

Spectrum Enterprise

Proposal for TEACH Public Schools

Form 470 Number: 240005773

Presented To:

Enrique Robles

Admin

1846 W. Imperial Hwy.

Los Angeles, CA 90047

erate@teachps.org

Presented By:

Bonny Thompson

Strategic Account Manager - Gov't/Ed

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Tuesday, December 19, 2023

Enrique Robles
Admin
TEACH Public Schools
1846 W. Imperial Hwy.
Los Angeles, CA 90047
erate@teachps.org

Dear Enrique:

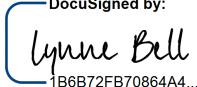
Spectrum Enterprise¹ (“Spectrum”) offers this proposal for your consideration highlighting the benefits of adding network solutions to your existing services. Our proposal demonstrates Spectrum’s ability to continue to provide innovative technology enhancements that will keep TEACH Public Schools on the cutting edge.

As an existing Spectrum customer, TEACH Public Schools will continue to enjoy best-in-class services and be in a better position to seamlessly integrate new services into your telecommunications inventory.

Growing our partnership ensures TEACH Public Schools continues to benefit from a strong telecommunications foundation, and maximizes your ability to create new opportunities and drive innovation in your community.

Thank you for the opportunity to respond to your Request for Proposal (“RFP”). Bonny Thompson is leading Spectrum’s effort. Please do not hesitate to contact Bonny at (562) 677-0472 or bonny.thompson@charter.com.

Sincerely,

DocuSigned by:

1B6B72FB70864A4...

Lynne Bell
Vice President, Vertical Market Sales

¹ Spectrum Enterprise is a commercial brand of Charter Communications, Inc. The legal entity submitting this proposal is Charter Communications Operating, LLC, a subsidiary of Charter Communications, Inc.

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TERMS OF OFFER

This proposal alone shall not be considered an acceptance of an offer by TEACH Public Schools ("Customer") or otherwise be sufficient to create a binding contract between TEACH Public Schools and Spectrum.

Spectrum's bid is based upon services being delivered under the terms of the Spectrum Enterprise Service Agreement which incorporates the Spectrum Commercial Terms of Service (available at <https://enterprise.spectrum.com/legal/terms-and-conditions.html> or any successor URL) plus any related attachments, Service Level Agreements and applicable Service Order(s) (collectively, the "Agreement").

Spectrum remains open to negotiating the Agreement, and once a mutually negotiated contract is entered into by the parties, it shall supersede and replace any terms and conditions of the RFP.

In the event only a portion of Spectrum's proposal is accepted, Spectrum reserves the right to further negotiate the terms of such partial acceptance prior to final bid award acceptance by Spectrum.

In the event of a bid award to Spectrum by TEACH Public Schools based on this proposal, if the full Agreement is not executed by the applicable Federal Communications Commission ("FCC") submission deadline due to delays in negotiation, and the parties have not terminated such negotiations, then for purposes of FCC rules and related Universal Service Administrative Company ("USAC") requirements, an agreement incorporating the terms of the Spectrum Enterprise Service Agreement and the bid locations, services, bandwidth capacities, and pricing contained in this proposal will be deemed to exist.

The terms of this proposal are confidential and should not be disclosed directly or indirectly to any third party, except as may be required by law.

The qualifications stated herein apply to all parts, provisions, and documents of the RFP and Spectrum's response, regardless of whether an explicit exception or qualification is taken thereto by Spectrum.

TERMS AND ABBREVIATIONS

Technology evolves at a rapid pace and Spectrum stays on the cutting edge of that evolution. The terms used to describe specific technologies or services are sometimes cumbersome and become abbreviated for colloquial use. We have provided a list of the terms used throughout this proposal and their corresponding abbreviations for your convenience. Capitalized terms used but not defined herein shall have the meanings assigned in the Agreement.

GENERAL TERMS	ABBREVIATION
INFORMATION TECHNOLOGY	IT
SERVICE PROPOSAL TERMS	
MONTHLY RECURRING CHARGE	MRC
ONE-TIME CHARGE	OTC
QUANTITY	QTY
INTERNET PROTOCOL	IP
ETHERNET SERVICES TERMS	
CUSTOMER PREMISE EQUIPMENT	CPE
ETHERNET PRIVATE LINE	EPL
ETHERNET PRIVATE LOCAL AREA NETWORK	EP-LAN
ETHERNET VIRTUAL PRIVATE LINE	EVPL
METRO ETHERNET FORUM	MEF
USER-TO-NETWORK INTERFACE	UNI
WIDE AREA NETWORK	WAN
FIA TERMS	
FIBER INTERNET ACCESS	FIA
LOCAL AREA NETWORK	LAN
ENTERPRISE NETWORK OPERATIONS CENTER	ENOC
SERVICE LEVEL AGREEMENT	SLA

EXECUTIVE SUMMARY

Spectrum is pleased to provide this response illustrating our ability to provide TEACH Public Schools with network solutions. We take pride in being an innovative resource for businesses, schools and communities. Our reliable and economical service is a natural fit with your mission.

Bring Advanced and Affordable Technology to Your Schools and Libraries

Advanced network solutions and computing technologies in the classroom have become vital to education. Unfortunately, today's challenging economic environment has put education and technology budgets under tremendous pressure. It is a challenge for schools to get access to technologies that help drive greater student achievements.

The Federal Government created the E-Rate program to help fund communications services for schools and libraries. This program offers 20-90 percent off standard retail rates on qualified communications services to eligible schools, libraries, and their districts. Technology and education have converged, and your communications needs are growing rapidly.

Spectrum's Solution

Since 1998, Spectrum has worked with thousands of E-Rate accounts. Our experience in this area will provide E-Rate specialists who understand:

- ▶ rules and regulations to participate in the program
- ▶ billing and standard discounts

Federally funded E-Rate discounts have made today's technology more affordable.

Get Powerful Services with the Financial Benefits of E-Rate

Research shows that technology use is a top-five indicator of better discipline, better attendance, and increases in college enrollment. Educational organizations are leveraging E-Rate by partnering with Spectrum to reduce cost and implement technology for greater student achievement.

Unsurpassed Expertise and Customer Support

A network of specially trained, industry experts support Spectrum. We have around-the-clock, U.S. based business support centers and knowledgeable, locally based technicians who are specifically trained to help with your unique needs. Our dedicated work ethic, shared knowledge, and proprietary systems allow us to ensure that the solutions we are proposing will match your specific and discrete needs.

When you collaborate with Spectrum for network solutions, we assign a dedicated account team who will support your services:

- ▶ **Account Executive:** a dedicated, local market expert who is available for your consultation needs.

- ▶ **Sales Engineering:** trained technical experts who customize designs based on your needs.
- ▶ **E-Rate Specialists:** experienced with E-Rate rules and regulations and are billing and standard discounts experts.
- ▶ **Project Management:** customer focused experts who manage your build and communicate with you every step of the way.
- ▶ **Account Manager:** your point of contact; responsible for providing you with accurate billing and consultation on future growth needs.
- ▶ **Enterprise Network Operations Center:** 24/7 facilities that continuously monitor the network.

Customers have direct access to our Government Subsidized Programs (“GSP”) department which specializes in government funded programs for eligible customers.

To support E-Rate program participation, Spectrum:

- ▶ Provides to the Customer an FCC Form 471 Funding Recommendation Letter after the FCC Form 470 and awarded Agreement review.
- ▶ Reviews FCC Form 471 for possible errors and omissions and distributes to the Customer accompanying Receipt Acknowledgement Letter (“RAL”) Modification recommendation necessary to maximize eligible funding.
- ▶ Monitors Service Provider Invoicing (“SPI”) invoice submissions and SPI discount application (FCC Form 474).
- ▶ Will be available to address program questions or concerns via email.

Continuity Plan

As your incumbent provider, Spectrum has developed this proposal based on our experience and understanding of your requirements. By choosing once again to collaborate with Spectrum, you will be choosing a vendor with the proven infrastructure and experienced team currently in place to support the provision of services under the E-Rate program. Spectrum’s objective is to continue our partnership with you while continuing to focus on responsiveness, transparency, and continuity of services. With that focus we have developed our response to the RFP, and Spectrum is excited to have the opportunity to expand our relationship with TEACH Public Schools.

IMPLEMENTATION PLAN

Upon award of the project, Spectrum will meet with TEACH Public Schools technical staff to create the project work plan. The work plan will include an assessment of site readiness with specific recommendations based upon site visits. A project work schedule will be jointly prepared with TEACH Public Schools, identifying key project milestones.

Sample Implementation Timeline

Description	Resource	Result	Time Duration
Project Initiation	Internal	Project released to Spectrum's Service Delivery team. Project manager makes contact with Customer	1 week
Project Initiation	Internal	Internal kickoff design review, develop deployment strategy, review timelines, risks, project materials ordered, construction tasks begin	1 week
Project Execution	External	External kickoff call with Customer	1 week
Project Execution & Control	Internal / External	Recurring internal / external project meetings to update status, review action items, and go over project risks	1 week
Project Execution & Control	Internal / External	Weekly recurring internal and Customer project meetings, material receipt, fiber construction activities, facility build-outs, equipment deployment, provisioning, risk mitigation, test and turn-up for sites that become ready	4 weeks
Project Closure	Internal / External	Test and turn-up documents delivered to Customer, ENOC enrollment for monitoring	1 week

Spectrum's project implementation plan is to be used as an estimate only. Milestones are projected dates. Actual dates and time frames may vary due to, but not limited to, inclement weather.

The team that will be assigned to this project is experienced in designing, implementing and maintaining large scale networks. Spectrum's in-house project managers will be dedicated to this project and will serve as the point of contact for the entire project life cycle. Our project managers understand the importance of deadlines and customer expectations.

Spectrum operates with a team concept so that cross-checking of work outputs and resource backup is always in place, and more than one individual understands each process from beginning to end. Qualified personnel with the depth of knowledge in the same processes and procedures used in this project are accessible in the event an assigned team member becomes unavailable.

Upon completion of the construction, the project will be handed off to a local network technician who will install the Spectrum provided and owned Cisco or comparable switch(es), as applicable, at Customer's site. The network technician will work with the ENOC to verify connectivity and to provision the correct bandwidth. Once installation and testing are complete, TEACH Public Schools will be notified that the Service(s) is available for use.

FIBER INTERNET ACCESS FOR K-12 EDUCATION

Count on the reliability, bandwidth and speed of a dedicated internet connection.

Today's K-12 schools and districts depend on high-performing internet solutions to keep critical applications running and personalized and online learning operational. A dependable internet connection ensures high performance for your network resources, allowing you to better serve students, educators and staff.

Spectrum Enterprise Fiber Internet Access (FIA) is a dedicated service that offers reliable connectivity nationwide with performance and support you can count on. Delivering scalable internet access, we offer 99.99 percent service availability all the way to the equipment at your location.

Product highlights

- **Superior performance:** Improves productivity through a high-performing internet service that ensures reliable connectivity.
- **Scalability and reach:** Provides a scalable platform with national reach and dense metro coverage to support current and future bandwidth needs.
- **Business continuity:** Allows for optional solutions to support internet uptime in the event of a disruption.
- **End-to-end support:** Provides a single, nationwide contact point for services and support including in-building connections to your equipment.
- **Value:** Offers cost-effective, straightforward pricing.

Key features

- A dedicated connection that is not shared with others, delivered over a reliable, advanced fiber network.
- Service-level agreement (SLA) provides service availability while also assuring low latency, jitter and packet loss all the way into the client suite.
- Symmetrical access that scales up to 100 Gbps.
- 24/7/365 U.S.-based support and local technicians.
- Automatic wireless backup option provides seamless failover and failback functionality with battery backup and unlimited data.
- Multiple physical diversity and redundancy options to help protect your network.

FIA technical specifications

Network

- IP over IEEE 802.3-based, full-duplex, non-circuit switched services.
- Provisioned via our advanced fiber network from the client premises to one of many hub locations throughout the Spectrum Enterprise network footprint.
- Built-in network redundancy provides highly reliable and secure internet access.
- Fiber access circuits are unaffected by electromagnetic interference.

Routing

- Static or border gateway protocol (BGP) traffic routing options.

Internet access demarcation

- Fiber connections to the Spectrum Enterprise network are monitored 24/7/365 via a dedicated network interface device (NID).
- Traffic is securely routed over the Spectrum Enterprise IP network until it is delivered to the internet.
- Demarc extensions included for most buildings in footprint.

Static IP addresses:

- Initial IP block is included.
- Additional IP address space available upon request.
- Support for dual stacking of IPv4 and IPv6.

Optional services

Enhance FIA with a suite of technology services designed to protect, simplify and improve the performance of your network.

- **Wireless Internet Backup:** Get automatic wireless internet failover and failback service that is managed for you.
- **Wireless Internet:** Provide primary or secondary internet access over LTE Advanced technology with this all-inclusive wireless internet service.
- **Managed Network Edge:** Simplify the deployment and management of your network with this modular, all-in-one solution. Delivered over the Cisco Meraki platform, the solution offers security, routing, SD-WAN, WiFi, switching and cameras. Achieve flexibility and scalability with connectivity, equipment and network management from a single partner.
- **Managed SD-WAN:** Achieve greater visibility and control with a complete, virtualized WAN service that allows for application-aware routing while reducing network complexity and cost.
- **Managed Router Service:** Efficiently route traffic and improve bandwidth use without investing in hardware or day-to-day management.
- **Managed Security Services:** Protect your network with a fully managed solution that offers a firewall and unified threat management (UTM), intrusion detection and prevention, anti-malware, antivirus, event log management and more.
- **DDoS Protection:** Guard against malicious volumetric attacks designed to overload your network with world-class distributed denial of service (DDoS) threat identification and mitigation.
- **Managed WiFi:** Meet student, educator and staff demands for reliable connections to the internet with ubiquitous coverage across your buildings and 24/7/365 support.

Learn more

enterprise.spectrum.com/K12ed

ETHERNET SERVICES FOR K-12 EDUCATION

Transform your network with high-performance Ethernet.

Product Highlights

Remote and hybrid learning, 1:1 learning initiatives, smart networked infrastructure, cloud-based administrative systems and bandwidth intensive video streaming and esports are all accelerating the transformation of wide area networks (WANs). As the WAN evolves, modern networking solutions, such as Ethernet, deliver the enhanced performance and security that K-12 schools and districts demand.

K-12 schools and districts are modernizing their networks with new technologies, deploying cloud-first strategies, embracing multi-cloud connectivity and enabling hybrid networking to bring their IT strategy to life.

With speeds up to 100 Gbps, our Ethernet Services provide secure, reliable connectivity to power cloud-based applications. Spectrum Enterprise is a nationwide network partner that can connect your locations, empowering you to leverage bandwidth-intensive applications and fortify continuity of operations plans. Backed by an end-to-end service-level agreement (SLA) all the way into your facility, our Ethernet Services simplify your network infrastructure.

Partner with an experienced provider that can put your school district's network modernization on the fast track. Committed to your success, our expert network engineers work with you to design a tailored solution. We provide you with a dedicated project manager to oversee a seamless installation with 24/7/365 support, and a client services manager will ensure any issue resolution. Furthermore, our portal gives you the network visibility required to ensure a positive experience for your organization.

