

**PRICELIST**

**for**

**State of Ohio State Term Schedule**

**Contractor: AllClear ID, Inc.**

**Pricing Effective as of May 15, 2013**

**Contract # \_\_\_\_\_**

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## **EXHIBIT A - Description of Corporate Services**

**Following are the Corporate Services AllClear ID can provide to the State in response to data breach events.**

### **Data Lookup Services**

For the purpose of improving mailability and/or the overall experience for the affected individual receiving notification, AllClear ID can provide Data Lookup Services including, but not limited to, Address Lookup, Deceased Lookup and Social Security Number (SSN) Verification. Data Lookup Services are recommended if address or other data is more than two years old to ensure successful contact of the most people in the population affected by the data breach event.

### **Call Center Services**

AllClear ID provides Call Center Services for all sizes of breach events. With this service, AllClear ID will handle all inbound or outbound phone support required to notify and/or support the State's affected population.

1. Standard Call Center Services include:
  - a. Toll-free number
  - b. White label support experience available upon request (i.e. "Thank you for calling the {STATE ENTITY} Assistance Line")
  - c. Answering up to 10 FAQs about the event and product support. Note: FAQs will be specific to each breach event, and the State will supply all such FAQs to be used for breach response.
  - d. Qualifying callers and providing paths for escalation
  - e. Weekly Call Center Activity Reports
  - f. TDD services are available for assistance with hearing impaired callers at no additional charge
2. Additional FAQ items can be supported for an additional cost.

### **Call Center Reports**

AllClear ID will provide the State with a weekly call report including total calls, total calls answered, total abandoned calls, call abandonment rate, and average speed of answer (ASA).

### **Mail Notification Services**

AllClear ID provides mail notification services for all sizes of breach events. With this service, AllClear ID will handle letter proofing, printing, mailing and return mail management in coordination with your team. In addition, AllClear ID will provide the appropriate text for notification letters that describes, in general, the AllClear ID products and Services to be offered to the affected population. The State may not include additional marketing or promotional information about AllClear ID products and Services that is not provided by AllClear ID directly. Product-specific language for each breach event can be provided upon request, on condition that AllClear ID reviews and approves the notification letter(s) prior to printing. Neither the general nor the product-specific descriptions may be revised or modified in any way by the State without AllClear ID's express written permission.

1. Standard Mail Notification Services include:
  - a. First-class postage
  - b. #10 security double-windowed envelope
  - c. AllClear ID Mail in Registration Form ("MIRF")
  - d. #9 business reply envelope
  - e. One page notification letter (can be printed duplex)
  - f. One page supplemental information letter, printed duplex (state-specific requirements)
  - g. One letter version/template
2. All letters are printed in black ink. Color ink can be provided at an additional cost.
3. Additional letter versions/templates are available for an additional fee per version/template.
4. Additional pages can be added to the notification letter at an additional cost per page.

**NOTE:** Both Mail Notification and/or Call Center Services can be provided via two service level timelines: Standard Service and Express Service. Standard Service requires five (5) business days from receipt of all State's deliverables [notification letter template (with logo sample and signature file), FAQs, and affected individual's information required for mailing] to mailing of notification letters and/or call center go-live. Express Service requires two (2) business days from receipt of State's deliverables (including all of the above, plus a print-ready version of the notification letter) to mailing of notification letter and/or call center go-live.

## **Enrollment Services**

1. AllClear ID provides web-based enrollment for all breach events at no additional cost. As part of this service, the State will be provided with:
  - a. A breach offer web page hosted by AllClear ID that includes the specific AllClear ID End User Services plan being provided, the duration of service, a State entity logo (as desired), Customer Support phone numbers, and up to 2 links to external web resources.
  - b. All affected individuals enrolling in the Service will require an AllClear ID event-specific redemption code in order to redeem the sponsored offering.
  - c. The breach offer web page is hosted at <http://enroll.allclearid.com> and can be referenced directly or be located through search using the provided redemption code.
  - d. A custom breach offer web page can be provided at an additional cost.
2. AllClear ID can provide Mail-In Registration Form (“MIRF”) enrollment services as part of a breach event. As part of this service, the affected individual will be provided with an enrollment form and postage prepaid business reply envelope as part of their Mail Notification. AllClear ID will manage the process of scanning and entering the MIRFs.
3. Phone enrollment services can be provided for an additional cost.

