

CONTRACT: C19-2776-IT
CENTURYLNK SALES AND SOLUTIONS, INC.
PHONE SERVICES AGREEMENT
EXPIRES: 01/14/2023

From: Robert Card
To: Leigh Anne Medina
Subject: FW: Refund request
Date: Monday, August 8, 2022 2:41:10 PM
Attachments: 161002725231 Okaloosa Co 60 with Contract Renewal.pdf
image001.png

Lumens response to the Finance departments contract question.
See below.

Bob



Robert Card
Communications Specialist
Applications Division
Information Technology
Okaloosa County
602 N Pearl St.
Crestview, FL 32536
850-689-5046 Office
850-689-5975 Fax

From: Nelson, Karen G <Karen.G.Nelson@lumen.com>
Sent: Monday, August 8, 2022 2:34 PM
To: Robert Card <rcard@myokaloosa.com>
Cc: Hancock, Patrick <Patrick.Hancock@lumen.com>
Subject: RE: Refund request

Hi Robert, my request to have the Access Recovery Charge changed to reflect the price on the contract was denied. I was directed to item 3 on the contract, see below. The agreement takes precedence where Local Terms of Service (ToS) or Tariffs do not apply; otherwise, the services subject to Local ToS or Tariffs are subject to the Local ToS or Tariffs before they are subject to the agreement.

Please let me know if you have any questions.

- 3. TERMS AND CONDITIONS.** CenturyLink provides Services under the applicable terms and conditions posted to http://about.centurylink.com/legal/rates_conditions.html and incorporated into the Agreement by this reference. Enter the Entity and Service name to locate the applicable terms and conditions. **Except for Services provided under Tariffs or Local Terms of Service,** in the event of any inconsistencies or conflicts between this Agreement and the applicable terms and conditions, this Agreement will take precedence. **CenturyLink may modify its Tariffs or Local Terms of Service from time to time.**

Regards,
Karen

LUMEN

Karen G. Nelson
Client Support Manager II
Tallahassee, FL 32308
tel: 850-815-3110 | cell: 850-508-9691
karen.g.nelson@lumen.com

From: Robert Card <rcard@myokaloosa.com>
Sent: Thursday, August 4, 2022 11:57 AM
To: Nelson, Karen G <Karen.G.Nelson@lumen.com>
Subject: RE: Refund request

Great thank you very much
Will that also effect the future bills to the correct amounts?
Thanks
Bob



Robert Card
Communications Specialist
Applications Division

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602 N Pearl St.
Crestview, FL 32536
850-689-5046 Office
850-689-5975 Fax

From: Nelson, Karen G <karen.g.nelson@lumen.com>
Sent: Thursday, August 4, 2022 10:55 AM
To: Robert Card <rcard@myokaloosa.com>
Cc: Hancock, Patrick <Patrick.Hancock@lumen.com>
Subject: RE: Refund request

Hi Robert, I submitted the request to update the pricing and am waiting on order numbers. Once the order is completed, I can submit a billing ticket for a courtesy credit.

Regards,
Karen

LUMEN

Karen G. Nelson
Client Support Manager II
Tallahassee, FL 32308
tel: 850-815-3110 | cell: 850-508-9691
karen.g.nelson@lumen.com

From: Robert Card <rcard@myokaloosa.com>
Sent: Thursday, August 4, 2022 9:53 AM
To: Nelson, Karen G <Karen.G.Nelson@lumen.com>
Subject: Refund request

Hello we discussed this refund request for the Differences in contract pricing on account 312332066. You mentioned that you were going to send me the ticket info once you have checked this out. Just wondering the status of this request
Thank you
Bob



Robert Card
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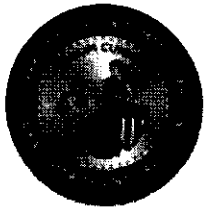
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CAUTION: This email originated from outside the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

DeRita Mason

From: Marcella B. Eubanks <meubanks@okaloosaclerk.com>
Sent: Monday, August 8, 2022 3:38 PM
To: DeRita Mason
Cc: Leigh Anne Medina
Subject: FW: C19-2776-IT Contract Pricing
Attachments: FW_ Refund request.pdf

Hi, DeRita, please add the email thread and attached PDF as Other Support to the subject agreement in OnBase, thanks so much 😊



Marcella B. Eubanks | Accountant
Okaloosa County Clerk of Court
101 East James Lee Blvd, Crestview, FL 32536
(850) 689-5000 ext. 4381 | www.okaloosaclerk.com

  **How am I doing?**

From: Leigh Anne Medina <lmedina@myokaloosa.com>
Sent: Monday, August 8, 2022 3:31 PM
To: Marcella B. Eubanks <meubanks@okaloosaclerk.com>
Cc: Accounts Payable <accountspayable@okaloosaclerk.com>
Subject: RE: C19-2776-IT Contract Pricing

Marcella,

See attached correspondence from the vendor regarding contract pricing and requested refund denied reason.

Best Regards,

Leigh Anne Medina

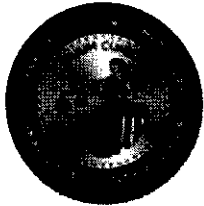


Financial Coordinator, Okaloosa County IT Department
Leigh Anne Medina
850.651.7570
lmedina@myokaloosa.com
[1250 N Eglin Pkwy, Suite 303, Shalimar, FL 32579](https://www.okaloosaclerk.com)

From: Marcella B. Eubanks <meubanks@okaloosaclerk.com>
Sent: Tuesday, August 2, 2022 12:05 PM
To: Leigh Anne Medina <lmedina@myokaloosa.com>
Cc: Accounts Payable <accountspayable@okaloosaclerk.com>
Subject: RE: C19-2776-IT Contract Pricing

Thank you, please include this email thread with the next invoice.