Spectrum Enterprise is recognized as a top U.S. Ethernet services provider by leading industry analyst firms.¹

Award-winning Ethernet Services



Superior performance

Accelerate the capabilities of your mission-critical applications with SLA-backed services and integrate your network with public and private clouds.



Inherently secure

Rely on a private native Ethernet network to connect your locations and use additional VLANs to further isolate traffic.



National reach

Easily add new locations with our dense metro fiber coverage and nationwide reach supported by more than 230,000 fiber-route miles.



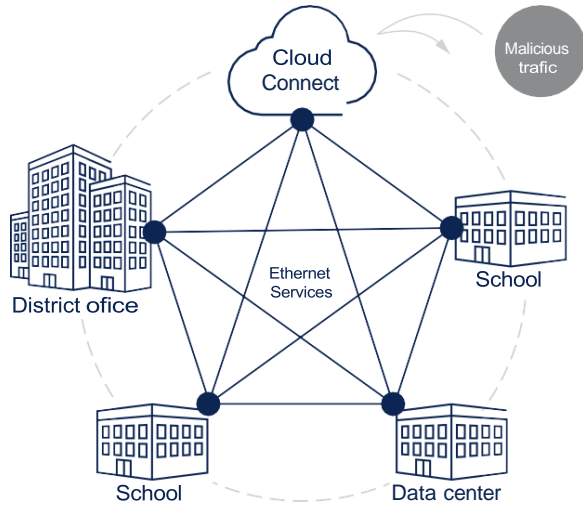
Simple management

Reduce IT complexity with end-to-end support from a network partner you can trust to design and manage your high-performing network.

Scalable, secure connections linking your users, locations and the cloud

Spectrum Enterprise Ethernet Services

Private WAN connectivity protects network locations from external threats, like DDoS attacks, while supporting low latency and high-bandwidth applications.



Take your performance further with additional services



Cloud Connect

Extend your network with fast, secure and dependable private Ethernet connections to public cloud service providers.



Fiber Internet Access

Achieve dedicated internet connectivity with symmetrical upload and download speeds and bandwidth up to 100 Gbps.



Managed WiFi

Meet student, educator and staff demands for reliable connections to the internet with ubiquitous coverage across your campus and 24/7/365 support.



Managed Router Service

Efficiently route Ethernet, internet and other network traffic with a variety of protocols and improve bandwidth utilization without investing in hardware or day-to-day management.

1. ["2022 U.S. Carrier Ethernet LEADERBOARD,"](#) February 16, 2023.

Learn more

enterprise.spectrum.com/Ethernet

ETHERNET PRIVATE LOCAL AREA NETWORK OVERVIEW

Ethernet Private LAN (EP-LAN) enables any-to-any connectivity for businesses that need to connect all their locations on a single network. EP-LAN brings together cost-effectiveness, speed, simplicity and flexibility in a broadly customizable Ethernet

(<https://enterprise.spectrum.com/products/networking/connectivity/ethernet-services.html>) solution.

EP-LAN provides a multipoint-to-multipoint Ethernet Wide Area Network (WAN) that extends your Local Area Network (LAN) to a Metro or Wide Area Network that allows your company's business-critical applications and data to travel seamlessly across the entire network. EP-LAN can move large amounts of information between sites, quickly and securely.

EP-LAN benefits

- ▶ **Privacy:** All data travels within the secure domain of a Layer 2, dedicated, high capacity, point-to-point connection at native Ethernet speeds.
- ▶ **Standards-Based:** Depend on Ethernet Private LAN (EP-LAN) MEF 2.0 certifications.
- ▶ **Single Interconnection:** A hub aggregates all data traffic on a single network linking all your business locations.
- ▶ **Traffic Separation:** Maintain discrete pathways when you consolidate previously separate domains for specific applications or departments onto a single network.
- ▶ **Cost Savings:** A single handoff reduces network equipment and management costs.

MANAGED NETWORK EDGE FOR K-12 SCHOOLS AND DISTRICTS

Simplify the networking experience over a single platform.

Technology advancements are transforming K-12 education. Teaching and learning are becoming more personalized, engaging and happening beyond the classroom walls. As the digital learning evolution continues, schools and districts are recognizing the need to modernize their IT networks. Beyond aiding innovation, IT modernization, supported by E-Rate funds, can control costs, enhance security protections, improve visibility into system performance and reduce demands on IT teams.

Managed Network Edge offers a modular, all-in-one solution that simplifies the deployment and management of your organization's network. Delivered with the Cisco Meraki platform, Managed Network Edge provides security, flexibility and scalability by bringing together connectivity, equipment and network management. Our certified networking experts, along with our national reach and multiple connectivity options, make Spectrum Enterprise uniquely qualified to be your single networking partner. We can tailor a complete solution to meet your needs.

Product highlights

- **Simplify network management:** Experience comprehensive support, simplified billing and faster resolutions by working with a single partner.
- **Choose the connectivity that's right for your school or district:** We have the right connectivity and service-level agreement (SLA) to meet your needs, based on our national reach as a facilities-based provider.
- **Free up resources:** Increase productivity and reduce setup time by choosing your preferred level of involvement in the customization and management of your network.
- **Add layers of security:** Incorporate firewalls and unified threat management (UTM) with provider-managed, integrated security from the edge to the cloud.
- **Partner with trusted professionals:** Enjoy a consultative approach to design and implementation while knowing that you have access to our trusted experts anytime you need them.
- **Empower your team:** Co-manage your network without the risk, allowing your team to control what they want and consult with your support team for the rest.
- **Manage your network with ease:** Save time by accessing and managing your entire network from a centralized, intuitive and easy-to-use portal.
- **Experience best-in-class performance:** Prioritize traffic and applications based on your organization's unique needs.
- **Minimize expenses:** Reduce capital expenditures with consolidated and optimized networking components that are E-Rate eligible.

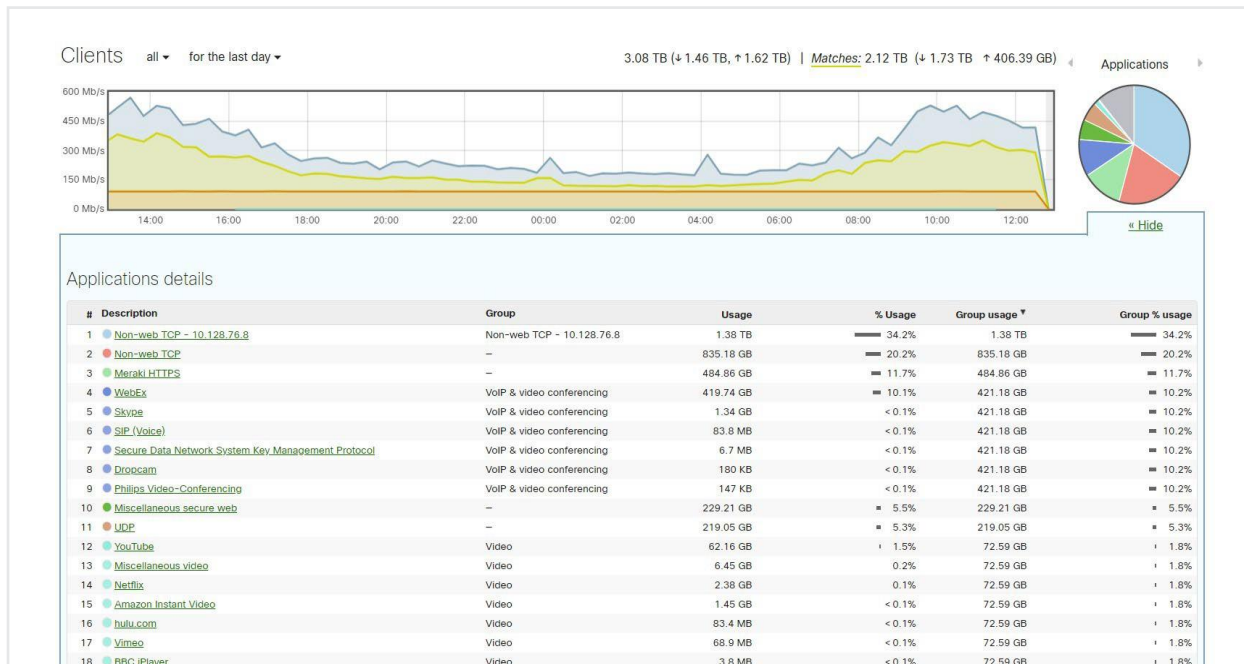
Key benefits

- Streamlines your IT processes with integrated nationwide connectivity, network management and security from a single trusted provider.
- Expands your internet connection options with choices such as dedicated Fiber Internet Access backed by an SLA, broadband and wireless.
- Reduces administration time for your team and opens the door to a network tailored to your needs.
- Strengthens your security posture with automated updates while keeping pace with changing networking requirements and emerging security risks.
- Extends your resources to include professionals who are responsible for optimizing the design of your network and delivering 24/7/365 support.
- Creates a safety net by letting you choose what works best for you with a range of options — from co-managed to a fully managed solution.
- Offers instant visibility into usage and performance, and an integrated control panel for faster, better decision-making.
- Brings peace of mind to your institution, delivering the best network performance to your students, educators and staff, powered by the Cisco Meraki platform.
- Simplifies expenses associated with your network by using a single provider.

Services available

- **Security and routing:** Ensure complete up-to-date firewall and UTM, backed by a leader in network security while also resolving typical routing issues efficiently with application-aware routing that provides reliable performance.
- **SD-WAN:** Seamlessly and automatically connect multiple locations.
- **WiFi:** Connect students, educators and staff to next-generation WiFi that provides speed, reliability and performance with security that begins at the wireless access point.
- **Switching:** Prioritize traffic on the data link and network layers (layers two and three) with cloud-managed, enterprise-grade switching.
- **Smart cameras:** Gain valuable insights into behavior patterns while also protecting your institution.
- **Environmental sensors:** Intelligently monitor and automatically alert faculty and staff of environmental events such as changes in temperature, humidity, air quality, water leaks and unauthorized space access to provide safe, comfortable learning environments for students and faculty and reduce energy consumption.

Manage individual network clients via the online portal



Learn more

enterprise.spectrum.com/ManagedNetworkEdge

SPECTRUM SERVICE PROPOSAL

Spectrum's proposal, including pricing, is subject to the following contingencies:

- ▶ Final engineering, design and site visits; and
- ▶ Acceptance of and entering into the Agreement (as may be negotiated by the parties as stated in the Terms of Offer section above), which shall govern the contractual relationship between the parties and the provision of the services under such contract.

Investment for Spectrum Services

Service Location	Service	Bandwidth / Product Description	Initial Order Term (Months)	QTY	MRC	OTC	Extended MRC	Extended OTC
10045 S Western Ave Los Angeles, CA 90047	FIA	1 Gbps	12	1	\$850.00	\$0.00	\$850.00	\$0.00
10045 S Western Ave Los Angeles, CA 90047	Static IP (5)	N/A	12	1	\$0.00	\$0.00	\$0.00	\$0.00
10045 S Western Ave Los Angeles, CA 90047	Ethernet EPLAN	1 Gbps	12	1	\$491.00	\$0.00	\$491.00	\$0.00
10045 S Western Ave Los Angeles, CA 90047	FIA	2 Gbps	12	1	\$1,725.00	\$0.00	\$1,725.00	\$0.00
10045 S Western Ave Los Angeles, CA 90047	Static IP (5)	N/A	12	1	\$0.00	\$0.00	\$0.00	\$0.00
10045 S Western Ave Los Angeles, CA 90047	Ethernet EPLAN	2 Gbps	12	1	\$900.00	\$0.00	\$900.00	\$0.00
10045 S Western Ave Los Angeles, CA 90047	FIA	5 Gbps	12	1	\$2,645.00	\$0.00	\$2,645.00	\$0.00
10045 S Western Ave Los Angeles, CA 90047	Static IP (5)	N/A	12	1	\$0.00	\$0.00	\$0.00	\$0.00
10045 S Western Ave Los Angeles, CA 90047	Ethernet EPLAN	5 Gbps	12	1	\$900.00	\$0.00	\$900.00	\$0.00
10045 S Western Ave Los Angeles, CA 90047	Managed Network WiFi	General Purpose	12	30	\$53.00	\$0.00	\$1,590.00	\$0.00
10045 S Western Ave Los Angeles, CA 90047	Managed Network Edge	1 Gbps	12	1	\$774.00	\$0.00	\$774.00	\$0.00
10045 S Western Ave Los Angeles, CA 90047	Managed Network Edge	2 Gbps	12	1	\$1,190.00	\$0.00	\$1,190.00	\$0.00
10045 S Western Ave Los Angeles, CA 90047	Managed Network Edge	4 Gbps	12	1	\$1,785.00	\$0.00	\$1,785.00	\$0.00
8505 S Western Ave Los Angeles, CA 90047	FIA	1 Gbps	12	1	\$850.00	\$0.00	\$850.00	\$0.00
8505 S Western Ave Los Angeles, CA 90047	Static IP (5)	N/A	12	1	\$0.00	\$0.00	\$0.00	\$0.00
8505 S Western Ave Los Angeles, CA 90047	Ethernet EPLAN	1 Gbps	12	1	\$491.00	\$0.00	\$491.00	\$0.00

8505 S Western Ave Los Angeles, CA 90047	FIA	2 Gbps	12	1	\$1,725.00	\$0.00	\$1,725.00	\$0.00
8505 S Western Ave Los Angeles, CA 90047	Static IP (5)	N/A	12	1	\$0.00	\$0.00	\$0.00	\$0.00
8505 S Western Ave Los Angeles, CA 90047	Ethernet EPLAN	2 Gbps	12	1	\$900.00	\$0.00	\$900.00	\$0.00
8505 S Western Ave Los Angeles, CA 90047	FIA	5 Gbps	12	1	\$2,645.00	\$0.00	\$2,645.00	\$0.00
8505 S Western Ave Los Angeles, CA 90047	Static IP (5)	N/A	12	1	\$0.00	\$0.00	\$0.00	\$0.00
8505 S Western Ave Los Angeles, CA 90047	Ethernet EPLAN	5 Gbps	12	1	\$900.00	\$0.00	\$900.00	\$0.00
8505 S Western Ave Los Angeles, CA 90047	Managed Network WiFi	General Purpose	12	30	\$53.00	\$0.00	\$1,590.00	\$0.00
8505 S Western Ave Los Angeles, CA 90047	Managed Network Edge	1 Gbps	12	1	\$774.00	\$0.00	\$774.00	\$0.00
8505 S Western Ave Los Angeles, CA 90047	Managed Network Edge	2 Gbps	12	1	\$1,190.00	\$0.00	\$1,190.00	\$0.00
8505 S Western Ave Los Angeles, CA 90047	Managed Network Edge	4 Gbps	12	1	\$1,785.00	\$0.00	\$1,785.00	\$0.00
8505 S Western Ave Los Angeles, CA 90047	Managed Network Switch	MS225-48- POE	12	1	\$423.00	\$0.00	\$423.00	\$0.00
10616 S Western Ave Los Angeles, CA 90047	FIA	1 Gbps	12	1	\$850.00	\$0.00	\$850.00	\$0.00
10616 S Western Ave Los Angeles, CA 90047	Static IP (5)	N/A	12	1	\$0.00	\$0.00	\$0.00	\$0.00
10616 S Western Ave Los Angeles, CA 90047	Ethernet EPLAN	1 Gbps	12	1	\$491.00	\$0.00	\$491.00	\$0.00
10616 S Western Ave Los Angeles, CA 90047	FIA	2 Gbps	12	1	\$1,725.00	\$0.00	\$1,725.00	\$0.00
10616 S Western Ave Los Angeles, CA 90047	Static IP (5)	N/A	12	1	\$0.00	\$0.00	\$0.00	\$0.00
10616 S Western Ave Los Angeles, CA 90047	Ethernet EPLAN	2 Gbps	12	1	\$900.00	\$0.00	\$900.00	\$0.00
10616 S Western Ave Los Angeles, CA 90047	FIA	5 Gbps	12	1	\$2,645.00	\$0.00	\$2,645.00	\$0.00
10616 S Western Ave Los Angeles, CA 90047	Static IP (5)	N/A	12	1	\$0.00	\$0.00	\$0.00	\$0.00
10616 S Western Ave Los Angeles, CA 90047	Ethernet EPLAN	5 Gbps	12	1	\$900.00	\$0.00	\$900.00	\$0.00
10616 S Western Ave Los Angeles, CA 90047	Managed Network WiFi	General Purpose	12	48	\$53.00	\$0.00	\$2,544.00	\$0.00
10616 S Western Ave Los Angeles, CA 90047	Managed Network Edge	1 Gbps	12	1	\$774.00	\$0.00	\$774.00	\$0.00
10616 S Western Ave Los Angeles, CA 90047	Managed Network Edge	2 Gbps	12	1	\$1,190.00	\$0.00	\$1,190.00	\$0.00