## **Enrollment Reports**

AllClear ID will make a monthly enrollment report available, through a secure portal that provides the State with the total number of adults and minors enrolled in AllClear Credit Monitoring.

## EXHIBIT A-1 -- Pricing for Corporate Services

### Data Lookup Services (Address Lookup, Deceased Lookup, or SSN Verification)

<b># of Records Searched</b>	0 - 1,000	1,001-10,000	10,001 - 50,000	50,001 - 100,000	100,001 - 500,000	500,001 – 1,000,000	1,000,001 +
<b>Price per Record Searched (per each service)</b>	\$2.00	\$1.89	\$1.65	\$1.58	\$1.51	\$1.45	\$1.40

### Notification and Call Center Services (Standard Service)

<b>Event Size</b>	<b>Call Center Services</b>	<b>Mail Notification Services<sup>1</sup></b>	<b>Mail Notification &amp; Call Center Services (combined)<sup>1,2</sup></b>
<i>Affected Population</i>	<i>Price per Affected</i>	<i>Price per Affected</i>	<i>Price per Affected</i>
0 - 1,000	\$1.10	\$1.80	\$2.84
1,001-10,000	\$1.00	\$1.70	\$2.65
10,001 - 50,000	\$0.80	\$1.40	\$2.16
50,001 - 100,000	\$0.70	\$1.20	\$1.86
100,001 - 500,000	\$0.60	\$1.10	\$1.67
500,001 – 1,000,000	\$0.50	\$1.00	\$1.47
1,000,001 +	\$0.45	\$0.95	\$1.37

<sup>1</sup> Prices include postage based on postage fees as of the Effective Date of the Price List. Prices may vary based on postage increases or if notification kit weight exceeds one ounce.

<sup>2</sup> Includes standard Mail Notification Services, Enrollment Services (including phone enrollments), and Call Center Reports/Enrollment Reports.

## **Notification and Call Center Services (Express Service)**

<b>Event Size</b>	<b>Call Center Services</b>	<b>Notification Services <sup>1</sup></b>	<b>Notification &amp; Call Center Services (combined) <sup>1,2</sup></b>
<i>Affected Population</i>	<i>Setup Fee + Price per Affected</i>	<i>Setup Fee + Price per Affected</i>	<i>Setup Fee + Price per Affected</i>
0 - 1,000	\$2,500 setup fee + \$4.32	\$3,000 setup fee + \$4.80	\$5,225 setup fee + \$ 8.66
1,001-10,000	\$2,500 setup fee + \$4.14	\$3,000 setup fee + \$4.60	\$5,225 setup fee + \$8.30
10,001 - 50,000	\$2,500 setup fee + \$3.96	\$3,000 setup fee + \$4.40	\$5,225 setup fee + \$7.94

<sup>1</sup> Prices include postage based on postage fees as of the Effective Date of the Agreement. Prices may vary based on postage increases or if notification kit weight exceeds one ounce.

<sup>2</sup> Includes express Mail Notification Services, Enrollment Services (including phone enrollments) and Call CenterReports/Enrollment Reports.

## **Additional Services (fees in addition to those above)**

<b>Service</b>	<b>Fee</b>
Administration Fee for Events with Affected Populations containing fewer than 1,000 members for which Notification and/or Call Center Services are provided	\$750.00
Additional FAQ Questions (price per question)	\$375.00
Additional Letter Versions/Templates (price per each additional version/template)	\$250.00
Translation Services for Notification Letter & FAQ (price per language)	\$1,875.00
Phone Enrollment Services (price per phone enrollment)	\$10.00
Additional Pages in Notification Letter (price per page, duplex)	\$0.33
Custom Invoicing Process	\$25 per invoice

## **EXHIBIT B - Description of End User Services**

Following are the End User Services that the State may purchase for individuals affected by a data breach event.

