Transition Plan

AT&T understands the complexity of migrating large number of users across various agencies from one contract to another with minimal impact to the end-user. Over 1,500 Government agencies have trusted us to implement our solutions at their locations – many for critical public safety applications – as seamlessly as possible. AT&T has the extensive experience in providing flexible, cost effective methods of transferring end-users to a centralized wireless program as AT&T.

Crucial to AT&T implementing all new Participating Addendum and transitioning end-user to the new agreements will be the effective use of the time between contract letter of intent and the start date of the contract. This time period is critical in identifying the needs of the existing users and mapping these needs to a migration plan.

Pre-Contract Start Date Activity

From the expected contract letter of intent on or about June 10, 2011 until Contract Start Date, AT&T will engage in the following activities to assure contract success;

AT&T Training

AT&T will create and present internal training to addresses the terms and conditions of the new contract and AT&T's responsibilities, along with our implementation plan. The target audience for this training is senior level managers, sales teams, Government Care Managers (GCMs) and other departments supporting the WSCA contract. This training will be a reconfirmation of already agreed to roles and responsibilities and will identify any changes that may have occurred at contract award.

Participating Entity Training Materials

Training materials for Premier, collateral for AT&T's rate plans, collateral for the most popular devices, and websites will be available for the Participating Entities, their agencies, and political subdivisions. This material was prepared during the proposal process and can be submitted immediately unless changes are made during the award process.

Transition to new PA

AT&T's local account teams will contact 100% of the state procurement representatives and agencies with active WSCA PAs within 30 days from receipt of the letter of intent. AT&T will work with the contact person to establish new PA as appropriate. PAs will be presented to all applicable state representatives, state agencies, political subdivisions, and institutes of higher education 30 days prior to contract start date.

Participating Entity Training

Local AT&T sales teams will host training sessions in selected cities based on the agencies and in coordination with the WSCA states. During the training AT&T will present to the agencies with:

- Contract training
- Pricing Plans and Products
- Ordering Process
- Transition Process
- Names and Phone number of contact to complete the transition
- Escalation Process

Proposed Transition Schedule in the event AT&T is fortunate enough to be selected as a vendor under this procurement:

Task Name	Duration	Start Date	Completion Date
Submit Proposal	0 days	4/4/2011	4/4/2011
Review Existing PAs	35 days	3/28/2011	5/13/2011
Receive Letter of Intent	0 days	6/10/2011	6/10/2011
Negotiate WSCA Contract	102 days	6/10/2011	10/31/2011
Develop Contract Training	45 days	11/1/2011	1/2/2012
AT&T Internal Training	15 days	11/1/2011	11/21/2011
Participating Entity (P.E.) Training	45 days	11/1/2011	1/2/2012
Transition to New Contract	340 days	6/13/2011	9/28/2012
Contact P.E.	30 days	6/13/2011	7/22/2011
Present new PA	50 days	7/25/2011	9/30/2011
Negotiate New PA	232 days	11/10/2011	9/28/2012