10616 S Western Ave Los Angeles, CA 90047	Managed Network Edge	4 Gbps	12	1	\$1,785.00	\$0.00	\$1,785.00	\$0.00
10616 S Western Ave Los Angeles, CA 90047	Managed Network Switch	MS225-48- POE	12	3	\$423.00	\$0.00	\$1,269.00	\$0.00
10600 S Western Ave Los Angeles, CA 90047	FIA	1 Gbps	12	1	\$850.00	\$0.00	\$850.00	\$0.00
10600 S Western Ave Los Angeles, CA 90047	Static IP (5)	N/A	12	1	\$0.00	\$0.00	\$0.00	\$0.00
10600 S Western Ave Los Angeles, CA 90047	Ethernet EPLAN	1 Gbps	12	1	\$491.00	\$0.00	\$491.00	\$0.00
10600 S Western Ave Los Angeles, CA 90047	FIA	2 Gbps	12	1	\$1,725.00	\$0.00	\$1,725.00	\$0.00
10600 S Western Ave Los Angeles, CA 90047	Static IP (5)	N/A	12	1	\$0.00	\$0.00	\$0.00	\$0.00
10600 S Western Ave Los Angeles, CA 90047	Ethernet EPLAN	2 Gbps	12	1	\$900.00	\$0.00	\$900.00	\$0.00
10600 S Western Ave Los Angeles, CA 90047	FIA	5 Gbps	12	1	\$2,645.00	\$0.00	\$2,645.00	\$0.00
10600 S Western Ave Los Angeles, CA 90047	Static IP (5)	N/A	12	1	\$0.00	\$0.00	\$0.00	\$0.00
10600 S Western Ave Los Angeles, CA 90047	Ethernet EPLAN	5 Gbps	12	1	\$900.00	\$0.00	\$900.00	\$0.00
10600 S Western Ave Los Angeles, CA 90047	Managed Network WiFi	General Purpose	12	6	\$53.00	\$0.00	\$318.00	\$0.00
10600 S Western Ave Los Angeles, CA 90047	Managed Network Edge	1 Gbps	12	1	\$774.00	\$0.00	\$774.00	\$0.00
10600 S Western Ave Los Angeles, CA 90047	Managed Network Edge	2 Gbps	12	1	\$1,190.00	\$0.00	\$1,190.00	\$0.00
10600 S Western Ave Los Angeles, CA 90047	Managed Network Edge	4 Gbps	12	1	\$1,785.00	\$0.00	\$1,785.00	\$0.00
10000 S Western Ave Los Angeles, CA 90047	FIA	1 Gbps	12	1	\$850.00	\$0.00	\$850.00	\$0.00
10000 S Western Ave Los Angeles, CA 90047	Static IP (5)	N/A	12	1	\$0.00	\$0.00	\$0.00	\$0.00
10000 S Western Ave Los Angeles, CA 90047	Ethernet EPLAN	1 Gbps	12	1	\$491.00	\$0.00	\$491.00	\$0.00
10000 S Western Ave Los Angeles, CA 90047	FIA	2 Gbps	12	1	\$1,725.00	\$0.00	\$1,725.00	\$0.00
10000 S Western Ave Los Angeles, CA 90047	Static IP (5)	N/A	12	1	\$0.00	\$0.00	\$0.00	\$0.00
10000 S Western Ave Los Angeles, CA 90047	Ethernet EPLAN	2 Gbps	12	1	\$900.00	\$0.00	\$900.00	\$0.00
10000 S Western Ave Los Angeles, CA 90047	FIA	5 Gbps	12	1	\$2,645.00	\$0.00	\$2,645.00	\$0.00
10000 S Western Ave Los Angeles, CA 90047	Static IP (5)	N/A	12	1	\$0.00	\$0.00	\$0.00	\$0.00

10000 S Western Ave Los Angeles, CA 90047	Ethernet EPLAN	5 Gbps	12	1	\$900.00	\$0.00	\$900.00	\$0.00
10000 S Western Ave Los Angeles, CA 90047	Managed Network WiFi	General Purpose	12	28	\$53.00	\$0.00	\$1,484.00	\$0.00
10000 S Western Ave Los Angeles, CA 90047	Managed Network Edge	1 Gbps	12	1	\$774.00	\$0.00	\$774.00	\$0.00
10000 S Western Ave Los Angeles, CA 90047	Managed Network Edge	2 Gbps	12	1	\$1,190.00	\$0.00	\$1,190.00	\$0.00
10000 S Western Ave Los Angeles, CA 90047	Managed Network Edge	4 Gbps	12	1	\$1,785.00	\$0.00	\$1,785.00	\$0.00

Service Location	Service	Bandwidth / Product Description	Initial Order Term (Months)	QTY	MRC	OTC	Extended MRC	Extended OTC
10045 S Western Ave Los Angeles, CA 90047	FIA	1 Gbps	36	1	\$347.50	\$0.00	\$347.50	\$0.00
10045 S Western Ave Los Angeles, CA 90047	Static IP (5)	N/A	36	1	\$0.00	\$0.00	\$0.00	\$0.00
10045 S Western Ave Los Angeles, CA 90047	Ethernet EPLAN	1 Gbps	36	1	\$325.00	\$0.00	\$325.00	\$0.00
10045 S Western Ave Los Angeles, CA 90047	FIA	2 Gbps	36	1	\$1,399.00	\$0.00	\$1,399.00	\$0.00
10045 S Western Ave Los Angeles, CA 90047	Static IP (5)	N/A	36	1	\$0.00	\$0.00	\$0.00	\$0.00
10045 S Western Ave Los Angeles, CA 90047	Ethernet EPLAN	2 Gbps	36	1	\$530.00	\$0.00	\$530.00	\$0.00
10045 S Western Ave Los Angeles, CA 90047	FIA	5 Gbps	36	1	\$2,185.00	\$0.00	\$2,185.00	\$0.00
10045 S Western Ave Los Angeles, CA 90047	Static IP (5)	N/A	36	1	\$0.00	\$0.00	\$0.00	\$0.00
10045 S Western Ave Los Angeles, CA 90047	Ethernet EPLAN	5 Gbps	36	1	\$530.00	\$0.00	\$530.00	\$0.00
10045 S Western Ave Los Angeles, CA 90047	Managed Network WiFi	General Purpose	36	30	\$32.00	\$0.00	\$960.00	\$0.00
10045 S Western Ave Los Angeles, CA 90047	Managed Network Edge	1 Gbps	36	1	\$520.00	\$0.00	\$520.00	\$0.00
10045 S Western Ave Los Angeles, CA 90047	Managed Network Edge	2 Gbps	36	1	\$800.00	\$0.00	\$800.00	\$0.00
10045 S Western Ave Los Angeles, CA 90047	Managed Network Edge	4 Gbps	36	1	\$1,200.00	\$0.00	\$1,200.00	\$0.00
8505 S Western Ave	FIA	1 Gbps	36	1	\$347.50	\$0.00	\$347.50	\$0.00

Los Angeles, CA 90047								
8505 S Western Ave Los Angeles, CA 90047	Static IP (5)	N/A	36	1	\$0.00	\$0.00	\$0.00	\$0.00
8505 S Western Ave Los Angeles, CA 90047	Ethernet EPLAN	1 Gbps	36	1	\$325.00	\$0.00	\$325.00	\$0.00
8505 S Western Ave Los Angeles, CA 90047	FIA	2 Gbps	36	1	\$1,399.00	\$0.00	\$1,399.00	\$0.00
8505 S Western Ave Los Angeles, CA 90047	Static IP (5)	N/A	36	1	\$0.00	\$0.00	\$0.00	\$0.00
8505 S Western Ave Los Angeles, CA 90047	Ethernet EPLAN	2 Gbps	36	1	\$530.00	\$0.00	\$530.00	\$0.00
8505 S Western Ave Los Angeles, CA 90047	FIA	5 Gbps	36	1	\$2,185.00	\$0.00	\$2,185.00	\$0.00
8505 S Western Ave Los Angeles, CA 90047	Static IP (5)	N/A	36	1	\$0.00	\$0.00	\$0.00	\$0.00
8505 S Western Ave Los Angeles, CA 90047	Ethernet EPLAN	5 Gbps	36	1	\$530.00	\$0.00	\$530.00	\$0.00
8505 S Western Ave Los Angeles, CA 90047	Managed Network WiFi	General Purpose	36	30	\$32.00	\$0.00	\$960.00	\$0.00
8505 S Western Ave Los Angeles, CA 90047	Managed Network Edge	1 Gbps	36	1	\$520.00	\$0.00	\$520.00	\$0.00
8505 S Western Ave Los Angeles, CA 90047	Managed Network Edge	2 Gbps	36	1	\$800.00	\$0.00	\$800.00	\$0.00
8505 S Western Ave Los Angeles, CA 90047	Managed Network Edge	4 Gbps	36	1	\$1,200.00	\$0.00	\$1,200.00	\$0.00
8505 S Western Ave Los Angeles, CA 90047	Managed Network Switch	MS225-48- POE	36	1	\$208.00	\$0.00	\$208.00	\$0.00
10616 S Western Ave Los Angeles, CA 90047	FIA	1 Gbps	36	1	\$347.50	\$0.00	\$347.50	\$0.00
10616 S Western Ave Los Angeles, CA 90047	Static IP (5)	N/A	36	1	\$0.00	\$0.00	\$0.00	\$0.00
10616 S Western Ave Los Angeles, CA 90047	Ethernet EPLAN	1 Gbps	36	1	\$325.00	\$0.00	\$325.00	\$0.00
10616 S Western Ave Los Angeles, CA 90047	FIA	2 Gbps	36	1	\$1,399.00	\$0.00	\$1,399.00	\$0.00
10616 S Western Ave Los Angeles, CA 90047	Static IP (5)	N/A	36	1	\$0.00	\$0.00	\$0.00	\$0.00
10616 S Western Ave Los Angeles, CA 90047	Ethernet EPLAN	2 Gbps	36	1	\$530.00	\$0.00	\$530.00	\$0.00
10616 S Western Ave Los Angeles, CA 90047	FIA	5 Gbps	36	1	\$2,185.00	\$0.00	\$2,185.00	\$0.00
10616 S Western Ave Los Angeles, CA 90047	Static IP (5)	N/A	36	1	\$0.00	\$0.00	\$0.00	\$0.00
10616 S Western Ave Los Angeles, CA 90047	Ethernet EPLAN	5 Gbps	36	1	\$530.00	\$0.00	\$530.00	\$0.00

10616 S Western Ave Los Angeles, CA 90047	Managed Network WiFi	General Purpose	36	48	\$32.00	\$0.00	\$1,536.00	\$0.00
10616 S Western Ave Los Angeles, CA 90047	Managed Network Edge	1 Gbps	36	1	\$520.00	\$0.00	\$520.00	\$0.00
10616 S Western Ave Los Angeles, CA 90047	Managed Network Edge	2 Gbps	36	1	\$800.00	\$0.00	\$800.00	\$0.00
10616 S Western Ave Los Angeles, CA 90047	Managed Network Edge	4 Gbps	36	1	\$1,200.00	\$0.00	\$1,200.00	\$0.00
10616 S Western Ave Los Angeles, CA 90047	Managed Network Switch	MS225-48- POE	36	3	\$208.00	\$0.00	\$624.00	\$0.00
10600 S Western Ave Los Angeles, CA 90047	FIA	1 Gbps	36	1	\$347.50	\$0.00	\$347.50	\$0.00
10600 S Western Ave Los Angeles, CA 90047	Static IP (5)	N/A	36	1	\$0.00	\$0.00	\$0.00	\$0.00
10600 S Western Ave Los Angeles, CA 90047	Ethernet EPLAN	1 Gbps	36	1	\$325.00	\$0.00	\$325.00	\$0.00
10600 S Western Ave Los Angeles, CA 90047	FIA	2 Gbps	36	1	\$1,399.00	\$0.00	\$1,399.00	\$0.00
10600 S Western Ave Los Angeles, CA 90047	Static IP (5)	N/A	36	1	\$0.00	\$0.00	\$0.00	\$0.00
10600 S Western Ave Los Angeles, CA 90047	Ethernet EPLAN	2 Gbps	36	1	\$530.00	\$0.00	\$530.00	\$0.00
10600 S Western Ave Los Angeles, CA 90047	FIA	5 Gbps	36	1	\$2,185.00	\$0.00	\$2,185.00	\$0.00
10600 S Western Ave Los Angeles, CA 90047	Static IP (5)	N/A	36	1	\$0.00	\$0.00	\$0.00	\$0.00
10600 S Western Ave Los Angeles, CA 90047	Ethernet EPLAN	5 Gbps	36	1	\$530.00	\$0.00	\$530.00	\$0.00
10600 S Western Ave Los Angeles, CA 90047	Managed Network WiFi	General Purpose	36	6	\$32.00	\$0.00	\$192.00	\$0.00
10600 S Western Ave Los Angeles, CA 90047	Managed Network Edge	1 Gbps	36	1	\$520.00	\$0.00	\$520.00	\$0.00
10600 S Western Ave Los Angeles, CA 90047	Managed Network Edge	2 Gbps	36	1	\$800.00	\$0.00	\$800.00	\$0.00
10600 S Western Ave Los Angeles, CA 90047	Managed Network Edge	4 Gbps	36	1	\$1,200.00	\$0.00	\$1,200.00	\$0.00
10000 S Western Ave Los Angeles, CA 90047	FIA	1 Gbps	36	1	\$347.50	\$0.00	\$347.50	\$0.00
10000 S Western Ave Los Angeles, CA 90047	Static IP (5)	N/A	36	1	\$0.00	\$0.00	\$0.00	\$0.00
10000 S Western Ave Los Angeles, CA 90047	Ethernet EPLAN	1 Gbps	36	1	\$325.00	\$0.00	\$325.00	\$0.00
10000 S Western Ave Los Angeles, CA 90047	FIA	2 Gbps	36	1	\$1,399.00	\$0.00	\$1,399.00	\$0.00
10000 S Western Ave Los Angeles, CA 90047	Static IP (5)	N/A	36	1	\$0.00	\$0.00	\$0.00	\$0.00