### ***END USER SERVICES:***

#### **AllClear Identity Protection Plans for Adults**

**AllClear ID PLUS** for adults includes the following features: Complete Identity Repair, Fraud Detection, AllClear Phone Alerts, Lost Wallet Protection, and \$1MM Identity Theft Insurance coverage. The AllClear ID PLUS plan **does not** include Credit Monitoring through credit bureau(s). Each of these features is more fully described below.

**AllClear ID PRO** for adults includes the following features: Complete Identity Repair, Fraud Detection, AllClear Phone Alerts, Lost Wallet Protection, \$1MM Identity Theft Insurance coverage, and Credit Monitoring through credit bureau(s). Each of these features is more fully described below.

#### **AllClear Identity Protection Plans for Minors (Under 18)**

**AllClear ID PLUS** for minors includes the following features: Complete Identity Repair, Fraud Detection, AllClear Phone Alerts, one free ChildScan Report during the one-year term, and \$1MM Identity Theft Insurance coverage. The AllClear ID PLUS plan for minors **does not** include Credit Monitoring through credit bureau(s). Each of these features is more fully described below.

**AllClear ID PRO** for minors includes the following features: Complete Identity Repair, Fraud Detection, AllClear Phone Alerts, two complete ChildScan searches during the one-year term, and \$1MM Identity Theft Insurance coverage. Aside from bi-annual ChildScan searches, the AllClear ID PRO plan for minors **does not** include continuous Credit Monitoring through credit bureau(s). Each of these features is more fully described below.

#### **AllClear ID Identity Protection Plan Features**

##### **Complete Identity Repair (CIR)**

With AllClear Complete Identity Repair (CIR), a dedicated case manager will be provided and will work with creditors and credit bureaus to help repair the affected Subscriber's identity and help repair their credit to its accurate state should they become a victim of identity fraud. The case manager will conduct all necessary activity to restore the victim's identity including but limited to: proactively searching for all undiscovered activity using credit and other data sources, complete all required documentation and initiate disputes with all credit bureaus and affected institutions, provide regular status updates and confirm with the victim when their identity has been fully restored. The investigator will also assist the victim in establishing appropriate prevention measures going forward. CIR is implemented when the affected individual discovers fraud or identity theft and calls AllClear ID to report the issue.

##### **Fraud Detection**

AllClear ID scans Subscriber data, including credit card numbers, Social Security Numbers and emails, against aggregated data sources, maintained by top security researchers that contain stolen and compromised consumer data.

##### **AllClear Phone Alerts**

1. When AllClear ID receives a notification from the selected national credit bureau(s) or determines that the Subscriber's identity has been found through Fraud Detection, the service shall attempt to deliver an alert to the Subscriber via phone.
2. AllClear ID shall attempt to contact Subscriber at up to three phone numbers provided by the Subscriber during registration or through their account profile.
3. In cases where Subscriber cannot be reached, AllClear ID shall attempt to leave a voice mail and/or send an e-mail to the registered Subscriber.

##### **Lost Wallet Protection**

AllClear Investigators help a Subscriber cancel and replace his/her credit and debit cards if his/her wallet is lost or stolen.

## **ChildScan**

1. AllClear ID ChildScan is an identity theft product for minors that searches databases for accounts tied to a minor's Social Security Number at the three national credit bureaus (TransUnion, Equifax and Experian), in national public records databases and in national utilities databases, regardless of the name or birth date. ChildScan search is performed twice annually.
2. The AllClear ID ChildScan Report is an identity theft product for minors that searches all credit records with a minor's Social Security Number, regardless of name or birth date. The ChildScan Report can be performed one time per enrolled minor.
3. If a minor's Social Security Number is determined to have a credit record on file through ChildScan or ChildScan Report, AllClear ID will work to remove the credit history from the record and the minor's identity information will be placed in a database with TransUnion. This database is used to alert creditors about potential credit fraud. The minor's information will stay on record until he or she turns 17 years of age.

