

**United Way of Metropolitan Nashville**

250 Venture Circle  
Nashville, Tennessee 37228  
Phone: (615) 255-8501  
Fax: (615) 780-2426  
[unitedwaynashville.org](http://unitedwaynashville.org)

04-00342



what matters.™

12/19/2006

Tennessee Regulatory Authority  
Attn: Laura Foreman  
460 James Robertson Pkwy  
Nashville, TN 37243-0505

**RECEIVED**

DEC 21 2006

TN REGULATORY AUTHORITY  
UTILITIES DIVISION

Dear Ms. Foreman:

The purpose of this letter is to provide a final report on the TNAIRS plan to activate 2-1-1 service in all 95 Tennessee counties. 2-1-1 is active in all 95 counties. The Department of Human Services has completed their test of the dialing code from all counties. The attached document shows detail by county and includes receipts for all expenditures and United Way's general ledger for this project.

Please feel free to contact me with any questions.

Sincerely,

**Doug Fluegel**  
**Director of 2-1-1 and Government Relations**  
United Way of Metropolitan Nashville  
250 Venture Circle  
Nashville, TN 37228  
615-780-2430  
[doug.fluegel@unitedwaynashville.org](mailto:doug.fluegel@unitedwaynashville.org)

**2-1-1 Statewide Expansion Final Report  
12/15/2006**

2-1-1 is active in all 95 counties. We have invested \$400,000 in 2-1-1 startup costs:

Phone	\$125,122.15
Database	\$201,370.00
Computers	\$ 13,728.50
CO Switching	\$ 31,409.20
Administrative	\$ 28,370.15
Total	\$400,000.00

**Telecommunications:** phone systems, headsets, TTY equipment, quality assurance equipment, and some travel for the 2-1-1 State Director and IT Specialist at Family & Children's Service to troubleshoot phone systems in East Tennessee and West Tennessee.

**Database:** software, data input, and training on the new software.

**Computers:** PC's and monitors.

**CO Switching:** charges by local phone companies to program central offices.

**Administrative Costs:** United Way of Metropolitan Nashville staff cost to administer this grant.

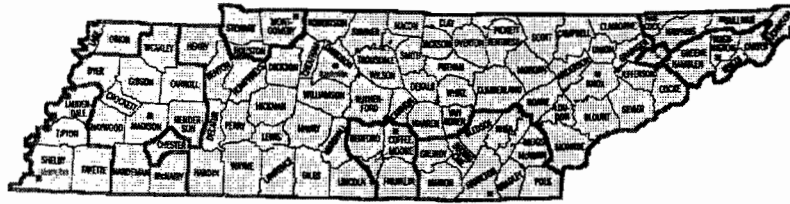
**Call center breakdown**

- I. Memphis (serving 6 counties and 1,066,082 people)
  - a. Invested: \$14,985.36
  - b. TTY: equipment received, installation pending.
  - c. Database: money received, in process of entering resources into Resource House and identifying resources in their expansion area of Lake and Obion Counties.
  - d. Central Offices: Complete
- II. Jackson (serving 10 counties and 357,877 people)
  - a. Invested: \$51,243.84
  - b. Phone: equipment installed and working properly
  - c. Computers received and installed, Resource House installed. Data collection and entry in process.
  - d. Recording and TTY received but not installed.
  - e. Central Offices: Complete

- III. Nashville (serving 53 counties and 3,102,992 people)
  - a. Invested: \$84,088.60
  - b. Database: data collection and entry of over 6,000 resources is complete in Middle Tennessee; in East Tennessee, Knoxville-Knox County Community Action Committee Office on Aging is making excellent progress and has entered over 200 resources in the six rural counties around the Knoxville MSA. Staff at Family & Children's Service trained staff at other 2-1-1's on data entry into Resource House.
  - c. Computers, headsets, seat licenses: received, installation in employee homes (disaster planning) pending work with Cisco
  - d. TTY received, installation pending
  - e. Recording equipment installed and operational
  - f. Central Offices: Complete
- IV. Clarksville (serving 3 counties and 168,159 people)
  - a. Invested: \$25,077.33
  - b. Phone installed
  - c. Computers installed
  - d. Data software installed; staff trained; data conversion in process
  - e. Central Offices: Complete
- V. Tullahoma (serving 4 counties and 140,100 people)
  - a. Invested: \$26,577.28
  - b. Phone installed
  - c. Computer, headsets installed
  - d. TTY and recording equipment received but not installed
  - e. Data collection in process, Resource House installed
  - f. Central Offices: Complete
- VI. Chattanooga (serving 10 counties and 579,857 people)
  - a. Invested: \$88,400.42
  - b. Phone installed
  - c. Computers installed
  - d. Data development and entry in process
  - e. Central Offices: Complete
- VII. Hamblen (serving 1 county and 59,898 people)
  - a. Invested: \$6,000
  - b. Resource House purchased.
  - c. Central Offices: Complete.
- VIII. Johnson City (serving 4 counties and 254,262 people)
  - a. Invested: \$24,908.99
  - b. Phone installed.
  - c. Computer: Resource House installed, data conversion in progress. Staff currently using old program until all data is entered into RH. TTY, recording equipment and software has been delivered but not installed.
  - d. Central Offices: Complete.

- IX. Kingsport (serving 4 counties and 233,732 people)
- a. Invested: \$23,116.92
  - b. Phone installed
  - c. Resource House: data converted from old program, verification is underway and should be completed by Jan 2007
  - d. Recording and TTY received, not installed
  - e. Computers installed and networked
  - f. Central Offices: Complete

## ***Map of Tennessee 2-1-1 Call Centers***



- |   |              |
|---|--------------|
| 1. Memphis: LINC, Memphis Library   | 866-735-7211 |
| 2. Jackson: United Way of West TN   | 877-422-1816 |
| 3. Clarksville: Clarksville Crisis Center   | 800-539-6370 |
| 4. Tullahoma: Contact Lifeline  | 931-454-0700 |
| 5. Chattanooga: United Way Chattanooga  | 800-635-0444 |
| 6. Johnson City: Contact Ministries   | 423-926-0144 |
| 7. Kingsport: Contact-Concern of NE TN  | 866-246-5816 |
| 8. Hamblen: Helping Hands Home Assistance   | 865 692-5258 |
| 9. Nashville: United Way of Metropolitan Nashville /<br>Family & Children's Service | 800-318-9335 |

Appendix A: Expenditures by Call Center

<b>Call Center</b>	<b>Phone</b>	<b>Database</b>	<b>Computers</b>	<b>CO Switching</b>	<b>Total</b>
<b>Chattanooga</b>	\$ 63,476.88	\$ 18,984.00	\$ 2,013.39	\$ 3,926.15	\$ 88,400.42
<b>Jackson</b>	\$ 13,526.56	\$ 33,120.00	\$ 671.13	\$ 3,926.15	\$ 51,243.84
<b>Johnson City</b>	\$ 10,691.25	\$ 9,616.00	\$ 675.59	\$ 3,926.15	\$ 24,908.99
<b>Kingsport</b>	\$ 6,415.59	\$ 11,424.00	\$ 1,351.18	\$ 3,926.15	\$ 23,116.92
<b>Memphis</b>	\$ 2,019.21	\$ 9,040.00		\$ 3,926.15	\$ 14,985.36
<b>Clarksville</b>	\$ 10,426.19	\$ 8,712.00	\$ 2,013.39	\$ 3,926.15	\$ 25,077.73
<b>Nashville</b>	\$ 6,094.45	\$ 67,738.00	\$ 6,330.00	\$ 3,926.15	\$ 84,088.60
<b>Knoxville</b>	\$ 110.73	\$ 27,120.00			\$ 27,230.73
<b>Tulahoma</b>	\$ 12,361.31	\$ 9,616.00	\$ 673.82	\$ 3,926.15	\$ 26,577.28
<b>Hamblen</b>		\$ 6,000.00			\$ 6,000.00
<b>Total</b>	\$ 125,122.15	\$201,370.00	\$ 13,728.50	\$31,409.20	\$ 371,629.85
<b>Project Mgt</b>	\$ 28,370.15				

## Appendix B: Receipts

### 1. Telecommunications

- a. Phone Systems
- b. TTY equipment & headsets
- c. Travel for phone programming
- d. Quality Assurance (recording) equipment
- e. Central Office Switching

### 2. Database

- a. Resource House
- b. Agency signatures for data entry
- c. Family & Children's Service invoices for training
- d. Invoice for postcard notice to agency that entry is complete

### 3. Computers

- a. Dell invoices for computers & monitors
- b. UPS invoices for shipping

# INVOICE

*Beery Follow up with 6 fix phantom*



BellSouth Communication Systems

INVOICE NO. 3232225  
CUSTOMER 623071  
INVOICE DATE 10/17/06

BILLED TO: 000207/1--S 1--B 1 SINGLE PIECE RATE

INSTALLED:

UNITED WAY OF WEST TENNESSEE  
PO BOX 22086  
JACKSON TN 38302

UNITED WAY OF WEST TENNESSEE  
1314 NORTH HIGHLAND AVE  
JACKSON TN 38301

Repair Inquiries To: 1-800-925-2525  
Payment Inquiries To: 1-800-934-2552

Purchase Order Number		I.C.	Terms	Order Number	
			Net Due Upon Receipt of Invoice	52103131	
Quantity	Product Code	Description	Unit Price	Extended Price	
4	SV2INS	INSTALL MISC EQUIPMENT -	.00	0.00	
		1/2 HOUR			
75	EXPLAB	EXPEDITED LABOR	.00	0.00	
1	SV2VST	PREMISE VISIT	.00	0.00	
1	FREIGHT	Freight Charges	.00	0.00	
1	LB	Total Labor	347.60	347.60	
			SUBTOTAL	347.60	
			TAX	.00	
			TOTAL	\$347.60	

A Late Fee of 1.5% per Month Will Be Assessed on the Unpaid Invoice Balance not Paid Within 30 Days of the Invoice Date

Detach here and remit this stub with your payment



INVOICE DATE: 10/17/06

0062307103232225000000347604

INVOICE NUMBER: 3232225

INVOICE TOTAL: \$347.60

CUSTOMER NAME: UNITED WAY OF WEST TENNESSEE

BELLSOUTH COMMUNICATION SYSTEMS  
P.O BOX 79045  
BALTIMORE, MD 21279-0045

CUSTOMER NUMBER: 623071

Communications concerning debts, including a check or other instrument tendered as full satisfaction of the debt, must be sent To: BellSouth Communication Systems, Attn: Collections Manager, 1936 Blue Hills DR, Roanoke VA 24012





Invoice Date: MAY 25, 2006

Page 2 of 4

Customer Service  
1-800-786-6272Master Invoice  
G052502662Customer Code  
21167600**Invoice Detail Document**

**Site:** 21167601 **Address:** CONTACT CONCERN  
4405 OREBANK RD  
KINGSPORT TN 37664-2129

**Invoice Number:** G052502662  
**Contract Sale :** XG04170006

**Statement of Work:**

BILLING FOR THE PURCHASE AND INSTALLATION OF  
NORTEL KEY MISC EQUIPMENT. ORDER SUBMITTED BY  
SALESREP FRED FULLER FOR D. LYNN SORRELL.  
CONTRACT COMPLETED AND ACCEPTED.

Description	Amount
1 Milestone Bill, Job XG04170006 1 EA	5,007.07
Invoice Total Due By JUN. 24, 2006	5,007.07

**Contract Sale Detail**

**Contract Sale:** XG04170006

Line	Description	Qty	Amount
1	NA-MICS-DR 7.0 S/W + DOCS-ENGL	1	
2	MICS 7.0 S/W UPGRADE TOOL	1	
3	NORSTAR CALLPILOT 150	1	
4	NORSTAR T7316E CHAR PHONE FOR	1	
5	WIRE CMR-L3 4P24BG P1000	1000	
6	625 BQ-6 MOD JACKPLATE 6C, ASH	1	
7	JACK ASYW/TAPE HEX 4C ASH	1	
8	WALLPLATE 1 PORT IVY	1	
9	SURF HOUSING BX 1-PLEX E-IV	1	
10	JACK QUICKPORT 6P6C IVY	1	
11	SHIPPING CHARGES	1	
Total Material			42,084.46
Total Labor			1,064.43
Total without Taxes:			5,007.07

Payments will be made to Sprint and the invoice number will be noted on the payment.  
Charges which are not paid when due will be subject to interest at 1.5% monthly or  
at the maximum rate permitted by law, whichever is greater, from the first day after  
the date due.

# INVOICE

*paid*



BellSouth Communication Systems

INVOICE NO. 3095144  
CUSTOMER 6324  
INVOICE DATE 04/25/06

BILLED TO:

000237/1--S 1--B 2



UNITED WAY OF NASHVILLE  
250 VENTURE CIR  
NASHVILLE TN 37228-1604

INSTALLED:

UNITED WAY OF NASHVILLE  
250 VENTURE CIRCLE  
NASHVILLE TN 372281606

Repair Inquiries To: 1-800-925-2525  
Payment Inquiries To: 1-800-934-2552

Purchase Order Number		I.C.	Terms	Order Number	
CONTRACT			Net Due Upon Receipt of Invoice	52012875	
Quantity	Product Code	Description	Unit Price	Extended Price	
10	832800	I2050 SOFT PHONE CLIENT add per todd v	50.00	500.00	
2	867673	BCM IP TELEPHONY CLIENT - 1 SEAT SW AUTH CODE add per todd v	153.00	306.00	
1	867675	BCM IP TELEPHONY CLIENT 8 SEAT AUTHORIZATION CODE	1,224.00	1,224.00	
1	SV2VST	PREMISE VISIT	.00	0.00	
1	FREIGHT	Freight Charges	31.24	31.24	
1	RESTOCK	RESTOCKING CHARGE	.00	0.00	
1	LB	Total Labor	800.84	800.84	
		Discounted Amount	-394.27	-394.27	
			SUBTOTAL	2,467.81	
			TAX	.00	
			TOTAL	\$2,467.81	

A Late Fee of 1.5% per Month Will Be Assessed on the Unpaid Invoice Balance not Paid Within 30 Days of the Invoice Date

Detach here and remit this stub with your payment



INVOICE DATE: 04/25/06

0000632403095144000002467811

INVOICE NUMBER: 3095144

INVOICE TOTAL: \$2,467.81

MAKE CHECKS PAYABLE TO AND REMIT TO:

CUSTOMER NAME: UNITED WAY OF NASHVILLE

BELLSOUTH COMMUNICATION SYSTEMS  
P.O BOX 79045  
BALTIMORE, MD 21279-0045

CUSTOMER NUMBER: 6324

Communications concerning debts, including a check or other instrument tendered as full satisfaction of the debt, must be sent  
To: BellSouth Communication Systems, Attn: Collections Manager, 1936 Blue Hills DR, Roanoke VA 24012

# INVOICE

PO 8/1



BellSouth Communication Systems

BILLED TO:

000293/3—S 1—B 2

|||||

UNITED WAY OF NASHVILLE

ATTN: DOUG FLUEGEL

250 VENTURE CIR

NASHVILLE TN 37228-1604

INSTALLED:

CONTACT LIFE LINE

1314 SOUTH JACKSON ST.

TULLAHOMA

TN 37388

INVOICE NO. 3126959M

CUSTOMER 623070

INVOICE DATE 07/26/06

Repair Inquiries To: 1-800-925-2525

Payment Inquiries To: 1-800-934-2552

Purchase Order Number		I.C.	Terms	Order Number	
CONTRACT			Net Due Upon Receipt of Invoice	52012653	
Quantity	Product Code	Description	Unit Price	Extended Price	
		Discounted Amount	-3,018.72	-3,018.72	

A Late Fee of 1.5% per Month Will Be Assessed on the Unpaid Invoice Balance not Paid Within 30 Days of the Invoice Date

Detach here and remit this stub with your payment



INVOICE DATE: 07/26/06

0062307031269592000010976765

INVOICE NUMBER: 3126959M

INVOICE TOTAL: \$10,976.76

MAKE CHECKS PAYABLE TO AND REMIT TO:

CUSTOMER NAME: UNITED WAY OF NASHVILLE

BELLSOUTH COMMUNICATION SYSTEMS  
P.O BOX 79045  
BALTIMORE, MD 21279-0045

CUSTOMER NUMBER: 623070

Communications concerning debts, including a check or other instrument tendered as full satisfaction of the debt, must be sent To: BellSouth Communication Systems, Attn: Collections Manager, 1936 Blue Hills DR, Roanoke VA 24012

# INVOICE



**BellSouth Communication Systems**

BILLED TO:

000293/3--s 1--B 2



UNITED WAY OF NASHVILLE  
ATTN: DOUG FLUEGEL  
250 VENTURE CIR  
NASHVILLE TN 37228-1604

INSTALLED:

CONTACT LIFE LINE

1314 SOUTH JACKSON ST.

TULLAHOMA

TN 37388

INVOICE NO. 3126959M

CUSTOMER 623070

INVOICE DATE 07/26/06

Repair Inquiries To: 1-800-925-2525

Payment Inquiries To: 1-800-934-2552

Purchase Order Number	I.C.	Terms	Order Number	
CONTRACT		Net Due Upon Receipt of Invoice	52012653	
Quantity	Product Code	Description	Unit Price	Extended Price
1	879602	BCM50 MAIN UNIT W/REL 1.0 SW; PWR SUPPLY AND PWR CABLE	1,290.00	1,290.00
1	879604	BCM50 EXPANSION; USE W/BCM50 MAIN UNIT TO ADD MEDIA BAY MODS	300.00	300.00
1	879605	BCM50 EXPANSION - 1 PORT AUTH CODE; ENABLES 1 OF 2 EXP PORTS	195.00	195.00
1	879608	BCM50 ANALOG TRUNKS - 4 PORT AUTH CODE	198.00	198.00
1	879610	BCM50 DIGITAL STATION - 12 PORT AUTH CODE	432.00	432.00
1	875040	BCM-GATM4 - 4 PORT GLOBAL ANALOG TRUNK MEDIA BAY MODULE	790.00	790.00
1	879613	BCM50 BASIC CALL CENTER SW AUTHORIZATION CODE	2,630.00	2,630.00
1	879694	BCM50 VOICE MESSAGING 2 SEAT AUTHORIZATION CODE	230.00	230.00
1	879695	BCM50 VOICE MESSAGING 4 SEAT AUTHORIZATION CODE	460.00	460.00
CONTINUED				

CONTINUED

A Late Fee of 1.5% per Month Will Be Assessed on the Unpaid Invoice Balance not Paid Within 30 Days of the Invoice Date

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INVOICE DATE: 07/26/06

0062307031269592000010976765

INVOICE NUMBER: 3126959M

INVOICE TOTAL: \$10,976.76

**MAKE CHECKS PAYABLE TO AND REMIT TO:**

CUSTOMER NAME: UNITED WAY OF NASHVILLE

BELLSOUTH COMMUNICATION SYSTEMS  
P.O BOX 79045  
BALTIMORE, MD 21279-0045

CUSTOMER NUMBER: 623070

Communications concerning debts, including a check or other instrument tendered as full satisfaction of the debt, must be sent To: BellSouth Communication Systems, Attn: Collections Manager, 1936 Blue Hills DR, Roanoke VA 24012

# INVOICE



BellSouth Communication Systems

INVOICE NO. 3126959M

CUSTOMER 623070

INVOICE DATE 07/26/06

BILLED TO:

000293/3—S 1—B 2

|||||

UNITED WAY OF NASHVILLE  
ATTN: DOUG FLUEGEL  
250 VENTURE CIR  
NASHVILLE TN 37228-1604

INSTALLED:

CONTACT LIFE LINE

1314 SOUTH JACKSON ST.

TULLAHOMA

TN 37388

Repair Inquiries To: 1-800-925-2525

Payment Inquiries To: 1-800-934-2552

Purchase Order Number		I.C.	Terms	Order Number	
CONTRACT			Net Due Upon Receipt of Invoice	52012653	
Quantity	Product Code	Description	Unit Price	Extended Price	
6	873856	T7316E SET-CHARCOAL, BELLSOUTH BRANDED	259.00	1,554.00	
1	B800000	SHADOW CMS FOR WINDOWS (50 EXT MAX) WITH 1 YEAR SUPPORT	2,176.00	2,176.00	
1	862404	200 VA 135 WATT UPS 15 MINUTES FLOOR MOUNT	491.34	491.34	
6	WIRUSE	REUSED WIRING CHARGES	.00	0.00	
2	SV2TRN	CUSTOMER TRAINING - ONE HOUR BCS PROVIDED	.00	0.00	
8	302520	PROTECTOR CO/2500 ANALOG 6AP	17.99	143.92	
1	169230	POWER STRIP F/ MOD SYSTEM 6 OUTLETS	30.00	30.00	
1	302516	GROUND BAR 1 PER M1 BLK TIP AND RING	9.52	9.52	
2	879706	SMALL SYSTEM WALLMOUNT BRACKET	40.00	80.00	
1	879623	BCM50 LAN CTE 1 SEAT AUTHORIZATION CODE	85.00	85.00	
1	SV2VST	PREMISE VISIT	.00	0.00	
1	FREIGHT	Freight Charges	96.12	96.12	
1	LB	Total Labor	2,804.58	2,804.58	
CONTINUED					

CONTINUED

A Late Fee of 1.5% per Month Will Be Assessed on the Unpaid Invoice Balance not Paid Within 30 Days of the Invoice Date

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INVOICE DATE: 07/26/06

0062307031269592000010976765

INVOICE NUMBER: 3126959M

INVOICE TOTAL: \$10,976.76

MAKE CHECKS PAYABLE TO AND REMIT TO:

CUSTOMER NAME: UNITED WAY OF NASHVILLE

BELLSOUTH COMMUNICATION SYSTEMS  
P.O BOX 79045  
BALTIMORE, MD 21279-0045

CUSTOMER NUMBER: 623070

Communications concerning debts, including a check or other instrument tendered as full satisfaction of the debt, must be sent To: BellSouth Communication Systems, Attn: Collections Manager, 1936 Blue Hills DR, Roanoke VA 24012

# INVOICE

8081



BellSouth Communication Systems

BILLED TO:

000294/2--S 1--B 2



UNITED WAY OF NASHVILLE  
ATTN: DOUG FLUEGEL  
250 VENTURE CIR  
NASHVILLE TN 37228-1604

INVOICE NO. 3104279LM

CUSTOMER 623072

INVOICE DATE 07/26/06

INSTALLED:

CLARKSVILLE CRISIS CENTER  
C/M CRISIS INTERVENTION CENTER  
1300 MADISON ST.