10000 S Western Ave Los Angeles, CA 90047	Ethernet EPLAN	2 Gbps	36	1	\$530.00	\$0.00	\$530.00	\$0.00
10000 S Western Ave Los Angeles, CA 90047	FIA	5 Gbps	36	1	\$2,185.00	\$0.00	\$2,185.00	\$0.00
10000 S Western Ave Los Angeles, CA 90047	Static IP (5)	N/A	36	1	\$0.00	\$0.00	\$0.00	\$0.00
10000 S Western Ave Los Angeles, CA 90047	Ethernet EPLAN	5 Gbps	36	1	\$530.00	\$0.00	\$530.00	\$0.00
10000 S Western Ave Los Angeles, CA 90047	Managed Network WiFi	General Purpose	36	28	\$32.00	\$0.00	\$896.00	\$0.00
10000 S Western Ave Los Angeles, CA 90047	Managed Network Edge	1 Gbps	36	1	\$520.00	\$0.00	\$520.00	\$0.00
10000 S Western Ave Los Angeles, CA 90047	Managed Network Edge	2 Gbps	36	1	\$800.00	\$0.00	\$800.00	\$0.00
10000 S Western Ave Los Angeles, CA 90047	Managed Network Edge	4 Gbps	36	1	\$1,200.00	\$0.00	\$1,200.00	\$0.00

Service Location	Service	Bandwidth / Product Description	Initial Order Term (Months)	QTY	MRC	OTC	Extended MRC	Extended OTC
10045 S Western Ave Los Angeles, CA 90047	FIA	1 Gbps	60	1	\$347.50	\$0.00	\$347.50	\$0.00
10045 S Western Ave Los Angeles, CA 90047	Static IP (5)	N/A	60	1	\$0.00	\$0.00	\$0.00	\$0.00
10045 S Western Ave Los Angeles, CA 90047	Ethernet EPLAN	1 Gbps	60	1	\$325.00	\$0.00	\$325.00	\$0.00
10045 S Western Ave Los Angeles, CA 90047	FIA	2 Gbps	60	1	\$1,250.00	\$0.00	\$1,250.00	\$0.00
10045 S Western Ave Los Angeles, CA 90047	Static IP (5)	N/A	60	1	\$0.00	\$0.00	\$0.00	\$0.00
10045 S Western Ave Los Angeles, CA 90047	Ethernet EPLAN	2 Gbps	60	1	\$451.00	\$0.00	\$451.00	\$0.00
10045 S Western Ave Los Angeles, CA 90047	FIA	5 Gbps	60	1	\$1,999.00	\$0.00	\$1,999.00	\$0.00
10045 S Western Ave Los Angeles, CA 90047	Static IP (5)	N/A	60	1	\$0.00	\$0.00	\$0.00	\$0.00
10045 S Western Ave Los Angeles, CA 90047	Ethernet EPLAN	5 Gbps	60	1	\$451.00	\$0.00	\$451.00	\$0.00
10045 S Western Ave Los Angeles, CA 90047	Managed Network WiFi	General Purpose	60	30	\$27.00	\$0.00	\$810.00	\$0.00
10045 S Western Ave Los Angeles, CA 90047	Managed Network Edge	1 Gbps	60	1	\$440.00	\$0.00	\$440.00	\$0.00
10045 S Western Ave Los Angeles, CA 90047	Managed Network Edge	2 Gbps	60	1	\$677.00	\$0.00	\$677.00	\$0.00

10045 S Western Ave Los Angeles, CA 90047	Managed Network Edge	4 Gbps	60	1	\$1,015.00	\$0.00	\$1,015.00	\$0.00
8505 S Western Ave Los Angeles, CA 90047	FIA	1 Gbps	60	1	\$347.50	\$0.00	\$347.50	\$0.00
8505 S Western Ave Los Angeles, CA 90047	Static IP (5)	N/A	60	1	\$0.00	\$0.00	\$0.00	\$0.00
8505 S Western Ave Los Angeles, CA 90047	Ethernet EPLAN	1 Gbps	60	1	\$325.00	\$0.00	\$325.00	\$0.00
8505 S Western Ave Los Angeles, CA 90047	FIA	2 Gbps	60	1	\$1,250.00	\$0.00	\$1,250.00	\$0.00
8505 S Western Ave Los Angeles, CA 90047	Static IP (5)	N/A	60	1	\$0.00	\$0.00	\$0.00	\$0.00
8505 S Western Ave Los Angeles, CA 90047	Ethernet EPLAN	2 Gbps	60	1	\$451.00	\$0.00	\$451.00	\$0.00
8505 S Western Ave Los Angeles, CA 90047	FIA	5 Gbps	60	1	\$1,999.00	\$0.00	\$1,999.00	\$0.00
8505 S Western Ave Los Angeles, CA 90047	Static IP (5)	N/A	60	1	\$0.00	\$0.00	\$0.00	\$0.00
8505 S Western Ave Los Angeles, CA 90047	Ethernet EPLAN	5 Gbps	60	1	\$451.00	\$0.00	\$451.00	\$0.00
8505 S Western Ave Los Angeles, CA 90047	Managed Network WiFi	General Purpose	60	30	\$27.00	\$0.00	\$810.00	\$0.00
8505 S Western Ave Los Angeles, CA 90047	Managed Network Edge	1 Gbps	60	1	\$440.00	\$0.00	\$440.00	\$0.00
8505 S Western Ave Los Angeles, CA 90047	Managed Network Edge	2 Gbps	60	1	\$677.00	\$0.00	\$677.00	\$0.00
8505 S Western Ave Los Angeles, CA 90047	Managed Network Edge	4 Gbps	60	1	\$1,015.00	\$0.00	\$1,015.00	\$0.00
8505 S Western Ave Los Angeles, CA 90047	Managed Network Switch	MS225-48- POE	60	1	\$181.00	\$0.00	\$181.00	\$0.00
10616 S Western Ave Los Angeles, CA 90047	FIA	1 Gbps	60	1	\$347.50	\$0.00	\$347.50	\$0.00
10616 S Western Ave Los Angeles, CA 90047	Static IP (5)	N/A	60	1	\$0.00	\$0.00	\$0.00	\$0.00
10616 S Western Ave Los Angeles, CA 90047	Ethernet EPLAN	1 Gbps	60	1	\$325.00	\$0.00	\$325.00	\$0.00
10616 S Western Ave Los Angeles, CA 90047	FIA	2 Gbps	60	1	\$1,250.00	\$0.00	\$1,250.00	\$0.00
10616 S Western Ave Los Angeles, CA 90047	Static IP (5)	N/A	60	1	\$0.00	\$0.00	\$0.00	\$0.00
10616 S Western Ave Los Angeles, CA 90047	Ethernet EPLAN	2 Gbps	60	1	\$451.00	\$0.00	\$451.00	\$0.00
10616 S Western Ave Los Angeles, CA 90047	FIA	5 Gbps	60	1	\$1,999.00	\$0.00	\$1,999.00	\$0.00
10616 S Western Ave Los Angeles, CA 90047	Static IP (5)	N/A	60	1	\$0.00	\$0.00	\$0.00	\$0.00

10616 S Western Ave Los Angeles, CA 90047	Ethernet EPLAN	5 Gbps	60	1	\$451.00	\$0.00	\$451.00	\$0.00
10616 S Western Ave Los Angeles, CA 90047	Managed Network WiFi	General Purpose	60	48	\$27.00	\$0.00	\$1,296.00	\$0.00
10616 S Western Ave Los Angeles, CA 90047	Managed Network Edge	1 Gbps	60	1	\$440.00	\$0.00	\$440.00	\$0.00
10616 S Western Ave Los Angeles, CA 90047	Managed Network Edge	2 Gbps	60	1	\$677.00	\$0.00	\$677.00	\$0.00
10616 S Western Ave Los Angeles, CA 90047	Managed Network Edge	4 Gbps	60	1	\$1,015.00	\$0.00	\$1,015.00	\$0.00
10616 S Western Ave Los Angeles, CA 90047	Managed Network Switch	MS225-48- POE	60	3	\$181.00	\$0.00	\$543.00	\$0.00
10600 S Western Ave Los Angeles, CA 90047	FIA	1 Gbps	60	1	\$347.50	\$0.00	\$347.50	\$0.00
10600 S Western Ave Los Angeles, CA 90047	Static IP (5)	N/A	60	1	\$0.00	\$0.00	\$0.00	\$0.00
10600 S Western Ave Los Angeles, CA 90047	Ethernet EPLAN	1 Gbps	60	1	\$325.00	\$0.00	\$325.00	\$0.00
10600 S Western Ave Los Angeles, CA 90047	FIA	2 Gbps	60	1	\$1,250.00	\$0.00	\$1,250.00	\$0.00
10600 S Western Ave Los Angeles, CA 90047	Static IP (5)	N/A	60	1	\$0.00	\$0.00	\$0.00	\$0.00
10600 S Western Ave Los Angeles, CA 90047	Ethernet EPLAN	2 Gbps	60	1	\$451.00	\$0.00	\$451.00	\$0.00
10600 S Western Ave Los Angeles, CA 90047	FIA	5 Gbps	60	1	\$1,999.00	\$0.00	\$1,999.00	\$0.00
10600 S Western Ave Los Angeles, CA 90047	Static IP (5)	N/A	60	1	\$0.00	\$0.00	\$0.00	\$0.00
10600 S Western Ave Los Angeles, CA 90047	Ethernet EPLAN	5 Gbps	60	1	\$451.00	\$0.00	\$451.00	\$0.00
10600 S Western Ave Los Angeles, CA 90047	Managed Network WiFi	General Purpose	60	6	\$27.00	\$0.00	\$162.00	\$0.00
10600 S Western Ave Los Angeles, CA 90047	Managed Network Edge	1 Gbps	60	1	\$440.00	\$0.00	\$440.00	\$0.00
10600 S Western Ave Los Angeles, CA 90047	Managed Network Edge	2 Gbps	60	1	\$677.00	\$0.00	\$677.00	\$0.00
10600 S Western Ave Los Angeles, CA 90047	Managed Network Edge	4 Gbps	60	1	\$1,015.00	\$0.00	\$1,015.00	\$0.00
10000 S Western Ave Los Angeles, CA 90047	FIA	1 Gbps	60	1	\$347.50	\$0.00	\$347.50	\$0.00
10000 S Western Ave Los Angeles, CA 90047	Static IP (5)	N/A	60	1	\$0.00	\$0.00	\$0.00	\$0.00
10000 S Western Ave Los Angeles, CA 90047	Ethernet EPLAN	1 Gbps	60	1	\$325.00	\$0.00	\$325.00	\$0.00
10000 S Western Ave Los Angeles, CA 90047	FIA	2 Gbps	60	1	\$1,250.00	\$0.00	\$1,250.00	\$0.00

10000 S Western Ave Los Angeles, CA 90047	Static IP (5)	N/A	60	1	\$0.00	\$0.00	\$0.00	\$0.00
10000 S Western Ave Los Angeles, CA 90047	Ethernet EPLAN	2 Gbps	60	1	\$451.00	\$0.00	\$451.00	\$0.00
10000 S Western Ave Los Angeles, CA 90047	FIA	5 Gbps	60	1	\$1,999.00	\$0.00	\$1,999.00	\$0.00
10000 S Western Ave Los Angeles, CA 90047	Static IP (5)	N/A	60	1	\$0.00	\$0.00	\$0.00	\$0.00
10000 S Western Ave Los Angeles, CA 90047	Ethernet EPLAN	5 Gbps	60	1	\$451.00	\$0.00	\$451.00	\$0.00
10000 S Western Ave Los Angeles, CA 90047	Managed Network WiFi	General Purpose	60	28	\$27.00	\$0.00	\$756.00	\$0.00
10000 S Western Ave Los Angeles, CA 90047	Managed Network Edge	1 Gbps	60	1	\$440.00	\$0.00	\$440.00	\$0.00
10000 S Western Ave Los Angeles, CA 90047	Managed Network Edge	2 Gbps	60	1	\$677.00	\$0.00	\$677.00	\$0.00
10000 S Western Ave Los Angeles, CA 90047	Managed Network Edge	4 Gbps	60	1	\$1,015.00	\$0.00	\$1,015.00	\$0.00

Pricing is provided only for the sites shown in the Service Proposal. Pricing for additional sites shall be determined upon Spectrum’s receipt of site information for the new service location, evaluation of the requested services, performance of surveys, and other information that may be required.

Pricing shown above is exclusive of taxes, fees and surcharges. The MRCs and OTCs are subject to taxes, fees and surcharges as described in Section 7(b) (Taxes, Surcharges and Fees) of the Agreement.

Customer’s Service Order shall incorporate the following clause as it relates to funding:

E-Rate Funding Contingency

Customer may submit this Service Order and the Agreement to the Schools and Libraries Division of the Universal Service Administrative Company, (i.e., the entity appointed by the Federal Communications Commission to administer the Universal Service Program with respect to Schools and Libraries (E-Rate) funding) as part of any application seeking a federal subsidy or funding.

Customer is responsible for notifying Spectrum of its election of either the Service Provider Invoice (SPI) or Billed Entity Applicant Reimbursement (BEAR) discount method by May 15th prior to the applicable funding year. Customer must complete and return an E-Rate Discount Election Form to Spectrum prior to such date, or Customer will be deemed to have chosen the BEAR discount method for the funding year.

Upon Spectrum’s receipt of appropriate notice that Customer is an approved E-Rate program participant for a Service, Spectrum will invoice Customer for the Service in accordance with E-Rate guidelines and/or rules. If Spectrum invoices Customer for a Service pursuant to any E-Rate program rates, discounts or credits in advance of receiving such notice and Customer’s request for E-Rate program funding is denied,

limited or reduced, Spectrum will invoice Customer and Customer will pay the difference between such invoiced amount(s) and the actual amount of the charges for the Service as described in this Service Order. Notwithstanding anything herein to the contrary, Customer's obligations under this Service Order shall remain in full force and effect in the event Customer withdraws or is removed from the E-Rate program, receives E-Rate program funding that is less than Customer's requested funding amount, or is denied E-Rate program funding for any Service described in this Service Order. For the avoidance of doubt, Customer is solely responsible for all charges for services, as described in this Service Order, that were installed prior to the E-Rate program funding year start date.

Upgrade Path

Customer shall have the option to add Services or, if applicable, increase speed and bandwidth during the Order Term of the Service Order, provided Spectrum is able to accommodate Customer's request. Customer will notify Spectrum of its desired additional Services or increased speed and bandwidth and shall be responsible for the corresponding increase in MRCs for such additional Services or increased speed and bandwidth, as well as construction and installation costs (if applicable). Added services may be coterminous with the Initial Order Term of the original Service Order if the parties agree upon appropriate MRCs and any OTCs to account for the decreased Initial Order Term for such additional Services. Spectrum agrees to include language within individual Service Orders that set forth the specific upgrade options available to the Customer during the Order Term.