## **Identity Theft Insurance**

1. AllClear ID products provide the Subscriber with identity theft insurance, where allowed by law, if elected by the State in a statement of work. AllClear ID products include insurance policies in the amount of \$1,000,000.
2. The Identity Theft Insurance is underwritten by insurance company subsidiaries or affiliates of Chartis Inc., and benefits are more fully described on Exhibit B-1 of this Price List.

## **AllClear Credit Monitoring**

1. A Subscriber may be provided access to single or triple bureau monitoring, as elected by the State in the SOW.
2. Single bureau monitoring will be activated upon Subscriber's registration for the service. In order to receive credit monitoring alerts from all three credit bureaus, a Subscriber must log into the user profile and activate the Triple Bureau Option (TBO) and accept the terms of AllClear ID's alert filtering policy. Because triple bureau monitoring can produce a substantial number of phone alerts to the Subscriber (caused by duplicate alerts from the three credit bureaus), AllClear ID has developed an advanced filtering technology designed to reduce duplicate phone calls; however, it raises the possibility that a valid alert may not be delivered. In all cases where credit monitoring is included, Subscriber continues to be protected by the AllClear ID single bureau monitoring, insurance and identity repair services. Subscribers should be aware that mailed registrations may take up to ten (10) business days before the registration is received and Subscriber is able to log-in to activate the triple bureau monitoring feature.
3. AllClear ID will request to enroll Subscriber in credit monitoring services, which provide alerts originating from the national credit bureau(s) (TransUnion, Equifax, or Experian). If the enrollment request is unsuccessful, due to incomplete or inaccurate information, AllClear ID will make a reasonable effort to contact the Subscriber to correct any errors in Subscriber's personal information and re-issue the enrollment request. In the event that an enrollment request is unsuccessful, Subscriber will still be protected by identity theft insurance and identity repair services.

## **AllClear Long-Term Protection**

1. AllClear Long-Term Protection provides non-expiring, basic identity protection for Subscribers after their State-paid premium coverage ends, at no additional cost to the Subscriber or to the State.
2. AllClear ID Long-Term Protection is delivered to the Subscriber under the product name AllClear ID BASIC. The Basic Plan provides the Subscriber with Fraud Detection, AllClear Phone Alerts, and Assisted Repair Services (ARS).
3. Subscribers with PLUS or PRO coverage are auto-enrolled in the AllClear ID BASIC plan when their coverage ends, and may cancel at any time.

## **Assisted Repair Services (ARS)**

With Assisted Repair Services (ARS), an AllClear Investigator will provide identity theft counseling and access to identity theft resources.

## **EXHIBIT B-1 – Summary Description of Benefits for Identity Theft Insurance**

### **Summary Description of Benefits for the Personal Internet & Identity Theft Insurance Coverage Master Policy**

This Summary is provided to inform you that as a member of AllClear ID, Inc. (formerly “Debix”) enrolled in (i) AllClear ID Pro or (ii) AllClear ID Plus, you have access to the benefits under the Personal Internet & Identity Theft insurance program (“Membership Program”) issued by Chartis Specialty Lines Insurance Company, a subsidiary of Chartis, Inc. (“the Insurer”). This Summary Description of Benefits does not state all the terms, conditions, and exclusions of the Policy. Your benefits will be subject to all of the terms, conditions, and exclusions of the Master Policy, even if they are not mentioned in this Summary. A complete copy of the Policy will be provided upon request.

The Master Policy of Fraud Safeguard Coverage for New York Insureds and the Master Policy of Personal Internet/Identity Coverage for non-New York Insureds (collectively, the “Master Policy”) has been issued to: AllClear ID, Inc. (the “**Master Policy Holder**”), under Policy Numbers: **1423214** and **916401** respectively underwritten by Chartis Specialty Line Insurance Company and Illinois National Insurance Company, which are both insurance company subsidiaries or affiliates of Chartis Inc., to provide benefits as described in this Summary.

### **General Information**

Should you have any questions regarding the Membership Program provided by the Master Policyholder, or wish to view a complete copy of the Master Policy, please call the customer service number located in your membership materials.

