

Contact Name: Eric Jamison

Title: Information technology Director

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Project Title and Summary:

Services Provided: Switched Ethernet WAN, managed routers, Dedicated internet access, IP PRI trunks, DIDs, Toll Free numbers, Long Distance calling

Number of Locations: 6; including locations in Sacramento, McClellan, West Sacramento, Rancho Cucamonga and Fresno

Term: Customer in contract since 2009, over 12 years

**Scoring:**

The reference contact provided will be contacted by the State to obtain responses and to the question below. Points will be awarded based on the reference response rating.

<b><u>Client Reference Questions</u></b>			
Question #	M or MS	Question	Scoring/Rating
1	M	Can you verify the following information? <ul style="list-style-type: none"> <li>• Project name and description</li> <li>• Timeframe/ Duties and responsibilities</li> </ul>	PASS
Using the following scale: 0 = Unsatisfactory; 1 = Poor; 2 = Partially Satisfactory; 3 = Satisfactory; 4 = More than Satisfactory; 5 = Excellent, or n/a = Not applicable to this project, please rate your satisfaction with the company who provided the services described above. Circle only one (1) number for each question.			
2	MS	How would you rate this firm's ability to professionally manage overall in projects?	5
3	MS	How would you rate the resources and staff provided ability to manage the project on time, in scope, and on budget?	5
4	MS	How would you rate this firm's ability in managing implementation, transition of products and services and/or maintenance operation support to ensure the continuity of services? Answer as applicable.	5
5	MS	How would you rate this firm's professionalism and ability to supervise teams on a project?	5
6	MS	How would you rate the firm's ability to address customer concerns or project issues, risks, or conflict?	5
7	MS	How would you rate this firm's ability to manage the technical and security solutions of different	5

		telecommunications hardware or services? Answer as applicable.	
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I have been using CCI since they were SureWest Communications. I have never had issues with their services. They are willing to come out either before or after business hours to upgrade their managed equipment. They even sent a tech to our Fresno office for an equipment upgrade. Mark Smith has always been helpful as has the entire team. To put it bluntly I will never go back to one of the larger telecoms (ATT,Verizon). With CCI I don't feel like a number.

Eric.