CLARKSVILLE TN 37040  
Repair Inquiries To: 1-800-925-2525  
Payment Inquiries To: 1-800-934-2552

Purchase Order Number		I.C.	Terms	Order Number	
CONTRACT			Net Due Upon Receipt of Invoice	52012952	
Quantity	Product Code	Description	Unit Price	Extended Price	
1	879602	BCM50 MAIN UNIT W/REL 1.0 SW; PWR SUPPLY AND PWR CABLE	1,290.00	1,290.00	
1	879608	BCM50 ANALOG TRUNKS - 4 PORT AUTH CODE	198.00	198.00	
4	SV2INS	INSTALL MISC EQUIPMENT - 1/2 HOUR	.00	0.00	
1	879623	BCM50 LAN CTE 1 SEAT AUTHORIZATION CODE	85.00	85.00	
1	B800000	SHADOW CMS FOR WINDOWS (50 EXT MAX) WITH 1 YEAR SUPPORT	2,176.00	2,176.00	
1	WIP104	150' CABLE AP LV3 4PR 24G	54.20	54.20	
1	SV2VST	PREMISE VISIT	.00	0.00	
1	FREIGHT	Freight Charges	70.75	70.75	
1	LB	Total Labor	2,661.85	2,661.85	
		Discounted Amount	-2,349.40	-2,349.40	
			SUBTOTAL	9,387.22	
			TAX	.00	
			TOTAL	\$9,387.22	

A Late Fee of 1.5% per Month Will Be Assessed on the Unpaid Invoice Balance not Paid Within 30 Days of the Invoice Date

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INVOICE DATE: 07/26/06

0062307200000000000009387225

INVOICE NUMBER: 3104279LM

**MAKE CHECKS PAYABLE TO AND REMIT TO:**

INVOICE TOTAL: \$9,387.22

CUSTOMER NAME: UNITED WAY OF NASHVILLE

BELLSOUTH COMMUNICATION SYSTEMS  
P.O BOX 79045  
BALTIMORE, MD 21279-0045

CUSTOMER NUMBER: 623072

Communications concerning debts, including a check or other instrument tendered as full satisfaction of the debt, must be sent To: BellSouth Communication Systems, Attn: Collections Manager, 1936 Blue Hills DR, Roanoke VA 24012

# INVOICE



**BellSouth Communication Systems**

BILLED TO:

000294/2--S 1--B 2



UNITED WAY OF NASHVILLE  
ATTN: DOUG FLUEGEL  
250 VENTURE CIR  
NASHVILLE TN 37228-1604

INSTALLED:

CLARKSVILLE CRISIS CENTER  
C/M CRISIS INTERVENTION CENTER  
1300 MADISON ST.

CLARKSVILLE TN 37040  
Repair Inquiries To: 1-800-925-2525  
Payment Inquiries To: 1-800-934-2552

INVOICE NO. 3104279LM

CUSTOMER 623072

INVOICE DATE 07/26/06

Purchase Order Number		I.C.	Terms	Order Number	
CONTRACT			Net Due Upon Receipt of Invoice	52012952	
Quantity	Product Code	Description		Unit Price	Extended Price
1	879695	BCM50 VOICE MESSAGING 4 SEAT AUTHORIZATION CODE		460.00	460.00
4	873856	T7316E SET-CHARCOAL, BELL SOUTH BRANDED		259.00	1,036.00
4	WIRUSE	REUSED WIRING CHARGES		.00	0.00
2	SV2TRN	CUSTOMER TRAINING - ONE HOUR BCS PROVIDED		.00	0.00
1	879610	BCM50 DIGITAL STATION - 12 PORT AUTH CODE		432.00	432.00
4	302520	PROTECTOR CO/2500 ANALOG 6AP		17.99	71.96
1	169230	POWER STRIP F/ MOD SYSTEM 6 OUTLETS		30.00	30.00
1	302516	GROUND BAR 1 PER M1 BLK TIP AND RING		9.52	9.52
1	879706	SMALL SYSTEM WALLMOUNT BRACKET		40.00	40.00
1	862404	200 VA 135 WATT UPS 15 MINUTES FLOOR MOUNT		491.34	491.34
1	879613	BCM50 BASIC CALL CENTER SW AUTHORIZATION CODE		2,630.00	2,630.00

CONTINUED

A Late Fee of 1.5% per Month Will Be Assessed on the Unpaid Invoice Balance not Paid Within 30 Days of the Invoice Date

Detach here and remit this stub with your payment



INVOICE DATE: 07/26/06

0062307200000000000009387225

INVOICE NUMBER: 3104279LM

INVOICE TOTAL: \$9,387.22

MAKE CHECKS PAYABLE TO AND REMIT TO:

CUSTOMER NAME: UNITED WAY OF NASHVILLE

BELLSOUTH COMMUNICATION SYSTEMS  
P.O BOX 79045  
BALTIMORE, MD 21279-0045

CUSTOMER NUMBER: 623072

Communications concerning debts, including a check or other instrument tendered as full satisfaction of the debt, must be sent To: BellSouth Communication Systems, Attn: Collections Manager, 1936 Blue Hills DR, Roanoke VA 24012



# INVOICE



**BellSouth Communication Systems**

INVOICE NO. 3110758  
CUSTOMER 55624  
INVOICE DATE 05/17/06

BILLED TO:

000213/1--S 1--B 1

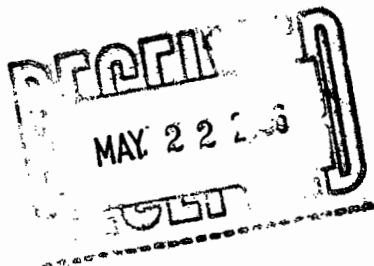
INSTALLED:

|||||

UNITED WAY OF CHATTANOOGA  
PO BOX 4027  
CHATTANOOGA TN 37405-0027

UNITED WAY OF CHATTANOOGA  
630 MARKET STREET  
CHATTANOOGA TN 37402

Repair Inquiries To: 1-800-925-2525  
Payment Inquiries To: 1-800-934-2552

Purchase Order Number		I.C.	Terms	Order Number	
Signed Schedule			Net Due Upon Receipt of Invoice	52021192	
Quantity	Product Code	Description	Unit Price	Extended Price	
1	BLMOJ	Billing of Order per contract terms	27,648.18	27,648.18	
					

**A Late Fee of 1.5% per Month Will Be Assessed on the Unpaid Invoice Balance not Paid Within 30 Days of the Invoice Date**

Detach here and remit this stub with your payment



INVOICE DATE: 05/17/06

0005562403110758000027648182

INVOICE NUMBER: 3110758

INVOICE TOTAL: \$27,648.18

CUSTOMER NAME: UNITED WAY OF CHATTANOOGA

CUSTOMER NUMBER: 55624

**MAKE CHECKS PAYABLE TO AND REMIT TO:**

BELLSOUTH COMMUNICATION SYSTEMS  
P.O BOX 79045  
BALTIMORE, MD 21279-0045

Communications concerning debts, including a check or other instrument tendered as full satisfaction of the debt, must be sent To: BellSouth Communication Systems, Attn: Collections Manager, 1936 Blue Hills DR, Roanoke VA 24012



# INVOICE



BellSouth Communication Systems

BILLED TO:

000217/1--S 1--B 1

|||||

UNITED WAY OF CHATTANOOGA  
PO BOX 4027  
CHATTANOOGA TN 37405-0027

INVOICE NO. 3091120

CUSTOMER 55624

INVOICE DATE 04/19/06

INSTALLED:

UNITED WAY OF CHATTANOOGA

630 MARKET STREET

CHATTANOOGA TN 37402

Repair Inquiries To: 1-800-925-2525

Payment Inquiries To: 1-800-934-2552

Purchase Order Number		I.C.	Terms	Order Number	
Signed Schedule			Net Due Upon Receipt of Invoice		52021192
Quantity	Product Code	Description		Unit Price	Extended Price
1	BLPREPM	Billing of Order per contract terms		11,059.27	11,059.27
<div>0000273</div> <div>8201-999</div> <div>RECEIVED</div> <div>APR 24 2006</div> <div>RECEIVED</div>					
				SUBTOTAL	11,059.27
				TAX	.00
				TOTAL	\$11,059.27

A Late Fee of 1.5% per Month Will Be Assessed on the Unpaid Invoice Balance not Paid Within 30 Days of the Invoice Date

Detach Here



INVOICE DATE: 04/19/06

0005562403091120000011059274

INVOICE NUMBER: 3091120

INVOICE TOTAL: \$11,059.27

CUSTOMER NAME: UNITED WAY OF CHATTANOOGA

PLEASE REMIT PAYMENTS TO:  
BELLSOUTH COMMUNICATION SYSTEMS  
P.O BOX 79045  
BALTIMORE, MD 21279-0045

CUSTOMER NUMBER: 55624

To Ensure Proper Credit Please Remit Stub and Make Check Payable to BellSouth Communication Systems

*TK11*  
*Total: \$2,066.70*

Invoice Number:  
143081

Invoice Date:  
Apr 26, 2006

Page:

1

Sold To:

UNITED WAY OF NASHVILLE  
250 VENTURE CIRCLE  
ATTN: DOUG FLUEGEL  
NASHVILLE, TN 37228

Ship to:

FAMILY & CHILDREN'S SERVICES  
201 23RD AVE NORTH  
ATTN:TINA BENSON  
NASHVILLE, TN 37203

Customer ID	Customer PO	Payment Terms	
532925	DOUG FLUEGEL	Net 30 Days	
Sales Rep ID	Shipping Method	Ship Date	Due Date
C	UPS Ground	4/26/06	5/26/06

Quantity	Item	Description	Backorder Qty	Unit Price	Extension
10.00	DSP400	DSP400 AR NSN		69.97	699.70
		PULLED BY: _____			
		CHECKED: _____			
		CHECKED: _____			

Subtotal 699.70

Sales Tax

Freight

Check No:

Total Invoice Amount 699.70

Payment Received 0.00

TOTAL 699.70

283 Swanson Drive • P.O. Box 506 • Dresden, TN 38225  
Voice (731) 364-5045 • (800) 748-8535 • Fax (731) 364-2719 • email: [libertel@libertelassociates.com](mailto:libertel@libertelassociates.com)  
[www.libertelassociates.com](http://www.libertelassociates.com)



# Invoice

Invoice Number:  
142973

Invoice Date:  
Apr 21, 2006

Page:

1

old To:

UNITED WAY OF NASHVILLE  
250 VENTURE CIRCLE  
ATTN: DOUG FLUEGEL  
NASHVILLE, TN 37228

Ship to:

UNITED WAY OF WEST TN  
1341 NORTH HIGHLAND AVE.  
ATTN: BARRY MATTHEWS  
JACKSON, TN 38301

Customer ID	Customer PO	Payment Terms	
532925	DOUG FLUEGEL	Net 30 Days	
Sales Rep ID	Shipping Method	Ship Date	Due Date
C	UPS Ground	4/21/06	5/21/06

Quantity	Item	Description	Backorder Qty	Unit Price	Extension
2.00	P141N-U10P	DuoSet Monaural Polaris AR NSN		134.00	268.00
		PULLED BY: _____			
		CHECKED: _____			
		CHECKED: _____			

Subtotal 268.00

Sales Tax

Freight 5.40

Total Invoice Amount 273.40

Payment Received 0.00

TOTAL 273.40

Check No:

283 Swanson Drive • P.O. Box 506 • Dresden, TN 38225

Voice (731) 364-5045 • (800) 748-8535 • Fax (731) 364-2719 • email: [libertel@libertelassociates.com](mailto:libertel@libertelassociates.com)

[www.libertelassociates.com](http://www.libertelassociates.com)



# Invoice

Invoice Number:  
142971

Invoice Date:  
Apr 21, 2006

Page:

1

Sold To:

UNITED WAY OF NASHVILLE  
250 VENTURE CIRCLE  
ATTN: DOUG FLUEGEL  
NASHVILLE, TN 37228

Ship to:

CLARKSVILLE CRISIS CENTER  
1300 MADISON ST.  
ATTN: TERRIE WILLIAMS  
CLARKSVILLE, TN 37040

Customer ID	Customer PO	Payment Terms	
532925	DOUG	Net 30 Days	
Sales Rep ID	Shipping Method	Ship Date	Due Date
C	UPS Ground	4/21/06	5/21/06

Quantity	Item	Description	Backorder Qty	Unit Price	Extension
2.00	P141N-U10P	DuoSet Monaural Polaris AR NSN		134.00	268.00
		PULLED BY: _____			
		CHECKED: _____			
		CHECKED: _____			

Subtotal 268.00

Sales Tax

Freight 5.40

Total Invoice Amount 273.40

Payment Received 0.00

TOTAL 273.40

Check No:

283 Swanson Drive • P.O. Box 506 • Dresden, TN 38225

Voice (731) 364-5045 • (800) 748-8535 • Fax (731) 364-2719 • email: [libertel@libertelassociates.com](mailto:libertel@libertelassociates.com)

[www.libertelassociates.com](http://www.libertelassociates.com)



# Invoice

Invoice Number:  
142968

Invoice Date:  
Apr 21, 2006

Page:

1

Id To:

UNITED WAY OF NASHVILLE  
250 VENTURE CIRCLE  
ATTN: DOUG FLUEGEL  
NASHVILLE, TN 37228

Ship to:

CONTACT MINISTRIES, INC.  
617 UNIVERSITY PARKWAY  
ATTN: DWIGHT MACPHERSON  
JOHNSON CITY, TN 37604

Customer ID	Customer PO	Payment Terms	
532925	DOUG FLUEGEL	Net 30 Days	
Sales Rep ID	Shipping Method	Ship Date	Due Date
C	UPS Ground	4/21/06	5/21/06

Quantity	Item	Description	Backorder Qty	Unit Price	Extension
2.00	P141N-U10P	DuoSet Monaural Polaris AR NSN		134.00	268.00
		PULLED BY: _____			
		CHECKED: _____			
		CHECKED: _____			
Subtotal					268.00

Sales Tax

Freight

5.40

Check No:

Total Invoice Amount

273.40

Payment Received

0.00

TOTAL

273.40

283 Swanson Drive • P.O. Box 506 • Dresden, TN 38225  
Voice (731) 364-5045 • (800) 748-8535 • Fax (731) 364-2719 • email: [libertel@libertelassociates.com](mailto:libertel@libertelassociates.com)  
[www.libertelassociates.com](http://www.libertelassociates.com)



# Invoice

Invoice Number:

142970

Invoice Date:

Apr 21, 2006

Page:

1

Sold To:

UNITED WAY OF NASHVILLE  
250 VENTURE CIRCLE  
ATTN: DOUG FLUEGEL  
NASHVILLE, TN 37228

Ship to:

CONTACT LIFELINE  
1314 SOUTH JACKSON ST.  
ATTN:SHARO JOHNSON  
TULLAHOMA, TN 37388

Customer ID	Customer PO	Payment Terms	
532925	DOUG FLUEGEL	Net 30 Days	
Sales Rep ID	Shipping Method	Ship Date	Due Date
C	UPS Ground	4/21/06	5/21/06

Quantity	Item	Description	Backorder Qty	Unit Price	Extension
2.00	P141N-U10P	DuoSet Monaural Polaris AR NSN		134.00	268.00
		PULLED BY: _____			
		CHECKED: _____			
		CHECKED: _____			
Subtotal					268.00

Sales Tax

Freight 5.40

Check No:

Total Invoice Amount 273.40

Payment Received 0.00

TOTAL 273.40

283 Swanson Drive • P.O. Box 506 • Dresden, TN 38225

Voice (731) 364-5045 • (800) 748-8535 • Fax (731) 364-2719 • email: [libertel@libertelassociates.com](mailto:libertel@libertelassociates.com)[www.libertelassociates.com](http://www.libertelassociates.com)



# Invoice

Invoice Number:  
142972

Invoice Date:  
Apr 21, 2006

Page:

1

Sold To:

UNITED WAY OF NASHVILLE  
250 VENTURE CIRCLE  
ATTN: DOUG FLUEGEL  
NASHVILLE, TN 37228

Ship to:

CONTACT-CONCERN OF NE TN  
4405-1/2 OREBANK RD.  
ATTN:LYNN SORRELL  
KINGSPORT, TN 37664

Customer ID	Customer PO	Payment Terms	
532925	DOUG FLUEGEL	Net 30 Days	
Sales Rep ID	Shipping Method	Ship Date	Due Date
C	UPS Ground	4/21/06	5/21/06

Quantity	Item	Description	Backorder Qty	Unit Price	Extension
2.00	P141N-U10P	DuoSet Monaural Polaris AR NSN		134.00	268.00
PULLED BY: _____ CHECKED: _____ CHECKED: _____					
Subtotal					268.00

Check No:

Sales Tax  
Freight 5.40  
Total Invoice Amount 273.40  
Payment Received 0.00  
TOTAL 273.40

NASHVILLE TN 31420-1000

 Repair Inquiries To: 1-800-925-2525  
 Payment Inquiries To: 1-800-934-2552

Purchase Order Number		I.C.	Terms	Order Number	
CONTRACT			Net Due Upon Receipt of Invoice	52012409	
Quantity	Product Code	Description	Unit Price	Extended Price	
10	WIRUSE	REUSED WIRING CHARGES		0.00	0.00
1	B800000	SHADOW CMS FOR WINDOWS (50 EXT MAX) WITH 1 YEAR SUPPORT	2,176.00	2,176.00	2,176.00
1	879613	BCM50 BASIC CALL CENTER SW AUTHORIZATION CODE	2,630.00	2,630.00	2,630.00
1	879608	BCM50 ANALOG TRUNKS - 4 PORT AUTH CODE	198.00	198.00	198.00
1	879623	BCM50 LAN CTE 1 SEAT AUTHORIZATION CODE	85.00	85.00	85.00
4	302520	PROTECTOR CO/2500 ANALOG 6AP	17.99	71.96	71.96
1	SV2VST	PREMISE VISIT	0.00	0.00	0.00
1	FREIGHT	Freight Charges	107.46	107.46	107.46
1	LB	Total Labor	3,509.36	3,509.36	3,509.36
		Discounted Amount	-3,113.79	-3,113.79	-3,113.79



# INVOICE



**BELLSOUTH**

BellSouth Communication Systems

BILLED TO:

000218/1--S 1--B 1

|||||

UNITED WAY OF CHATTANOOGA  
PO BOX 4027  
CHATTANOOGA TN 37405-0027

INSTALLED:

INVOICE NO. 3092029  
CUSTOMER 55624  
INVOICE DATE 04/20/06

Repair Inquiries To: 1-800-925-2525  
Payment Inquiries To: 1-800-934-2552

Purchase Order Number		I.C.	Terms	Order Number
			Net Due Upon Receipt of Invoice	52022068
Quantity	Product Code	Description	Unit Price	Extended Price
Order: 52022068 / 1				
UNITED WAY OF CHATTANOOGA		Billing Period :	04/01/2006 To 03/31/2007	
630 MARKET STREET		Contract Period:	04/01/2006 To 03/31/2007	
CHATTANOOGA TN		Equipment :	MISCELLANEOUS/OTHER	
Purchase Order No: SRS MTC				
1 MTCSUB		MAINTENANCE SUB-CONTRACT	4,332.00	4,332.00
0000273 8201-999 APR 24 2006				
			SUBTOTAL	4,332.00
			TAX	.00
			TOTAL	\$4,332.00

A Late Fee of 1.5% per Month Will Be Assessed on the Unpaid Invoice Balance not Paid Within 30 Days of the Invoice Date

Detach Here



**BELLSOUTH**

INVOICE DATE: 04/20/06

0005562403092029000004332005

INVOICE NUMBER: 3092029

INVOICE TOTAL: \$4,332.00

CUSTOMER NAME: UNITED WAY OF CHATTANOOGA

PLEASE REMIT PAYMENTS TO:

BELLSOUTH COMMUNICATION SYSTEMS  
P.O BOX 79045  
BALTIMORE, MD 21279-0045

CUSTOMER NUMBER: 55624

To Ensure Proper Credit Please Remit Stub and Make Check Payable to BellSouth Communication Systems

2011/12/06

# INVOICE

INVOICE No. 3215858  
 CUSTOMER 55624  
 INVOICE DATE 09/27/06

## BellSouth Communication Systems

BILLED TO:

INSTALLED:

UNITED WAY OF CHATTANOOGA  
 PO BOX 4027  
 CHATTANOOGA, TN 37405-0027

UNITED WAY OF CHATTANOOGA  
 630 MARKET STREET  
 CHATTANOOGA, TN 37402

Repair Inquiries To: 1-800-925-2525  
 Payment Inquiries To: 1-800-934-2552

Purchase Order Number		I.C.	Terms	Order Number	
Signed Schedule			Net Due Upon Receipt of Invoice		52021192
Quantity	Product Code	Description		Unit Price	Extended Price
1	878702	SMALL SYSTEM CONTROLLER		4,000.00	4,000.00
1	837117	CARD - 32MB			
		OPTION 11C-30 FOOT		357.00	357.00
		EXPANSION KIT			
1	882533	30FT DUAL PORT FIBER		1,600.00	1,600.00
		DAUGHTERBOARD			
1	835120	1000M/11C PCMCIA RELEASE		700.00	700.00
		4.5-NA/CALA			
1	873332	AC POWER CORD - NA NEMA		25.00	25.00
		5-15P 125V 13A 10FT			
1	837143	OPTION 11C EXPANSION		1,287.00	1,287.00
		CABINET AC			
160	878636	SRS ENABLEMENT - LFL UPG		0.00	0.00
		TO CURR - SRS CONTRACT			
		REQUIRED!			
1	878795	INSTALLATION FOR SRS LFL		0.00	0.00
		ENABLEMENT			
1	884187	CCM 6.0 NODAL BASE SYSTEM		17,246.00	17,246.00
10	884191	CC STANDARD VOICE AGENT		1,071.00	10,710.00
		INCREMENT 1-49			
CONTINUED					

A Late Fee of 1.5% per Month Will Be Assessed on the Unpaid Invoice Balance not Paid Within 30 Days of the Invoice Date



INVOICE DATE: 09/27/06

0005562403215858000013088901

INVOICE NUMBER: 3215858

INVOICE TOTAL: \$13,088.90

MAKE CHECKS PAYABLE TO AND REMIT

CUSTOMER NAME: UNITED WAY OF CHATTANOOGA

BELLSOUTH COMMUNICATION SYSTEMS

CUSTOMER NUMBER: 55624

P.O BOX 79045

BALTIMORE, MD 21279-0045

# INVOICE

INVOICE No. 3215858

CUSTOMER 55624

INVOICE DATE 09/27/06

**BellSouth Communication Systems****BILLED TO:**UNITED WAY OF CHATTANOOGA  
PO BOX 4027  
CHATTANOOGA, TN 37405-0027**INSTALLED:**UNITED WAY OF CHATTANOOGA  
630 MARKET STREET  
CHATTANOOGA, TN 37402Repair Inquiries To: 1-800-925-2525Payment Inquiries To: 1-800-934-2552

Purchase Order Number		I.C.	Terms	Order Number	
Signed Schedule			Net Due Upon Receipt of Invoice		52021192
Quantity	Product Code	Description		Unit Price	Extended Price
1	884702	CONTACT CETNER SWITCH		0.00	0.00
1	837791	TYPE INDICATOR-M1/CS1000			
		CALLPILOT EXTERNAL MODEM		300.00	300.00
1	883406	KIT			
		CALLPILOT 4.0 MIGRATION		88.00	88.00
		UTILITY KIT			
1	837795	CALLPILOT 201I EXTERNAL		2,352.00	2,352.00
		SCSI TAPE DRIVE KIT			
1	883807	CALLPILOT IPE CD ROM KIT		800.00	800.00
1	883413	IPE HW KIT FOR OPTION 11C		270.00	270.00
		1000M CABINET			
1	835890	CALLPILOT 2 VOICE		700.00	700.00
		CHANNELS			
1	832090	CALLPILOT INTEGRATION FOR		0.00	0.00
		M1 CS 1000M CS 1000E			
1	865529	CALLPILOT NEW SYSTEM		0.00	0.00
		ORDER CODE			
1	829677	CALL PILOT UNIFIED		9,700.00	9,700.00
		MESSAGING STARTER			
		KIT-NEW SALES ONLY!!!			
CONTINUED					

A Late Fee of 1.5% per Month Will Be Assessed on the Unpaid Invoice Balance not Paid Within 30 Days of the Invoice Date



INVOICE DATE: 09/27/06

0005562403215858000013088901

INVOICE NUMBER: 3215858

MAKE CHECKS PAYABLE TO AND REMIT

INVOICE TOTAL: \$13,088.90

CUSTOMER NAME: UNITED WAY OF CHATTANOOGA

BELLSOUTH COMMUNICATION SYSTEMS

CUSTOMER NUMBER: 55624

P.O BOX 79045

BALTIMORE, MD 21279-0045

# INVOICE

INVOICE No. 3215858

CUSTOMER 55624

INVOICE DATE 09/27/06

**BellSouth Communication Systems****BILLED TO:**UNITED WAY OF CHATTANOOGA  
PO BOX 4027  
CHATTANOOGA, TN 37405-0027**INSTALLED:**UNITED WAY OF CHATTANOOGA  
630 MARKET STREET  
CHATTANOOGA, TN 37402**Repair** Inquiries To: 1-800-925-2525**Payment** Inquiries To: 1-800-934-2552

Purchase Order Number		I.C.	Terms	Order Number
Signed Schedule			Net Due Upon Receipt of Invoice	52021192
Quantity	Product Code	Description	Unit Price	Extended Price
1	883387	CALLPILOT 4.0 IPE SYSTEM	7,500.00	7,500.00
1	SYMP01	SYMPOSIUM INSTALL SERVER	0.00	0.00
2	SYMP02	SYMPOSIUM SUPERVISOR INSTALL	0.00	0.00
10	SYMP03	SYMPOSIUM CALL CENTER AGENT SET UP	0.00	0.00
1	SYMP79	SYMPOSIUM SCRIPTING 7 - 9 SCRIPTS	0.00	0.00
10	SYMPTS	SYMPOSIUM CALL CENTER TRAINING- PER SUPERVISOR	0.00	0.00
1	SYMPTA	Symposium Call Center Agent Training, per hour,10 agents max	0.00	0.00
1	SYMPWC	SYMPOSIUM CALL CENTER WEB CLIENT SERVER INSTALL	0.00	0.00
24	SV2CON	CONSULTATION TIME ONE HOUR	0.00	0.00
16	SV2PRE	INSTALL COMMON EQUIPMENT 1/2 HOUR PREMIUM (OT)	0.00	0.00
1	B834589	ELAN BUNDLE SMALL SYSTEMS	286.03	286.03
CONTINUED				

A Late Fee of 1.5% per Month Will Be Assessed on the Unpaid Invoice Balance not Paid Within 30 Days of the Invoice Date



INVOICE DATE: 09/27/06

0005562403215858000013088901

INVOICE NUMBER: 3215858

MAKE CHECKS PAYABLE TO AND REMIT

INVOICE TOTAL: \$13,088.90

CUSTOMER NAME: UNITED WAY OF CHATTANOOGA

BELLSOUTH COMMUNICATION SYSTEMS

P.O BOX 79045

CUSTOMER NUMBER: 55624

BALTIMORE, MD 21279-0045

# INVOICE

INVOICE No. 3215858

CUSTOMER 55624

INVOICE DATE 09/27/06

**BellSouth Communication Systems****BILLED TO:**UNITED WAY OF CHATTANOOGA  
PO BOX 4027  
CHATTANOOGA, TN 37405-0027**INSTALLED:**UNITED WAY OF CHATTANOOGA  
630 MARKET STREET  
CHATTANOOGA, TN 37402Repair Inquiries To: 1-800-925-2525Payment Inquiries To: 1-800-934-2552

Purchase Order Number		I.C.	Terms	Order Number
Signed Schedule			Net Due Upon Receipt of Invoice	52021192
Quantity	Product Code	Description	Unit Price	Extended Price
1	SV2VST	PREMISE VISIT	0.00	0.00
1	FREIGHT1	Freight Charges	174.69	174.69
1	LABPBC	Less amount previously billed	-38,707.45	-38,707.45
1	LB	Total labor	18,504.90	18,504.90
		Discounted Amount	-24,804.27	-24,804.27
			SUBTOTAL	13,088.90
			TAX	0.00
			TOTAL	\$13,088.90

A Late Fee of 1.5% per Month Will Be Assessed on the Unpaid Invoice Balance not Paid Within 30 Days of the Invoice Date



INVOICE DATE: 09/27/06

0005562403215858000013088901

INVOICE NUMBER: 3215858

MAKE CHECKS PAYABLE TO AND REMIT

INVOICE TOTAL: \$13,088.90

BELLSOUTH COMMUNICATION SYSTEMS

CUSTOMER NAME: UNITED WAY OF CHATTANOOGA

P.O BOX 79045

CUSTOMER NUMBER: 55624

BALTIMORE, MD 21279-0045

# INVOICE



**BellSouth Communication Systems**

INVOICE NO. 3201965  
CUSTOMER 623032  
INVOICE DATE 09/08/06

BILLED TO:

000182/2--S 1--B 1

INSTALLED:



UNITED WAY OF NASHVILLE  
ATTN: DOUG FLUEGEL  
250 VENTURE CIR  
NASHVILLE TN 37228-1604

CONTACT MINISTRIES INC  
617 UNIVERSITY PARKWAY  
JOHNSON CITY TN 37604

Repair Inquiries To: 1-800-925-2525  
Payment Inquiries To: 1-800-934-2552

Purchase Order Number		I.C.	Terms	Order Number	
CONTRACT			Net Due Upon Receipt of Invoice	52012423	
Quantity	Product Code	Description		Unit Price	Extended Price
1	879602	BCM50 MAIN UNIT W/REL 1.0 SW; PWR SUPPLY AND PWR CABLE		1,290.00	1,290.00
1	879608	BCM50 ANALOG TRUNKS - 4 PORT AUTH CODE		198.00	198.00
1	879610	BCM50 DIGITAL STATION - 12 PORT AUTH CODE		432.00	432.00
1	879613	BCM50 BASIC CALL CENTER SW AUTHORIZATION CODE		2,630.00	2,630.00
1	879695	BCM50 VOICE MESSAGING 4 SEAT AUTHORIZATION CODE		460.00	460.00
4	873856	T7316E SET-CHARCOAL, BELL SOUTH BRANDED		259.00	1,036.00
4	WIRUSE	REUSED WIRING CHARGES		.00	0.00
2	SV2TRN	CUSTOMER TRAINING - ONE HOUR BCS PROVIDED		.00	0.00
4	302520	PROTECTOR CO/2500 ANALOG 6AP		17.99	71.96
1	169230	POWER STRIP F/ MOD SYSTEM 6 OUTLETS		30.00	30.00
1	302516	GROUND BAR 1 PER M1 BLK TIP AND RING		9.52	9.52

CONTINUED

**A Late Fee of 1.5% per Month Will Be Assessed on the Unpaid Invoice Balance not Paid Within 30 Days of the Invoice Date**

Detach here and remit this stub with your payment



INVOICE DATE: 09/08/06

0062303203201965000009282737

INVOICE NUMBER: 3201965

INVOICE TOTAL: \$9,282.73

**MAKE CHECKS PAYABLE TO AND REMIT TO:**

CUSTOMER NAME: UNITED WAY OF NASHVILLE

BELLSOUTH COMMUNICATION SYSTEMS  
P.O BOX 79045  
BALTIMORE, MD 21279-0045

CUSTOMER NUMBER: 623032

Communications concerning debts, including a check or other instrument tendered as full satisfaction of the debt, must be sent To: BellSouth Communication Systems, Attn: Collections Manager, 1936 Blue Hills DR, Roanoke VA 24012

# INVOICE



BellSouth Communication Systems

INVOICE NO. 3201965  
CUSTOMER 623032  
INVOICE DATE 09/08/06

BILLED TO:

000182/2--S 1--B 1

INSTALLED:



UNITED WAY OF NASHVILLE  
ATTN: DOUG FLUEGEL  
250 VENTURE CIR  
NASHVILLE TN 37228-1604

CONTACT MINISTRIES INC  
617 UNIVERSITY PARKWAY  
JOHNSON CITY TN 37604

Repair Inquiries To: 1-800-925-2525  
Payment Inquiries To: 1-800-934-2552

Purchase Order Number		I.C.	Terms	Order Number	
CONTRACT			Net Due Upon Receipt of Invoice	52012423	
Quantity	Product Code	Description	Unit Price	Extended Price	
1	879706	SMALL SYSTEM WALLMOUNT BRACKET	40.00	40.00	
1	862404	200 VA 135 WATT UPS 15 MINUTES FLOOR MOUNT	491.34	491.34	
4	SV2INS	INSTALL MISC EQUIPMENT - 1/2 HOUR	.00	0.00	
1	879623	BCM50 LAN CTE 1 SEAT AUTHORIZATION CODE	85.00	85.00	
1	B800000	SHADOW CMS FOR WINDOWS (50 EXT MAX) WITH 1 YEAR SUPPORT	2,176.00	2,176.00	
1	SV2VST	PREMISE VISIT	.00	0.00	
1	FREIGHT	Freight Charges	70.75	70.75	
1	LB	Total Labor	2,583.71	2,583.71	
		Discounted Amount	-2,321.55	-2,321.55	
			SUBTOTAL	9,282.73	
			TAX	.00	
			TOTAL	\$9,282.73	

A Late Fee of 1.5% per Month Will Be Assessed on the Unpaid Invoice Balance not Paid Within 30 Days of the Invoice Date

Detach here and remit this stub with your payment



INVOICE DATE: 09/08/06

0062303203201965000009282737

INVOICE NUMBER: 3201965

INVOICE TOTAL: \$9,282.73

CUSTOMER NAME: UNITED WAY OF NASHVILLE

CUSTOMER NUMBER: 623032

MAKE CHECKS PAYABLE TO AND REMIT TO:

BELLSOUTH COMMUNICATION SYSTEMS  
P.O BOX 79045  
BALTIMORE, MD 21279-0045

Communications concerning debts, including a check or other instrument tendered as full satisfaction of the debt, must be sent To: BellSouth Communication Systems, Attn: Collections Manager, 1936 Blue Hills DR, Roanoke VA 24012

## INVOICE



BellSouth Communication Systems

INVOICE NO. 3189168  
 CUSTOMER 623070  
 INVOICE DATE 08/23/06

## BILLED TO:

000214/1-S 1--B 1

CONTACT LIFE LINE

PO BOX 1614

TULLAHOMA TN 37388-1614

## INSTALLED:

CONTACT LIFE LINE

1314 SOUTH JACKSON ST.

TULLAHOMA

TN 37388

Repair Inquiries To: 1-800-925-2525  
 Payment Inquiries To: 1-800-934-2552

Purchase Order Number		IC	Terms	Order Number	
			Net Due Upon Receipt of Invoice	52078813	
Quantity	Product Code	Description	Unit Price	Extended Price	
4	SV2INS	INSTALL MISC EQUIPMENT -	.00	0.00	
		1/2 HOUR			
1	SV2VST	PREMISE VISIT	.00	0.00	
1	FREIGHT	Freight Charges	.00	0.00	
1	LB	Total Labor	272.60	272.60	
			<b>SUBTOTAL</b>	272.60	
			<b>TAX</b>	.00	
			<b>TOTAL</b>	\$272.60	

A Late Fee of 1.5% per Month Will Be Assessed on the Unpaid Invoice Balance not Paid Within 30 Days of the Invoice Date

Detach here and send this stub with your payment



INVOICE DATE: 08/23/06  
 INVOICE NUMBER: 3189168  
 INVOICE TOTAL: \$272.60  
 CUSTOMER NAME: CONTACT LIFE LINE  
 CUSTOMER NUMBER: 623070

0062307003189168000000272601

## MAKE CHECKS PAYABLE TO AND REMIT TO:

BELLSOUTH COMMUNICATION SYSTEMS  
 P.O BOX 79045  
 BALTIMORE, MD 21279-0045

Communications concerning debts, including a check or other instrument rendered as full satisfaction of the debt, must be sent to: BellSouth Communication Systems, Attn: Collections Manager, 1936 Elm Hill Dr., Roanoke, VA 24012





*The Right Technology.  
Right Away.™*

www.cdw.com  
800-800-4239

# ORDER PROPOSAL

ORDER NO.	ACCOUNT NO.	DATE
M306044	5330366	5/11/2006

UNITED WAY INC  
B PO BOX 4027  
L  
L GARY BOWMAN  
T CHATTANOOGA, TN 37405-0027  
O

UNITED WAY OF GREATER CHATTANOOGA  
S 630 MARKET STREET  
H  
I  
P ATTN:CHIP PARK  
T CHATTANOOGA, TN 37402  
O Contact: CHIP PARK 423-752-0331

Customer Phone # 4237520300

Customer P.O. # WEB

ACCOUNT MANAGER	SHIPPING METHOD	TERMS	EXEMPTION CERTIFICATE
RYAN COURTNEY 866-567-1653	UPS Ground	Master Card / VISA	100149395

QTY	ITEM NUMBER	DESCRIPTION	UNIT PRICE	EXTENDED PRICE
1	768948	HP ML350T G4P 7/3.0 2MB 512MB SAS Mfg#: CPR-331889-001	932.18	932.18
1	769021	INTEL 7/3.0GHZ 2MB ML350 G4P PROC Mfg#: CPR-382184-B21	468.79	468.79
2	675407	HP 2GB DDR PC2-3200 MEMORY Mfg#: CPR-343056-B21.	535.98	1071.96
1	506609	CPQ 48X CDRW/DVD DRIVE CARBON Mfg#: CPQ-331346-B21	120.79	120.79
4	657921	HP 160GB SATA 7.2K Mfg#: CPR-349238-B21	140.19	560.76
1	745981	HP 6 PORT SATA RAID CONTROL Mfg#: CPD-372953-B21	376.09	376.09
→ 1	678129	HPE 3YR 13X5X4 ONSITE F/ML350 Mfg#: HPE-U4512E	342.99	342.99
1	953381	SYM PCANYWHERE 12 HOST & REMOTE Mfg#: SYM-10529224	177.47	177.47
1	549763	EXABYTE VXA2 PACKET SCSI LVD 800GB Mfg#: EXA-119.00500	1452.25	1452.25
10	705846	EXABYTE X23/V23 160/320 OR 80/160GB Mfg#: EXA-111.00221	61.33	613.30
----- INSTALL SUMMARY -----				

BUY WITH CONFIDENCE. CDW IS A FORTUNE 500 COMPANY.

