

**AMENDMENT 2**

**Invitation for Bid (IFB)  
UOG IFB No. B23-11**

Date Issued: September 25, 2023

**“INTERNET BANDWIDTH FOR THE UNIVERSITY OF GUAM (UOG)”**

This is to notify all prospective offerors of the following amendment set forth below:

- 1.1 DEADLINE FOR SUBMISSION of Bid Packages should read as follows: Thursday, September 28, 2023, ON or BEFORE 2:00 P.M. via link provided for electronic submission to Bid Share folder provided by UOG Procurement Office. One (1) original copy along with original bid security must be dropped off to Procurement Office before bid submission deadline.**
- 1.2 Attach Pre-bid conference meeting minutes & Question & Answer Sheet 1 as set forth in the attached.**
- 1.3 Attach Question & Answer Sheet 2 as set forth in the attached.**
- 1.4 Attach Question & Answer Sheet 3 as set forth in the attached.**
- 1.5 Attach Attachment A & Attachment B.**

All other terms and conditions remain the same.



**Abigail Martin**  
Comptroller

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Please acknowledge receipt and return by email to [uog.bids@triton.uog.edu](mailto:uog.bids@triton.uog.edu):

Name of company: \_\_\_\_\_

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Print Name/Signature/Date

T: +1 671.735.2925 F: +1 671.735.3010 W: [www.uog.edu](http://www.uog.edu) E: [uog.bids@triton.uog.edu](mailto:uog.bids@triton.uog.edu)

Mailing Address: 303 University Drive UOG Station Mangilao, Guam 96913

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INVITATION FOR BID (IFB)  
UOG BID NO. B23-11  
INTERNET BANDWIDTH FOR THE UNIVERSITY OF GUAM

**MINUTES**  
**Pre-Bid Conference**  
**September 21, 2023**  
**2:00 PM**  
**UOG OIT Lab107A**

**UOG REPRESENTATIVE:**

*UOG Procurement Office*

**DAMIEN GUERRERO**, UOG Property Control Officer (671) 735-2925 uogbids@triton.uog.edu

*Office of IT, University of Guam*

**JOSE DANTE SANTIAGO**, UOG Jr. Network Engineer (671) 969-2205 jdsantiago@triton.uog.edu

**RONALD MARFEGA**, UOG Jr. Network Engineer (671) 969-2205 marfegar@triton.uog.edu

**KAYLEEN KANEMOTO**, Jr. Data Control Clerk (671) 969-2214 datacontrol@triton.uog.edu

**ATTENDEES:**

*Company Name*

**GTA** Jan Santos, Account Manager (671) 488-2953 jsantos@gta.net  
Valerie Teria, Account Manager (671) 488-8257 vteria@gta.net  
Danny Dela Cruz, Solution Engineer (671) 488-8257 ddelacruz@gta.net

**DOCOMO PACIFIC** Brianna Taijeron, Gov. Sales Specialist (671) 687-0606 btaijeron@docomopacific.com  
Jheruel Lumbang, Sales Engineer (671) 988-4571 [btaijeron@docomopacific.com](mailto:btaijeron@docomopacific.com)

**PACIFIC DATA SYSTEMS** Peter Duenas, Project Manager (671) 787-3291 peter@pdsguam.com  
Michael Santos, Project Manager (671) 688-6959 m.santos@pdsguam.com  
Franklin Artero Account Manager (671) 300-0225 [franklin@pdsguam.com](mailto:franklin@pdsguam.com)

**I. INTRODUCTION**

Pre-Bid Conference meeting officially starts at 2:00 PM

Hafa Adai and Good Afternoon everyone, thank you for being here. Please ensure that everyone has signed in on the sign in sheet. For record purposes, this meeting will be recorded.

We are here today for the PRE-BID CONFERENCE and SITE VISIT for INVITATION FOR BID (IFB)  
UOG BID NO. B23-11  
INTERNET BANDWIDTH FOR THE UNIVERSITY OF GUAM.

INVITATION FOR BID (IFB)  
UOG BID NO. B23-11  
INTERNET BANDWIDTH FOR THE UNIVERSITY OF GUAM

My name is Damian Guerrero, I am the Procurement Office Representative to assist in facilitating today's IFB meeting. For the record, I will have everyone introduce themselves with their FULL NAME and COMPANY NAME.

