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 OFFICE OF PUBLIC ACCOUNTABILITY
 PROCUREMENT APPEALS
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 FILE NO. OPA-PA 10-005

Attorney for Appellee, Guam Community College

**BEFORE THE OFFICE OF PUBLIC ACCOUNTABILITY
 PROCUREMENT APPEAL**

In the Matter of Appeal of)
 PACIFIC DATA SYSTEMS, INC,)
)
 Appellant)
)
)
)
)
)

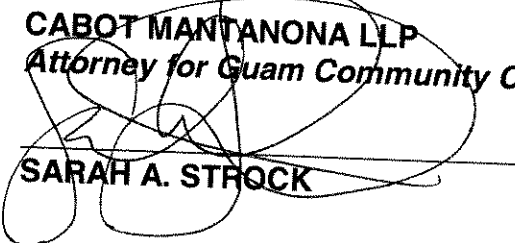
Docket Number: OPA-PA-10-005

**THIRD SUPPLEMENTAL
 PROCUREMENT RECORD**

Appellee Guam Community College, (hereinafter "GCC"), by and through its attorney, Sarah A. Strock, of Cabot Mantanona LLP, respectfully submits this supplemental procurement record relating to TeleGuam's bid:

1. Pages 30-31 of section 7.

Respectfully submitted this 6th day of January, 2011.

By: 
CABOT MANTANONA LLP
Attorney for Guam Community College
SARAH A. STROCK

Credit Allowance for Service Interruptions

An interruption period starts when an inoperative service is reported to the GTA TeleGuam Call Center, and ends when the service becomes operative. A credit allowance is not given when interruption is due to fault at the customer's end. The Customer will receive a credit for interruptions of 2 hours or more. The rate is 1/1440 of the fixed monthly service charges for each period of 30 minutes or major fraction thereof. Service credit is based on monthly charge of interrupted service. Credit allowance shall not exceed the monthly service charges. The allowance will be payable in the form of a credit to the Customer's account. Credits shall not apply to equipment charges.

Exclusions

GTA TeleGuam cannot be held responsible for, and Credit Allowance will not be issued, when the service interruption is the result in whole or in part of one of the following causes:

- Any act or omission on the part of the Customer, any third party contractor or vendor, or any other entity over which the Customer exercises control or has the right to exercise control.
- The Customer's applications, equipment, or facilities.
- GTA TeleGuam's or the Customer's scheduled maintenance.
- Any event or occurrence that results in "No Trouble Found" resolution to trouble tickets.
- Interruptions where the Customer elects not to release the service for testing and repair, and continues to use it on an impaired basis.
- Interruptions during any period when GTA TeleGuam is not allowed access to the Customer premises where affected access lines are terminated.
- Events beyond the reasonable control of GTA TeleGuam including, but not limited to: natural disasters, cable cuts, government acts and regulations, and national emergencies.

Duration

This Service Level Agreement may only be applicable to contracted services. Commencement of SLA requires both signatures from Guam Community College and GTA TeleGuam, LLC. This Service Level Agreement will expire at the same time as contract between Guam Community College and GTA TeleGuam LLC expires or is voided.

Existing Circuits & Services

GCC Circuits	Circuit Type	Point A	Point B

Key Personnel

Name	Work	Email

Agreed and Acknowledged by Authorized Representative:
GTA TeleGuam

Guam Community College

Confidential and Proprietary.

Date

Date

REFERENCES

GTA TELEGUAM

GTA TeleGuam provides complete communications services on Guam. These include local and long-distance telephone service, 3G wireless, DSL Internet access, and advanced television, or IPTV. The company also operates a data center on Guam for offering business data storage and managed wide area networking. Based in Tamuning, Guam, GTA TeleGuam is privately owned and locally managed. Shamrock Capital Advisors, a California-based private equity firm founded as the Roy E. Disney Family investment company, and GE provide financial backing to GTA TeleGuam. The company's website is www.gta.net.

SERVICE EXPERIENCE

GTA TeleGuam has had success in providing similar solutions with Avaya and Metro Ethernet



- 100+ Stations
- (4) Circuits: Dedicated Fiber Metro Ethernet Circuits
- Dedicated Metro Ethernet Internet Ports
- (1) ISDN PRIs
- (8) Analog Backup Lines
- Colocation and Disaster Recovery



- 70+ Stations
- (3) Circuits: Dedicated Fiber Metro Ethernet Circuits
- Dedicated Metro Ethernet Internet Ports
- 2 ISDN PRIs
- 4 Analog Backup Lines

Confidential and Proprietary.