD | Fax: (617) 727 - 4527



**OPERATIONAL SERVICES DIVISION**

Vendor	Master Blanket Purchase Order	Contact	Phone #	Email	Awarded Categories	Discounts (PPD, Dock Delivery, etc.)	SDO Certification Type	SDP Commitment Percentage
ConvergeOne (Formerly Integration Partners Corporation)	<a href="#">PO-20-1080-OSD03-SRC01-20743</a>	Andy Branchaud	317-813-5185	<a href="mailto:Team_PSC@ConvergeOne.com">Team_PSC@ConvergeOne.com</a>	7 & 9	10: 5% 15: 3%		5%
Crocker Communications, Inc.	<a href="#">PO-20-1080-OSD03-SRC01-20740</a>	Chaz Garrity	908-251-7298	<a href="mailto:chaz.garrity@ringsquared.com">chaz.garrity@ringsquared.com</a>	2,4,6,7,8,9	10: 2% 15: 2% 20: 1%		2%
Crown Castle Fiber LLC	<a href="#">PO-20-1080-OSD03-SRC01-20746</a>	Peter O'Brien	646-680-6270 845-499-7472	<a href="mailto:peter.obrien@crowncastle.com">peter.obrien@crowncastle.com</a>	4,5 & 6	10: 2%		1.25%
Custom Computer Specialists, Inc.	<a href="#">PO-20-1080-OSD03-SRC01-20752</a>	Suzanne McLaughlin	401-775-1286	<a href="mailto:smclaughlin@customonline.com">smclaughlin@customonline.com</a>	9	30: 1%		1%
D&S Communications	<a href="#">PO-20-1080-OSD03-SRC01-20760</a>	Manuel Taveira	847-628-4173	<a href="mailto:manueltavaiera@dscomm.com">manueltavaiera@dscomm.com</a>	2 & 9	None		1.25%
ePlus Technology Inc.	<a href="#">PO-20-1080-OSD03-SRC01-20753</a>	Steve Low	781-615-1314	<a href="mailto:slow@eplus.com">slow@eplus.com</a>	7, 8 & 9	10: 1% 15: 1% 20: 0.50% 30: 0.50%		5%
FirstLight Fiber, Inc.	<a href="#">PO-20-1080-OSD03-SRC01-20742</a>	Adam Rodgers	603-766-2549	<a href="mailto:arodgers@firstlight.net">arodgers@firstlight.net</a>	2,3,4,6,7,8,9	None		3.5%
Fulton Communications, LLC. Db. Vertical Communications	<a href="#">PO-20-1080-OSD03-SRC01-20735</a>	Scott Medeiros	401-400-3033	<a href="mailto:smedeiros@vertical.com">smedeiros@vertical.com</a>	8	10: 5% 15: 3% 20: 1%		1%
Future Technologies Group dba. New Era Technology NE	<a href="#">PO-20-1080-OSD03-SRC01-20766</a>	Sean Costello	617-502-1610	<a href="mailto:sean.costello@neweratech.com">sean.costello@neweratech.com</a> <a href="mailto:sled.ne@neweratech.com">sled.ne@neweratech.com</a>	2,3,7,8,9	10: 3% 15: 3% 20: 1%		7%
Granite Telecommunications, LLC	<a href="#">PO-20-1080-OSD03-SRC01-20728</a>	Tucker Campbell	617-837-5074	<a href="mailto:tcampbell@granitenet.com">tcampbell@granitenet.com</a>	2,3,4,5,6,7,8,9	None		10%
Guardian Information Technologies, Inc	<a href="#">PO-20-1080-OSD03-SRC01-20757</a>	Bradley Warren	978-840-1212	<a href="mailto:bwarren@guardianinfo.com">bwarren@guardianinfo.com</a>	9	10: 3% 15: 2% 20: 1% 30: 1%		4%
Harbor Networks	<a href="#">PO-20-1080-OSD03-SRC01-20769</a>	Jenna Ross	508-652-3067	<a href="mailto:jennar@harbornetworks.com">jennar@harbornetworks.com</a>	2, 8 & 9	10: 1.5% 15: 1.25% 20: 1%		12%
HUB Technical Services	<a href="#">PO-20-1080-OSD03-SRC01-20776</a>	Paul Shiff	508-238-9887	<a href="mailto:pshiff@hubtech.com">pshiff@hubtech.com</a>	9	10: 2.50% 15: 2% 20: 1% 30: 0.05%		2%

NOTE: Contract User Guides are updated regularly. Print copies should be compared against the current version posted on [mass.gov/osd](http://mass.gov/osd).