TOTAL

Continued

CDW Direct, LLC  
200 North Milwaukee Ave.  
Vernon Hills, IL 60061  
Phone: 847-465-6000 Fax: 847-465-6800

Please remit payment to:  
CDW Direct, LLC  
PO Box 75723  
Chicago, IL 60675-5723



*The Right Technology.  
Right Away.*

www.cdw.com  
800-800-4239

# ORDER PROPOSAL

ORDER NO.	ACCOUNT NO.	DATE
M306044	5330366	5/11/2006

B UNITED WAY INC  
I PO BOX 4027  
L  
L GARY BOWMAN  
T CHATTANOOGA, TN 37405-0027  
O

Customer Phone # 4237520300

S UNITED WAY OF GREATER CHATTANOOGA  
H 630 MARKET STREET  
I  
P ATTN:CHIP PARK  
T CHATTANOOGA, TN 37402  
O Contact: CHIP PARK 423-752-0331

Customer P.O. # WEB

ACCOUNT MANAGER	SHIPPING METHOD	TERMS	EXEMPTION CERTIFICATE
RYAN COURTNEY 866-567-1653	UPS Ground	Master Card / VISA	100149395

QTY	ITEM NUMBER	DESCRIPTION	UNIT PRICE	EXTENDED PRICE
-----	-------------	-------------	------------	----------------

768948 HP ML350T G4P 7/3.0 Qty: 1  
 \*\* Items to be installed \*\*  
 769021 INTEL 7/3.0GHZ 2MB M QTY: 1  
 675407 HP 2GB DDR PC2-3200 QTY: 2  
 506609 CPQ 48X CDRW/DVD DRI QTY: 1  
 657921 HP 160GB SATA 7.2K QTY: 4  
 745981 HP 6 PORT SATA RAID QTY: 1

Install - No operating system loaded

----- SPECIAL INSTRUCTIONS -----  
 CPQ, IBM, CISCO, APPLE, H-P and  
 Sonicwall are non returnable product  
 per manufacturer's policy

SUBTOTAL  
FREIGHT  
SALES TAX

6116.58  
96.83  
.00

TOTAL

5870.42  
US Currency  
6,213.41

BUY WITH CONFIDENCE. CDW IS A FORTUNE 500 COMPANY.

CDW Direct, LLC  
200 North Milwaukee Ave.  
Vernon Hills, IL 60061  
Phone: 847-465-6000 Fax: 847-465-6800

Please remit payment to:  
CDW Direct, LLC  
PO Box 75723  
Chicago, IL 60675-5723

Server for  
phone system  
Chattanooga



**NATIONAL BANK**  
211 Commerce St., Suite 300  
Nashville, TN 37201

PINNACLE NATIONAL BANK  
NASHVILLE, TN  
87-863/640

17443

08/09/2006

PAY TO THE  
ORDER OF

United Way of Metropolitan Nashville

\*\*\*2,500.00\*

\*\*\*2,500\*/DOLLARS 00 CENTS\*\*

DOLLARS

United Way of Metropolitan Nashville  
Post Office Box 30428

Nashville TN 37241

1 EMO

DOCUMENT INCLUDES A HIDDEN WORD. DO NOT CASH IF THE WORD VOID IS VISIBLE. DOCUMENT ALSO CONTAINS HEAT-SENSITIVE INK. TOUCH HERE - RED IMAGE DISAPPEARS WITH HEAT.

1101744311

1:0640086371:

11-000017

700 refund on Bell South  
equipment for Jackson, TN.

**United Way**

**UNITED WAY OF WEST TENNESSEE, INC.**  
106 SOUTH CHURCH  
P.O. BOX 2086  
JACKSON, TN 38302-2086  
(731) 422-1816



JACKSON, TENNESSEE  
26-8/840

3950  
3950

\*One Thousand One Hundred Forty Seven and 45/100 Dollars

08/15/2006  
DATE

\$1,147.45  
AMOUNT

ER

United Way of Metro Nashville  
P. O. Box 280420  
Nashville, TN 37228

UNITED WAY OF WEST TENNESSEE, INC.  
TWO SIGNATURES REQUIRED

UNITED WAY OF WEST TENNESSEE, INC.  
TWO SIGNATURES REQUIRED

Bruce M. Roman

Bruce Roman  
AUTHORIZED SIGNATURE

1100395011

1:0840000841:

11 1953300066 11

WEST

United Way of Me  
5003

3950

3950

08/15/2006

Invoice	Description	Discount	Amount
1915 Refund	Tax Refund due U Way of Nashville (211	\$0.00	\$1,147.45
Total :			
		\$0.00	\$1,147.45

2-1-1

ORDER ATTN: Sherrie Sinks  
P.O. Box 280420  
Nashville TN 37228-0420

051211 054000020 000111117775



UNITED WAY OF CENTRAL MARYLAND

P.O. Box 1576  
Baltimore, Maryland 21203-1576

M & T BANK  
BALTIMORE, MD 21201

7-11  
520

200957

August 2, 2006

CHECK NO.  
200957

FORTY SIX AND 98/100 DOLLARS

AMOUNT  
\*\*\*\*\*46.98

United Way of Metropolitan Nashville  
P.O. Box 280420  
Nashville TN 37228-0420

CHECK VOID AFTER 180 DAYS FROM DATE OF ISSUE

AUTHORIZED SIGNATURE

AUTHORIZED SIGNATURE

200957 052000113 06894934

## Appendix B: Receipts

### 1. Telecommunications

- a. Phone Systems
- b. TTY equipment & headsets
- c. Travel for phone programming
- d. Quality Assurance (recording) equipment
- e. Central Office Switching

### 2. Database

- a. Resource House
- b. Agency signatures for data entry
- c. Family & Children's Service invoices for training
- d. Invoice for postcard notice to agency that entry is complete

### 3. Computers

- a. Dell invoices for computers & monitors
- b. UPS invoices for shipping

**NXi Communications, Inc.**4505 S. Wasatch Blvd, Ste 120  
Salt Lake City, UT 84124**INVOICE**Invoice Number: 6118  
Invoice Date: Apr 21, 2006  
Page: 1  
DuplicateVoice: (801) 274-6001  
Fax: (801) 274-6002*Kim Richardson***Bill To:**United Way of Metropolitan Nashville  
250 Venture Circle  
Attn: Doug Fluegel  
Nashville, TN 37228  
USA**Ship to:**

Multiple Cites- Addresses Attached

Customer ID	Customer PO	Payment Terms	
UW0001	PO# TRA_TTY-211	Net 30 Days	
Sales Rep ID	Shipping Method	Ship Date	Due Date
	UPS 3-day	4/28/06	5/21/06

Quantity	Item	Description	Unit Price	Amount
24.00	NxtVM	Nextalk VM Software for voice modems	99.00	2,376.00
24.00	MTIEXT	MultiTech MT5600 ZDXV V.90	165.00	3,960.00
24.00	Cable MTIEXT	9F25M DB9 Female to DB25 Male Cable		
Subtotal				6,336.00
Sales Tax				
Freight				288.00
Total Invoice Amount				6,624.00
Payment/Credit Applied				
<b>TOTAL</b>				<b>6,624.00</b>

Check/Credit Memo No:

# Invoice

Invoice Number:  
143444

Invoice Date:  
May 8, 2006

Page:  
1

**Sold To:**

UNITED WAY OF NASHVILLE  
250 VENTURE CIRCLE  
ATTN: DOUG FLUEGEL  
NASHVILLE, TN 37228

**Ship to:**

FAMILY & CHILDREN'S SRVCS  
201 23RD AVE N  
ATTN:TINA BENSON  
NASHVILLE, TN 37203

Customer ID	Customer PO	Payment Terms	
532925	DOUG/NASHVILLE	Net 30 Days	
Sales Rep ID	Shipping Method	Ship Date	Due Date
C	UPS Ground	5/8/06	6/7/06

Quantity	Item	Description	Backorder Qty	Unit Price	Extension
7.00	KONX-70010	OFFICE CONNECTOR PC TO DIGITAL PBX AR NSN		104.00	728.00
PULLED BY: _____ CHECKED: _____ CHECKED: _____					
Subtotal					728.00

Check No:

Sales Tax  
Freight 8.12  
Total Invoice Amount 736.12  
Payment Received 0.00  
TOTAL 736.12

# Invoice

Invoice Number:  
143445

Invoice Date:  
May 8, 2006

Page:  
1

**Sold To:**

UNITED WAY OF NASHVILLE  
250 VENTURE CIRCLE  
ATTN: DOUG FLUEGEL  
NASHVILLE, TN 37228

**Ship to:**

CONTACT MINISTRIES INC.  
617 UNIVERSITY PKWY.  
ATTN: DWIGHT MACPHERSON  
JOHNSON CITY, TN 37604

Customer ID	Customer PO	Payment Terms	
532925	DOUG/JOHNSON CITY	Net 30 Days	
Sales Rep ID	Shipping Method	Ship Date	Due Date
C	UPS Ground	5/8/06	6/7/06

Quantity	Item	Description	Backorder Qty	Unit Price	Extension
2.00	KONX-70010	OFFICE CONNECTOR PC TO DIGITAL PBX AR NSN		104.00	208.00
		PULLED BY: _____			
		CHECKED: _____			
		CHECKED: _____			
Subtotal					208.00

Check No:

Sales Tax  
Freight 5.57  
Total Invoice Amount 213.57  
Payment Received 0.00  
TOTAL 213.57



# Invoice

Invoice Number:  
143446

Invoice Date:  
May 8, 2006

Page:  
1

Sold To:

UNITED WAY OF NASHVILLE  
250 VENTURE CIRCLE  
ATTN: DOUG FLUEGEL  
NASHVILLE, TN 37228

Ship to:

CONTACT LIFELINE/TN CORR.  
1314 SOUTH JACKSON STREET  
ATTN: SHARON JOHNSON  
TULLAHOMA, TN 37388

Customer ID	Customer PO	Payment Terms	
532925	DOUG/TULLAHOMA	Net 30 Days	
Sales Rep ID	Shipping Method	Ship Date	Due Date
C	UPS Ground	5/8/06	6/7/06

Quantity	Item	Description	Backorder Qty	Unit Price	Extension
2.00	KONX-70010	OFFICE CONNECTOR PC TO DIGITAL PBX AR NSN		104.00	208.00
PULLED BY: _____ CHECKED: _____ CHECKED: _____					
Subtotal					208.00

Sales Tax

Freight

5.57

Check No:

Total Invoice Amount

213.57

Payment Received

0.00

TOTAL

213.57

# Invoice

Invoice Number:  
143447

Invoice Date:  
May 8, 2006

Page:  
1

Sold To:

UNITED WAY OF NASHVILLE  
250 VENTURE CIRCLE  
ATTN: DOUG FLUEGEL  
NASHVILLE, TN 37228

Ship to:

MEMPHIS PUBLIC LIBRARY  
3030 POPLAR AVE./BEN J. HOOKS  
ATTN:RON REID  
MEMPHIS, TN 38111-3527

Customer ID	Customer PO	Payment Terms	
532925	DOUG/MEMPHIS	Net 30 Days	
Sales Rep ID	Shipping Method	Ship Date	Due Date
C	UPS Ground	5/8/06	6/7/06

Quantity	Item	Description	Backorder Qty	Unit Price	Extension
5.00	KONX-70010	OFFICE CONNECTOR PC TO DIGITAL PBX AR NSN		104.00	520.00
		PULLED BY: _____			
		CHECKED: _____			
		CHECKED: _____			

Subtotal 520.00

Sales Tax

Freight 6.89

Check No:

Total Invoice Amount 526.89

Payment Received 0.00

TOTAL 526.89

# Invoice

Invoice Number:  
143448

Invoice Date:  
May 8, 2006

Page:  
1

Sold To:

UNITED WAY OF NASHVILLE  
250 VENTURE CIRCLE  
ATTN: DOUG FLUEGEL  
NASHVILLE, TN 37228

Ship to:

CLARKSVILLE CRISIS CENTER  
1300 MADISON ST.  
ATTN: TERRIE WILLIAMS  
CLARKSVILLE, TN 37040

Customer ID	Customer PO	Payment Terms	
532925	DOUG/CLARKSVILLE	Net 30 Days	
Sales Rep ID	Shipping Method	Ship Date	Due Date
C	UPS Ground	5/8/06	6/7/06

Quantity	Item	Description	Backorder Qty	Unit Price	Extension
2.00	KONX-70010	OFFICE CONNECTOR PC TO DIGITAL PBX AR NSN		104.00	208.00
PULLED BY: _____ CHECKED: _____ CHECKED: _____					

Subtotal 208.00

Sales Tax  
Freight 5.57

Check No: Total Invoice Amount 213.57  
Payment Received 0.00  
TOTAL 213.57

# Invoice

Invoice Number:  
143449

Invoice Date:  
May 8, 2006

Page:  
1

Sold To:

UNITED WAY OF NASHVILLE  
250 VENTURE CIRCLE  
ATTN: DOUG FLUEGEL  
NASHVILLE, TN 37228

Ship to:

CONTACT CONCERN OF NW TN  
4405-1/2 OREBANK RD.  
ATTN:LYNN SORRELL  
KINGSPORT, TN 37664

Customer ID	Customer PO	Payment Terms	
532925	DOUG/KINGSPORT	Net 30 Days	
Sales Rep ID	Shipping Method	Ship Date	Due Date
C	UPS Ground	5/8/06	6/7/06

Quantity	Item	Description	Backorder Qty	Unit Price	Extension
2.00	KONX-70010	OFFICE CONNECTOR PC TO DIGITAL PBX AR NSN		104.00	208.00
PULLED BY: _____ CHECKED: _____ CHECKED: _____					

Subtotal 208.00

Sales Tax

Freight 5.57

Total Invoice Amount 213.57

Payment Received 0.00

TOTAL 213.57

Check No:

# Invoice

Invoice Number:  
143450

Invoice Date:  
May 8, 2006

Page:  
1

Sold To:

UNITED WAY OF NASHVILLE  
250 VENTURE CIRCLE  
ATTN: DOUG FLUEGEL  
NASHVILLE, TN 37228

Ship to:

UNITED WAY OF GREATER CHAT  
630 MARKET ST./ANGIE SLEDGE  
CHATTANOOGA, TN 37402

Customer ID	Customer PO	Payment Terms	
532925	DOUG/CHATTANOOGA	Net 30 Days	
Sales Rep ID	Shipping Method	Ship Date	Due Date
C	UPS Ground	5/8/06	6/7/06

Quantity	Item	Description	Backorder Qty	Unit Price	Extension
2.00	KONX-70010	OFFICE CONNECTOR PC TO DIGITAL PBX AR NSN		104.00	208.00
PULLED BY: _____ CHECKED: _____ CHECKED: _____					
Subtotal					208.00

Check No:

Sales Tax  
Freight 5.57  
Total Invoice Amount 213.57  
Payment Received 0.00  
TOTAL 213.57

# Invoice

Invoice Number:  
143680

Invoice Date:  
May 15, 2006

Page:  
1

Sold To:

UNITED WAY OF NASHVILLE  
250 VENTURE CIRCLE  
ATTN: DOUG FLUEGEL  
NASHVILLE, TN 37228

Ship to:

UNITED WAY OF WEST TN  
1341 NORTH HIGHLAND AVE.  
ATTN: BARRY MATTHEWS  
JACKSON, TN 38301

Customer ID	Customer PO	Payment Terms	
532925	DOUG/JACKSON	Net 30 Days	
Sales Rep ID	Shipping Method	Ship Date	Due Date
C	UPS Ground	5/15/06	6/14/06

Quantity	Item	Description	Backorder Qty	Unit Price	Extension
2.00	KONX-70010	OFFICE CONNECTOR PC TO DIGITAL PBX AR NSN		104.00	208.00
		PULLED BY: _____			
		CHECKED: _____			
		CHECKED: _____			

Subtotal 208.00

Sales Tax  
Freight 5.57

Check No: Total Invoice Amount 213.57  
Payment Received 0.00  
TOTAL 213.57

**www.libertelassociates.com**



# Invoice

Invoice Number:

142976

Invoice Date:

Apr 21, 2006

Page:

1

Sold To:

UNITED WAY OF NASHVILLE  
250 VENTURE CIRCLE  
ATTN: DOUG FLUEGEL  
NASHVILLE, TN 37228

Ship to:

CONTACT LIFELINE  
1314 SOUTH JACKSON ST.  
ATTN:SHARO JOHNSON  
TULLAHOMA, TN 37388

Customer ID		Customer PO		Payment Terms	
532925		DOUG FLUEGEL		Net 30 Days	
Sales Rep ID		Shipping Method		Ship Date	Due Date
C		UPS Ground		4/21/06	5/21/06
Quantity	Item	Description	Backorder Qty	Unit Price	Extension
2.00	P141N-U10P	DuoSet Monaural Polaris AR NSN		134.00	268.00
		PULLED BY: _____			
		CHECKED: _____			
		CHECKED: _____			
Subtotal					268.00

Sales Tax

Freight

5.40

Check No:

Total Invoice Amount

273.40

Payment Received

0.00

TOTAL

273.40

283 Swanson Drive • P.O. Box 506 • Dresden, TN 38225

Voice (731) 364-5045 • (800) 748-8535 • Fax (731) 364-2719 • email: [libertel@libertelassociates.com](mailto:libertel@libertelassociates.com)

[www.libertelassociates.com](http://www.libertelassociates.com)





# Invoice

Invoice Number:  
142968

Invoice Date:  
Apr 21, 2006

Page:

1

Sold To:

UNITED WAY OF NASHVILLE  
250 VENTURE CIRCLE  
ATTN: DOUG FLUEGEL  
NASHVILLE, TN 37228

Ship to:

CONTACT MINISTRIES, INC.  
617 UNIVERSITY PARKWAY  
ATTN: DWIGHT MACPHERSON  
JOHNSON CITY, TN 37604

Customer ID	Customer PO	Payment Terms	
532925	DOUG FLUEGEL	Net 30 Days	
Sales Rep ID	Shipping Method	Ship Date	Due Date
C	UPS Ground	4/21/06	5/21/06

Quantity	Item	Description	Backorder Qty	Unit Price	Extension
2.00	P141N-U10P	DuoSet Monaural Polaris AR NSN		134.00	268.00
PULLED BY: _____ CHECKED: _____ CHECKED: _____					
Subtotal					268.00

Check No:

Sales Tax	
Freight	5.40
Total Invoice Amount	273.40
Payment Received	0.00
TOTAL	273.40



# Invoice

Invoice Number:  
142971

Invoice Date:  
Apr 21, 2006

Page:  
1

Sold To:

UNITED WAY OF NASHVILLE  
250 VENTURE CIRCLE  
ATTN: DOUG FLUEGEL  
NASHVILLE, TN 37228

Ship to:

CLARKSVILLE CRISIS CENTER  
1300 MADISON ST.  
ATTN: TERRIE WILLIAMS  
CLARKSVILLE, TN 37040

Customer ID	Customer PO	Payment Terms	
532925	DOUG	Net 30 Days	
Sales Rep ID	Shipping Method	Ship Date	Due Date
C	UPS Ground	4/21/06	5/21/06

Quantity	Item	Description	Backorder Qty	Unit Price	Extension
2.00	P141N-U10P	DuoSet Monaural Polaris AR NSN		134.00	268.00
		PULLED BY: _____ CHECKED: _____ CHECKED: _____			

Subtotal 268.00

Sales Tax

Freight 5.40

Total Invoice Amount 273.40

Payment Received 0.00

TOTAL 273.40

Check No:



# Invoice

Invoice Number:  
142973

Invoice Date:  
Apr 21, 2006

Page:

1

**Sold To:**

UNITED WAY OF NASHVILLE  
250 VENTURE CIRCLE  
ATTN: DOUG FLUEGEL  
NASHVILLE, TN 37228

**Ship to:**

UNITED WAY OF WEST TN  
1341 NORTH HIGHLAND AVE.  
ATTN: BARRY MATTHEWS  
JACKSON, TN 38301

Customer ID	Customer PO	Payment Terms	
532925	DOUG FLUEGEL	Net 30 Days	
Sales Rep ID	Shipping Method	Ship Date	Due Date
C	UPS Ground	4/21/06	5/21/06

Quantity	Item	Description	Backorder Qty	Unit Price	Extension
2.00	P141N-U10P	DuoSet Monaural Polaris AR NSN		134.00	268.00
		PULLED BY: _____			
		CHECKED: _____			
		CHECKED: _____			

Subtotal 268.00

Sales Tax

Freight 5.40

Total Invoice Amount 273.40

Payment Received 0.00

TOTAL 273.40

Check No:

283 Swanson Drive • P.O. Box 506 • Dresden, TN 38225

Voice (731) 364-5045 • (800) 748-8535 • Fax (731) 364-2719 • email: [libertel@libertelassociates.com](mailto:libertel@libertelassociates.com)

[www.libertelassociates.com](http://www.libertelassociates.com)



TRA grant  
Total: \$2,066.70

# Invoice

Invoice Number:  
143081

Invoice Date:  
Apr 26, 2006

Page:  
1

**Sold To:**

UNITED WAY OF NASHVILLE  
250 VENTURE CIRCLE  
ATTN: DOUG FLUEGEL  
NASHVILLE, TN 37228

**Ship to:**

FAMILY & CHILDREN'S SERVICES  
201 23RD AVE NORTH  
ATTN: TINA BENSON  
NASHVILLE, TN 37203

Customer ID	Customer PO	Payment Terms	
532925	DOUG FLUEGEL	Net 30 Days	
Sales Rep ID	Shipping Method	Ship Date	Due Date
C	UPS Ground	4/26/06	5/26/06

Quantity	Item	Description	Backorder Qty	Unit Price	Extension
10.00	DSP400	DSP400 AR NSN		69.97	699.70
PULLED BY: _____ CHECKED: _____ CHECKED: _____					
Subtotal					699.70

Sales Tax

Freight

Check No:

Total Invoice Amount	699.70
Payment Received	0.00
<b>TOTAL</b>	<b>699.70</b>

## Appendix B: Receipts

### 1. Telecommunications

- a. Phone Systems
- b. TTY equipment & headsets
- c. Travel for phone programming
- d. Quality Assurance (recording) equipment
- e. Central Office Switching

### 2. Database

- a. Resource House
- b. Agency signatures for data entry
- c. Family & Children's Service invoices for training
- d. Invoice for postcard notice to agency that entry is complete

### 3. Computers

- a. Dell invoices for computers & monitors
- b. UPS invoices for shipping

**Employee's Name:** Doug Fluegel

**Doug Fluegel**

## Approval

**Employee's Name:** Doug Fluegel

**Doug Fluegel**

## Approval



## Doug Fluegel

**Doug Flueger**

## Approval



**Doug Fluegel**

**Doug Fluegel**

## Approval

## Appendix B: Receipts

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# Invoice

Date

05/02/06

Date Shipped

05/02/06

Terms

NET 30 DAYS

Invoice #

F 252154



## OMNICON ELECTRONICS

581 Liberty Highway, P.O. Box 623

Putnam, CT 06260-0623

Tel: (860) 928-0377 Fax: (860) 928-6477

Federal ID# 06-1014574

Purchase Order Number

39537

Ship Via

UPS

Account #

27017

Sold to

Doug Fluegel, (615) 780-2430  
United Way of Metropolitan Nashville  
250 Venture Circle  
Nashville, TN 37228

Ship to

RE: UNITED WAY PO# 39537  
ONE "UC-02B" AND ONE "TSA-SLM"  
SHIPPED TO FIVE DIFFERENT ADDRESSES  
, TN

Quantity	Item No.	Description	Unit Price	Amount
1	UC-02B	TeleCorder, 2 channel recorder, records to PC, s/n F-353882.	220.00	220.00
1	UC-02B	TeleCorder, 2 channel recorder, records to PC, s/n F-353883.	220.00	220.00
1	UC-02B	TeleCorder, 2 channel recorder, records to PC, s/n F-353884.	220.00	220.00
1	UC-02B	TeleCorder, 2 channel recorder, records to PC, s/n F-353885.	220.00	220.00
1	UC-02B	TeleCorder, 2 channel recorder, records to PC, s/n F-353886.	220.00	220.00
5	TSA-SLM	Handset adapter, 25' RJ11 output, with ON/OFF switch.	31.00	155.00
5	SHIPPING	Transportation cost for 27lbs. to your location.	7.82	39.10

**Comments:**

Re: Doug Fluegel, telcon & fax. One UC-02B & one TSA-SLM shipped to five United way locations per faxed PO 39537(Nashville, Johnson City, Chattanooga, Kingsport, & Jackson).

Subtotal	\$1,294.10
Shipping	0.00
Sales Tax	0.00
Order Total	1,294.10
Amount Received	

**TOTAL DUE \$1,294.10**

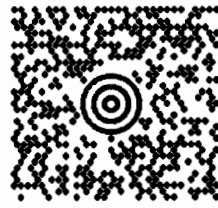
Mail Check To:

NOTE: Terms are strictly NET 30 DAYS.  
We will not process orders for accounts  
with past due invoices after 45 days.

Omnicon Electronics  
P.O. Box 623  
Putnam, CT 06260-0623

FROM:  
SHIPPING  
(860) 928-0377  
OMNICON ELECTRONICS  
581 LIBERTY HIGHWAY  
PUTNAM CT 06260

4 LBS 1 OF 1



VA 242 9-62

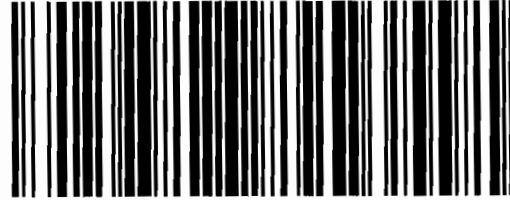


SHIP TO:

LYNN SORRELL  
(615) 780-2430  
CONTACT-CONCERN OF NORTHEAST TN  
4405-1/2 OREBANK ROAD  
KINGSPORT TN 37664

UPS GROUND

TRACKING #: 1Z 034 891 03 4577 6784



REF 1: F-252154  
REF 2: 39537

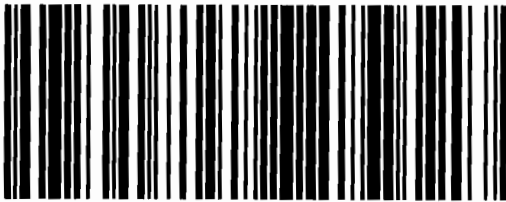
BILLING: P/P

UOW 8.0.16 HP LaserJet 151.0A 01/2006

UOW 8.0.16 HP LaserJet 151.0A 01/2006

BILLING: P/P

REF 1: F-252154  
REF 2: 39537

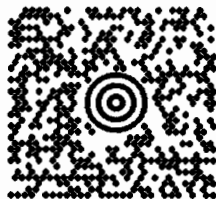


TRACKING #: 1Z 034 891 03 4541 4370

UPS GROUND



TN 374 9-01



4 LBS 1 OF 1

CHATTANOOGA TN 37402  
630 MARKET STREET  
UNITED WAY OF GREATER CHATTANOOGA

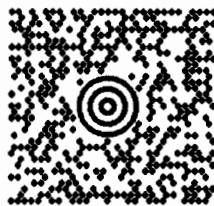
(615) 780-2430  
ANGIE SLEDGE

SHIP TO:

FROM:  
SHIPPING  
(860) 928-0377  
OMNICON ELECTRONICS  
581 LIBERTY HIGHWAY  
PUTNAM CT 06260

FROM:  
SHIPPING  
(860) 928-0377  
OMNICON ELECTRONICS  
581 LIBERTY HIGHWAY  
PUTNAM CT 06260

4 LBS 1 OF 1



TN 371 9-02

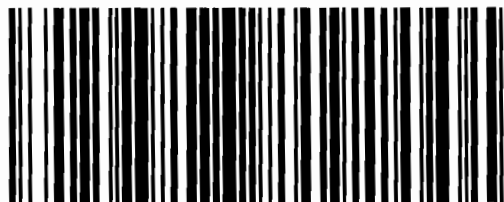


SHIP TO:

PAUL ANNASTAS  
(615) 780-2430  
FAMILY & CHILDREN'S SERVICE - 37203  
201 23RD AVENUE NORTH  
NASHVILLE TN 37203

UPS GROUND

TRACKING #: 1Z 034 891 03 4624 2956



REF 1: F-252154  
REF 2: 39537

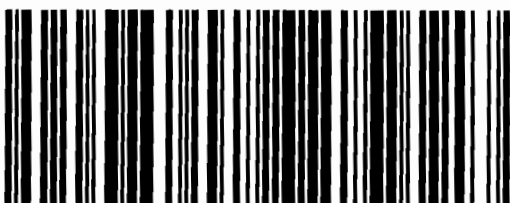
BILLING: P/P

UOW 8.0.16 HP LaserJet 1 51.0A 01/2006

UOW 8.0.16 HP LaserJet 1 51.0A 01/2006

BILLING: P/P

REF 1: F-252154  
REF 2: 39537



UPS GROUND  
TRACKING #: 1Z 034 891 03 4663 7762



TN 376 2-01



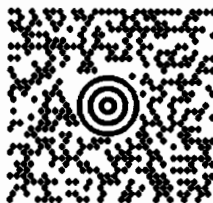
4 LBS 1 OF 1

SHIP TO:  
DWIGHT MACPHERSON  
(615) 780-2430  
CONTACT MINISTRIES  
617 UNIVERSITY PARKWAY  
JOHNSON CITY TN 37604

FROM:  
SHIPPING  
(860) 928-0377  
OMNICON ELECTRONICS  
581 LIBERTY HIGHWAY  
PUTNAM CT 06260

**FROM:**  
SHIPPING  
(860) 928-0377  
OMNICON ELECTRONICS  
581 LIBERTY HIGHWAY  
PUTNAM CT 06260

**4 LBS 1 OF 1**



**TN 383 0-01**

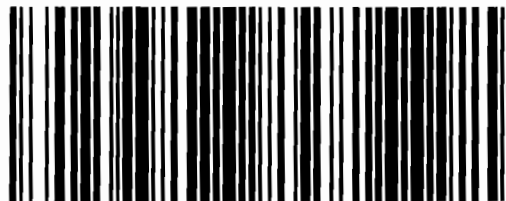


**SHIP TO:**

**BARRY MATTHEWS**  
(615) 780-2430  
UNITED WAY OF WEST TN  
1341 NORTH HIGHLAND AVENUE  
**JACKSON TN 38301**

**UPS GROUND**

TRACKING #: 1Z 034 891 03 4504 8990



REF 1: F-252154  
REF 2: 39537

BILLING: P/P

## Appendix B: Receipts

### 1. Telecommunications

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UNITED WAY ATTN DOUG FLUEGEL

Account Number: 615 M30-5999 001 0478

Monthly Statement Date: October 4, 2006

BellSouth Local and Local Toll Charges	Other Charges and Credits	Amount
	Changes made to your service on Sep 22, 2006	
	1. Charge for processing change in service .....	\$24.00
	One-time charge for	
	2. 80 211 Service, Central Office Activation Charge, per 211 Service Number, per Local Calling Area .....	12,000.00
	3. 36 211 Service Establishment Charge .....	14,036.40
	The above charges/credits are one-time charges/credits associated with your account or with changes made to your account during this billing cycle.	
	Total Other Charges and Credits .....	\$26,060.40
	Total Local and Local Toll Charges .....	\$26,060.40





# Ben Lomand Telephone

P.O. Box 670  
McMinnville, Tennessee 37110  
931-668-4131 fax 931-668-4663

Invoice No. 62606

## INVOICE

### Customer

Name United Way of Metropolitan Nashville  
Address 250 Venture Circle  
City Nashville State TN ZIP 37228  
Phone 615-780-2430

Date 6/26/2006  
Order No. WO 98097  
Rep  
FOB

Qty	Description	Acct Number	Unit Price	TOTAL
	<b>BEGINNING BALANCE</b>			
	<b>Payments</b>			
10	Programming of the 211 Central Office for access Code For Statewide expansion: Grundy County calls to Chattanooga call center Coffee/Bedford calls to Tullahoma call center Warren/VanBuren/White calls to Nashville call center Total 10 man hours of work to complete translations		\$46.42	\$464.20

### Payment Details

- ☐ Cash  
☒ Check  
☐ Credit Card

Name \_\_\_\_\_  
CC # \_\_\_\_\_  
Expires \_\_\_\_\_

SubTotal	\$464.20
Shipping & Handling	
<b>TOTAL</b>	<b>\$464.20</b>

Accounting Code 2232.24

Please mail copy with check. If you have any questions, call Tammy McKinney at 931-668-6627. Thank you.



**EMBARQ™**

Invoice No: 1809601809  
Bill Date: 09/08/06  
Payment Due Date: 10/03/06  
CBO: MISC

PLEASE MAKE CHECK PAYABLE TO:

UNITED WAY OF METROPOLITAN  
DOUG FLUEGEL  
250 VENTURE CIRCLE  
  
NASHVILL TN 37228

EMBARQ  
PO BOX 219061  
KANSAS CITY MO 64121-9061

FOR INQUIRIES CALL 1-877-269-6909

FEDERAL EIN: 62-0755748

DESCRIPTION	AMOUNT
BILLING TO IMPLEMENT AND PROGRAM 211 SERVICES IN TENNESSEE	
	\$700.00
DOUG FLUEGEL 250 VENTURE CIRCLE NASHVILLE, TN 37228	
UNITED WAY OF METROPOLITAN	
DOUG FLUEGEL	
250 VENTURE CIRCLE	
NASHVILLE, TN 37228	
EMBARQ	
PO BOX 219061	
KANSAS CITY, MO 64121-9061	

To ensure proper credit, please write the Invoice Number on your check.  
Please detach and RETURN BOTTOM PORTION with payment.



Invoice No: 1809601809  
Bill Date: 09/08/06  
Work Order No:  
Customer No:

EMBARQ  
PO BOX 219061  
KANSAS CITY, MO 64121-9061

Amount Due
\$700.00

Amount Remitted

UNITED WAY OF METROPOLITAN  
DOUG FLUEGEL  
250 VENTURE CIRCLE  
  
NASHVILL TN 37228

180000009180096018090000908060000000007000000002

Telephone Electronics Corporation:

Crockett:	Serv. Estab.	389.90
	CO Activation	150.00

Peoples-Erin:	Serv. Estab.	389.90
	CO Activation	150.00

Peoples-Henry:	Serv. Estab.	389.90
	CO Activation	150.00

West Tenn:	Serv. Estab.	389.90
	CO Activation	150.00

Total: \$2,159.60

000040613425000000000000000000000090106000015000093000000



P.O. BOX 6001  
MARION, LA 71260-6001

Account Name: 211 UNITED WAY OF METRO NASHVI

Account Number: 406134250

Page: 3 of 3  
Bill Date: Sep. 01, 2006

### Current Charges Summary

Service From Sep. 01, 2006

#### One-time Charges

N11 Initial Set-Up Charge

1,500.00

Total One-time Charges

1,500.00

**Total Current Charges**

**1,500.00**

### Customer Service Contact Numbers

Toll Free Customer Service Number:

Business Service 1-800-201-4102

Repair Service 1-800-824-2877

Financial Services / Payment Arrangements 1-888-646-0004

Payment or Account Balance 24 Hours/7 Days a Week 1-866-486-8528

### Charge Detail

Local Service in Advance from SEP 01 to SEP 30

Product-ID: F35-122-9375

#### One-time Charges

\*\* N11 Initial Set-Up Charge AUG 21

1,500.00

Total One-time Charges

1,500.00

**Total Current Charges For F35-122-9375**

**1,500.00**

**Total Current Charges**

**1,500.00**

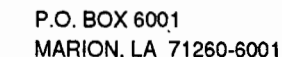
**Total Tax, Fees and Surcharges**

**0.00**

**Grand Total**

**1,500.00**

\*\* Nonregulated Charge(s) - nonpayment for NONREGULATED SERVICES OR PRODUCTS may result in the disconnection or restriction of such services, and such delinquencies may be subject to collection. Nonpayment of toll charges may result in the disconnection of toll services, and such delinquencies may be subject to collection.



**Account Number: 406134250**

Page: 1 of 3  
Bill Date: Oct. 01, 2006

Previous Balance	Payments	Adjustments Credits	Current Charges
1 500.00	1 500.00 CR	0.00	0.00

Previous Balance	1,500.00
Payment by check received on SEP 25	1,500.00 CR

<b>Balance</b>	<b>0.00</b>
----------------	-------------

Adjustments to Previous Balance	0.00
---------------------------------	------

<b>Total Adjustments</b>	<b>0.00</b>
--------------------------	-------------

Monthly Charges	0.00
One-Time Charges	0.00
Usage Charges	0.00
Discount	0.00
Adjustments	0.00
Taxes, Fees, and Surcharges	0.00

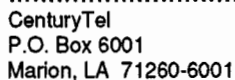
<b>Total Current Charges</b>	<b>0.00</b>
------------------------------	-------------

Due Date	Oct. 30, 2006	Amount Due	0.00
----------	---------------	------------	------

**For complete billing detail, please review both front and back of each page.**

**CenturyTel understands that your telecommunication service is your lifeline to your business. Thank you for trusting us to help you make connections that count with your customers. For questions, or inquiries about additional services, call our Customer Contact Center at 1-800-201-4102 or call your local CenturyTel representative.**

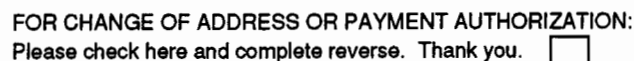
\*\*\*PLEASE FOLD. TEAR HERE AND RETURN THIS PORTION WITH YOUR PAYMENT\*\*\*



406134250

MB 01 061225 69325 H 261 A

211 UNITED WAY OF METRO NASHVILLE  
Attn: ATTN DOUG FLUEGEL  
250 VENTURE Cir  
NASHVILLE, TN 37228-1604

[illegible]



P.O. BOX 6001  
MARION, LA 71260-6001

Account Name: 211 UNITED WAY OF METRO NASHVI

Account Number: 406134250

Page: 3 of 3

Bill Date: Oct. 01, 2006

### Customer Service Contact Numbers

Toll Free Customer Service Number:

Business Service 1-800-201-4102

Repair Service 1-800-824-2877

Financial Services / Payment Arrangements 1-888-646-0004

Payment or Account Balance 24 Hours/7 Days a Week 1-866-486-8528





A Citizens Communications Company  
60 CHURCH ST  
GLOVERSVILLE NY 12078-2998

Page 1 of 3

Date of Bill 9/01/06  
Account Number 93119621440816064  
AMOUNT OF PREVIOUS BILL .00  
UNPAID BALANCE (DEDUCT IF PAID) .00  
AMOUNT OF CURRENT BILLING DUE BY 9/25/06 525.00

**Total Amount Due \$525.00**

If a payment is not received by the date shown above, a Late Payment Charge of 1.5% will apply to any unpaid balance of \$70.00 or more.

AB 01 047730 09768 H 218 A  
TENNESSEE 211  
C/O DOUG FLUGEL  
UNITED WAY OF METRO NASHVILLE  
250 VENTURE CIRCLE  
NASHVILLE, TN 37228-1604



**FOR BILLING INQUIRIES  
CALL: 800-921-8102**

Your Personal Identification  
Number is 4786

Visit us at our Website:  
[www.frontieronline.com](http://www.frontieronline.com)

See our "Customer Talk"  
section for important messages  
from Frontier

**WE APPRECIATE YOUR  
BUSINESS! THANK YOU FOR  
CHOOSING FRONTIER.**

Please detach the coupon below and return it with your payment in the return envelope provided.  
Please make your check payable to FRONTIER and include your account number on your check.  
DO NOT SEND CORRESPONDENCE WITH YOUR PAYMENT. Written inquiries should be sent to the  
address shown on the reverse side under the section entitled "Questions About Your Bill".