Thank you everyone. Our office has a few housekeeping notes.

1. Please be reminded that all communication, questions, and answers during this pre-bid conference and site visit is unofficial. All official communications, questions, answers, and clarifications must be emailed to uog.bids@triton.uog.edu and once received, an official amendment will follow shortly after.
2. Note that UOG will not be accepting any alternate bids.
5. Deadline for submission for sealed bids is due on Tuesday September 26, 2023 on or before 2:00PM.
6. Now, I will hand over the meeting to the Office of IT representatives.

## II. REMARKS FROM OFFICE OF IT

*Mr. Jose:* OIT is sending out a bid for two internet providers and asked vendors if they had a chance to review the bid spec. If vendors have any questions regarding the bid spec, now is the time to ask. One of the offerors has sent to the Procurement Office some pre-bid questions. UOG will send out answers soon.

Bandwidth requirement is 1Gbps per provider. Currently, UOG has 750Mbps

*(See exhibit \_\_ for Questions and Answers from vendors)*

## III. REMINDERS

## IV. CLOSING REMARKS

Pre-Bid Conference meeting ended at 2:15 PM

## V. SITE VISIT

Site visit end at 2:24 PM

QUESTIONS & ANSWER SHEET 01

September 21, 2023

QUESTIONS RECEIVED FROM

09/21/2023 (2:03 PM)

GTA

QUESTIONS: Can we get access to the bid share folder?

ANSWER: Procurement will check on it.

QUESTIONS: Will the handoff be at the at OIT?

ANSWER: Yes, it will be the UOG datacenter.

QUESTIONS: Will vendor provide the SFP for the Juniper MX204?

ANSWER: Yes.

QUESTIONS: Requesting to confirm bid submissions are to include original bid, original bid security and electronic copy?

ANSWER: Yes.

09/21/2023 (2:05PM)

GTA

QUESTIONS: Are you able to provide who are the two current incumbents, and the most updated billing for each.

ANSWER: Will double-check with procurement.

09/21/2023 (2:06PM)

PDS

QUESTIONS: Are you open on October 1?

ANSWER: If we need to be, we can.

09/21/2023 (2:07PM)

GTA

QUESTIONS: Can you confirm how the bid bond will be calculated, is that monthly recurring or annual?

ANSWER: Will double-check with procurement.

QUESTIONS: Can we do a site visit to the datacenter?

ANSWER: Yes.

09/21/2023 (2:10PM)

GTA

QUESTIONS: Where are the Junipers?

ANSWER: \*Pointed at equipment in datacenter\* UOG Datacenter Rack 7

**QUESTION & ANSWER SHEET NO.2**

**September 25, 2023**

*In response to the written “Questions” and/or ‘Request for Clarifications’ UOG received as of September 21, 2023 @ 6:10pm from vendor: **Docomo Pacific***

**Question 1:** Please provide the latest invoice for the two 750Mbps circuits that are currently being provided to the University of Guam

**Answer:** *See Attachment A & Attachment B.*

**Question 2:** Is the “Wage Determination” that is included in the bid packet suffice for bid submission?

**Answer:** *Yes. The Wage Determination in the packet will suffice.*

**Question 3:** Please confirm if the total Bid Guarantee will be 15% of total contract to include Option Years? (2 Years + 3 Option Years)

**Answer:** *The Bid Security shall be 15% of the initial two (2) year contract.*

**Question 4:** Please provide the link for electronic submission to Bid Share Folder

**Answer:** *Bid share folder link will be provided the day of the bid opening. NLT 9:00am*

**Question 5:** Please provide Zoom link for Bid Opening scheduled for Tuesday, September 26, 2023, at 3PM.

**Answer:** *Zoom link will be provided the day of the bid. NLT 9:00am*

**Question 6:** Please confirm all costs to include installation are to be included in “Bid Price” one total bid price.

**Answer:** *Total amount of bid shall be stated on the Bid Price form.*

**Question 7:** Please confirm if all costs to include installation are to be itemized on the Bid form Exhibit B.

**Answer:** *Itemization may be provided on a document separate from the Bid Price form and included in the bid packet.*

**Question 8:** Will a copy of our business license be sufficient to qualify under the local procurement preference? Referencing Exhibit, A Bid Specifications, – E.2. ISP must support Resource Public Key Infrastructure (RPKI) – ISPs must have signed ROAs for their announced address space – ii. ISPs must implement Route Origin Validation and drop Invalids.