### **Limit of Insurance**

Aggregate Limit of Insurance per insured:	\$1,000,000	per policy period
Lost Wages	\$500	per week, for 4 weeks maximum
Deductible	\$0	per policy period

### **Filing a Claim**

To file a claim under the Master Policy, contact: **1-866-434-3572**

**This is a group master policy issued to AllClear ID, Inc. for the benefit of AllClear ID consumers. If this master policy is terminated, your benefits will cease effective that date. It is the obligation of the master policyholder to inform you of any termination of the master policy.**

### **BENEFITS**

The Insurer shall pay you for the following:

- a. Costs
  - i. Reasonable and necessary costs incurred by you in the United States for re-filing applications for loans, grants or other credit instruments that are rejected solely as a result of a stolen identity event;
  - ii. Reasonable and necessary costs incurred by you in the United States for notarizing affidavits or other similar documents, long distance telephone calls and postage solely as a result of your efforts to report a stolen identity event and/or amend or rectify records as to your true name or identity as a result of a stolen identity event;
  - iii. Reasonable and necessary costs incurred by the insured for up to six credit reports from established credit bureaus (with no more than two reports from any one credit bureau) dated within 12 months after your knowledge or discovery of a stolen identity event.
- b. Lost Wages  
Actual lost wages earned in the United States, whether partial or whole days, for time reasonably and necessarily taken off work and away from your work premises solely as a result of your efforts to amend or rectify records as to your true name or identity as a result of a stolen identity event. Actual lost wages includes remuneration for vacation days, discretionary days, floating holidays, and paid personal days but not for sick days or any cost arising from time taken from self-employment. Coverage is limited to wages lost within twelve months after your discovery of a stolen identity event.  
The maximum amount of loss wages payable under the Master Program is \$500 per week for a maximum of 4 weeks.
- c. Legal Defense Fees and Expenses  
Reasonable and necessary fees and expenses incurred in the United States by you with our consent for an attorney approved by us for:
  - i. Defending any civil suit brought against you by a creditor or collection agency or entity acting on behalf of a creditor for non-payment of goods or services or default on a loan as a result of a stolen identity event; and
  - ii. Removing any civil judgment wrongfully entered against you as a result of the stolen identity event.

A stolen identity event is the theft or your personal identification, social security number, or other method of identifying you, which has or could reasonably result in the wrongful use of such information, including but not limited to stolen identity events occurring on or arising out of your use of the Internet. A stolen identity event does not include the theft or unauthorized or illegal use of your business name, d/b/a or any other method of identifying your business activity.

- d. Stolen Funds Loss

Stolen funds loss includes principal amount, exclusive of interests and fees, incurred by you and caused by an unauthorized electronic fund transfer provided you first seek reimbursement from the financial institution which issued the access device and holds the account from which the funds were stolen. Stolen funds loss does not include any amount for which you received reimbursement from any other source.

Unauthorized electronic fund transfer means an electronic fund transfer from your account initiated by a person other than you without the actual authority to initiate the transfer and from which you receive no benefit. An unauthorized electronic fund transfer does not include an electronic fund transfer initiated: (1) by a person who was furnished the access device to your account by you, unless, you had notified the financial institution that the transfer by such person are no longer authorized; (2) with fraudulent by you or any person acting in concert with you; or (3) by the financial institution or its employee.

### **Coverage Scope**

The Master Policy provides benefits to you only if you report a stolen identity event to us by the contact number stated above as soon as you become aware of a stolen identity event, but in no event later than 90 days after you first gain knowledge of a stolen identity event and you follow the instructions given to you in a claims kit that you will be provided. These instructions will include notifying major credit bureaus, the Federal Trade Commission's Identity Theft Hotline and appropriate law enforcement authorities. This claims kit will also instruct you how to file for benefits under the policy if the stolen identity event results in losses covered under the policy.

You will only be covered if a stolen identity event first occurs while you are a member of the Master Policyholder's insured program and is reported to us within 90 days of your first discovery of a stolen identity event. You will not be covered if the stolen identity event first occurs after termination of the master policy or termination of your membership in the Master Policyholder's program.