By copy, I am asking AP to include with the current pay request as I have already released it.



Marcella B. Eubanks | Accountant
Okaloosa County Clerk of Court
101 East James Lee Blvd, Crestview, FL 32536
(850) 689-5000 ext. 4381 | www.okaloosaclerk.com



How am I doing?

From: Leigh Anne Medina <lmedina@myokaloosa.com>
Sent: Tuesday, August 2, 2022 12:02 PM
To: Marcella B. Eubanks <meubanks@okaloosaclerk.com>
Subject: FW: C19-2776-IT Contract Pricing

Marcella,

See below from Bob. Currently, I would say there are no increases to this contract. He is working with the vendor for credit/refund.

Best Regards,

Leigh Anne Medina



Financial Coordinator, Okaloosa County IT Department
Leigh Anne Medina

850.651.7570
lmedina@myokaloosa.com
1250 N Eglin Pkwy, Suite 303, Shalimar, FL 32579

From: Robert Card <rcard@myokaloosa.com>
Sent: Tuesday, August 2, 2022 11:56 AM
To: Leigh Anne Medina <lmedina@myokaloosa.com>
Subject: RE: C19-2776-IT Contract Pricing

Great. Back on Nov 25th 2021 the bill notified us that on the 10th of Dec 2021 the old line charge of "Subscriber Line & Access Recovery charge will be split into "Access Recovery Charge" and "Subscriber Line Charge".
The old charge was \$4.07, new charges are \$3.00 and \$1.04 separately. Which is why I never even thought to check to see if it was different on the contract.

Right now Karen Nelson the Lumen rep. is investigating the charging difference between the actual bill and what is stated in the contract, and will be refunding any charges.
I will forward any ticket or refund info as it comes available.

The credit I was working on is the \$99.00 one time charge.

Thank you,
Bob



Robert Card
Communications Specialist
Applications Division
Information Technology
Okaloosa County
602 N Pearl St.
Crestview, FL 32536
850-689-5046 Office
850-689-5975 Fax

From: Leigh Anne Medina <lmedina@myokaloosa.com>
Sent: Tuesday, August 2, 2022 11:09 AM
To: Robert Card <rcard@myokaloosa.com>
Subject: RE: C19-2776-IT Contract Pricing

Marcella with Finance sent me this ...

From invoice page 13 of 148, example Access Recovery Charge \$3.00

Monthly Charges

	Qty
Access Recovery Charge	477 @
Call Forward No Ans Bus	1 @
Call Forwarding Business	1 @
Centrex - Meet Me Conference	1 @
Centrex Access Line	477 @
Centrex Access Line	6 @
Facility Relocation Cost Recovery Fee	477 @
Fed Universal Service Chg	483 @
Hot Line-Bus	1 @
Long Distance Line Charge	1 @
Remote Call Forwarding	5 @
Restrct-3rd#1 Collect	1 @
Subscriber Line Charge	477 @
Subscriber Line Charge	6 @

Total Monthly Charges

And in the agreement I see \$2.87

Voicemail Basic - Price Plan PPEQVMWB Feature Code EQVMBB	1	60
Additional Listing-Bus - Price Plan PP3820B Feature Code	1	60
Extra Line-Bus - Price Plan PP3832B Feature Code 3832	1	60
Access Recovery Charge - Price Plan PP3917FXO Feature Code 2003ML	1	60
Access Recovery Charge - Price Plan PP3917OKC Feature Code 2003ML	1	60
Access Recovery Charge - Price Plan PP3917ZO Feature Code 2003ML	1	60
Subscriber Line Multi Line Interstate - Price Plan PP3917FXO Feature Code 2000BQ	1	60
Subscriber Line Multi Line Interstate - Price Plan PP3917OKC Feature	1	60

Best Regards,

Leigh Anne Medina



Financial Coordinator, Okaloosa County IT Department
Leigh Anne Medina

850.651.7570

lmedina@myokaloosa.com

1250 N Eglin Pkwy, Suite 303, Shalimar, FL 32579

From: Robert Card <rcard@myokaloosa.com>
Sent: Tuesday, August 2, 2022 10:30 AM
To: Leigh Anne Medina <lmedina@myokaloosa.com>
Subject: RE: C19-2776-IT Contract Pricing

Those fees and charges are not contract amount changes, those can change at will, which I really don't like. Those are Fed charges passed on to the customers.
Bob



Robert Card
Communications Specialist
Applications Division
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Okaloosa County
602 N Pearl St.
Crestview, FL 32536
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850-689-5975 Fax

From: Leigh Anne Medina <lmedina@myokaloosa.com>
Sent: Tuesday, August 2, 2022 10:24 AM
To: Robert Card <rcard@myokaloosa.com>
Subject: C19-2776-IT Contract Pricing

Bob,

I believe this is the one you said you were working on credits. The reason I mention it is because Finance has asked me if there has been an increase in contract pricing. I only saw one item (Access Recovery Charge) that was increased on the invoice. I just wanted to verify that there has not been an increase in cost that needs updating in the contract before I reply to Finance's email.

Best Regards,

Leigh Anne Medina



Financial Coordinator, Okaloosa County IT Department
Leigh Anne Medina

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