- 8a. Would “flagging invalids” be acceptable vs “drop invalids”?
- 8b. Would Vendor be allowed time to implement ROAs?

**Answer:** *8a. Flagging invalids is okay. Additionally, the Vendor will provide the reason why “drop invalids” is NOT possible.*

*8b. YES - Vendor will be given time for ROA to be implemented.*

**Question 9:** Please confirm if this is a all or none bid

**Answer:** *UOG IFB B23-11 is an All or None Bid*

**QUESTION & ANSWER SHEET NO.3**

**September 25, 2023**

*In response to the written “Questions” and/or ‘Request for Clarifications’ UOG received as of September 22, 2023 @ 4:28 pm from vendor: **TeleGuam Holdings, LLC***

**Question 1:** Please confirm service hand-off is at the UOG Data Center.

**Answer:** *Yes.*

**Question 2:** Please confirm that vendors must provide the SFP Module for the Juniper MX204.

**Answer:** *Yes.*

**Question 3:** Does the vendor need to be a local ISP provider?

**Answer:** *No.*

**Question 4:** Is underground required or can vendor provide a wireless solution?

**Answer:** *No. As per bid spec F.1.i: The service drop to UOG must be on optical fiber. No wireless local loop technologies may be used.*

**Question 5:** Please confirm BID Submissions are to include: (01) original BID packet with original BID security and (01) electronic copy.

**Answer:** *A Bid Submission should include the following:*

- One (1) Original Sealed Bid Packet and One (1) Original Bid Security (copy shall be placed in Original Sealed Bid packet) and submitted to the UOG Procurement Office.*
- One (1) Electronic copy of the Bid Packet shall be submitted to the Bid Share Folder. Link will be provided day of bid opening to all prospective bidders.*

**Question 6:** Please advise what is the BID Shared folder link? Please confirm BID shared folder link is secured, protecting all vendor pricing and proprietary information.

**Answer:** *The Bid Shared folder link will be provided the morning of the Bid Opening. The Bid Shared folder is secure and only accessible by the UOG Procurement Office.*

**Question 7:** Please clarify who are the parties that have access to the BID shared folder link and how vendor can receive confirmation that the electronic copy of the bid was received.

**Answer:** *The Bid Shared folder is only accessible by the UOG Procurement Office. Once a Bidder (Vendor) completes upload, a confirmation message will appear. UOG Procurement is notified immediately once upload is finished.*

**Question 8:** Please advise who the (2) current ISP incumbents are and provide the most updated billing for each service.

**Answer:** *The current incumbents are IT&E and Docomo. See Attachment A & Attachment B.*

**Question 9:** Please advise if the request for speeds in the last bid was 750mbps with 50% burstable or 500mbps with 50% burstable?

**Answer:** *750Mbps, no burst.*

**Question 10:** Referencing exhibit B UOG Bid Pricing worksheet, please clarify if the BID price should be based on a Monthly recurring charge, annual charge, or 5 year charge.

**Answer:** *The Bid Price form shall show the total amount for the two-year contract.*

**Question 11:** Referencing exhibit B UOG Bid Pricing worksheet, please clarify how UOG will award the services. Will services be awarded based on the Grand Total? Please advise if the Grand Total should be calculated by a monthly, annual, or 5-year term.

**Answer:** *The Bid Price form shall show the total amount for the two-year contract*

**Question 12:** Please confirm how the bid bond shall be calculated, should the bid bond be calculated by the Monthly Recurring Charge, Annual Charge, 5 year charge?

**Answer:** *The Bid Bond shall reflect 15% of the amount as stated on the Bid Price form submitted by the Bidder.*

**Question 13:** Please clarify Table 2.0 options (Page 34), how will UOG determine the lowest bidder if the prices are higher.