Updated: April 29, 2025

Template version: 7.0

Page 11 of 17

One Ashburton Place, Room 1608 Boston, MA, 02108-1552

Tel: (617) 720 - 3300 | [www.mass.gov/osd](http://www.mass.gov/osd) | TDD: (617) 727 - 2716 | Twitter: @Mass\_OSD | Fax: (617) 727 - 4527



**OPERATIONAL SERVICES DIVISION**

Vendor	Master Blanket Purchase Order	Contact	Phone #	Email	Awarded Categories	Discounts (PPD, Dock Delivery, etc.)	SDO Certification Type	SDP Commitment Percentage
Hughes Network Systems, LLC.	<a href="#">PO-20-1080-OSD03-SRC01-20730</a>	Amir Dehdashty	301-548-1942	<a href="mailto:amir.dehdashty@hughes.com">amir.dehdashty@hughes.com</a>	5	10: 1% 15: 1% 20: 1% 30: 1%		1%
Integrated Computer Solutions of Vestal, LLC dba TechMD	<a href="#">PO-20-1080-OSD03-SRC01-20732</a>	John Moniz	844-832-4634 774-209-2548	<a href="mailto:jmoniz@techmd.com">jmoniz@techmd.com</a>	9	10: 2% 15: 1% 20: 1% 30: 1%		5%
Integrity Learning Solutions, Inc. (formerly CELT dba Integrity by CELT)	<a href="#">PO-23-1080-OSD03-OSD03-27683</a>	David Krongard	508-624-4474	<a href="mailto:dave@integrity-learning.com">dave@integrity-learning.com</a>	5 & 6	10: 2% 15: 2% 20: 2% 30: 2%		1%
International Business Machines (IBM)	<a href="#">PO-20-1080-OSD03-SRC01-20725</a>	Mike Cherry	610-613-5954	<a href="mailto:michael.cherry@ibm.com">michael.cherry@ibm.com</a>	3 & 8	None		10%
Intlx Solutions, LLC	<a href="#">PO-20-1080-OSD03-SRC01-20736</a>	Kenny Pearl	781-352-3636	<a href="mailto:kenny.pearl@intlxsolutions.com">kenny.pearl@intlxsolutions.com</a>	8 & 9	10: 5% 15: 4% 20: 3% 30: 2%		10%
IntraSystems, Inc.	<a href="#">PO-20-1080-OSD03-SRC01-20764</a>	Madeline Doherty	781-986-1700 x224	<a href="mailto:mldoherty@intrasystems.com">mldoherty@intrasystems.com</a>	9	10: 1% 15: 1% 20: 1%;		2%
IP Access International, Inc	<a href="#">PO-20-1080-OSD03-SRC01-20729</a>	Michael Gregg	949-655-1040	<a href="mailto:mike.gregg@ipinternational.net">mike.gregg@ipinternational.net</a>	4 & 5	10: 2% 15: 2% 20: 2% 30: 2%		5%
LCN-Division of E.G. Sawyer Co, Inc.	<a href="#">PO-20-1080-OSD03-SRC01-20758</a>	Matthew C Lieb	781-927-1107	<a href="mailto:matt.lieb@lcn-inc.com">matt.lieb@lcn-inc.com</a>	7 & 9	10: 4% 15: 3% 20: 2%		5%
LightSpeed Technologies, Inc	<a href="#">PO-20-1080-OSD03-SRC01-20724</a>	Todd Hemm	866-582-3688	<a href="mailto:tlhemm@lightspeedt.com">tlhemm@lightspeedt.com</a>	9	10: 1%		5%
Manhattan Telecommunications Corporation dba MetTel	<a href="#">PO-20-1080-OSD03-SRC01-20744</a>	Leslie Duckett	212-607-2144	<a href="mailto:lduckett@mettel.net">lduckett@mettel.net</a>	2, 4 & 9	10: 2% 15: 1%		2%
Metropolitan Telephone Co., Inc.	<a href="#">PO-20-1080-OSD03-SRC01-20756</a>	Tony Barossi	508-734-1212	<a href="mailto:tbarossi@mettel.com">tbarossi@mettel.com</a>	9	10: 2% 15: 1%		1%
Net Tel One Communications LLC	<a href="#">PO-20-1080-OSD03-SRC01-20727</a>	Tammie T. Frye	781-228-8207	<a href="mailto:tfrye@nettelone.com">tfrye@nettelone.com</a>	3, 7 & 9	10: 3% 15: 2% 20: 1%		4%

NOTE: Contract User Guides are updated regularly. Print copies should be compared against the current version posted on [mass.gov/osd](http://mass.gov/osd).