MANAGED NETWORK EDGE AND ENTERPRISE NETWORK EDGE SERVICE LEVEL AGREEMENT

This document outlines the Service Level Agreement (“SLA”) for Managed Network Edge (“MNE”) Service and Enterprise Network Edge (“ENE”) Service (collectively, the “Network Edge Services,” and each a “Network Edge Service”).

This SLA is a part of, and is hereby incorporated by reference into, the Spectrum Enterprise Service Agreement (including the terms and conditions, attachments, and Service Orders described therein, the “Agreement”). To the extent any provision of this SLA conflicts with the Agreement, this SLA shall control. Any applicable credits are issued only for the affected Network Edge Service(s) (the “Affected Service”). Capitalized words used, but not defined herein, shall have the meanings given to them in the Agreement.

I. On-Time Provisioning

The On-Time Provisioning SLA target measures on-time achievement of Spectrum Enterprise-committed scheduled activation of a new Spectrum Enterprise Network Edge Service. Scheduled activation date is established following completion of all needed site surveys, pre-wiring steps and confirmation of equipment and technician availability. When multiple Network Edge Services are ordered at a Customer location there may be individual activation dates established for each Service. Notwithstanding anything to the contrary herein, the On-Time Provisioning SLA does not apply to MNE Teleworker, MNE AnyConnect, MNE Virtual Edge (vMX), or ENE Virtual Machine Services.

On-Time Provisioning SLA	Service Credit
Spectrum and Customer agreed upon Service activation date	50% of the standard NRC installation charge*

* Not applicable for non-standard NRC Network Edge Service installation charge (e.g., construction or access charges).

If the agreed upon Service activation date is missed due to Spectrum Enterprise’s failure, Customer will be eligible for a Service Credit.

II. Service Availability

The Spectrum Enterprise Network Edge Service offers a Service Availability SLA target for each of the unique Network Edge Service offerings which require customer premises equipment (“CPE”) to deliver the Service (i.e., MNE/ENE Network Edge, MNE/ENE Switch, MNE WiFi, and MNE Camera). Notwithstanding anything to the contrary herein, the Service Availability SLA does not apply to the MNE Teleworker or MNE AnyConnect Services.

Network Edge Service “Service Availability” is based on the individual Network Edge Service offering and is based on the total number of minutes in a calendar month during which the Spectrum Enterprise Network Edge Service is available to exchange data between Network Edge Service devices and is calculated by taking the total number of minutes of Service availability (Service uptime) and divided by the total number of possible minutes in that month. Service Disruptions, subject to Excluded Disruptions, as each defined below, shall be used to determine downtime for each of the unique Network Edge Service offering.

A “Service Disruption” is defined as loss of connection to an individual Network Edge Service CPE device for a duration that makes the Service no longer available to the customer. The Service Disruption period begins on the earlier of (i) when Spectrum Enterprise opens a trouble ticket in connection with a Service Disruption that Spectrum Enterprise detects and verifies, or (ii) when Customer reports a Service Disruption by contacting Customer Care, and then Spectrum Enterprise validates that the Service is affected and creates a corresponding trouble ticket. The Service Disruption ends when the affected Service has been restored.

“Excluded Disruptions” means (i) planned outages, (ii) routine or urgent maintenance, (iii) time when Spectrum Enterprise is unable to gain access to Customer’s premises to troubleshoot, repair or replace equipment or the Service, (iv) Service problems resulting from acts or omissions of Customer or Customer’s representatives or agents,

(v) Customer equipment failures or power failures, (vi) Customer is not prepared to release the Service for testing, Service problems resulting from an outage of or disruption to the underlying Internet access service, and (vii) Force Majeure Events.

This SLA only applies when the Service Disruption is caused by the individual Network Edge Service CPE device. In the event the Network Edge Service is not available due to downtime caused by Spectrum Enterprise’s Internet Service which qualifies for Service Credits, then Service Credits will not be available for the same event causing the downtime.

Duration of Service Disruption	Credit Amount is Percentage of One Month's MRC
≤5 minutes (99.99% Service Availability)	N/A
> 5 minutes and ≤ 4 hours	10%
> 4 hours and ≤ 8 hours	15%
> 8 hours and ≤ 12 hours	20%
> 12 hours and ≤ 16 hours	30%
>16 hours and ≤ 24 hours	40%

Credits for Service Disruptions will be offered as a percent of the individual Network Edge Service MRC.

III. On-Site CPE Replacement

The Spectrum Enterprise Network Edge Service offers an On-site CPE Replacement SLA target. In the event of a Service Disruption caused by a faulty or defective Spectrum Enterprise Network Edge Service CPE, Spectrum Enterprise's target to repair or replace such CPE is within 4 hours. Customer must contact the Spectrum Enterprise Network Operations Center ("NOC") to open a trouble ticket of which Spectrum Enterprise will determine if the CPE is the source of the Service Disruption.

CPE Replacement SLA Target	
On-site with replacement Network Edge Service CPE	Within 4 hours after the determination has been made by Spectrum Enterprise NOC that the issue is CPE related. (365x24x7)**

Within 4 hours after the determination has been made by Spectrum Enterprise NOC that the issue is CPE related. (365x24x7)**

** Notwithstanding anything to the contrary herein, (i) Hawaii locations will be excluded from the On-site CPE Replacement SLA, (ii) the On-Site CPE Replacement SLA does not apply to MNE AnyConnect Service, MNE vMX Service, or ENE Virtual Machine Service, and (iii) MNE Teleworker replacement CPE will be shipped via overnight courier within 24 hours of Spectrum Enterprise's determination that CPE needs to be replaced.

IV. Mean Time to Restore ("MTTR")

The Spectrum Enterprise Network Edge Service has a Mean Time to Restore (MTTR) target of four hours to restore Service in the event of a Service failure not associated with the respective access service. Notwithstanding anything to the contrary herein, the MTTR SLA does not apply to MNE Teleworker or MNE AnyConnect Services.

MTTR per calendar month is calculated as follows:

Total cumulative length of time to restore Network Edge Services
Total number of trouble tickets per Network Edge Service

MTTR	Target
Mean Time to Restore is the average time it takes to restore the Network Edge Service.	4 Hours

V. Proactive Outage Notification

The Spectrum Enterprise Network Edge Service provides proactive monitoring for the individual CPE devices that are deployed within a Service location. If a Service Disruption arises with respect to an individual Network Edge Service, Spectrum Enterprise will assess the situation and if necessary will open a trouble ticket and will notify the Customer's designated technical contact via email. If Spectrum Enterprise fails to notify Customer (e.g. via email) of a Service Disruption, then Customer will qualify for a credit which is a percentage of the MRC. Proactive notifications are delayed when SNMP is not enabled on client provided access circuits, and in that circumstance Customer shall not be eligible for a credit. Notwithstanding anything to the contrary herein, the SLA in this section does not apply to MNE Teleworker or MNE AnyConnect Services.

Credits for Proactive Outage Notification are as follows:

Proactive Outage Notification SLA	Credit Amount
Once a Service Disruption has been identified by Spectrum Enterprise, Customer will be notified by email within 15 minutes	10% of the MRC

VI. Incident Response

Spectrum Enterprise monitors the availability and health of the Network Edge Service CPE devices deployed to Service Locations. In the event of an unplanned incident that results in a Service Disruption, Spectrum Enterprise will assess the situation and if necessary open a trouble ticket on Customer's behalf to resolve the issue. Customer will be notified via email of the incident and will prioritize based the criteria specified below.

Incident Response Criteria for Network Edge Services:

Incident Severity	Definition	Notification Target
High	An incident in which one or many Network Edge Service CPE devices are unreachable and may affect the overall performance of the network.	Within 15 minutes
Medium	An incident in which the Network Edge Service CPE are reporting degraded performance. An example of this type of incident would be packet loss errors on the network.	Within 20 minutes
Low	An incident where an individual Network Edge Service CPE is affected and having a minimal impact to the overall network.	Within 30 minutes

VII. Configuration Change Requests

The Spectrum Enterprise Network Edge Service offers a configuration change request acknowledgement target and configuration change target. The targets are only available for non-Service Disruption configuration changes submitted by an authorized Customer contact. Configuration change requests can be submitted by contacting the Spectrum Enterprise NOC or via the Spectrum Enterprise web portal 365x24x7.

Configuration Change Request Acknowledgement Target:

Spectrum Enterprise will use commercially reasonable efforts to acknowledge a Customer submitted service configuration change request within two (2) hours of receiving the request via the Spectrum Enterprise web portal.

Configuration Change Target:

For configuration changes, Spectrum Enterprise has a target completion timeframe of within twenty-four (24) hours following Spectrum Enterprise's acknowledgment of the properly submitted configuration change request. However, some configuration changes may require additional investigation and collaboration, for which a completion timeframe of greater than twenty-four (24) hours may be required.

VIII. Network Maintenance

Maintenance Notice:

Customer understands that from time to time, Spectrum Enterprise will perform network maintenance for network improvements and preventive maintenance. In some cases, Spectrum Enterprise will need to perform urgent network maintenance, which will usually be conducted within the routine maintenance windows. Spectrum Enterprise will use reasonable efforts to provide advance notice of the approximate time, duration, and reason for any urgent maintenance outside of the routine maintenance windows.

Maintenance Windows:

Routine maintenance may be performed Monday – Friday, 12 a.m. – 6 a.m. local time.

IX. Remedies

Service Credits:

If the actual performance of a Network Edge Service during any calendar month is less than the SLA assurances outlined within this document and Customer is in compliance with the terms of the Agreement and this SLA, then Customer may request credit equal to the corresponding percentage of MRCs for the Affected Service as set forth in this SLA. Any credit to be applied will be off-set against amounts due from Customer to Spectrum Enterprise in the billing cycle following the date Spectrum Enterprise makes its credit determination. Credit requests must be submitted to Spectrum Enterprise within thirty (30) days following the calendar month in which the SLA target was missed. Spectrum Enterprise will exercise commercially reasonable efforts to respond to such credit requests within thirty (30) days of receipt thereof.

SLA targets set forth herein that do not have corresponding financial credits are pursued by Spectrum Enterprise as service level objectives on a commercially reasonable efforts basis, and no financial consequences or liability shall accrue to Spectrum Enterprise for missing such SLA targets.

Customer may request only one credit per SLA herein per month for the Affected Service. Additionally, should one event impact more than one Network Edge Service hereunder, Customer shall receive the single highest of the qualifying credits only. Except as set forth below, the credits described in this SLA shall constitute Customer's sole and exclusive remedy, and Spectrum Enterprise's sole and exclusive liability, with respect to any missed SLA targets. Service Credits hereunder shall not be cumulative per Service.

Spectrum Enterprise

FIBER INTERNET ACCESS SERVICE LEVEL AGREEMENT

This document outlines the Service Level Agreement (“SLA”) for Fiber Internet Access (“FIA”) fiber-based service (the “Service”).

This SLA is a part of, and hereby incorporated by reference into the Spectrum Enterprise Service Agreement (including the terms and conditions, attachments, and Service Orders described therein, the “Agreement”). To the extent any provision of this SLA conflicts with the Agreement, this SLA shall control. All SLA Targets in the table below are measured from Customer’s Service Location to the location where Spectrum Enterprise has local access to the Internet (the Spectrum Enterprise “Point of Presence” or “POP”) at the individual circuit or service level, and any applicable credits are issued only for the affected FIA circuit or service (the “Affected Service”). Capitalized words used, but not defined herein, shall have the meanings given to them in the Agreement.

I. SLA Targets for FIA Services:

Service Availability	Mean Time To Restore (“MTTR”)	Latency / Frame Delay (Roundtrip)	Jitter / Frame Delay Variation	Packet Loss / Frame Loss
End to End: 99.99%	Priority 1 Outages within 4 hours	45ms	<2ms	<0.1%

II. Priority Classification:

A “Service Disruption” is defined as an outage, disruption, or severe degradation, other than an Excluded Disruption, that interferes with the ability of a Spectrum Enterprise network hub to: (i) transmit and receive network traffic on Customer’s dedicated access port at the Spectrum Enterprise network hub; or (ii) exchange network traffic with another Spectrum Enterprise network hub. The Service Disruption period begins when Customer reports a Service Disruption using Spectrum Enterprise’s trouble ticketing system by contacting Customer Care, Spectrum Enterprise acknowledges receipt of such trouble ticket, Spectrum Enterprise validates that the Service is affected, and Customer releases the Service for testing. The Service Disruption ends when the affected Service has been restored.

“Service Degradation” means a degradation of the Service that is not a Service Disruption or a result of an Excluded Disruption, such as failure of the Service to achieve the SLA Targets for Latency / Frame Delay, Jitter / Frame Delay Variation, or Packet / Frame Loss.

“Excluded Disruptions” means (i) planned outages, (ii) routine or urgent maintenance, (iii) time when Spectrum Enterprise is unable to gain access to Customer’s Service Location, if necessary, (iv) service issues arising from acts of omissions of Customer or Customer’s representatives or agents, (v) Customer equipment failures, (vi) Customer is not prepared to release the Service for testing, and (vii) Force Majeure Events.

Spectrum Enterprise will classify Service problems as follows:

Priority	Criteria
Priority 1	Each a “Priority 1 Outage”: <ul style="list-style-type: none"> Service Disruption resulting in a total loss of Service; or Service Degradation to the point where Customer is unable to use the Service and is prepared to release it for immediate testing
Priority 2	<ul style="list-style-type: none"> Service Degradation where Customer is able to use the Service and is not prepared to release it for immediate testing.
Priority 3	<ul style="list-style-type: none"> A service problem that does not impact the Service; or A single non-circuit specific quality of Service inquiry.

III. Service Availability

“Service Availability” is calculated as the total number of minutes in a calendar month less the number of minutes that the FIA Service is unavailable due to a Priority 1 Outage (“Downtime”), divided by the total number of minutes in a calendar month.

The following table contains examples of the percentage of Service Availability translated into minutes of Downtime for the 99.99% Service Availability Target:

Percentage by Days Per Month	Total Minutes / Month	Downtime Minutes
99.99% for 31 Days	44,640	4.5
99.99% for 30 Days	43,200	4.3

99.99% for 29 Days	41,760	4.2
99.99% for 28 Days	40,320	4

IV. Mean Time to Restore (“MTTR”)

The MTTR measurement for Priority 1 Outages is the average time to restore Priority 1 Outages during a calendar month calculated as the cumulative length of time it takes Spectrum Enterprise to restore an FIA Service following a Priority 1 Outage in a calendar month divided by the corresponding number of trouble tickets for Priority 1 Outages opened during the calendar month for the FIA Service.

MTTR per calendar month is calculated as follows:

Cumulative length of time to restore Priority 1 Outage(s) per FIA Service
Total number of Priority 1 Outage trouble tickets per FIA Service

V. Latency / Frame Delay

Latency or Frame Delay is the average roundtrip network delay, measured every 5 minutes during a calendar month, unless measurement is not possible as a result of an Excluded Disruption, to adequately determine a consistent average monthly performance level for frame delay for each FIA Service. The roundtrip delay is expressed in milliseconds (ms).

Latency is calculated as follows:

Latency/Frame Delay = Sum of the roundtrip delay measurements for an FIA Service
Total # of measurements for an FIA Service

VI. Packet Loss / Frame Loss Ratio

Packet Loss or Frame Loss Ratio is defined as the percentage of frames that are not successfully received compared to the total frames that are sent in a calendar month, except where any packet or frame loss is the result of an Excluded Disruption. The percentage calculation is based on frames that are transmitted from a network origination point and received at a network destination point.