**Answer:** *The lowest bid is determined by the amount on the Bid Price form.*



ATTACHMENT B



DOCOMO PACIFIC

890 S. Marine Corps Drive  
 Tamuning, Guam 96913  
<https://www.docomopacific.com/contact-us>  
 (671)688.CARE/(670)483.CARE/Toll Free 1-866-688-GUAM

Past Due	Due Date	Current Amt	Due Date	Total
		\$5,062.50	09/25/23	\$5,062.50

Account Number 591116377122  
 Bill Date Sep 2, 2023  
 Billing Period Sep 1, 2023 - Sep 30, 2023  
 P.O. Number BS220003  
 Invoice Number 014875133  
 Amount Enclosed \$ \_\_\_\_\_

*Make checks payable to DOCOMO PACIFIC*

OIT COMPUTER CENTER (UOG FIBER)  
 303 UNIVERSITY DRIVE STE 101  
 MANGILAO GUAM 96913

DOCOMO PACIFIC  
 890 S. Marine Corps Drive  
 Tamuning, Guam 96913

*Please detach and return above portion with your payment*



890 S. Marine Corps Drive  
 Tamuning, Guam 96913  
<https://www.docomopacific.com/contact-us>  
 (671)688.CARE/(670)483.CARE/Toll Free 1-866-688-GUAM

DOCOMO PACIFIC

Past Due	Due Date	Current Amt	Due Date
		\$5,062.50	09/25/23

Account Number 591116377122  
 Bill Date Sep 2, 2023  
 Billing Period Sep 1, 2023 - Sep 30, 2023  
 P.O. Number BS220003  
 Invoice Number 014875133

**Statement Summary**

Payments - Thank you	-\$5,062.50
Credits and Adjustments	\$0.00
Late Fee	\$0.00
Previous Balance	\$5,062.50
New Charges	\$5,062.50

<b>Amount To Pay</b>	<b>\$5,062.50</b>
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*If your previous balance is past due, your account may be subject to a temporary service suspension, late fees and applicable reconnection fees. If payment has been remitted, please disregard this message.*

**News from DOCOMO PACIFIC!**

Håfa Adai,

Thank you to all our valued customers for your patience and support as we continue to restore services. For convenient payments, we encourage you to use the My DOCOMO PACIFIC app (available on the Apple App Store and Google Play Store) or visit our Tamuning HQ Drive-thru location for in-person payments.

We understand that some may still be without services. Automatic service credits will continue to be applied to your invoice for outages caused by Typhoon Mawar. There will be no disconnections or late fees until further notice.

Please note changes to Customer & Enterprise Care hours below:

Temporary Customer & Enterprise Care Hours of Operation, effective Aug 27:  
 Guam & CNMI: Monday - Saturday, 8 a.m. - 5 p.m.  
 Tech Support remains available 24/7.

Thank you for your continued trust in us as your service provider.

Sincerely,  
 Your DOCOMO PACIFIC Team

**Have you moved or changed your contact information?**

Please provide your new address or telephone number and return this portion with your payment. Your records will be updated on request.

Account Name: \_\_\_\_\_ Effective Date: \_\_\_\_\_

New Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Work Number: \_\_\_\_\_

Email Address: \_\_\_\_\_ Signature: \_\_\_\_\_

We accept the following credit cards for payment:



Please choose one:  Monthly Recurring  One-Time only

Card Number: \_\_\_\_\_ Expiration Date: \_\_\_\_\_ CSV: \_\_\_\_\_

Billing Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Amount Authorized: \$ \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Customer Care**

- By Phone: Guam (671) 688-2273  
Saipan (670) 483-2273
- For payments by check: 890 S. Marine Corps Drive Tamuning, Guam 96913
- For e-mail inquiries: [www.docomopacific.com/contact-us](http://www.docomopacific.com/contact-us)

**Billing & Payment Policies**

DOCOMO PACIFIC provides TV, Mobile, Online & Home Phone services which are billed on a monthly basis. Customers may mail their payment, pay at some local banks, pay at our office, via monthly direct payment or online via Self Care at [mydocomopacific.com](http://mydocomopacific.com). If you terminate service or service is terminated by the company for any reason, and you have agreed to a term contract, early termination fees will apply. We may require a security deposit prior to providing services. We reserve the right to apply any portion of the security deposit against unpaid charges on your account at any time and upon termination of service or where the conditions of the security deposit no longer applies.