3 6



A Citizens Communications Company  
60 CHURCH ST  
GLOVERSVILLE NY 12078-2998

TENNESSEE 211  
C/O DOUG FLUGEL  
UNITED WAY OF METRO NASHVILLE  
250 VENTURE CIRCLE  
NASHVILLE, TN 37228

Date of Bill 9/01/06  
Current Amount Due By Date 9/25/06  
Account Number 93119621440816064

**Total Amount Due \$525.00**  
**Amount Paid** \_\_\_\_\_



Check here for billing address change  
See Reverse Side

FRONTIER  
PO BOX 20550  
ROCHESTER NY 14602-0550



83806931196214408160600000525004



**CURRENT BILLING SUMMARY**  
Local Service from 09/01/06 to 09/30/06

Qty	Description	Charge
<b>Basic Charges</b>		
	Other Charges-Detailed Below	525.00
	<b>Total Basic Charges</b>	<b>525.00</b>
<b>Optional Services</b>		
1	BUS/RES NON PUBLISHED NUMBER	3.00
1	NON PUBLISHED LISTING NO CHG	3.00CR
	<b>Total Optional Services</b>	<b>.00</b>
<b>TOTAL</b>		<b>525.00</b>

**\*\* ACCOUNT ACTIVITY \*\***

Qty	Description	Order Number	Effective Dates	
1	CENTRAL OFFICE CHARGE	001886554	8/16	175.00
1	EXCLUSION CHARGE	001886554	8/16	325.00
1	NUMBER CHANGE CHARGE	001886554	8/16	25.00
	931/196-2144		<b>Subtotal</b>	<b>525.00</b>
<b>Subtotal</b>				<b>525.00</b>

**YOU HAVE CHOSEN NOT TO SELECT AN INTRALATA LONG DISTANCE COMPANY**  
**YOU HAVE CHOSEN NOT TO SELECT AN INTERLATA LONG DISTANCE COMPANY**

**CUSTOMER TALK**

\*\*\*\*\*Important Message Pertaining to County-Wide Calling\*\*\*\*\*

Any customer who places a call within their county, and incurs toll charges on their Frontier monthly invoice for calls within their county, may receive credit for those toll charges provided they notify Frontier of the billing error. Frontier will issue a credit for toll charges assessed by the long distance carrier associated with the call(s) and notify the Tennessee Regulatory Authority of the carrier's non-compliance. Residential customers should contact Frontier's Customer Care Center at 1-800-921-8101 and Business customers should call 1-800-921-8102.

In addition, any customer placing a call within their county using the Telecommunications Relay Service (TRS) center who incurs toll charges on their Frontier monthly invoice should call the numbers listed above for credit.

**\*\*\*\*\*IMPORTANT INFORMATION FOR OUR FRONTIER CUSTOMERS\*\*\*\*\***

Frontier offers a series of Customer Safeguards for your convenience.

Account Lock is a service that prevents unauthorized charges from appearing on your telephone bill. The inclusion of unauthorized charges on a subscriber's bill is commonly referred to as Cramming. Frontier provides Account Lock (Third Party Blocking) free of charge, to prevent unauthorized charges from appearing on your bill.

Customers can also guard against Slamming, which is the changing of a customer's local or long distance service provider without the customer's permission. Frontier offers an optional "PIC" (Preferred Interexchange Carrier) freeze, at no charge, to prevent your service from being switched without your permission.

In addition, Frontier offers 900 and International block to prevent toll calls to these types of numbers from being dialed from your phone. There is no monthly charge for either 900 or International block.

However, there is a one-time charge of \$19.95 to place International Blocking on your account.

If you would like to subscribe to any of these services or would like more information, please contact Frontier at 1-800-921-8101.

Any subscriber who wishes to file a complaint involving an allegation of Slamming or Cramming against a telecommunications service provider or a person acting on behalf of a telecommunications service provider may do so by contacting the Tennessee Regulatory Authority's Consumer Services Division at 1-800-342-8359.





A Citizens Communications Company  
60 CHURCH ST  
GLOVERSVILLE NY 12078-2998

Page 1 of 4

**Date of Bill**

**10/01/06**

**Account Number**

**93119621440816064**

AMOUNT OF PREVIOUS BILL

525.00

PAYMENT RECEIVED 9/14/06

525.00CR

UNPAID BALANCE (DEDUCT IF PAID)

.00

AMOUNT OF CURRENT BILLING DUE BY 10/25/06

.00

**Total Amount Due**

**\$ .00**

If a payment is not received by the date shown above, a Late  
Payment Charge of 1.5% will apply to any unpaid balance of  
\$70.00 or more.

AB 01 047489 18365 H 217 A

TENNESSEE 211  
C/O DOUG FLUGEL  
UNITED WAY OF METRO NASHVILLE  
250 VENTURE CIRCLE  
NASHVILLE, TN 37228-1604



**FOR BILLING INQUIRIES  
CALL: 800-921-8102**

Your Personal Identification  
Number is 4786

Visit us at our Website:  
[www.frontieronline.com](http://www.frontieronline.com)

See our "Customer Talk"  
section for important messages  
from Frontier

**WE APPRECIATE YOUR  
BUSINESS! THANK YOU FOR  
CHOOSING FRONTIER.**

Please detach the coupon below and return it with your payment in the return envelope provided.  
Please make your check payable to FRONTIER and include your account number on your check.  
DO NOT SEND CORRESPONDENCE WITH YOUR PAYMENT. Written inquiries should be sent to the  
address shown on the reverse side under the section entitled "Questions About Your Bill".



A Citizens Communications Company  
60 CHURCH ST  
GLOVERSVILLE NY 12078-2998

TENNESSEE 211  
C/O DOUG FLUGEL  
UNITED WAY OF METRO NASHVILLE  
250 VENTURE CIRCLE  
NASHVILLE, TN 37228

Date of Bill 10/01/06  
Current Amount Due By Date 10/25/06  
Account Number 93119621440816064

**Total Amount Due**  
**Amount Paid**

**\$ .00**



Check here for billing address change  
See Reverse Side

FRONTIER  
PO BOX 20550  
ROCHESTER NY 14602-0550



13800931196214408160600000000004



CURRENT BILLING SUMMARY

Local Service from 10/01/06 to 10/31/06

Qty Description

Optional Services

1 BUS/RES NON PUBLISHED NUMBER  
1 NON PUBLISHED LISTING NO CHG

Total Optional Services

Charge

3.00  
3.00CR  
.00

TOTAL .00

YOU HAVE CHOSEN NOT TO SELECT AN INTRALATA LONG DISTANCE COMPANY  
YOU HAVE CHOSEN NOT TO SELECT AN INTERLATA LONG DISTANCE COMPANY

CUSTOMER TALK

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In addition, any customer placing a call within their county using the Telecommunications Relay Service (TRS) center who incurs toll charges on their Frontier monthly invoice should call the numbers listed above for credit.

\*\*\*\*\*IMPORTANT CUSTOMER INFORMATION\*\*\*\*\*

Frontier provides access to the Tennessee Telecommunications Relay Service (TRS) center by simply dialing 711. Customers no longer have to dial an 800 number to reach the Telecommunications Relay Service (TRS) center. The TRS center makes communicating for the hearing/speech impaired simpler. TRS allows telephone communications between a hearing/speaking person and a hearing/speech-impaired individual who uses a Telecommunications Device for the Deaf (TDD). TRS is available 24

hours a day, 7 days a week including holidays. Customers must continue to dial 911 for emergencies. If you have any questions regarding TRS, feel free to contact Frontier Customer Service at the number listed on your bill.

\*\*\*\*\*IMPORTANT CUSTOMER INFORMATION\*\*\*\*\*

Effective September 30th, 2006, the USF Recovery Charge is decreasing from 10.5% to 9.1% of interstate retail revenues. The USF Recovery Charge recovers Frontier's obligation to contribute to the Universal Service Fund (USF). The USF subsidizes telecommunications services for schools, libraries, and rural health facilities that meet specific eligibility requirements, as well as basic service in high cost areas and for low-income subscribers. This rate change is being made to pass through a change in the amount Frontier is obligated to contribute to the USF.

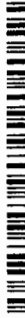
If you have Frontier as your long distance carrier, the Long Distance USF Recovery Charge is also decreasing from 10.5% to 9.1%.

\*\*\*\*\*Important Information for our Frontier Customers\*\*\*\*\*

The Tennessee Regulatory Authority has compiled and maintains a "Do-Not-Call Register." The register consists of landline and cell phone numbers of Tennessee residential telephone subscribers who have elected not to receive telephone solicitations. Business numbers may not be included on the list.

The law prohibits those attempting to sell consumer goods and services by telephone from calling telephone numbers that appear on the "Do-Not-Call Register." The register consists of landline and cell phone numbers of Tennessee residential telephone subscribers who have elected not to receive telephone solicitations. Business numbers may not be included on the list.

The law prohibits those attempting to sell consumer goods and services by telephone from calling telephone numbers that appear on the "Do-Not-Call" Register. There are some exemptions. Telephone solicitors may call if they have an express invitation or permission to do so. Solicitors may call on behalf of a not-for-profit organization, if a member of the organization makes the call. Soliciting is allowed if there has been a business relationship between the caller and the person being called within the previous twelve (12) months. Solicitation is



## Appendix B: Receipts

### 1. Telecommunications

- a. Phone Systems
- b. TTY equipment & headsets
- c. Travel for phone programming
- d. Quality Assurance (recording) equipment
- e. Central Office Switching

### 2. Database

- a. Resource House
- b. Agency signatures for data entry
- c. Family & Children's Service invoices for training
- d. Invoice for postcard notice to agency that entry is complete

### 3. Computers

- a. Dell invoices for computers & monitors
- b. UPS invoices for shipping

**22 Third Avenue SE, Suite 502  
Cedar Rapids, IA 52401**

<b>DATE</b>	<b>INVOICE #</b>
6/19/2006	558

United Way of Metropolitan Nashville  
Doug Fluegel  
250 Venture Circle  
Nashville, TN 37228

P.O. NO.	<b>DUE DATE</b>
	6/19/2006

DESCRIPTION	AMOUNT
Resource House Windows license + first year annual maintenance/support/upgrades for Helping Hands Home Assistance"	6,000.00
PLEASE NOTE NEW REMITTANCE ADDRESS.	
<b>Total</b>	\$6,000.00

North Light, Inc.

222 Third Avenue SE, Suite 502  
Cedar Rapids, IA 52401

# Invoice

DATE	INVOICE #
3/23/2006	534

**BILL TO**

United Way of Metropolitan Nashville  
Doug Fluegel  
250 Venture Circle  
Nashville, TN 37228

P.O. NO.	DUE DATE
	3/23/2006

DESCRIPTION	AMOUNT										
Resource House Windows licenses + first year annual maintenance/support/upgrades for 5 sites: Clarksville, Jackson, Johnson City, Kingsport, and Tullahoma ( 4/1/06-3/31/07 ).	30,000.00										
<p>Doug, 100-9650-311</p> <p>Mike says to see him - there has not been an amount set up for TRA team</p>	<table><tr><td>VENDOR #</td><td>4204</td></tr><tr><td>ACCT. MO</td><td>03</td></tr><tr><td>FUND</td><td>150</td></tr><tr><td>GL. ACCT.</td><td>9650</td></tr><tr><td>DEPT.</td><td>311</td></tr></table>	VENDOR #	4204	ACCT. MO	03	FUND	150	GL. ACCT.	9650	DEPT.	311
VENDOR #	4204										
ACCT. MO	03										
FUND	150										
GL. ACCT.	9650										
DEPT.	311										
<b>Total</b>	\$30,000.00										

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  - a. Dell invoices for computers & monitors
  - b. UPS invoices for shipping

## Tennessee Regulatory Authority 2-1-1 Startup Investment

Statement of understanding between

Tennessee Alliance of Information & Referral Systems (TNAIRS)

and

United Way of Metropolitan Nashville (UWMN)

and

Family & Children's Service (FCS)

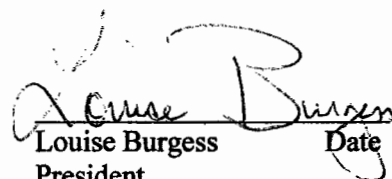
The Tennessee Alliance of Information & Referral Systems (TNAIRS) has received a grant of \$400,000 for 2-1-1 startup costs in the state of Tennessee. As part of that grant, UWMN, acting as fiscal agent for TNAIRS, will buy for FCS the following equipment but will not be responsible for any future upgrades or maintenance:

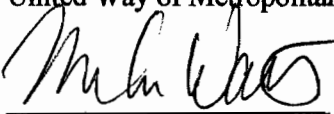
10 headsets to be used in agent homes as part of the disaster preparedness plan  
10 seat licenses to be used in agent homes as part of the disaster preparedness plan  
10 computers to be used in agent homes as part of the disaster preparedness plan  
1 Omnicron Telecorder for quality assurance recording  
7 TTY units to use at agent desks in the call center

Also as part of the TRA grant, UWMN will pay FCS \$56,952 to develop a database of health and human services programs in 21 counties: Henry, Benton, Decatur, Chester, Hardin, Wayne, Perry, Humphreys, Hickman, Lewis, Lawrence, Giles, Lincoln, Warren, Van Buren, Cumberland, White, Putnam, Overton, Fentress, and Pickett. FCS will be responsible for data upkeep of the above 21 counties and the following counties: Davidson, Robertson, Rutherford, Williamson, Wilson, Cheatham, Sumner, Maury, Marshall, Macon, Smith, DeKalb, Trousdale, Cannon, Dickson, Clay, and Jackson. FCS's calling area includes all the above counties plus Knox, Monroe, Blount, Sevier, Cocke, Jefferson, Loudon, Roane, Morgan, Anderson, Scott, Campbell, Union, Claiborne, and Grainger.

UWMN will make arrangements directly with telecommunications providers in FCS's area to pay for central office activation fees.

 4/20/06  
Margaret O. Dolan Date  
Acting President & CEO  
United Way of Metropolitan Nashville

 - 4/17/06  
Louise Burgess Date  
President  
Family & Children's Service

 4-7-06  
Melissa Watts Date  
President  
Tennessee Alliance of Information & Referral System



## Tennessee Regulatory Authority 2-1-1 Startup Investment

Statement of understanding between


Tennessee Alliance of Information & Referral Systems (TNAIRS)  
and  
United Way of Metropolitan Nashville (UWMN)  
and  
Clarksville Crisis Center (CCC)

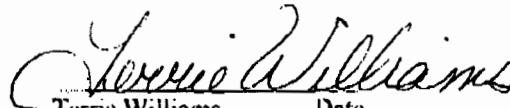
The Tennessee Alliance of Information & Referral Systems (TNAIRS) has received a grant of \$400,000 for 2-1-1 startup costs in the state of Tennessee. As part of that grant, UWMN, acting as fiscal agent for TNAIRS, will buy for CCC the following equipment but will not be responsible for any future upgrades or maintenance:

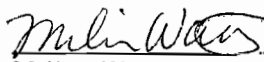
- 1 Nortel BCM phone system
- 2 headsets for call center operations
- 3 computers to be used for call center operations
- 1 Resource House software license
- 2 TTY units to use at agent desks in the call center

Also as part of the TRA grant, UWMN will pay CCC \$2,712 to develop a database of health and human services programs in 3 counties: Montgomery, Stewart, and Houston

UWMN will make arrangements directly with telecommunications providers in CCC's area to pay for central office activation fees.

  
Margaret O. Dolan Date 6/20/06  
Acting President & CEO  
United Way of Metropolitan Nashville

  
Terrie Williams Date  
Director  
Clarksville Crisis Center

  
Melissa Watts Date 6-21-06  
President  
Tennessee Alliance of Information & Referral System

# Tennessee Regulatory Authority 2-1-1 Startup Investment

Statement of understanding between

Tennessee Alliance of Information & Referral Systems (TNAIRS)

and

United Way of Metropolitan Nashville (UWMN)

and


Contact-Concern of Northeast TN (CCNT)

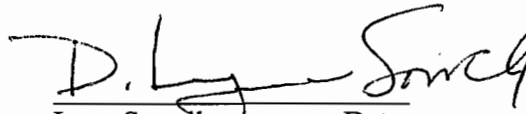
The Tennessee Alliance of Information & Referral Systems (TNAIRS) has received a grant of \$400,000 for 2-1-1 startup costs in the state of Tennessee. As part of that grant, UWMN, acting as fiscal agent for TNAIRS, will buy for CCNT the following equipment but will not be responsible for any future upgrades or maintenance:

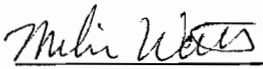
- 1 Norstar CallPilot phone system
- 2 headsets for call center operations
- 2 computers to be used for call center operations
- 1 Resource House software license
- 1 Omnicron Telecorder for quality assurance recording
- 2 TTY units to use at agent desks in the call center

Also as part of the TRA grant, UWMN will pay CCNT \$5,424 to develop a database of health and human services programs in 4 counties: Hancock, Hawkins, Sullivan, and Johnson.

UWMN will make arrangements directly with telecommunications providers in CCNT's area to pay for central office activation fees.

 6/20/06  
Margaret O. Dolan Date  
Acting President & CEO  
United Way of Metropolitan Nashville

 4/10/06  
Lynn Sorrell Date  
~~President~~ Executive Director  
Contact-Concern of Northeast TN

 6-20-06  
Melissa Watts Date  
President  
Tennessee Alliance of Information & Referral System

# Tennessee Regulatory Authority 2-1-1 Startup Investment

Statement of understanding between


Tennessee Alliance of Information & Referral Systems (TNAIRS)  
and  
United Way of Metropolitan Nashville (UWMN)  
and  
Contract Ministries (CM)

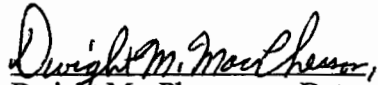
The Tennessee Alliance of Information & Referral Systems (TNAIRS) has received a grant of \$400,000 for 2-1-1 startup costs in the state of Tennessee. As part of that grant, UWMN, acting as fiscal agent for TNAIRS, will buy for CM the following equipment but will not be responsible for any future upgrades or maintenance:

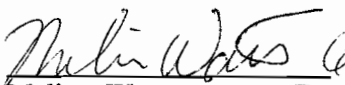
- 1 Nortel BCM phone system
- 2 headsets for call center operations
- 1 computer to be used for call center operations
- 1 Resource House software license
- 1 Omnicron Telecorder for quality assurance recording
- 2 TTY units to use at agent desks in the call center

Also as part of the TRA grant, UWMN will pay CM \$3,616 to develop a database of health and human services programs in 4 counties: Carter, Unicoi, Washington, and Greene. CM's calling area includes all the above counties.

UWMN will make arrangements directly with telecommunications providers in CM's area to pay for central office activation fees.

 6/20/06  
Margaret O. Dolan Date  
Acting President & CEO  
United Way of Metropolitan Nashville

 4/7/06  
Dwight MacPherson Date  
President  
Contract Ministries

 6-20-06  
Melissa Watts Date  
President  
Tennessee Alliance of Information & Referral System

# Tennessee Regulatory Authority 2-1-1 Startup Investment

Statement of understanding between

Tennessee Alliance of Information & Referral Systems (TNAIRS)

and

United Way of Metropolitan Nashville (UWMN)

and

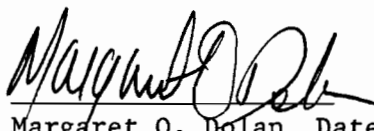
United Way of West Tennessee (UWWT)

The Tennessee Alliance of Information & Referral Systems (TNAIRS) has received a grant of \$400,000 for 2-1-1 startup costs in the state of Tennessee. As part of that grant, UWMN, acting as fiscal agent for TNAIRS, will buy for UWWT the following equipment but will not be responsible for any future upgrades or maintenance:

- 1 Nortel BCM phone system
- 2 headsets for call center operations
- 1 computer to be used for call center operations
- 1 Resource House software license
- 1 Omnicron Telecorder for quality assurance recording
- 2 TTY units to use at agent desks in the call center

Also as part of the TRA grant, UWMN will pay UWWT \$27,120 to develop a database of health and human services programs in 10 counties: Madison, McNairy, Hardeman, Henderson, Haywood, Crockett, Dyer, Gibson, Weakley, and Carroll.

UWMN will make arrangements directly with telecommunications providers in UWWT's area to pay for central office activation fees.

 6/20/06


Margaret O. Dolan Date  
Acting President & CEO  
United Way of Metropolitan Nashville

 4/25/06

Barry Matthews Date  
President  
United Way of West Tennessee

 6-20-06

Melissa Watts Date  
President  
Tennessee Alliance of Information & Referral System

 4/25/06  
TED MOORE  
CHAIRMAN OF THE BOARD  
UNITED WAY OF WEST TN

# Tennessee Regulatory Authority 2-1-1 Startup Investment

Statement of understanding between

Tennessee Alliance of Information & Referral Systems (TNAIRS)

and

United Way of Metropolitan Nashville (UWMN)

and

United Way of Greater Chattanooga (UWGC)

The Tennessee Alliance of Information & Referral Systems (TNAIRS) has received a grant of \$400,000 for 2-1-1 startup costs in the state of Tennessee. As part of that grant, UWMN, acting as fiscal agent for TNAIRS, will buy for UWGC the following equipment but will not be responsible for any future upgrades or maintenance:

- 1 Nortel phone system upgrade
- 3 computers to be used for call center operations
- 1 Omnicron Telecorder for quality assurance recording
- 2 TTY units to use at agent desks in the call center

Also as part of the TRA grant, UWMN will pay UWGC \$18,984 to develop a database of health and human services programs in 10 counties: Hamilton, Bradley, McMinn, Rhea, Marion, Polk, Grundy, Bledsoe, Sequatchie, and Meigs.