Updated: April 29, 2025

Template version: 7.0

Page 12 of 17

**One Ashburton Place, Room 1608 Boston, MA, 02108-1552**

Tel: (617) 720 - 3300 | [www.mass.gov/osd](http://www.mass.gov/osd) | TDD: (617) 727 - 2716 | Twitter: @Mass\_OSD | Fax: (617) 727 - 4527



OPERATIONAL SERVICES DIVISION

Vendor	Master Blanket Purchase Order	Contact	Phone #	Email	Awarded Categories	Discounts (PPD, Dock Delivery, etc.)	SDO Certification Type	SDP Commitment Percentage
New Horizon Communications Corp.	<a href="#">PO-20-1080-OSD03-SRC01-20749</a>	Glen Nelson	781-290-4611	<a href="mailto:gnelson@nhgrp.com">gnelson@nhgrp.com</a>	2,3,4,5,7 & 8	10: 2% 15: 1%		10%
Norstan Communications, Inc. dba Black Box Network Services	<a href="#">PO-20-1080-OSD03-SRC01-20778</a>	Raymond Kitchen	212-856-7609	<a href="mailto:raymond.kitchen@blackbox.com">raymond.kitchen@blackbox.com</a>	9	20: 2%		10%
North Atlantic Networks, LLC	<a href="#">PO-20-1080-OSD03-SRC01-20739</a>	Andre Pimentel	508-339-0482 Option 1	<a href="mailto:apimentel@nan.com">apimentel@nan.com</a>	4,6 & 9	10: 1% 15: 0.05% 20: 0.25%		1%
NWN Corporation	<a href="#">PO-20-1080-OSD03-SRC01-20726</a>	Jennifer Golden	860-839-7021	<a href="mailto:jgolden@nwnit.com">jgolden@nwnit.com</a>	2,3,4,7,8,9	10: 1% 15: 0.75% 20: 0.50%		5%
Ockers Company	<a href="#">PO-20-1080-OSD03-SRC01-20763</a>	David Mitchell	508-586-4642	<a href="mailto:Dmitchell@ockers.com">Dmitchell@ockers.com</a>	9	10: 3% 15: 2% 20: 2% 30: 1%		3%
Partners Technology LLC	<a href="#">PO-20-1080-OSD03-SRC01-20755</a>	Jim Rabbitt	781-930-5000	<a href="mailto:jrabbitt@partnerstechnology.com">jrabbitt@partnerstechnology.com</a>	9	10: 4% 15: 3% 20: 2% 30: 1%		4%
Presidio Networked Solutions, LLC	<a href="#">PO-20-1080-OSD03-SRC01-20773</a>	Ryan Visconti	781-638-2242	<a href="mailto:rvisconti@presidio.com">rvisconti@presidio.com</a>	3, 7 & 9	10: 1%		1%
Red River Technology LLC.	<a href="#">PO-20-1080-OSD03-SRC01-20734</a>	Helen Hewes	603-442-5580	<a href="mailto:helen.hewes@redriver.com">helen.hewes@redriver.com</a>	9	10: 0.75% 15: 0.50% 20: 0.50%		10%
Statewide Communications Inc.	<a href="#">PO-20-1080-OSD03-SRC01-20747</a>	David Hull	833-266-6289 x1107	<a href="mailto:david.hull@statewide.com">david.hull@statewide.com</a>	9	10: 3% 15: 2.5% 20: 2%;		1%
Talkdesk	<a href="#">PO-20-1080-OSD03-SRC01-20750</a>	Justin Reyes	650-477-6772	<a href="mailto:justin.reyes@talkdesk.com">justin.reyes@talkdesk.com</a>	8	10: 0.5% 15: 1% 20: 1.5% 30: 2%		10%
The Iserv Company	<a href="#">PO-20-1080-OSD03-SRC01-20741</a>	Jim Palmisano	866-344-7910	<a href="mailto:james.palmisano@iservgroup.com">james.palmisano@iservgroup.com</a>	5	10: 2%		5%
Total Communications, Inc.	<a href="#">PO-20-1080-OSD03-SRC01-20770</a>	Rhonda Tassie	860-622-4010	<a href="mailto:rhondatassie@totalcomm.com">rhondatassie@totalcomm.com</a>	9	10: 2% 15: 1% 20: 1%		5%
U.S. TelePaific Corp. dba. TPx Communications	<a href="#">PO-20-1080-OSD03-SRC01-20748</a>	Paola Moseley	786-809-1931	<a href="mailto:paola.moseley@tpx.com">paola.moseley@tpx.com</a>	8 & 9	10: 4% 15: 4% 20: 4%		3.30%

NOTE: Contract User Guides are updated regularly. Print copies should be compared against the current version posted on [mass.gov/osd](http://mass.gov/osd).