1. Customer cable television/home phone, cellular and/or Internet service payment is due for that month's service. Your due date is printed on the monthly invoice. If customer's payment is not received 5 days after the due date, Residential customer will incur a late fee of \$9.99 and Business customers will incur a late fee of 2% of invoiced amount.
2. If customer's payment is not received within 30 days, customer will be subject to disconnection without notice.
3. Non-receipt of billing statement and/or invoice **does not** prevent customer's account from being due or payable.
4. All disputes with invoiced amounts must be made known to DOCOMO PACIFIC within ninety (90) days of invoice date. No credit will be given for a period greater than 120 days.
5. Monies collected in the field for delinquent or disconnected accounts will be assessed a **\$15.00** service fee.
6. If service is disconnected for non-payment, a reconnection fee will be charged and customer must pay the balance in full, one month of service in advance and reconnection charges before service will be reinstated. Reconnection fee on per account is **\$25.00**. Checks returned for any reason will be assessed a charge of **\$35.00**.
7. Customer must make payment of one month service and any past due balance before customer's service will be reinstated. Past due accounts will be forwarded to a collection agency and customer will be liable for any fees the agency may impose. Customers who are disconnected with an unpaid, delinquent balance will be reported to the credit bureau. If the account is sent to small claims for collections, customer will be liable for all court and related processing fees. Monies collected in the field on delinquent or disconnected accounts will be charged a **\$15.00** collection fee.

**Changing or Disconnecting Service:** Customer may change or disconnect service upon **24-hour** notification to DOCOMO PACIFIC. Account holder must notify DOCOMO PACIFIC in person or over the phone with authorization. DOCOMO PACIFIC does not accept fax or email requests **from a third party** to terminate service. Payment for balances due and return of any leased equipment is due immediately. Customer is responsible for payment until the account has been disconnected or transferred.

**Theft of Service:** The ownership of all cable and equipment provided by DOCOMO PACIFIC shall be and shall remain the property of DOCOMO PACIFIC and shall not be modified without permission. Unauthorized **attachments (i.e. splitters, connectors, etc.)**, or equipment or unauthorized use of cable, equipment or of signal constitute theft under federal and local law. Fines range from \$500.00 to \$5000.00.

**Loss of Service:** If customer's cable, internet or home phone signal is interrupted and not corrected within 24 hours after DOCOMO PACIFIC receives your notice, we will credit customer upon each 24-hour period of interrupted service upon request, provided that the customer's account is (paid) current. Company employees will be given reasonable access to customer's premises to install, inspect, maintain, repair or disconnect service or equipment. Our subscribers are encouraged to subscribe to Wire guard **\$4.99** per month. Customers who do not subscribe to Wire guard may be charged \$75.00 if their service call is not related to cable plant problems.

**Cable and Equipment:** Unless specifically indicated otherwise, all Cable, Attachments and Equipment provided by DOCOMO PACIFIC remain the property of DOCOMO PACIFIC and do not become permanent fixtures of the structure where they are installed. DOCOMO PACIFIC may remove or alter the Cable, Attachments or Equipment at their sole discretion. If customer does not promptly return leased equipment upon disconnection of service, or equipment is lost, stolen or damaged, customer will be billed **\$500 for each TiVo Media Gateway DVR, \$200 for each TiVo eBox, \$375.00 for each digital set top converter, \$425.00 for each HD Converter, \$525.00 for each DVR digital video recorder, \$625.00 for each HD DVR, \$50 for each analog set top converter and/or decoder, \$25.00 for each remote control unit, \$15.00 for each surge protector. Cable modems will be charged \$50.00. Lost, stolen or damaged EMTA (phone) modems will be charged \$75.00.**

**Privacy Act of 1974:** DOCOMO PACIFIC collects and maintains personally identifiable information concerning subscribers. Information used solely for normal business purposes and rendering cable television/home phone and/or Internet services. Federal Law prohibits DOCOMO PACIFIC from releasing all personally identifiable information, unless ordered to do so by court order.

**CPNI Customer Proprietary Network Information:** Customers acknowledge that DOCOMO PACIFIC will not provide personally identifiable information to a third party for the purpose of providing and provisioning Cellular or Digital Home Phone Service. We do not share these records with others, unless we receive a lawfully issued request.