UWMN will make arrangements directly with telecommunications providers in UWGC's area to pay for central office activation fees.

 6/20/06

Margaret O. Dolan Date  
Acting President & CEO  
United Way of Metropolitan Nashville

 5/24/06

Eva Dillard Date  
President  
United Way of Greater Chattanooga

 6-20-06

Melissa Watts Date  
President  
Tennessee Alliance of Information & Referral System

# Tennessee Regulatory Authority 2-1-1 Startup Investment

Statement of understanding between

Tennessee Alliance of Information & Referral Systems (TNAIRS)

and

United Way of Metropolitan Nashville (UWMN)

and

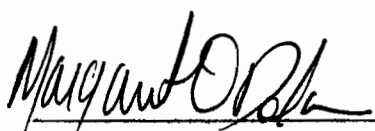
Memphis Public Library & Information Center (MPLIC)

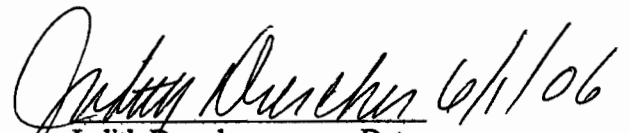
The Tennessee Alliance of Information & Referral Systems (TNAIRS) has received a grant of \$400,000 for 2-1-1 startup costs in the state of Tennessee. As part of that grant, UWMN, acting as fiscal agent for TNAIRS, will purchase and give to MPLIC the following equipment and will not be responsible for any future upgrades or maintenance:


5 TTY units to use at agent desks in the call center

Also as part of the TRA grant, UWMN will pay MPLIC \$9,040 to develop a database of health and human services programs in 6 counties: Shelby, Fayette, Lauderdale, Tipton, Lake, and Obion.

UWMN will make arrangements directly with telecommunications providers in MPLIC's Tennessee service area to pay for central office activation fees.

 6/20/06  
Margaret O. Dolan Date  
Acting President & CEO  
United Way of Metropolitan Nashville

 6/1/06  
Judith Drescher Date  
Director of Libraries  
Memphis Public Library & Information Center

 6-21-06  
Melissa Watts Date  
President  
Tennessee Alliance of Information & Referral System

## Tennessee Regulatory Authority 2-1-1 Startup Investment


Statement of understanding between


Tennessee Alliance of Information & Referral Systems (TNAIRS)  
and  
United Way of Metropolitan Nashville (UWMN)  
and  
Knoxville-Knox County CAC Office on Aging (CAC)


The Tennessee Alliance of Information & Referral Systems (TNAIRS) has received a grant of \$400,000 for 2-1-1 startup costs in the state of Tennessee. As part of that grant, UWMN, acting as fiscal agent for TNAIRS, will buy for CAC the following equipment but will not be responsible for any future upgrades or maintenance:


No equipment

Also as part of the TRA grant, UWMN will pay CAC \$27,120 to develop a database of health and human services programs in 16 counties: Scott, Morgan, Roane, Monroe, Loudon, Campbell, Anderson, Knox, Blount, Claiborne, Union, Grainger, Jefferson, Sevier, Hamblen, and Cocke.

 6/20/06  
Margaret O. Dolan Date  
Acting President & CEO  
United Way of Metropolitan Nashville

 08/03/06  
Barbara Monty Date  
Director  
Knoxville-Knox County CAC Office on  
Aging

 6-21-06  
Melissa Watts Date  
President  
Tennessee Alliance of Information &  
Referral System

 05-03-06  
Barbara Kelly Date  
Executive Director  
Knoxville-Knox county Community  
Action Committee

## Tennessee Regulatory Authority 2-1-1 Startup Investment

Statement of understanding between

Tennessee Alliance of Information & Referral Systems (TNAIRS)

and

United Way of Metropolitan Nashville (UWMN)

and

Contact Lifeline of the Highland Rim (CLHR)

The Tennessee Alliance of Information & Referral Systems (TNAIRS) has received a grant of \$400,000 for 2-1-1 startup costs in the state of Tennessee. As part of that grant, UWMN, acting as fiscal agent for TNAIRS, will buy for CLHR the following equipment but will not be responsible for any future upgrades or maintenance:

- 1 Nortel BCM phone system
- 2 headsets for call center operations
- 1 computer to be used for call center operations
- 1 Resource House software license
- 2 TTY units to use at agent desks in the call center

Also as part of the TRA grant, UWMN will pay CLHR \$3,616 to develop a database of health and human services programs in 4 counties: Franklin, Moore, Coffee, and Bedford.

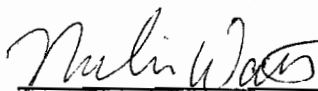
UWMN will make arrangements directly with telecommunications providers in CLHR's area to pay for central office activation fees.

 6/20/06

Margaret O. Dolan Date  
Acting President & CEO  
United Way of Metropolitan Nashville

 3-may-06

Sharon Johnson Date  
Executive Director  
Contact Lifeline of the Highland Rim

 6-20-06

Melissa Watts Date  
President  
Tennessee Alliance of Information & Referral Systems



## Appendix B: Receipts

### 1. Telecommunications

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**October 24, 2006**

**Invoice for Services: To: Metro Nashville United Way  
From: Family and Children's Service 2-1-1**

**Training for resource database building:**

- **Provided Resource Specialist manual, review of inclusion/exclusion, updating procedures and data entry guidelines.**
- **Training on using Resource House software Data Manager portion.**
- **Travel to sites outside Middle TN**

**Total Amount: \$10,000**

**Denese Farmer***Database*

**From:** Doug Fluegel  
**Sent:** Friday, October 27, 2006 1:00 PM  
**To:** Denese Farmer  
**Cc:** Melissa Watts (E-mail)  
**Subject:** FW: Training day cost estimate

Hi, Denese

Could you do a TRA PO for me on this amount to FCS? Thanks!

Doug

-----Original Message-----

**From:** Melissa Watts [mailto:melissa.watts@fcsnashville.org]  
**Sent:** Friday, October 27, 2006 12:15 PM  
**To:** matthews@unitedwaytn.org  
**Cc:** Doug Fluegel; Danielle Bowker  
**Subject:** Training day cost estimate

Hi Barry,

It was great to talk to you today. Here is what I came up with for a 1 day training cost estimate.  
Mileage from Murfreesboro to Jackson approx 324 mi for both ways @ \$0.42 a mi = \$136  
8 hours of Danielle's salary 5 hours travel + 3 hours training time = \$115  
\$10 lunch allowance  
Total = \$261

I hope my math is correct; if you have any questions, just let me know. Have a great weekend. Danielle will be getting with you soon about a date. She is out this afternoon at a meeting.

Melissa Watts  
2-1-1 Program Manager  
Family and Children's Service  
298-3359 x 243

This email and any file transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error, please notify the sender by email and delete or destroy the message and its attachments. If you are not the intended recipient(s), please note that any form of distribution, copying, or use of this communication or the information in it is strictly prohibited and may be unlawful. Thank you.

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501 25TH AVE N  
NASHVILLE, TN 37203

United Way of Metro Nashville  
P.O. Box 280420  
NASHVILLE, TN 37228

Net 20 Days

Phone (615) 771-9933  
Fax (615) 771-9934

ESPERIN	PURCHASE ORDER NO.	ORDER DATE	SHIP DATE	SHIP VIA	JOB NUMBER
tt M.	Michael Deguira	06/27/2006	06/30/2006	Hand Delivery	20-004961

QUANTITY	DESCRIPTION	UNIT PRICE	UNIT
100	211 Postcards POSTCARD05 <i>for address updates / parties</i>	350.00	M
		525.00	
		Sales Tax:	.00
		Freight:	.00

PLEASE PAY  
THIS AMOUNT

**TOTAL**  
525.00

WITHIN THIRTY (30) DAYS THIS INVOICE SHALL BE SUBJECT TO PAYMENT. IF IT IS NECESSARY TO COMMENCE COLLECTION PROCEEDINGS, THE INVOICED PARTY SHALL BE RESPONSIBLE FOR ALL COSTS AND CHARGES INCURRED BY THE OTHER PARTY.

## Appendix B: Receipts

### 1. Telecommunications

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**TRACKING #: 1Z 311 X10 03 3918 4630**

WEIGHT (lb.)	30
DECLARED VALUE\$	500
COD AMOUNT	

**DRIVER COLLECT:**  
BILL TO: MASTERCARD 4828  
TOTAL CHARGE:

ONE TIME PICKUP  
SCHED. PICKUP DATE: 04/26/2006  
CLOSING TIME: 05:00 PM  
MAIN OFFICE

**Account: 501-8012061-001**

## Account Summary

**\$0.00**

**\*See Message Below**

**\$0.00**

**\*See Message Below**

### Current Charges

**\*See Message Below**

<<< Visit our website @ [www.DellFinancialServices.com](http://www.DellFinancialServices.com) >>>

<<< For assistance with your account, please call Customer Service at 877-577-3355. >>>

<<< For equipment returns or order issues contact Dell Customer Service at 800-624-9897. >>>

## Account Details

**60 DAYS SAME AS CASH LOAN**

To ensure proper posting of your payment(s), please include ALL payment coupons with your check in the enclosed return envelope.

**DELL** | Financial Services

501-8012061-001

52994477

\*See Message Above

\*See Message Above

Amount Enclosed: \$

☐ Billing Address Change?

Please make your check payable to: DELL FINANCIAL SERVICES  
Include your account number on your check or money order.

92MABL 08/30/05 07:20 0005915 20060421 6DA67103 DELBSPXD 2 OZ DOM 6DA6710000= 155077 BN

FAMILY AND CHILDREN SERVICE INC  
NATHAN NAPIER  
201 23RD AVE NORTH  
NASHVILLE, TN 37203-1501

**XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX**

DELL FINANCIAL SERVICES  
PAYMENT PROCESSING CENTER  
4307 COLLECTION CENTER DR.  
CHICAGO, IL 60693

50180120610010005299447700

Customer Reference Number:

Order Date: 03/29/2006

Order Number: 896309558

Contract Number: 501-8012061-001

DFS Customer Service: (877)577-3355

Online: <http://www.dell.com>**SOLD TO:**

FAMILY & CHILDREN SERVICES  
NAPIER NATHAN  
201 23RD AVE NORTH  
NASHVILLE, TN 37203

**SHIP TO:**

FAMILY & CHILDREN SERVICES  
POLLARD DONALD  
201 23RD AVE NORTH  
NASHVILLE, TN 37203

Ordered	Item Number	Description
21	320-2911	E773,17IN(16IN VIS)MONITOR,MG,PE/PESC,CU

Please use the enclosed Billing Statement  
to remit your monthly payment.

System Service Tag/ Serial Number(s)

Ship. and/or Handling	\$0.00
Subtotal	\$2,205.00
Tax	\$0.00
Order Total	\$2,205.00



NATHAN SERVICES  
201 23RD AVE NORTH  
NASHVILLE, TN 37203

00009491

Customer Service: (877)577-3355

SHIP TO:  
FAMILY & CHILDREN SERVICES  
POLLARD DONALD  
201 23RD AVE NORTH  
NASHVILLE, TN 37203

Ordered	Item Number	Description
21	221-4220	OPTI 170L,T,3.00GHZ,P4,1MB,800
21	420-3699	NTFS FILE SYSTEM,FACT
21	311-3480	512MB, NON-ECC, 400MHZ DDR, 2DIMM, 170L
21	310-5246	DELL USB,KYBD,NO HOT KEYS,OPTI 170L/210L
21	320-3704	NO MONITOR, OPTIPLEX
21	320-0428	INTEGRATED VIDEO,DVMT,GX270/GX280
21	341-0420	80GB EIDE 7200RPM, OPTI 170L
21	341-0425	NO OPTICAL OR NO FLOPPY, FILLER PANEL
21	464-2319	WXP PRO,SP2,W/MEDIA,OPTI,ENG
21	310-5202	USB ENTRY 2-BUTTON MOUSE,DELL,OPTI
21	430-0554	INT 10/100MB LOM W/ REMOTE WAKE-UP
21	313-2369	48X CDRW, OPTIPLEX 170L
21	313-8170	INTEGRATED AC97 AUDIO,OPTIPLEX
21	313-7168	RESOURCE CD W/DIAGNOSTICS,DRIVERS,OPTI
21	310-4721	ENERGY STAR LABEL OPTIPLEX
21	310-6197	QUICK REFERENCE GUIDE,OPTI 170L
21	461-3749	GUIDE, READ ME, CLIENT GOLD
21	902-4882	GOLD TECH SPT,3YR,OPTI
21	960-4960	NBD,OPTI,QLX,BSD,INIT
21	960-0422	NBD,OPTI,QLX,2YR EXT (BSD)
21	982-5709	INFO, OPTI 3 YEAR STANDARD PLAN
1	983-2207	INFO, SERVICES DELL
1	983-2217	INFO, SERVICES DELL
1	900-9987	ONSITE INSTL DECLINED
	464-5006	SYSTEM NOT ELIGIBLE FOR HARDWARE MAIL-IN
	462-4506	PURCHASE IS NOT INTENDED FOR RESELL
	464-5384	THANK YOU FOR CHOOSING DELL
	463-0742	SPECIAL OFFER

728.50  
E RECEIVED

used Billing Statement  
y payment

Serial Number(s)

91 4P4FR91 8P4FR91  
91 G75FR91 J00GR91  
91 H85FR91 295FR91  
91 9P4FR91 185FR91  
1 6N4FR91 285FR91

Ship. and/or Handling	\$0.00
Subtotal	\$11,088.00
Tax	\$0.00
Order Total	\$11,088.00

e.  
J1  
77  
jve  
jve

ANCIAL SERVICES  
money order.

7103 DELBSPKD 2 OZ DOM 60A6710000 155077 BN

FAMILY AND CHILDREN SERVICE INC  
NATHAN NAPIER  
201 23RD AVE NORTH  
NASHVILLE, TN 37203-1501

## Appendix B: Receipts

1. Telecommunications
  - a. Phone Systems
  - b. TTY equipment & headsets
  - c. Travel for phone programming
  - d. Quality Assurance (recording) equipment
  - e. Central Office Switching
2. Database
  - a. Resource House
  - b. Agency signatures for data entry
  - c. Family & Children's Service invoices for training
  - d. Invoice for postcard notice to agency that entry is complete
3. Computers
  - a. Dell invoices for computers & monitors
  - b. UPS invoices for shipping



SLIC:3722 ONE TIME PICKUP SCHED. PICKUP DATE: 04/26/2006  
2 OF 2 CUSTOMER RECEIPT CLOSING TIME: 05:00 PM  
TENNESSEE CORRECTION ACADEMY  
CONTACT LIFELINE  
SHIP 1314 SOUTH JACKSON STREET  
TO: TULLAHOMA TN 37388-2340  
MAIN OFFICE

**DRIVER COLLECT:**  
BILL TO: MASTERCARD 4828  
TOTAL CHARGE:

SHIPPING \$	18.19	WEIGHT (lb.)	39
DECLARED VALUE \$	2.50	DECLARED VALUE \$	500
MISCELLANEOUS \$	0.64	COD AMOUNT	
PACKAGE CHARGE \$ 21.33		0007PDS6ZT-06 SEQ-002 04/26/2006 04:22:14927:CCSC06	

UPS GROUND TRACKING #: 1Z 311 X10 03 3918 4498

SEE REVERSE SIDE



SLIC:3722 ONE TIME PICKUP SCHED. PICKUP DATE: 04/26/2006  
1 OF 4 CUSTOMER RECEIPT CLOSING TIME: 05:00 PM  
LYNN SORRELL  
CONTACT CONCERN OF NE TN  
SHIP 4405-1/2 OREBANK ROAD  
TO: KINGSPO RT TN 37664-2129  
MAIN OFFICE

**DRIVER COLLECT:**  
BILL TO: MASTERCARD 4828  
TOTAL CHARGE:

SHIPPING \$	16.85	WEIGHT (lb.)	39
DECLARED VALUE \$	2.50	DECLARED VALUE \$	500
MISCELLANEOUS \$	0.59	COD AMOUNT	
PACKAGE CHARGE \$ 19.94		0007PDS6ZT-06 SEQ-002 04/26/2006 04:22:14927:CCSC06	

UPS GROUND TRACKING #: 1Z 311 X10 03 3918 4621

SEE REVERSE SIDE



SLIC:3722 ONE TIME PICKUP SCHED. PICKUP DATE: 04/26/2006  
4 OF 6 CUSTOMER RECEIPT CLOSING TIME: 05:00 PM  
ANGIE SLEDGE  
UNITED WY OF GREATER CHATTANO O  
SHIP 630 MARKET STREET  
TO: CHATTANOOGA TN 37402-4801  
MAIN OFFICE

**DRIVER COLLECT:**  
BILL TO: MASTERCARD 4828  
TOTAL CHARGE:

SHIPPING \$	16.89	WEIGHT (lb.)	39
DECLARED VALUE \$	2.50	DECLARED VALUE \$	500
MISCELLANEOUS \$	0.59	COD AMOUNT	
PACKAGE CHARGE \$ 19.98		0007PDS6ZT-06 SEQ-002 04/26/2006 04:22:14927:CCSC06	

UPS GROUND TRACKING #: 1Z 311 X10 03 3918 4532

SEE REVERSE SIDE



SLIC:3722 ONE TIME PICKUP SCHED. PICKUP DATE: 04/26/2006  
1 OF 6 CUSTOMER RECEIPT CLOSING TIME: 05:00 PM  
ANGIE SLEDGE  
UNITED WY OF GREATER CHATTANO O  
SHIP 630 MARKET STREET  
TO: CHATTANOOGA TN 37402-4801  
MAIN OFFICE

**DRIVER COLLECT:**  
BILL TO: MASTERCARD 4828  
TOTAL CHARGE:

SHIPPING \$	15.12	WEIGHT (lb.)	30
DECLARED VALUE \$	2.50	DECLARED VALUE \$	500
MISCELLANEOUS \$	0.53	COD AMOUNT	
PACKAGE CHARGE \$ 18.15		0007PDS6ZT-06 SEQ-002 04/26/2006 04:22:14927:CCSC06	

UPS GROUND TRACKING #: 1Z 311 X10 03 3918 4505

SEE REVERSE SIDE



SLIC:3722 ONE TIME PICKUP SCHED. PICKUP DATE: 04/26/2006  
5 OF 6 CUSTOMER RECEIPT CLOSING TIME: 05:00 PM  
ANGIE SLEDGE  
UNITED WY OF GREATER CHATTANO O  
SHIP 630 MARKET STREET  
TO: CHATTANOOGA TN 37402-4801  
MAIN OFFICE

**DRIVER COLLECT:**  
BILL TO: MASTERCARD 4828  
TOTAL CHARGE:

SHIPPING \$	16.89	WEIGHT (lb.)	39
DECLARED VALUE \$	2.50	DECLARED VALUE \$	500
MISCELLANEOUS \$	0.59	COD AMOUNT	
PACKAGE CHARGE \$ 19.98		0007PDS6ZT-06 SEQ-002 04/26/2006 04:22:14927:CCSC06	



SLIC:3722 ONE TIME PICKUP SCHED. PICKUP DATE: 04/26/2006  
2 OF 4 CUSTOMER RECEIPT CLOSING TIME: 05:00 PM  
LYNN SORRELL  
CONTACT CONCERN OF NE TN  
SHIP 4405-1/2 OREBANK ROAD  
TO: KINGSPO RT TN 37664-2129  
MAIN OFFICE

**DRIVER COLLECT:**  
BILL TO: MASTERCARD 4828  
TOTAL CHARGE:

SHIPPING \$	16.85	WEIGHT (lb.)	30
DECLARED VALUE \$	2.50	DECLARED VALUE \$	500
MISCELLANEOUS \$	0.59	COD AMOUNT	
PACKAGE CHARGE \$ 19.94		0007PDS6ZT-06 SEQ-002 04/26/2006 04:22:14927:CCSC06	