Packet Loss / Frame Loss Ratio is calculated as follows:

$\text{Packet Loss / Frame Loss (\%)} = 100 (\%) - \frac{\text{Frames Received}}{\text{Total Frames}} (\%)$

VII. Jitter / Frame Delay Variation

Jitter or Frame Delay Variation is defined as the variation in delay for two consecutive frames that are transmitted (one-way) from a network origination point and received at a network destination point. Spectrum Enterprise measures a sample set of frames every 5 minutes during a calendar month, unless measurement is not possible as a result of an Excluded Disruption, and determines the average delay between consecutive frames within each sample set. The monthly Jitter / Frame Delay Variation is calculated as the average of all of the frame delay variation measurements during such calendar month and is expressed in milliseconds (ms).

Jitter / Frame Delay Variation is calculated as follows:

Jitter / Frame Delay Variation =
Sum of the Frame Delay Variation measurements for an FIA Service
Total # of measurements for an FIA Service

VIII. Network Maintenance

Maintenance Notice:

Customer understands that from time to time, Spectrum Enterprise will perform network maintenance for network improvements and preventive maintenance. In some cases, Spectrum Enterprise will need to perform urgent network maintenance, which will usually be conducted within the routine maintenance windows. Spectrum Enterprise will use reasonable efforts to provide advance notice of the approximate time, duration, and reason for any urgent maintenance outside of the routine maintenance windows.

Maintenance Windows:

Routine maintenance may be performed Monday – Friday 12 a.m. – 6 a.m. Local Time.

IX. Remedies

Service Credits:

If the actual performance of an FIA Service during any calendar month is less than the SLA Targets and Customer is in compliance with the terms of the Agreement and this SLA, then Customer may request credit equal to the corresponding percentage of monthly recurring charges for the Affected Service as set forth in the table below. Any credit to be applied will be off-set against amounts due from Customer to Spectrum Enterprise in the billing cycle following the date Spectrum Enterprise makes its credit determination. Credit requests must be submitted to Spectrum Enterprise within thirty (30) days of the calendar month in which the SLA Target was missed. Spectrum Enterprise will exercise commercially reasonable efforts to respond to such credit requests within thirty (30) days of receipt thereof.

Service Availability	Mean Time To Restore (“MTTR”)		Latency / Frame Delay (Roundtrip)	Jitter / Frame Delay Variation	Packet Loss / Frame Loss
30%	> 4 hours ≤ 7:59:59 hours	4%	5%	5%	5%
	> 8 hours	10%			

All SLA Targets are monthly measurements, and Customer may request only one credit per SLA Target per month for the Affected Service. Should one event impact more than one SLA hereunder, Customer shall receive the single highest of the qualifying credits only. Except as set forth below, the credits described in this SLA shall constitute Customer’s sole and exclusive remedy, and Spectrum Enterprise’s sole and exclusive liability, with respect to any missed SLA Targets. Service Credits hereunder shall not be cumulative per Service.

Chronic Priority 1 Outages:

If Customer experiences and reports three (3) separate Priority 1 Outages where the Downtime exceeds four (4) hours during each Priority 1 Outage within three (3) consecutive calendar months, then Customer may terminate the Affected Service without charge or liability by providing at least thirty (30) days written notice to Spectrum Enterprise; provided, however, that (i) Customer may only terminate the Affected Service; (ii) Customer must exercise its right to terminate the Affected Service by providing written notice to Spectrum Enterprise within thirty (30) days after the event giving rise to Customer’s termination right; (iii) Customer shall have paid Spectrum Enterprise all amounts due at the time of such termination for all Services provided by Spectrum Enterprise pursuant to the Agreement, and (iv) the foregoing termination right provides the sole and exclusive remedy of Customer and the sole and exclusive liability of Spectrum Enterprise for chronic Priority 1 Outages and Customer shall not be eligible for any additional credits. Termination will be effective forty-five (45) days after Spectrum Enterprise’s receipt of such written notice of termination.

Spectrum Enterprise

ETHERNET SERVICE LEVEL AGREEMENT

This document outlines the Service Level Agreement (“SLA”) for fiber-based Spectrum Enterprise Ethernet Service and Spectrum Enterprise Cloud Connect Service (individually the “Service” and collectively the “Services”). Capitalized words used, but not defined herein, shall have the meanings given to them in the Agreement.

This SLA is a part of, and hereby incorporated by reference into the Spectrum Enterprise Service Agreement (including the terms and conditions, attachments, and Service Orders described therein, the “Agreement”). To the extent any provision of this SLA conflicts with the Agreement, this SLA shall control. Performance tier goals (“SLA Targets”) are set forth in the table(s) below.

Ethernet Services SLA Targets presented below are measured end to end (i.e. from any two applicable Customer’s edge or network interface devices at the Service Location) at the individual circuit or service level, and any applicable credits are issued for the affected circuit or service (the “Affected Service”).

The Cloud Connect Service SLA Target for Availability is measured between Spectrum Enterprise’s network interface device (NID) located at the Customer location and the point of physical handoff of the Service to the Cloud Service Provider (the “Gateway Point”).

I. SLA Targets for Ethernet and Cloud Connect Services:

Spectrum Enterprise Ethernet Services SLAs				
Performance Tier	On-Net			Off-Net
	Metro	Regional	National	
Miles	0 - 155	156 - 746	> 746	N/A
Kilometers	0 - 250	251 - 1200	> 1200	N/A
Latency	< 10ms	< 25ms	< 125ms	< 125ms
Jitter	< 2ms	< 4ms	< 8ms	< 8ms
Frame Loss	< 0.01%	< 0.01%	< 0.01%	< 0.01%
Availability	> 99.99%	> 99.99%	> 99.99%	> 99.99%
MTTR	4 hrs.	4 hrs.	4 hrs.	4 hrs.

¹ “On-Net” includes circuits that are provided by Spectrum Enterprise to Service Locations directly from the Spectrum Network.

² “Off-Net” includes circuits that are provided to geographic locations that may be outside or inside Spectrum Enterprise service areas and are provided by third party service providers and not from the Spectrum Network.

Spectrum Enterprise Cloud Connect Gateway Point SLAs	
Availability	> 99.99%

II. Priority Classification:

“Excluded Disruptions” means (i) planned outages, (ii) routine or urgent maintenance, (iii) time when Spectrum Enterprise is unable to gain access to Customer’s premises to troubleshoot, repair or replace equipment or the Service, (iv) service problems resulting from acts of omissions of Customer or Customer’s representatives or agents, (v) Customer equipment failures, (vi) Customer is not prepared to release the Service for testing, and (vii) Force

Majeure Events. Notwithstanding anything to the contrary in the Agreement, any service issues beyond the connectivity to the Cloud Service Provider is not covered by this SLA.

A “Service Disruption” is defined as an outage, disruption, or severe degradation, other than an Excluded Disruption, that interferes with the ability of a Spectrum Enterprise network hub to transmit and receive network traffic between Customer’s A and Z Service Locations. The Service Disruption period begins when Customer reports a Service Disruption using Spectrum Enterprise’s trouble ticketing system by contacting Customer Care, Spectrum Enterprise acknowledges receipt of such trouble ticket, Spectrum Enterprise validates that the Service is affected, and Customer releases the Service for testing. The Service Disruption ends when the affected Service has been restored.

“Service Degradation” means a degradation of the Service that is not a Service Disruption or a result of an Excluded Disruption, such as failure of the Service to achieve the SLA Targets for Latency / Frame Delay, Jitter / Frame Delay Variation, or Packet / Frame.

Spectrum Enterprise will classify Service problems as follows:

Priority	Criteria
Priority 1	<ul style="list-style-type: none"> Service Disruption resulting in a total loss of Service; or Service Degradation to the point where Customer is unable to use the Service and is prepared to release it for immediate testing (each a “Priority 1 Outage”).
Priority 2	<ul style="list-style-type: none"> Service Degradation where Customer is able to use the Service and is not prepared to release it for immediate testing.
Priority 3	<ul style="list-style-type: none"> A service problem that does not impact the Service; or A single non-circuit specific quality of Service inquiry.

III. Service Availability

“Service Availability” is calculated as the total number of minutes in a calendar month less the number of minutes that the Service is unavailable due to a Priority 1 Outage (“Downtime”), divided by the total number of minutes in a calendar month.

The following table contains examples of the percentage of Service Availability translated into minutes of Downtime for the 99.99% Service Availability Target:

Percentage by Days Per Month	Total Minutes / Month	Downtime Minutes
99.99% for 31 Days	44,640	4.5
99.99% for 30 Days	43,200	4.3
99.99% for 29 Days	41,760	4.2
99.99% for 28 Days	40,320	4

IV. Mean Time to Restore (“MTTR”)

The MTTR measurement for Priority 1 Outages is the average time to restore Priority 1 Outages during a calendar month calculated as the cumulative length of time it takes Spectrum Enterprise to restore a Service following a Priority 1 Outage in a calendar month divided by the corresponding number of trouble tickets for Priority 1 Outages opened during the calendar month for the Service.

MTTR per calendar month is calculated as follows:

Cumulative length of time to restore Priority 1 Outage(s) per Service
Total number of Priority 1 Outage trouble tickets per Service

V. Latency / Frame Delay

Latency or Frame Delay is the average roundtrip network delay, measured every 5 minutes during a calendar month, unless measurement is not possible as a result of an Excluded Disruption, to adequately determine a consistent average monthly performance level for frame delay for each Service. The roundtrip delay is expressed in milliseconds (ms).

Latency / Frame Delay is calculated as follows:

Sum of the roundtrip delay measurements for a Service
Total # of measurements for a Service

VI. Packet Loss / Frame Loss Ratio

Packet Loss or Frame Loss Ratio is defined as the percentage of frames that are not successfully received compared to the total frames that are sent in a calendar month, except where any packet or frame loss is the result of an Excluded Disruption. The percentage calculation is based on frames that are transmitted from a network origination point and received at a network destination point.

Packet Loss / Frame Loss Ratio is calculated as follows:

Packet Loss / Frame Loss (%) = 100 (%) – Frames Received

VII. Jitter / Frame Delay Variation

Jitter or Frame Delay Variation is defined as the variation in delay for two consecutive frames that are transmitted (one-way) from a network origination point and received at a network destination point. Spectrum Enterprise measures a sample set of frames every 5 minutes during a calendar month, unless measurement is not possible as a result of an Excluded Disruption, and determines the average delay between consecutive frames within each sample set. The monthly Jitter / Frame Delay Variation is calculated as the average of all of the frame delay variation measurements during such calendar month and is expressed in milliseconds (ms).

Sum of the Frame Delay Variation measurements for a Service
Total # of measurements for a Service

VIII. Network Maintenance

Maintenance Notice:

Customer understands that from time to time, Spectrum Enterprise will perform network maintenance for network improvements and preventive maintenance. In some cases, Spectrum Enterprise will need to perform urgent network maintenance, which will usually be conducted within the routine maintenance windows. Spectrum Enterprise will use reasonable efforts to provide advance notice of the approximate time, duration, and reason for any urgent maintenance outside of the routine maintenance windows.

Maintenance Windows:

Routine maintenance may be performed Monday – Friday 12 a.m. – 6 a.m. Local Time.

IX. Remedies Service Credit:

If the actual performance of a Service during any calendar month is less than the SLA Targets, and Customer is in compliance with the terms of the Agreement and this SLA, then Customer may request credit equal to the corresponding percentage of the monthly recurring charges for the Affected Service as set forth in the table below. Any credit to be applied will be off-set against any amounts due from Customer to Spectrum Enterprise in the billing cycle following the date Spectrum Enterprise makes its credit determination. Credit requests must be submitted to Spectrum Enterprise within thirty (30) days of the calendar month in which the SLA Target was missed. Spectrum Enterprise will exercise commercially reasonable efforts to respond to such credit requests within 30 days of receipt thereof.

Service Availability	Mean Time To Restore (“MTTR”)	Latency / Frame Delay (Roundtrip)	Jitter / Frame Delay Variation	Packet / Frame Loss
30%	>4 hours ≤ 4%	5%	5%	5%
	7:59:59 hours			
	> 8 hours 10%			

All SLA Targets are monthly measurements, and Customer may request only one credit per SLA Target per month for the Affected Service. Should one event impact more than one SLA hereunder, Customer shall receive the single highest of the qualifying credits only. Except as set forth below, the credits described in this SLA shall constitute Customer’s sole and exclusive remedy, and Spectrum Enterprise’s sole and exclusive liability, with respect to any missed SLA Targets. Service Credits hereunder shall not be cumulative per Service.

Chronic Priority 1 Outages:

If Customer experiences and reports three (3) separate Priority 1 Outages where the Downtime exceeds four (4) hours during each Priority 1 Outage within three (3) consecutive calendar months, then Customer may terminate the Affected Service without charge or liability by providing at least thirty (30) days written notice to Spectrum Enterprise; provided, however, that (i) Customer may only terminate the Affected Service; (ii) Customer must exercise its right to terminate the Affected Service by providing written notice to Spectrum Enterprise within thirty (30) days after the event giving rise to Customer’s termination right; (iii) Customer shall have paid Spectrum Enterprise all amounts due at the time of such termination for all Services provided by Spectrum Enterprise pursuant to the Agreement, and (iv) the foregoing termination right provides the sole and exclusive remedy of Customer and the sole and exclusive liability of Spectrum Enterprise for chronic Priority 1 Outages and Customer shall not be eligible for any additional credits. Termination will be effective forty-five (45) days after Spectrum Enterprise’s receipt of such written notice of termination.

In the event only a portion of Spectrum’s proposal is accepted, Spectrum reserves the right to further negotiate the terms of such partial acceptance prior to final bid award acceptance by Spectrum.

SPECTRUM’S RESPONSE TO TEACH PUBLIC SCHOOLS

TEACH Public Schools
Category One | Category Two
BEN: 17022941
2024-2025 Funding Year (FY24)
July 1, 2024-June 30, 2025
Form 470#240005773

Entity Name	BEN	Address
16071381	TEACH Academy of Technologies	10045 S. Western Ave, Los Angeles, CA 90047 Annex 10000 S. Western Ave, Los Angeles, CA 90047
17023162	TEACH Public Schools Central Office	10600 S. Western Ave. Los Angeles, CA 90047
16082080	TEACH Tech Charter High School	10616 S. Western Ave, Los Angeles, CA 90047
17019804	TEACH Preparatory Mildred S. Cunningham & Edith H. Morris Elementary	8505 S. Western Ave, Los Angeles, CA 90047

TEACH Public Schools is currently accepting proposals via this Request for Proposal (RFP) for a contract (1- year contracts are preferred) to provide owned eligible internal connections \$54.502 equipment unless stated otherwise, MIBS, BMIC, and cabling. For all the items/services listed in this RFP, please consider services that are equivalent, more/less in quality, better and/or more cost effective when submitting proposals.

Please review the Service Proposal for pricing, Service Location(s), Initial Order Term, bandwidth information and service offering.

Spectrum’s proposal is for the provision of Services and not the purchase of equipment. Spectrum Equipment will be provided and maintained as set forth in Section 6 (Equipment) of the Agreement. All materials including, but not limited to, any Spectrum Equipment used by Spectrum to provide the Service shall remain the sole and exclusive property of Spectrum or its suppliers unless otherwise set forth in an Attachment or agreed in writing between the Parties.