**E-911 Notice:** If you subscribe to Mobile and/or Home Phone, a \$1.00 charge per line, for E-911 will be charged in addition to your monthly rate.

**Closed Captioning Information:** For any questions or information concerning closed captioning please contact our Video Transport and Processing Team, Phone: **671-969-3662** Fax: 671-969-3292 Email: [VTP@docomopacific.com](mailto:VTP@docomopacific.com)

**Equal Employment Opportunity:** DOCOMO PACIFIC is an equal opportunity employer. This cable system does business on an equal opportunity basis with minority and female owned businesses.



890 S. Marine Corps Drive  
 Tamuning, Guam 96913  
<https://www.docomopacific.com/contact-us>  
 (671)688.CARE/(670)483.CARE/Toll Free 1-866-688-GUAM

DOCOMO PACIFIC

Past Due	Due Date	Current Amt	Due Date	Total
		\$5,062.50	09/25/23	\$5,062.50
Account Number		591116377122		
Bill Date		Sep 2, 2023		
Billing Period		Sep 1, 2023 - Sep 30, 2023		
P.O. Number		BS220003		
Invoice Number		014875133		
Amount Enclosed		\$ _____		

**Payments, Adjustments and Charges**

Date	Description	Total
08/24/2023	Electronic transfer	-\$5,062.50
<b>Total</b>		<b>-\$5,062.50</b>

**Account Summary**

Description	Monthly Charge	Add'l Charge	Fees	Total
Online - 996923129673	\$5,062.50	\$0.00	\$0.00	\$5,062.50
<b>Total</b>				<b>\$5,062.50</b>

**Services Itemized Summary**

<b>BUSINESS FIBER SUITE</b>	<b>996923129673</b>
<b>Billing Period</b>	<b>09/01/2023 - 09/30/2023</b>
Online Service Details	Amount
Fiber Internet 750Mbps 09/01/2023 - 09/30/2023	\$5,062.50
<b>Subtotal</b>	<b>\$5,062.50</b>
<b>Online Service Total</b>	<b>\$5,062.50</b>

Subject: Important News About Your Cable TV Rates:

**Hafa Adai,**

Due to rising costs by TV networks nationwide, Cable TV rates for Basic Cable TV will increase by \$5.03 and Digital TV services will increase by \$5.00 effective June 1st, 2023.

But don't worry! New and existing subscribers of dTV+ will not be affected and dTV+ rates will remain affordable, starting at just \$35/month when you bundle with LINK.

With dTV+, it's easy to access your favorite movies, shows, sports, news and more! Customize your channel line-up, record your shows to playback when you want, view in HD, and access them on your mobile phone, tablet or TV - all while saving every month by bundling with LINK! Visit [qrco.de/dtvplus](http://qrco.de/dtvplus) to learn more about dTV+ and how you can start your ultimate savings today!

**Kind Regards,**





PTI PACIFICA INC.  
DBA IT&E  
P.O. BOX 24881  
BARRIGADA GU 969214881

# ATTACHMENT A

Address Service Requested

PO:BS23003 UNIVERSITY OF GUAM-OIT COMPUTER CENTER  
STATION  
303 UNIVERSITY DRIVE UOG  
MANGILAO GU 96913-1800

## Remittance Section

Account Number	9963596257667
Invoice Number	17937098
Billed Date	09/01/2023
Payment Due Date	09/15/2023
<b>Total Due</b>	<b>\$4,500.00</b>
Amount Enclosed	\$ _____

Please make checks payable to **IT&E**

Check here for change of Billing Records or AutoPay

PTI PACIFICA INC.  
DBA IT&E  
P.O. BOX 24881  
BARRIGADA, GU 969214881

Keep lower portion for your records. Please return upper portion with your payment for faster processing.