UPS GROUND TRACKING #: 1Z 311 X10 03 3918 4630

SEE REVERSE SIDE

*Shipping Computer*



SLIC:3722 ONE TIME PICKUP SCHED. PICKUP DATE: 04/26/2006  
3 OF 4 CUSTOMER RECEIPT CLOSING TIME: 05:00 PM  
LYNN SORRELL  
CONTACT CONCERN OF NE TN  
SHIP 4405-1/2 OREBANK ROAD  
TO: KINGSPO RT TN 37664-2129  
MAIN OFFICE

**DRIVER COLLECT:**  
BILL TO: MASTERCARD 4828  
TOTAL CHARGE:

SHIPPING \$	19.47	WEIGHT (lb.)	39
DECLARED VALUE \$	2.50	DECLARED VALUE \$	500
MISCELLANEOUS \$	0.68	COD AMOUNT	
PACKAGE CHARGE \$ 22.65		0007PDS6ZT-06 SEQ-002 04/26/2006 04:22:14927:CCSC06	

UPS GROUND TRACKING #: 1Z 311 X10 03 3918 4649

SEE REVERSE SIDE



SLIC:3722 ONE TIME PICKUP SCHED. PICKUP DATE: 04/26/2006  
6 OF 6 CUSTOMER RECEIPT CLOSING TIME: 05:00 PM  
TERRIE WILLIAMS  
CLARKSVILL CRISIS CENTER  
SHIP 1300 MADISON STREET  
TO: CLARKSVILL TN 37040-3822  
MAIN OFFICE

**DRIVER COLLECT:**  
BILL TO: MASTERCARD 4828  
TOTAL CHARGE:

SHIPPING \$	16.89	WEIGHT (lb.)	39
DECLARED VALUE \$	2.50	DECLARED VALUE \$	500
MISCELLANEOUS \$	0.59	COD AMOUNT	
PACKAGE CHARGE \$ 19.98		0007PDS6ZT-06 SEQ-002 04/26/2006 04:22:14927:CCSC06	

UPS GROUND TRACKING #: 1Z 311 X10 03 3918 4612

SEE REVERSE SIDE



SLIC:3722 ONE TIME PICKUP SCHED. PICKUP DATE: 04/26/2006  
1 OF 2 CUSTOMER RECEIPT CLOSING TIME: 05:00 PM  
BARRY MATTHEWS  
UNITED WY OF WEST TN  
SHIP 1341 NORTH HIGHLAND AVENUE  
TO: JACKSON TN 38301-4018  
MAIN OFFICE

**DRIVER COLLECT:**  
BILL TO: MASTERCARD 4828  
TOTAL CHARGE:

SHIPPING \$	15.12	WEIGHT (lb.)	30
DECLARED VALUE \$	2.50	DECLARED VALUE \$	500
MISCELLANEOUS \$	0.53	COD AMOUNT	
PACKAGE CHARGE \$ 18.15		0007PDS6ZT-06 SEQ-002 04/26/2006 04:22:14927:CCSC06	

UPS GROUND TRACKING #: 1Z 311 X10 03 3918 4667

SEE REVERSE SIDE



SLIC:3722 ONE TIME PICKUP SCHED. PICKUP DATE: 04/26/2006  
5 OF 6 CUSTOMER RECEIPT CLOSING TIME: 05:00 PM  
TERRIE WILLIAMS  
CLARKSVILL CRISIS CENTER  
SHIP 1300 MADISON STREET  
TO: CLARKSVILL TN 37040-3822  
MAIN OFFICE

**DRIVER COLLECT:**  
BILL TO: MASTERCARD 4828  
TOTAL CHARGE:

SHIPPING \$	16.89	WEIGHT (lb.)	39
DECLARED VALUE \$	2.50	DECLARED VALUE \$	500
MISCELLANEOUS \$	0.59	COD AMOUNT	
PACKAGE CHARGE \$ 19.98		0007PDS6ZT-06 SEQ-002 04/26/2006 04:22:14927:CCSC06	

SLIC:3722 ONE TIME PICKUP SCHED. PICKUP DATE: 04/26/2006  
3 OF 6 CUSTOMER RECEIPT CLOSING TIME: 05:00 PM  
ANGIE SLEDGE  
UNITED WY OF GREATER CHATTANOO  
630 MARKET STREET  
CHATTANOOGA TN 37402-4801  
MAIN OFFICE

**DRIVER COLLECT:**  
BILL TO: MASTERCARD 4828  
TOTAL CHARGE:

SHIPPING \$	15.12	WEIGHT (lb.) 30
DECLARED VALUE \$	2.50	DECLARED VALUE \$ 500
MISCELLANEOUS \$	0.53	COD AMOUNT
PACKAGE CHARGE \$ 18.15		0007PDS6ZT-06 SEQ-002 04/26/2006 04:22:14927:CCSC06

PS GROUND TRACKING #: 1Z 311 X10 03 3918 4523

SEE REVERSE SIDE

SLIC:3722 ONE TIME PICKUP SCHED. PICKUP DATE: 04/26/2006  
2 OF 2 CUSTOMER RECEIPT CLOSING TIME: 05:00 PM  
DWIGHT MACPHERSON  
CONTACT MINISTRIES  
SHIP 617 UNIVERSITY PARKWAY  
TO: JOHNSON CITY TN 37604-7362  
MAIN OFFICE

**DRIVER COLLECT:**  
BILL TO: MASTERCARD 4828  
TOTAL CHARGE:

SHIPPING \$	19.47	WEIGHT (lb.) 39
DECLARED VALUE \$	2.50	DECLARED VALUE \$ 500
MISCELLANEOUS \$	0.68	COD AMOUNT
PACKAGE CHARGE \$ 22.65		0007PDS6ZT-06 SEQ-002 04/26/2006 04:22:14927:CCSC06

UPS GROUND TRACKING #: 1Z 311 X10 03 3918 4470

SEE REVERSE SIDE

SLIC:3722 ONE TIME PICKUP SCHED. PICKUP DATE: 04/26/2006  
2 OF 6 CUSTOMER RECEIPT CLOSING TIME: 05:00 PM  
TERRIE WILLIAMS  
CLARKSVILL CRISES CENTER  
SHIP 1300 MADISON STREET  
TO: CLARKSVILLE TN 37040-3822  
MAIN OFFICE

**DRIVER COLLECT:**  
BILL TO: MASTERCARD 4828  
TOTAL CHARGE:

SHIPPING \$	15.12	WEIGHT (lb.) 30
DECLARED VALUE \$	2.50	DECLARED VALUE \$ 500
MISCELLANEOUS \$	0.53	COD AMOUNT
PACKAGE CHARGE \$ 18.15		0007PDS6ZT-06 SEQ-002 04/26/2006 04:22:14927:CCSC06

UPS GROUND TRACKING #: 1Z 311 X10 03 3918 4578

SEE REVERSE SIDE

SLIC:3722 ONE TIME PICKUP SCHED. PICKUP DATE: 04/26/2006  
3 OF 6 CUSTOMER RECEIPT CLOSING TIME: 05:00 PM  
TERRIE WILLIAMS  
CLARKSVILL CRISES CENTER  
SHIP 1300 MADISON STREET  
TO: CLARKSVILLE TN 37040-3822  
MAIN OFFICE

**DRIVER COLLECT:**  
BILL TO: MASTERCARD 4828  
TOTAL CHARGE:

SHIPPING \$	15.12	WEIGHT (lb.) 30
DECLARED VALUE \$	2.50	DECLARED VALUE \$ 500
MISCELLANEOUS \$	0.53	COD AMOUNT
PACKAGE CHARGE \$ 18.15		0007PDS6ZT-06 SEQ-002 04/26/2006 04:22:14927:CCSC06

UPS GROUND TRACKING #: 1Z 311 X10 03 3918 4587

SEE REVERSE SIDE

SLIC:3722 ONE TIME PICKUP SCHED. PICKUP DATE: 04/26/2006  
1 OF 2 CUSTOMER RECEIPT CLOSING TIME: 05:00 PM  
DWIGHT MACPHERSON  
CONTACT MINISTRIES  
SHIP 617 UNIVERSITY PARKWAY  
TO: JOHNSON CITY TN 37604-7362  
MAIN OFFICE

**DRIVER COLLECT:**  
BILL TO: MASTERCARD 4828  
TOTAL CHARGE:

SHIPPING \$	16.85	WEIGHT (lb.) 30
DECLARED VALUE \$	2.50	DECLARED VALUE \$ 500
MISCELLANEOUS \$	0.59	COD AMOUNT

SLIC:3722 ONE TIME PICKUP SCHED. PICKUP DATE: 04/26/2006  
1 OF 6 CUSTOMER RECEIPT CLOSING TIME: 05:00 PM  
TERRIE WILLIAMS  
CLARKSVILL CRISES CENTER  
SHIP 1300 MADISON STREET  
TO: CLARKSVILLE TN 37040-3822  
MAIN OFFICE

**DRIVER COLLECT:**  
BILL TO: MASTERCARD 4828  
TOTAL CHARGE:

SHIPPING \$	15.12	WEIGHT (lb.) 30
DECLARED VALUE \$	2.50	DECLARED VALUE \$ 500
MISCELLANEOUS \$	0.53	COD AMOUNT
PACKAGE CHARGE \$ 18.15		0007PDS6ZT-06 SEQ-002 04/26/2006 04:22:14927:CCSC06

UPS GROUND TRACKING #: 1Z 311 X10 03 3918 4569

SEE REVERSE SIDE

SLIC:3722 ONE TIME PICKUP SCHED. PICKUP DATE: 04/26/2006  
4 OF 4 CUSTOMER RECEIPT CLOSING TIME: 05:00 PM  
LYNN SORRELL  
CONTACT CONCERN OF NE TN  
SHIP 4405-1/2 OREBANK ROAD  
TO: KINGSPO RT TN 37664-2129  
MAIN OFFICE

**DRIVER COLLECT:**  
BILL TO: MASTERCARD 4828  
TOTAL CHARGE:

SHIPPING \$	19.47	WEIGHT (lb.) 39
DECLARED VALUE \$	2.50	DECLARED VALUE \$ 500
MISCELLANEOUS \$	0.68	COD AMOUNT
PACKAGE CHARGE \$ 22.65		0007PDS6ZT-06 SEQ-002 04/26/2006 04:22:14927:CCSC06

UPS GROUND TRACKING #: 1Z 311 X10 03 3918 4658

SEE REVERSE SIDE

SLIC:3722 ONE TIME PICKUP SCHED. PICKUP DATE: 04/26/2006  
2 OF 2 CUSTOMER RECEIPT CLOSING TIME: 05:00 PM  
BARRY MATTHEWS  
UNITED WAY OF WEST TN  
SHIP 1341 NORTH HIGHLAND AVENUE  
TO: JACKSON TN 38301-4018  
MAIN OFFICE

**DRIVER COLLECT:\$0.00**  
BILL TO: MASTERCARD 4828  
TOTAL CHARGE: \$ 435.50

SHIPPING \$	16.89	WEIGHT (lb.) 39
DECLARED VALUE \$	2.50	DECLARED VALUE \$ 500
MISCELLANEOUS \$	0.59	COD AMOUNT
PACKAGE CHARGE \$ 19.98		0007PDS6ZT-06 SEQ-002 04/26/2006 04:22:14927:CCSC06

UPS GROUND TRACKING #: 1Z 311 X10 03 3918 4676

SEE REVERSE SIDE

SLIC:3722 ONE TIME PICKUP SCHED. PICKUP DATE: 04/26/2006  
6 OF 6 CUSTOMER RECEIPT CLOSING TIME: 05:00 PM  
ANGIE SLEDGE  
UNITED WY OF GREATER CHATTANOO  
SHIP 630 MARKET STREET  
TO: CHATTANOOGA TN 37402-4801  
MAIN OFFICE

**DRIVER COLLECT:**  
BILL TO: MASTERCARD 4828  
TOTAL CHARGE:

SHIPPING \$	16.89	WEIGHT (lb.) 39
DECLARED VALUE \$	2.50	DECLARED VALUE \$ 500
MISCELLANEOUS \$	0.59	COD AMOUNT
PACKAGE CHARGE \$ 19.98		0007PDS6ZT-06 SEQ-002 04/26/2006 04:22:14927:CCSC06

UPS GROUND TRACKING #: 1Z 311 X10 03 3918 4550

SEE REVERSE SIDE

SLIC:3722 ONE TIME PICKUP SCHED. PICKUP DATE: 04/26/2006  
4 OF 6 CUSTOMER RECEIPT CLOSING TIME: 05:00 PM  
TERRIE WILLIAMS  
CLARKSVILL CRISES CENTER  
SHIP 1300 MADISON STREET  
TO: CLARKSVILLE TN 37040-3822  
MAIN OFFICE

**DRIVER COLLECT:**  
BILL TO: MASTERCARD 4828  
TOTAL CHARGE:

SHIPPING \$	16.89	WEIGHT (lb.) 39
DECLARED VALUE \$	2.50	DECLARED VALUE \$ 500
MISCELLANEOUS \$	0.59	COD AMOUNT



SLIC:3722

**ONE TIME PICKUP  
CUSTOMER RECEIPT**

SCHED. PICKUP DATE: 04/26/2006

CLOSING TIME: 05:00 PM

MAIN OFFICE

2 OF 6

ANGIE SLEDGE

UNITED WY OF GREATER CHATTANOO

SHIP 630 MARKET STREET

TO: CHATTANOOGA TN 37402-4801

**DRIVER COLLECT:**

BILL TO: MASTERCARD 4828

TOTAL CHARGE:

SHIPPING \$	15.12
DECLARED VALUE \$	2.50
MISCELLANEOUS \$	0.53

PACKAGE CHARGE \$ 18.15

WEIGHT (lb.)	30
DECLARED VALUE \$	500
COD AMOUNT	

0007PDS6ZT-06 SEQ-002  
04/26/2006 04:22:14927:CCSC06**UPS GROUND**

TRACKING #: 1Z 311 X10 03 3918 4514

SEE REVERSE SIDE



SLIC:3722

**ONE TIME PICKUP  
CUSTOMER RECEIPT**

SCHED. PICKUP DATE: 04/26/2006

CLOSING TIME: 05:00 PM

MAIN OFFICE

1 OF 2

TENASSEE CORECTION ACADEMY

CONTACT LIFELINE

SHIP 1314 SOUTH JACKSON STREET

TO: TULLAHOMA TN 37388-2340

**DRIVER COLLECT:**

BILL TO: MASTERCARD 4828

TOTAL CHARGE:

SHIPPING \$	16.42
DECLARED VALUE \$	2.50
MISCELLANEOUS \$	0.57

PACKAGE CHARGE \$ 19.49

WEIGHT (lb.)	30
DECLARED VALUE \$	500
COD AMOUNT	

0007PDS6ZT-06 SEQ-002  
04/26/2006 04:22:14927:CCSC06**UPS GROUND**

TRACKING #: 1Z 311 X10 03 3918 4489

SEE REVERSE SIDE

## Appendix C: General Ledger

TRX Date	Account Number	Account Description	Debit Amount
4/30/2006	150-9650-311	Phone Chatt	\$4,332.00
4/30/2006	150-9650-311	Phone Chatt	\$11,059.27
5/3/2006	150-9650-311	Resource House	\$30,000.00
5/10/2006	150-9650-311	Phone Nash	\$2,467.81
5/10/2006	150-9650-311	Computers	\$13,728.50
5/11/2006	150-9650-311	Headsets Nash	\$699.70
5/11/2006	150-9650-311	Headsets Jackson	\$273.40
5/11/2006	150-9650-311	Headsets JC	\$273.40
5/11/2006	150-9650-311	Headsets King	\$273.40
5/11/2006	150-9650-311	Headsets Clark	\$273.40
5/11/2006	150-9650-311	Headsets Tull	\$273.40
5/25/2006	150-9650-311	TTY Nash	\$736.12
5/25/2006	150-9650-311	TTY JC	\$213.57
5/25/2006	150-9650-311	TTY Tull	\$213.57
5/25/2006	150-9650-311	TTY Memphis	\$526.89
5/25/2006	150-9650-311	TTY Clarksville	\$213.57
5/25/2006	150-9650-311	TTY Kingsport	\$213.57
5/25/2006	150-9650-311	TTY	\$6,624.00
5/25/2006	150-9650-311	Recording Equipment	\$1,294.10
5/26/2006	150-9650-311	TTY Chatt	\$213.57
5/26/2006	150-9650-311	TTY Jackson	\$213.57
5/31/2006	150-9650-311	RES Funding - TRA 211 Project 211 Project	\$12,916.30
5/31/2006	150-9650-311	Data Entry	\$27,120.00
5/31/2006	150-9650-311	Data Entry	\$27,120.00
5/31/2006	150-9650-311	Phone Chatt	\$27,648.18
6/2/2006	150-9650-311	Data Entry	\$18,984.00
6/13/2006	150-9650-311	Data Entry	\$2,712.00
6/13/2006	150-9650-311	Data Entry	\$56,952.00
6/13/2006	150-9650-311	Data Entry	\$3,616.00
6/13/2006	150-9650-311	Data Entry	\$3,616.00
6/13/2006	150-9650-311	Data Entry	\$5,424.00
6/14/2006	150-9650-311	Data Entry	\$9,040.00
6/15/2006	150-9650-311	Phone King	\$5,007.07
6/23/2006	150-9650-311	Resource House	\$6,000.00
7/13/2006	150-9650-311	Switch	\$464.20
7/27/2006	150-9650-311	Data Entry	\$525.00
8/3/2006	150-9650-311	Phone Tull	\$10,976.76
8/3/2006	150-9650-311	Phone Clark	\$9,387.22
8/24/2006	150-9650-311	Phone Jackson (credit	-1,147.45
8/31/2006	150-9650-311	Phone Trip Tull	\$72.98
9/11/2006	150-9650-311	Switch	\$525.00
9/21/2006	150-9650-311	Switch	\$1,500.00
9/21/2006	150-9650-311	Switch	\$700.00
9/21/2006	150-9650-311	Trip, East TN	\$407.80
9/29/2006	150-9650-311	Phone JC	\$9,282.73
10/17/2006	150-9650-311	Switch	\$26,060.40
10/17/2006	150-9650-311	Phone Chatt	\$6,213.41
10/20/2006	150-9650-311	Phone Chatt	\$13,088.90

10/27/2006150-9650-311	Trip, East TN	\$35.10
10/31/2006150-9650-311	Database Training	\$10,000.00
10/31/2006150-9650-311	Database Training	\$261.00
11/1/2006150-9650-311	Phone Jack	\$347.60
11/1/2006150-9650-311	Phone Tull	\$272.60
11/22/2006150-9650-311	Trip, West TN	\$224.64
		\$369,470.25
CO Programming	Projected invoice to TEC	\$2,159.60
	Total	\$371,629.85

## Appendix D: Database development

### 67 Counties Complete:

1. Nashville and Knoxville: Family & Children's Service (37 counties in Middle Tennessee) and Knoxville Knox County CAC (16 counties in East Tennessee)
  - a. Data on CD in two parts due to size (pdf format)
  - b. Data online <http://www.resourcehouse.com/en/tn/cgi-bin/location.asp>
2. Tullahoma: Contact Lifeline of the Highland Rim (4 counties in South Central Tennessee)
  - a. Data on CD
3. Chattanooga: United Way of Greater Chattanooga (10 counties in Southeast Tennessee)
  - a. UWGC using Service Point software required by HUD grant
  - b. Database entry complete but Service Point cannot create a pdf
  - c. Data online <http://cg.servicept.com/chattanooga/findhelp/findhelp.php>

### 28 Counties in progress:

1. Jackson: United Way of West Tennessee (10 counties in West Tennessee)
  - a. UWWT experienced a few networking delays
  - b. Data collection is complete; data entry is still in progress
  - c. CD includes database as of early December
4. Kingsport: Contact-Concern of Northeast Tennessee (5 counties in Northeast Tennessee)
  - a. Northlight Software managed a data conversion from their old database which was in another program called Refer
  - b. CCNT is in the process of verifying the data after the conversion
  - c. CD includes database as of mid-December, 35% verified
5. Johnson City: Contact Ministries (4 counties in Northeast Tennessee)
  - a. Data entry in progress, unable to generate pdf and not online
6. Memphis: Memphis Public Library (6 counties in West Tennessee)
  - a. Data entry complete in Shelby, Tipton, Fayette, and Lauderdale



- b. Data collection and entry in progress for Lake and Obion
  - c. CD includes database as of early December
  - d. Data online <http://www.resourcehouse.com/en/memphis/cgi-bin/location.asp>
7. Clarksville: Clarksville Crisis Center (3 counties in Middle Tennessee)
- a. Data collection and entry in progress, unable to generate a pdf and not online