Any requested equipment/service quantities are “up to” and purchased as needed over the life of the contract.

In the event only a portion of Spectrum’s proposal is accepted, Spectrum reserves the right to further negotiate the terms of such partial acceptance prior to final bid award acceptance by Spectrum.

Spectrum’s proposal, including pricing, shall be valid for 180 days from the date of Spectrum’s submittal of the proposal. In the event an order is not placed within 180 days, Spectrum reserves the right to update pricing based on, but not limited to, current installation costs, construction and equipment costs, remaining term and engineering and design specifications.

The proposer should separate the cost of eligible services/products from non-eligible services/products and clearly indicate this separation on the proposal.

Please review the Service Proposal for pricing, Service Location(s), Initial Order Term, bandwidth information and service offering. The MRCs and OTCs are exclusive of taxes, fees and surcharges. Spectrum shall have the right to increase MRCs for each Service after the expiration of the Order Term for such Service upon thirty (30) days’ prior notice to Customer. Additional Service Charges may be applicable in accordance with the Agreement.

Eligibility of products and services for E-Rate School Program discounts is determined by the FCC and administered by the Schools and Libraries Division of USAC.

The proposer must be in good standing with the Federal Communications Commission (FCC) and does not have a red-light status. If there is a red-light status, the contract will become null and void without penalty to the applicant.

Spectrum is in good standing with the FCC and USAC. Please review Spectrum’s proof of green-light status with the FCC below:

FRN Financial

FRN	FRN Name	Red Light Status	Action
0002526580	Charter Communications Operating, LLC	Green Light	View/Make Payments
0002531093	Charter Communications, LLC	Green Light	View/Make Payments
0003757622	Time Warner Cable Information Services (New York), LLC	Green Light	View/Make Payments
0005793922	Charter Fiberlink-Missouri, LLC	Green Light	View/Make Payments
0007339716	Charter Fiberlink-Nebraska, LLC	Green Light	View/Make Payments
0007508237	Spectrum Sunshine State, LLC	Green Light	View/Make Payments
0007556251	Time Warner Cable Inc.	Green Light	View/Make Payments
0007736853	DukeNet Communications, LLC	Green Light	View/Make Payments
0008359648	Time Warner Cable Information Services (Maine), LLC	Green Light	View/Make Payments

All proposals and questions must be emailed to Questions and their answers will be posted as an addendum attachment on the original FCC Form 470 on the USAC EPC Portal for all vendors to see.

Acknowledged.

Proposal Submission Guidelines

General Bidding Information

All bids submitted for eligible products and services will be carefully considered, with price being the primary factor, and the bid selected will be for the most cost-effective service offering consistent with §54.511.

Acknowledged.

This request for proposal represents the requirements for an open and competitive process. Proposals and questions must be submitted via email [to erate@teachps.org](mailto:to_erate@teachps.org). Questions and answers from any communications with vendors will be posted as an addendum attachment on the original form 470 on the USAC website as clarification for all bidders. To keep the processes moving forward, it is important to follow the directions laid out in this proposal. Proposals will be accepted up until **The Allowable Contract Date**. Any proposals received after this date will not be considered. Any amendments to the RFP including due date extensions will be publicly posted as an addendum attachment on the original form 470 on the USAC website.

Acknowledged

Bids must reference the FCC Form 470 number and bidding vendor's Service Provider Identification Number (SPIN).

The Form 470 number and SPIN are all identified on the cover page to Spectrum's response.

If you are not able to provide the services for which you are bidding to all listed locations, please indicate which locations are being bid on your proposal. Preference will be given to vendors who can service all listed locations in this RFP and who can also sustain the billing or invoicing gap as cited above.

Please review the Service Proposal for pricing, Service Location(s), Initial Order Term, bandwidth information and service offering.

Proposal Pricing

Proposals must include SKU, make, model, pricing for eligible licenses, software, installation, testing, taxes/fees, and shipping. TEACH Public Schools reserves the right to adjust quantities prior to purchasing to meet the needs of any school. All costs must be itemized to include an explanation of all fees and costs prior to any E-Rate discounts. All taxes and any other associated fees, including sales taxes, must be identified separately.

Spectrum is not a manufacturer of the equipment used to deliver the Services proposed in this response. No manufacturer, trade name, brand name, or model or catalog numbers apply. Spectrum Equipment shall be provided and maintained as set forth in Section 6 (Equipment) of the Agreement.

Please review the Service Proposal for pricing, Service Location(s), Initial Order Term, bandwidth information and service offering.

In the event only a portion of Spectrum's proposal is accepted, Spectrum reserves the right to further negotiate the terms of such partial acceptance prior to final bid award acceptance by Spectrum.

The MRCs and OTCs are exclusive of taxes, fees and surcharges. Spectrum shall have the right to increase MRCs for each Service after the expiration of the Order Term for such Service upon thirty (30) days' prior notice to Customer. Additional Service Charges may be applicable in accordance with the Agreement.

Additional information regarding possible taxes, fees and surcharges can be found here: <https://www.spectrum.net/support/manage-account/understanding-your-bill-taxes-and-fees>.

Bids should provide the "Lowest Corresponding Price" it is the lowest price that a service provider charges to non-residential customers who are similarly situated to a particular school, library, or library consortium for similar services. Any requested equipment/service quantities are "up to" and purchased as needed over the life of the contract. See 47 C.F.R. § 54.500.

Service providers cannot charge applicants a price above the LCP for E-Rate program services. See 47 C.F.R. § 54.511(b).

Spectrum complies with all FCC Lowest Corresponding Price (LCP) rules and all applicable laws, ordinances, rules and regulations related to its performance obligations under the Agreement.

In the event only a portion of Spectrum's proposal is accepted, Spectrum reserves the right to further negotiate the terms of such partial acceptance prior to final bid award acceptance by Spectrum.

Spectrum's proposal, including pricing, shall be valid for 180 days from the date of Spectrum's submittal of the proposal. In the event an order is not placed within 180 days, Spectrum reserves the right to update pricing based on, but not limited to,

current installation costs, construction and equipment costs, remaining term and engineering and design specifications.

Vendor Requirements

Vendor references should be provided upon request.

Spectrum is the incumbent provider. Spectrum references are provided upon bid award or thereafter, subject to obtaining the prior applicable consents from any such references.

All bidding vendors must be registered with USAC and have a valid Service Provider Identification Number (SPIN).

Charter Communications Operating, LLC's SPIN is 143050436.

Bidders must agree to comply with the rules and regulations of USAC and the E-Rate program. Please visit <https://www.usac.org/e-rate/service-providers/> for more information regarding E-Rate rules and process.

Spectrum complies with all applicable USAC rules and regulations relating to its performance obligations specified in the Agreement.

Bidders must include SPIN Number on contracts for requested services with their response.

Acknowledged.

Bidders must be familiar with the billing methods and timelines specified by USAC. Bidders must acknowledge and therefore be able to process E-Rate reimbursements via the SPI methodology as well as keep track of running total of received E-Rate SPI discounts per school or NIF.

Spectrum will provide discounts via the Form 474 (SPI Form) if the funding has been approved through the E-Rate program, in which case discounts will be applied to the billing account via credit adjustments. Alternatively, funding may be obtained by filing a Form 472 (BEAR Form). Spectrum will only invoice USAC via Form 474 once funding has been committed and both the Form 486 and Receipt of Service Confirmation Form have been filed with USAC.

If requested, Spectrum may assist with the applicable USAC filing paperwork.

Please review: <http://usac.org/sl/applicants/beforeyoubegin/consortia/cost-allocations.aspx> for further details.

Gift restrictions. (1) Subject to paragraphs (d)(3) and (4) of this section, an eligible school, library, or consortium that includes an eligible school or library may not directly or indirectly solicit or accept any gift, gratuity, favor, entertainment, loan, or any other thing of value from a service provider participating in or seeking to participate in the schools and libraries universal service program. No such service

provider shall offer or provide any such gift, gratuity, favor, entertainment, loan, or other thing of value except as otherwise provided herein. Modest refreshments not offered as part of a meal, items with little intrinsic value intended solely for presentation, and items worth \$20 or less, including meals, may be offered, or provided, and accepted by any individuals or entities subject to this rule, if the value of these items received by any individual does not exceed \$50 from any one service provider per funding year.

Acknowledged.

National Security Supply Chain Restrictions: Equipment or services produced or provided by a company that the FCC has designated as a national security threat to the integrity of communications networks or the communications supply chain are not eligible for E-Rate support. 47 CFR § 54.9(a). In addition, participants are prohibited from using E-Rate support to purchase, rent, lease, or otherwise obtain any covered communications equipment or service, or maintain any covered communications equipment or service previously purchased, rented, leased, or otherwise obtained. 47 CFR § 54.10. A list of covered communications equipment and services can be found on the FCC’s website at <https://www.fcc.gov/supplychain/coveredlist> and will be updated to reflect any future determinations. Bids that include equipment that was manufactured for use outside of the United States will be disqualified. **DISQUALIFICATION FACTOR INTERNAL CONNECTIONS:** Bids from companies that include equipment barred by the Federal Communications Commission due to national security will be disqualified. On September 20, 2022, the FCC added equipment and services from two new entities as Covered Companies (Pacific Network Corp. and its wholly owned subsidiary ComNet (USA) LLC and China Unicom (Americas) Operations Limited) to its list of communications equipment and services that have been deemed a threat to national security. Recipients of Universal Service Fund (USF) support may not use USF money to buy new equipment or to support or maintain equipment already in inventory from companies, their parents, affiliates, and subsidiaries included on the Covered List.

Spectrum complies with all applicable state and federal laws related to its performance obligations under the Agreement. Spectrum does not currently conduct business with or use equipment or services provided or manufactured by entities identified on the Covered List published by the Public Safety and Homeland Security Bureau on the FCC’s website.

Post-Award Requirements

E-Rate Documentation

The contract winner must keep track of all equipment purchased and installed for TEACH Public Schools that are being bid on in response to this RFP. This report must be submitted to TEACH Public Schools after the end of every E-Rate year. At a minimum, the report should include:

Name of School

Make/Model of equipment or type of cable run
Quantity of equipment or cable run
Purchase date
Invoice number
Installation date

All installed equipment and cabling should be labeled.

In addition to standard labeling (i.e. patch panels labeled with cable number), equipment should be labeled with E-Rate information as follows:

Funding Request Number (FRN)
Form 471 Application Number
Purchase Order Number
Installation Date

Spectrum installs equipment and provides services in accordance with standard industry practice, and in accordance with its own specifications for customers. Spectrum is happy to discuss this with Customer further upon award of bid.

Spectrum Equipment shall be provided and maintained as set forth in Section 6 (Equipment) of the Agreement. Upon award, Spectrum will provide any information required by USAC related to E-Rate funding for the Services to be provided and , upon Customer request, may assist with the applicable paperwork.

Payment It is the schools desire to use Service Provider Invoicing for all services and equipment related to this RFP. If a vendor is unable or unwilling to provide Service Provider Invoicing, the vendor must notify the district in the response to this RFP. Payment of the undiscounted portion of the project will be made upon receipt of a correct invoice for goods that have been delivered, installed and accepted. A vendor may submit an invoice for partial installation. All materials must be installed, inspected and approved by TEACH Public Schools prior to final payment. If materials are damaged during installation, the vendor must replace the product with like product prior to final payment.

Spectrum will provide discounts via the Form 474 (SPI Form) if the funding has been approved through the E-Rate program, in which case discounts will be applied to the billing account via credit adjustments. Alternatively, funding may be obtained by filing a Form 472 (BEAR Form). Spectrum will only invoice USAC via Form 474 once funding has been committed and both the Form 486 and Receipt of Service Confirmation Form have been filed with USAC.

Commencement of billing shall be governed by Section 3 of the Spectrum Enterprise Service Agreement, which defines the Billing Start Date as the date the Services are functional in all material respects and available for use by the Customer.

Spectrum invoices for MRCs specific to the Service(s), plus applicable taxes, fees, and surcharges, in advance on a monthly basis. Spectrum invoices for OTCs for construction or installation charges after the Billing Start Date or as specified in the Service Order. All other charges, including usage-based charges (e.g., phone usage, pay-per view charges), will be invoiced monthly in arrears. Service Charges are payable within thirty (30) days after the date appearing on the invoice. If Spectrum fails to present a Service Charge in a timely manner, such failure shall not constitute a waiver of the charges for the Services to which it relates, and Customer shall be responsible for and pay such Service Charges when invoiced in accordance with these payment terms. Spectrum shall have the right to increase MRCs for each Service after the Initial Order Term for such Service upon thirty (30) days' notice to Customer to increase MRCs for each Service after the Initial Order Term for such Service upon thirty (30) days' notice to Customer.

Documentation and Audit Compliance

§54.516 Auditing and inspections

Service provider shall provide all warranty and product documentation related to products or services sold to the applicant.

Spectrum is not a manufacturer of the equipment used to deliver the Services, therefore Spectrum cannot warrant that the equipment is free from defects. If the Services are not functioning properly, then Spectrum is obligated to fix such problem (which may include replacement of Spectrum Equipment). No manufacturer, trade name, brand name, or model or catalog numbers apply.

Service provider shall retain all documentation related to the purchase and payment, including Forms 474 and receipt of payment from USAC, for all products and services provided to the applicant. Related documentation must be retained for a period of TEN years from the last date of service.

If the applicant is audited by the Administrator of the program, the service provider shall fully cooperate with the applicant to provide any documentation related to the provision of discounted products and services as requested.

As allowed by applicable law, any audit of such documents, information and records shall be for the previous 12-month period not more than one time per year, and the Customer's audit rights shall be limited to documents, information and records pertaining to Services provided to the Customer and not with respect to other customers and excludes staff interviews. Audits shall be limited to Spectrum's operations only, and Spectrum's confidential financial information, books, records and accounts shall not be made available for audit. Spectrum may require the Customer's auditors to sign a reasonable non-disclosure agreement. All audits shall be at the Customer's expense.

The service provider and/or applicant is solely responsible for verifying the accuracy of information submitted to Nexus E-Rate Services, LLC (NESLLC). NESLLC disclaims and makes no warranty, express or

implied, nor assumes any legal liability or responsibility for the validity, accuracy, correctness, or completeness of any information that is provided by the service provider or applicant to NESLLC.

Nexus E-Rate Services, LLC shall not be liable for any direct, indirect, incidental, consequential or exemplary damages, including but not limited to, damages for loss of profits, data, or other intangible losses (even if NESLLC has been advised of the possibility of such damages), resulting from the service provider's non-response or incomplete response and/or the service provider's inaccurate, invalid, incorrect, or incomplete provision of information.

Warranties and limitation of liability shall be governed by Sections 14(a) and 14(b), respectively of the Agreement.

Force Majeure shall be governed by Section 22(f) of the Agreement, as follows: Notwithstanding anything to the contrary in the Service Agreement, neither Party shall be liable to the other for any delay, inconvenience, loss, liability or damage resulting from any failure or interruption of Services, directly or indirectly cause by circumstances beyond such Party's control, including but not limited to denial of use of poles or other facilities of a utility company, labor disputes, acts of war or terrorism, criminal, illegal or unlawful acts, weather, fire, flood, natural causes, mechanical or power failures, fiber cuts, governmental acts or any order, law or ordinance in any way restricting the operation of the Services (each a "Force Majeure Event"). Charges in economic, business, or competitive conditions shall not be considered a Force Majeure Event.