### Saipan Office

PO Box 500437  
Saipan MP 96950  
Tel. No. (670) 682-4ITE (4483)  
Fax. No. (670) 234-8574

### Guam Office

PO Box 24881  
Barrigada GU 96921-4881  
Tel. No. (671) 922-4ITE(4483)

## Account Information

PO Number	BS230003
Account Number	9963596257667
Billed Date	09/01/2023
Payment Due Date	09/15/2023

## Summary of Charges

Previous Balance	9,000.00
Payment	-9,000.00
Adjustment	0.00
Monthly Charges	4,500.00
Usage Charges	0.00
Discount	0.00
Other Charges	0.00
Finance Charges	0.00
USF Charges	0.00
<b>TOTAL AMOUNT DUE</b>	<b>\$4,500.00</b>

Payments made after 09/30/2023, will not appear on next month's bill

## Important Information

Lower your monthly payment by switching to paperless billing. If you prefer to continue receiving paper statements, the fee for this service is \$5 per statement. Enable paperless statements from your online billing account. For help with setting up an online billing account or enabling paperless statements, chat with a Customer Service Representative online at [ite.net](http://ite.net) or call (670) 682-4483 [CNMI] / (671) 922-4483 [GUAM].

**SUSPENSION DATE: Tuesday, September 26, 2023**

## Important Messages

**Up to \$300**  
in GIFT CERTIFICATES

OR

**13,000+**  
UNITED MILEAGEPLUS MILES

plus  
**\$50**  
PORT-IN  
CREDIT

EARN  
PACIFICPOINTS

IT&E

[ite.net](http://ite.net) [iteguam](https://www.instagram.com/iteguam) [itecomm](https://www.facebook.com/itecomm)  
Terms and conditions apply.

## Change of Billing Information

Please provide your new address/information and return this portion with your payment. Your records will be updated on request.

Effective Date: \_\_\_\_\_

Account Name: \_\_\_\_\_

New Address: \_\_\_\_\_

GO PAPERLESS. Do not send me paper bill. Send all billing notifications to

my email address: \_\_\_\_\_

REQUEST FOR GROUP BILLING. Please bill this account with my other

Phone #: \_\_\_\_\_

## AUTO PAY:

We accept the following credit cards for payment:



Credit Card Number: \_\_\_\_\_ Expiration Date: \_\_\_\_\_

Effective Date: \_\_\_\_\_ Amount Authorized: \_\_\_\_\_

Cardholder Name: \_\_\_\_\_ Signature: \_\_\_\_\_

Termination of AutoPay

Effective Date: \_\_\_\_\_ Signature: \_\_\_\_\_

## We accept payments through checking account:

Bank Name: \_\_\_\_\_

Routing Number: \_\_\_\_\_ Checking Acct #: \_\_\_\_\_

Account Name: \_\_\_\_\_

Amount Authorized:


Full Balance: \$ \_\_\_\_\_  Do Not Exceed: \$ \_\_\_\_\_

(I will be responsible for any remaining balances.)



## HOW TO READ YOUR INVOICE

- 1 **Account Number** - This is your billing number. It will be helpful to have this number when calling Customer Service.
- 2 **Payment Due Date** - Bill must be paid on or before the 15th of the month. If the 15th falls on a weekend or holiday, payment is due on the next working business day.
- 3 **Amount Enclosed** - Please indicate the payment amount included with your remittance.
- 4 **Remittance Address** - Send your payment to this address with your remittance slip.
- 5 **Summary of Charges** - Information pertaining to your invoice.
- 6 **Previous Balance** - Balance left over from previous statement which is immediately payable.
- 7 **Payment** - The amount received and the date of the payment.
- 8 **Monthly Charges/Fees** - The total of this month's current activities (local services, fees, other charges).
- 9 **USF Charges** - Total taxes that have been applied to your bill. \*The Federal Universal Service Charge (FUSC) surcharge factor recovers the cost associated with PTI/IT&E's contribution to the Universal Service Fund program.
- 10 **Total Amount Due** - Current charges plus unpaid prior bill charges.



DBA IT&E  
P.O. BOX 24881  
BARRIGADA GU 969214881

Address Service Requested

585400001 PRESORT PBP5001


BILLING SAMPLE  
ADDRESS  
CITY, STATE ZIP CODE

**Remittance Section**

1	Account Number	#####	
2	Invoice Number	6370405	
3	Billed Date	08/31/2019	
4	Payment Due Date	09/15/2019	
5	Total Due	\$-777.56	
6	Amount Enclosed	\$	

Please make checks payable to IT&E  
 Check here for change of Billing Records or AutoPay

PTI PACIFICA INC.  
DBA IT&E  
P.O. BOX 24881  
BARRIGADA, GU 969214881



Keep lower portion for your records. Please return upper portion with your payment for faster processing.