Updated: April 29, 2025

Template version: 7.0

Page 13 of 17

One Ashburton Place, Room 1608 Boston, MA, 02108-1552

Tel: (617) 720 - 3300 | [www.mass.gov/osd](http://www.mass.gov/osd) | TDD: (617) 727 - 2716 | Twitter: @Mass\_OSD | Fax: (617) 727 - 4527



**OPERATIONAL SERVICES DIVISION**

Vendor	Master Blanket Purchase Order	Contact	Phone #	Email	Awarded Categories	Discounts (PPD, Dock Delivery, etc.)	SDO Certification Type	SDP Commitment Percentage
						30: 4%		
Valley Communications Systems, Inc.	<a href="#">PO-20-1080-OSD03-SRC01-20751</a>	Charles Tremble	413-592-4136 x125	<a href="mailto:charliet@valleycommunications.com">charliet@valleycommunications.com</a>	9	10: 1.5% 15: 0.5%		5%
Verizon Business Network Services LLC. on behalf of Verizon Network Integration, Verizon New England Inc. & Verizon Select Services Inc.	<a href="#">PO-22-1080-OSD03-SRC01-25113</a>	Karen Perella	774-409-3525	<a href="mailto:karen.m.perella@verizon.com">karen.m.perella@verizon.com</a>	2,3,4,5,6,7,8,9	None		1%
VoDaVi Technologies	<a href="#">PO-20-1080-OSD03-SRC01-20733</a>	Ashley McGough	508-356-4805	<a href="mailto:Ashley.McGough@VoDaViTech.com">Ashley.McGough@VoDaViTech.com</a>	9	10: 1% 15: 1%	WBE	5%
Whalley Computer Associates, Inc.	<a href="#">PO-20-1080-OSD03-SRC01-20775</a>	Jake Brown	508-634-1152	<a href="mailto:jbb@wca.com">jbb@wca.com</a>	5,6,9	10: 1%		10%
Windstream Holdings II, LLC dba. PaeTec Communications LLC	<a href="#">PO-20-1080-OSD03-SRC01-20737</a>	John Cloonan	585-208-2628	<a href="mailto:John.Cloonan@windstream.com">John.Cloonan@windstream.com</a>	2,3,4,5,7 & 8	10: 3% 15: 3% 20: 3% 30: 3%		10%
World Wide Technology LLC	<a href="#">PO-20-1080-OSD03-SRC01-20777</a>	David Witherell	617-320-2699	<a href="mailto:david.witherell@wwt.com">david.witherell@wwt.com</a>	9	10: 0.33%	WBE	15%

\*Note that COMMBUYS is the official system of record for vendor contact information.

\*\*The Master MBPO is the central repository for all common contract files. Price files may be found in the individual vendor's MBPO.

\*\*\* The Solicitation Enabled MBPO is the MBPO for multiple quote requests and price comparisons.

NOTE: Contract User Guides are updated regularly. Print copies should be compared against the current version posted on [mass.gov/osd](http://mass.gov/osd).

Updated: April 29, 2025

Template version: 7.0

Page 14 of 17

**One Ashburton Place, Room 1608 Boston, MA, 02108-1552**

Tel: (617) 720 - 3300 | [www.mass.gov/osd](http://www.mass.gov/osd) | TDD: (617) 727 - 2716 | Twitter: @Mass\_OSD | Fax: (617) 727 - 4527





# Contract User Guide for ITT72

## Category 2-9

### MassVoice Vendor List and Information\*

Vendor	Master Blanket Purchase Order #	Contact Person	Phone #	Email
**Master Contract Record (All contract documents)	<a href="#">BD-22-1060-ITD00-ITD00-69983</a>	Nelson Wong	617-626-4553	nelson.wong@mass.gov
NWN Corporation	<a href="#">PO-21-1080-OSD03-SRC01-20722</a>	Jennifer Golden	860-839-7021	jgolden@nwnit.com
Future Technologies Group dba. New Era Technology NE	<a href="#">PO-21-1080-OSD03-SRC01-20722</a>	Kate Waldron	617-502-1248	Kate.Waldron@NewEraTech.com

\*\*The Master MBPO is the central repository for all common contract files. Price files may be found in the individual vendor's MBPO.