### **Limits of Insurance**

The most the Insurer shall pay you are the Limits of Insurance shown above. All Legal Costs shall be part of and subject to the Aggregate Limit of Insurance. **LEGAL COSTS ARE PART OF, AND NOT IN ADDITION TO, THE LIMIT OF INSURANCE.**

The Lost Wages Limit of Insurance shown above is a sublimit of the Aggregate Limit of Insurance and is the most the Insurer shall pay you for lost wages.

### **Deductible**

1. You shall be responsible for the applicable Deductible amount shown above and you may not insure against it.
2. You shall be responsible for only one Deductible during any one policy period.

### **Other Insurance**

The Insurer shall be excess over any other insurance, including, without limitation, homeowner's or renter's insurance. If you have other insurance that applies to a loss under this policy, the other insurance shall pay first. This policy applies to the amount of loss that is in excess of the Limit of Insurance of your other insurance and the total of all your deductibles and self-insured amounts under all such other insurance. In no event shall the Insurer pay more than our Limits of Insurance as shown above.

### **Duplicate Coverages**

- (a) subject to the applicable deductibles and limits of liability of each insured membership program; but,
- (b) in no event shall the total amount reimbursed to you under all membership programs exceed the actual amount of loss

**EXHIBIT B-2 – Pricing for End User Services**

**END USER SERVICES:**

END USER SERVICES IDENTITY PROTECTION SERVICES - ADULT		
Event Size	AllClear ID PLUS	AllClear ID PRO
Affected Population	Price per Subscriber	Price per Subscriber*
0 - 1,000	\$11.00	\$12.95
1,001-10,000	\$10.53	\$12.44
10,001 - 50,000	\$9.13	\$10.92
50,001 - 100,000	\$8.66	\$10.41
100,001 - 500,000	\$8.19	\$9.94
500,001 – 1,000,000	\$7.72	\$9.44
1,000,001 +	\$7.47	\$9.17

*\*Add Triple Bureau Option: \$2.25 per Subscriber. Note that TBO pricing reflects an expectation based on historical trends that not all Subscribers choose to activate the triple bureau monitoring service. Therefore, TBO fees for Subscribers who choose not to activate are not refundable.*

*Note Subscriber requirements to activate this feature as described in Exhibit B under AllClear Credit Monitoring Services. Regardless of which level of credit monitoring service is purchased, single bureau monitoring will be activated upon Subscriber’s registration for the service. In order to receive credit monitoring alerts from all three credit bureaus, a Subscriber must log into the user profile and activate the Triple Bureau Option (TBO) and accept the terms of AllClear ID’s alert filtering policy.*

END USER SERVICES IDENTITY PROTECTION SERVICES - MINOR		
Event Size	AllClear ID PLUS (includes ChildScan Report)	AllClear ID PRO (includes ChildScan)
Affected Population	Price per Subscriber	Price per Subscriber
0 - 1,000	\$12.95	\$15.20
1,001-10,000	\$12.44	\$14.69
10,001 - 50,000	\$10.92	\$13.17
50,001 - 100,000	\$10.41	\$12.66
100,001 - 500,000	\$9.94	\$12.19
500,001 – 1,000,000	\$9.44	\$11.69
1,000,001 +	\$9.17	\$11.42

### **EXHIBIT C – Pricing Policies**

1. Pricing may be updated only in accordance with the State of Ohio Terms and Conditions in the applicable State Term Schedule.
2. Prices for AllClear ID PLUS and AllClear ID PRO are for one (1) year of service. Additional years of service are available at the prices included herein, unless updated in accordance with the State of Ohio Terms and Conditions in the applicable State Term Schedule. AllClear ID agrees not to aggressively market to individuals whose service is expiring in order to compel them to continue the service upon expiration at an additional cost.
3. The State will be invoiced for AllClear End User Services only after an individual enrolls in the service selected by the State on a relevant statement of work.
4. Subscribers may elect to utilize some or all of the features of the AllClear End User Services or may choose to transfer to another entitlement offer before the end of the twelve-month term. The cost to the State shall remain the same regardless of Subscribers' utilization of available features and the Subscriber's chosen duration of participation in the offer.