**Saipan Office**  
PO Box 509437  
Saipan MP 96950  
Tel. No. (670) 882-4ITE (4483)  
Fax. No. (670) 234-9574

**Guam Office**  
PO Box 24881  
Barrigada GU 96921-4881  
Tel. No. (671) 922-4ITE(4483)

**Important Messages**

**Ready to be rewarded?**

Sign up for PACIFICPOINTS today



Redeem points for rewards on your IT&E bill and more.

**Account Information**

1	Account Number	#####	
2	Billed Date	08/31/2019	
3	Payment Due Date	09/15/2019	
<b>Summary of Charges</b>			
4	Previous Balance	-777.56	
5	Payment	0.00	
6	Adjustment	0.00	
7	Monthly Charges	0.00	
8	Usage Charges	0.00	
9	Discount	0.00	
10	Other Charges	0.00	
11	Finance Charges	0.00	
12	USF Charges	0.00	
13	<b>TOTAL AMOUNT DUE</b>	<b>\$-777.56</b>	

Payments made after 09/30/2019, will not appear on next month's bill

**Important Information**

**USF Charges:** 2013 1st Qtr: 16.10% USF is applied to Long Distance charges while 5.97% USF is applied to Wireless Charges.

**The Samsung Galaxy Note II is here!** Come to IT&E and find out how you can the latest and largest Android smartphone for as low as \$499!

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### PAYMENT LOCATIONS:

#### CNMI:

All Saipan Shell Gas Stations (Cash & Credit Card Only), Bank of Hawaii, First Hawaiian Bank

#### Guam:

All IT&E Locations and the following financial institutions: First Hawaiian Bank and Bank of Hawaii.

#### Online:

Visit [store.ite.net/onlinebilling](http://store.ite.net/onlinebilling). View statement and make payments online with your credit card, debit card or checking account.

### LATE PAYMENT:

Late fees apply if the full balance is not paid on or before the 15th of the month. For residential accounts, a \$10 finance charge will be assessed if payment is not made by the due date. For commercial accounts, a finance charge of one and one-half percent (1.5%) will be assessed on the outstanding balance. If payment is not received by the original due date, the account is subject to temporary disconnection. When service is temporarily disconnected, the full amount due must be paid prior to reconnection and a \$25 reconnection fee will apply. Accounts that remain unpaid after the temporary disconnection period are subject to permanent disconnection at the end of the month.

### BILL INVESTIGATION:

All bills rendered by IT&E are assumed correct unless the customer initiates a request for an investigation of a bill within 30 days of presentation. Payment of a bill denotes acceptance of all charges. Charges for interstate and international message toll, cellular, and internet services appear on your bill on behalf of PTI Pacifica Inc.

### SERVICE CHARGE FOR RETURNED CHECKS:

A \$50 fee will be charged for check payments returned or rejected ACH for non-sufficient funds (NSF) or any other reasons. Check writing privileges or using/enrolling IT&E accounts to ACH will be suspended for 6 months from the date of the returned check/rejected ACH.



Account Name:

PO:BS23003 UNIVERSITY OF GUAM-OIT COMPUTER CENTER

Account Number:

9963596257667

Billed Date:

09/01/2023

Invoice Number:

17937098

**Service Agreement Summary**

Service Agreement	Plan Charge	Additional	Airtime	Toll/Other	Roaming	Data	Message	Discounts	Taxes	Total
6710160009	\$0.00	\$4,500.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$4,500.00
<b>TOTAL</b>	<b>\$0.00</b>	<b>\$4,500.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$4,500.00</b>

**Financials**

**Payments**

Date	Description	Type	Amount
08/24/2023	WRPMT	WIRE TRANSFE R-GU	4,500.00
08/24/2023	WRPMT	WIRE TRANSFE R-GU	4,500.00
<b>Total</b>			<b>9,000.00</b>

**Wireline Service Charges**

(671) 016-0009

**Monthly Charges**

Description	From Date - To Date	Qty	Amount
Dedicated Internet Access	09/01/23 - 09/30/23	1	0.00
Symmetric 75Mbps/75Mbps [DL/UL]	09/01/23 - 09/30/23	1	4,500.00
<b>Total</b>			<b>4,500.00</b>

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