NOTE: Contract User Guides are updated regularly. Print copies should be compared against the current version posted on [mass.gov/osd](http://mass.gov/osd).

Updated: April 29, 2025

Template version: 7.0

Page 15 of 17

One Ashburton Place, Room 1608 Boston, MA, 02108-1552

Tel: (617) 720 - 3300 | [www.mass.gov/osd](http://www.mass.gov/osd) | TDD: (617) 727 - 2716 | Twitter: @Mass\_OSD | Fax: (617) 727 - 4527

# Contract User Guide for ITT72

## Category 2-9

### Appendix A:

#### UNSPSC Codes:

83-11-00 - Telecommunications media services  
81-16-17 - Telecommunication services  
81-11-21 - Internet services  
83-11-00 - Telecommunications media services  
83-11-23 - Fiber telecommunications services  
83-11-22 - Enhanced telecommunications services  
43-22-15 - Call management systems or accessories  
43-20-00 - Components for information technology or broadcasting or telecommunications

### Appendix B:

#### Category 2: Voice Services

Voice services include: local exchange service, long distance service, international service, incoming and outgoing toll-free service, centrex, calling card, pay telephone service, SIP trunking, and Local Exchange Carrier (LEC), Inter-Exchange Carrier (IXC) for intra-LATA toll calling, POTS, Business Line, Direct Inward Dialing (DID), Primary Rate Interface (PRI), and related equipment and software.

#### Category 3: Conferencing

Conferencing includes: Cloud, On-Premises and Hybrid services for Audio Conferencing, Web Conferencing, Video Conferencing and related equipment and software.

#### Category 4: Data Services and Broadband

Data Services and Broadband includes a wide range of connectivity and bandwidth options delivering voice/data communications and/or internet access, such as: MPLS, Point-to-Point/Private Line, Primary Rate Interface (PRI), Digital Subscriber Line (DSL), Ethernet, Internet Access, Layer 2 Ethernet Services, Cable based Broadband, Commercial Internet Services, Business Commodity Internet, and Fixed Wireless Services such as Satellite and Microwave.

#### Category 5: Small Facility Services

Small Facility Services include: Internet services, Television services (including satellite, cable, fiber, web based) and Voice services. Voice Services in this category should only be those associated with Small Facility Data Services, any “standalone” voice should be ordered via Category 2.

#### Category 6: Fiber Services

Dark Fiber Services and Lit Fiber Services are included in this category.

#### Category 7: Managed Services

This category provides management of eligible entities' site and/or enterprise voice and data network services inclusive of LAN and WAN managed services and Converged voice (VoIP) and data network services. Managed services include, but are not limited to: Internet Access, Co-location, Virtual Private Networking (VPN), email, ftp, hosting services (web sites and network service applications), Host name registration, portal services, firewall, network intrusion detection, data back-up Voice Over Internet Protocol (VoIP), PBX and Emergency Notification (reverse 911).

NOTE: Contract User Guides are updated regularly. Print copies should be compared against the current version posted on [mass.gov/osd](http://mass.gov/osd).

Updated: April 29, 2025

Template version: 7.0

Page 16 of 17

One Ashburton Place, Room 1608 Boston, MA, 02108-1552

Tel: (617) 720 - 3300 | [www.mass.gov/osd](http://www.mass.gov/osd) | TDD: (617) 727 - 2716 | Twitter: @Mass\_OSD | Fax: (617) 727 - 4527



OPERATIONAL SERVICES DIVISION

### **Category 8: Call Center**

Interactive Voice Response (IVR), Automatic Call Distribution System (ACD), advanced call routing and other features.

### **Category 9: Equipment Related to ITT72 Services**

Only customer premise equipment is directly related to the network and/or communication services.

NOTE: Contract User Guides are updated regularly. Print copies should be compared against the current version posted on [mass.gov/osd](http://mass.gov/osd).

Updated: April 29, 2025

Template version: 7.0

Page 17 of 17

**One Ashburton Place, Room 1608 Boston, MA, 02108-1552**

Tel: (617) 720 - 3300 | [www.mass.gov/osd](http://www.mass.gov/osd) | TDD: (617) 727 - 2716 | Twitter: @Mass\_OSD | Fax: (617) 727 - 4527