Any errors or omissions in Spectrum's response due to errors or omissions in the RFP shall not be the responsibility of Spectrum. Spectrum reserves the right to revise its response in the event of any errors or omissions in the RFP.

Security

In the event of a security breach, the winning vendor is required to alert TEACH Public Schools IT as soon as the security breach is confirmed. Early warnings of possible security breaches will be treated as highly confidential information when shared with TEACH Public Schools IT.

Spectrum has policies and procedure in place to address Physical Security, Information Security, Management of Information Systems, Risk Management, Incident Reporting and Disaster Recovery. There are extensive training and compliance programs in place to ensure adherence to policies that are critical to the success of Spectrum and the services provided to customers. Additional information pertaining to these policies is proprietary. Please review Spectrum's Environmental, Social and Governance (ESG) report here: <https://corporate.charter.com/esg-report> for further information.

Insurance

In addition to your standard general liability insurance as a condition of doing business, TEACH Public Schools also requires vendors bidding on this project must provide evidence of liability and workers comp insurance with this proposal. TEACH Public Schools also requires:

Cyber insurance: \$1,000,000

Errors and Omissions insurance: \$1,000,000

Please see the Certificate of Insurance included with this response.

Reservations

TEACH Public Schools reserves the right to:

- Withdraw the RFP at any time, at the school sole discretion.

Acknowledged.

- Make an award under the RFP in whole or in part.

In the event only a portion of Spectrum's proposal is accepted, Spectrum reserves the right to further negotiate the terms of such partial acceptance prior to final bid award acceptance by Spectrum.

- Disqualify any bidder whose conduct and/or proposal fails to conform to the requirements of the RFP.

Acknowledged.

- Seek clarifications and revisions of proposals.

Acknowledged.

- Amend the RFP specifications to correct errors or oversights, or to supply additional information, as it becomes available.

Any errors or omissions in Spectrum's response due to errors or omissions in the RFP shall not be the responsibility of Spectrum. Spectrum reserves the right to revise its response in the event of any errors or omissions in the RFP.

- Change any of the scheduled dates.

Acknowledged.

- Negotiate with the successful bidder within the scope of the RFP in the best interests of the school.

Acknowledged.

- Utilize any and all ideas submitted in the proposals received.

The terms of this proposal are confidential and should not be disclosed directly or indirectly to any third part, except as may be required by law.

- The school reserves the right to terminate any contract and/or agreement even with the successful bidder, regardless of USAC’s approval or denial.

Default, termination and applicable remedies available to the Customer shall be governed by Section 13 (Default, Suspension of Services and Termination) of the Agreement as well as the applicable SLA. Please review Section 13 of the Agreement for additional information.

RFP Will Be Public Posted & Communicated by The School in The USAC EPC System. Service Providers MUST submit questions to school by email. Answers will be posted & maintained in the USAC EPC System. It is the vendors responsibility to verify FCC Form 470 updates made in the EPC.

X	USAC Website (EPC Portal)
	School Newspaper
	Local Newspaper
	Next School Board Meeting
	School Public Bulletin Board
	School Social Media

Acknowledged.

Evaluation Process

- Evaluation Criteria is listed below.
- Unit Price Prevails. Where applicable, in the case of discrepancy between the unit price or rate and the extension of that unit price or rate, the unit price or rate shall govern.
- Taxes. All applicable taxes in the Offer will be considered by the school when determining the lowest Proposal or evaluating Proposals; except when a responsive Offeror which is otherwise reasonably susceptible for award is located outside of Arizona and is not subject to a transaction privilege or use tax of a political subdivision of this state. In that event, all applicable taxes which are the obligation of Offerors in state and out of state, Offerors shall be disregarded in the Contract Award. At all times, payment of taxes and the

determination of applicable taxes and rates are the sole responsibility of the Contractor. Arizona Transaction privilege and use taxes shall not be considered when evaluating Offers.

- Late Offers. An Offer submitted after the Allowable Contract Date shall be rejected.
- Disqualification. The Offer of an Offeror who is currently debarred, suspended, or otherwise lawfully prohibited from any public procurement activity may be rejected. **DISQUALIFICATION FACTOR INTERNAL CONNECTIONS:** Bids from companies that include equipment barred by the Federal Communications Commission due to national security risks (such as ZTE or Huawei) will be disqualified.

Acknowledged.

Factor	Points Available	Minimum Requirements
Price of Eligible Products and Services	60	
Prior Experience with the Vendor	20	
Vendor References	10	
Flexible Invoicing (SPI / BEAR)	5	
Local or In-State	5	

Acknowledged.

Evaluation Process

TEACH Public Schools will award the contract to the responsible service provider who best meets the needs of the school. To determine this service provider, TEACH Public Schools will apply the best value concept.

Evaluation Criteria will include:

- Purchase price of Erate eligible goods and services.
- The reputation of the vendor and of the vendor’s goods and services.
- The vendor’s past relationship with the school.
- Flexible Invoicing.
- Is the Vendor located in or out of state to the school.

Acknowledged.

Disqualification Criteria

The following criteria will be used by the school to disqualify a bid.

- Unauthorized Service Provider contact with Applicant.
- Bid that does not provide definitive costs for the services requested.
- Bid includes generic/encyclopedic price lists and/or solution is proposed by artificial intelligence.

- Bids submitted after the due date.
- Bids submitted via fax.
- Lack of Service Provider Identification Number (SPIN).
- Lack of current FCC Form 473, Service Provider Annual Certification (SPAC) on file with
- USAC/SLD.
- FCDC Red-Light Status of Red.
- Bids from companies that include equipment barred by the Federal Communications Commission due to national security will be disqualified.

Acknowledged.

Risk Management

Risk of Loss. The Contractor shall bear all loss of conforming material covered under this Contract until received by authorized personnel at the location designated in the purchase order or Contract. Mere receipt does not constitute final acceptance. The risk of loss for nonconforming materials shall remain with the Contractor regardless of receipt

Spectrum's proposal is for the provisions therefore this is not applicable to Spectrum's bid.

Right to Assurance. If the School in good faith has reason to believe that the Contractor does not intend to or is unable to perform or continue performing under this Contract, the Procurement Officer may demand in writing that the Contractor give a written assurance of intent to perform. Failure by the Contractor to provide written assurance within the number of days specified in the demand may, at the school's option, be the basis for terminating the Contract under the Uniform Terms and Conditions.

Default, termination and applicable remedies available to the Customer shall be governed by Section 13 (Default, Suspension of Services and Termination) of the Agreement as well as the applicable SLA. Please review Section 13 of the Agreement for additional information.

NON-DISCLOSURE: The Offeror shall not disclose any information relating to students, and employees of the school other than such information that may be authorized by the individual student or employee. The vendor agrees to indemnify and hold harmless the school from any damages, claims, liabilities, and costs including reasonable attorney fees in the event any unauthorized release of such information occurs.

Since this proposal is for the provision of Services and Spectrum does not manufacture the products/equipment used to deliver the Services, Spectrum does not provide intellectual property indemnification.

Indemnification shall be governed by Section 15 (Indemnification) of the Agreement.

IRS W-9. To receive payment under any resulting Contract, Contractor shall have a current I.R.S. W-9 Form on file with the school.

Spectrum is the incumbent provider.

Availability of Funds for the Next Fiscal Year. Funds may not presently be available for performance under this Contract beyond the current fiscal year. No legal liability on the part of the school for any payment may arise under this Contract beyond the current fiscal year until funds are made available for performance of the Contract. The school will make reasonable efforts to secure such funds.

Upon request, Spectrum may offer the following within individual Service Orders

NON-APPROPRIATION. Notwithstanding anything to the contrary, if the funds Customer requests for Services under a Service Order for a fiscal year are not appropriated (a "Non-Appropriation"), Customer shall have the right to terminate, without liability, such Services at a Service location listed on such Service Order, provided that Customer shall (a) provide Spectrum with at least thirty (30) days written notice prior to the start of such fiscal year setting forth how such Non-Appropriation did not result from the act or failure by Customer; (b) pay Spectrum all amounts due and owing at the time of such Non-Appropriation for all Services provided by Spectrum pursuant to the Contract; (c) pay to Spectrum, upon receipt of invoice, all construction expenses and other OTCs associated with the Services, and any costs and expenses incurred by Spectrum to deal with the Non-Appropriation, including, without limitation, any applicable third-party termination liability charges; (d) promptly shall cease all use of any software provided by Spectrum hereunder for such Service, and shall return such software to Spectrum; and (e) return to Spectrum or permit Spectrum to remove, in Spectrum's sole discretion, the equipment in the same condition as when received, ordinary wear and tear excepted. Customer shall be responsible for reimbursing Spectrum for the repair or replacement of any equipment not returned in accordance with this paragraph.

Category One Internet Access

Section 1: Introduction

TEACH Public Schools, hereafter referred to as Applicant, is requesting proposals for leased lit fiber (with or without Internet access) for delivery of Internet access service. The new service is being planned to begin on July 1, 2024, which represents the expiration of the current service.

Please review the Service Proposal for pricing, Initial Order Term, Service Location(s), bandwidth information, and service offering.

Spectrum is the incumbent provider for certain Services at certain Service Locations included in Spectrum's bid response so installation and construction activities related to such existing Services and Service Locations should not be applicable to Spectrum's proposal. However, for new locations not currently receiving Spectrum's Services or existing locations changing their current Services, so long as Customer properly performs all necessary site preparation and provides Spectrum with all required consents, Spectrum shall endeavor to meet the July 1 service activation date for Universal Service Administrative Company (USAC) funding. However, due to time constraints which are required for construction, designs, permits, and various other factors, Spectrum may not be able to meet the USAC funding date. Therefore, Spectrum encourages new customers to file for funding at the earliest availability within USAC's guidelines and obtain a Funding Commitment Decision Letter, to allow Spectrum as much time as possible to meet the July 1 service activation date. Additionally, it may be in the best interest of Spectrum's new customers to file through USAC for temporary funding for their current provider for a period sufficient to cover Spectrum's implementation timeline. Spectrum's implementation goal is 90 to 120 days after full execution of the Agreement and applicable Service Order by the parties. However, upon award, a more accurate estimate will be provided once a project team has been assigned.

Section 2: Service Requests

1. Applicant is seeking bids for a fully managed, ethernet handoff for bundled Internet access solution. Leased Lit Fiber (with or without Internet Access) is the E-rate Category 1 service option to choose when bidding on a bundled solution of Internet access delivered over leased lit fiber. See Section 3 for solution requirements.
2. Network Design and Construction Routes
 - a. Applicant leaves point of presence (PoP) location and fiber routes up to respondent. However, due to current and future bandwidth needs, designs are encouraged to provide dedicated infrastructure to Applicant. This includes little to no aggregation or third-party equipment between Applicant site and PoP.
 - b. Applicant is not advocating or mandating any preconceived network design or construction route and leaves this decision up to the vendor to present their best solution.

- c. Respondents should clearly illustrate proposed network design and construction routes.
- d. The applicant's stated decision criteria (outlined in the RFP) will be used to determine if an award is made as-a-result of this RFP. The applicant has, in accordance with E-rate guidelines, rated cost of service as the highest weighted factor in its decision criteria.

Please review the Service Proposal for pricing, Service Location(s), Initial Order Term, bandwidth information and service offering.

3. Special Construction

- a. In E-rate terminology, **special construction** refers to the upfront, non-recurring costs associated with the installation of new fiber to or between eligible entities.
 - i. Special construction and service eligibility for reimbursement have changed starting funding year 2016. See the Federal Communications Commission E-rate modernization order 2 (WC Docket No. 13-184) (<https://www.fcc.gov/document/fcc-releases-order-modernizing-e-rate-21st-century-connectivity>) for more information.
- b. Special construction charges eligible for Category One support consist of three components:
 - i. construction of network facilities
 - ii. design and engineering
 - iii. project management
- c. If no new fiber is being installed, then any installation costs are considered standard **non-recurring costs (NRC)**.
 - i. For leased lit fiber solutions requiring special construction, this means that the costs associated with building the fiber are considered special construction and the costs associated with the equipment required to activate the service are a standard NRC.

Acknowledged.

d. Special Construction Payment Plan Option

- i. The applicant requests that the respondents consider allowing Applicant to pay the non-discount share of special construction costs (portion of costs that are the responsibility of the applicant) to be paid in equal annual installments over four years from Funding Year 2019 to Funding Year 2022 inclusive. Responses must include agreement or non-agreement of this request.

Special construction payment options, if applicable, are included in Spectrum's Service Proposal.

- e. Excess fiber strands for special construction projects
 - i. To the extent that the winning service provider installs additional strands of fiber for future business ventures, the winning service provider assumes full responsibility to ensure those incremental costs are allocated out of the special construction charges to the consortium in accordance with FCC rules and orders.
 - ii. If, after the issuance of the FCDL, USAC or the FCC determines that the winning service provider did not cost allocate those charges associated with the additional strands, Applicant will not be responsible for reimbursing the winning vendor and the winning vendor will assume all responsibilities deemed ineligible by USAC.
 - iii. For examples of cost allocation, please see document in Appendix A as prepared by the State E-rate Coordinators' Alliance (SECA).

This is not applicable to Spectrum's response.

Section 3: Solution Specifications

1. Internet access

- a. Applicant must have a dedicated, symmetrical bandwidth of [1 Gbps-5 Gbps].
- b. The solution must be scalable to [1 Gbps, 2 Gbps, 5 Gbps].
- c. Applicant also requires firewall services bundled with Internet access service.
- d. Contract options are requested for [36-month, 60 months] term of service.

Please review the Service Proposal for pricing, Service Location(s), Initial Order Term, bandwidth information and service offering.

Customer shall have the option to add Services or, if applicable, increase speed and bandwidth during the Order Term of the Service Order, provided Spectrum is able to accommodate Customer's request. Customer will notify Spectrum of its desired additional Services or increased speed and bandwidth and shall be responsible for the corresponding increase in MRCs for such additional Services or increased speed and bandwidth, as well as construction and installation costs (if applicable). Added services may be coterminous with the Initial Order Term of the original Service Order if the parties agree upon appropriate MRCs and any OTCs to account for the decreased Initial Order Term for such additional Services. Spectrum agrees to include language within individual Service Orders that set forth the specific upgrade options available to the Customer during the Order Term.

- i. Special construction, monthly recurring cost, and any additional nonrecurring costs are **required** to be broken out and listed separately.

Please review Spectrum's Service Proposal for pricing, Initial Order Term, Service Location(s), bandwidth information and service offering. Special construction payment options, if applicable, are included in Spectrum's Service Proposal.

- ii. No increased pricing will be allowed during the term of the quoted special construction, NRC, and MRC rate in each pricing cell of the matrix.

The MRCs will remain fixed throughout the Initial Order Term of the Service Order, exclusive of taxes, fees and surcharges Spectrum shall have the right to increase MRCs for each Service after the expiration of the Order Term for such Service upon thirty (30) days' notice to Customer. Additional Service Charges may be applicable in accordance with the Agreement.

- e. If an increase in bandwidth is requested during the contract period, the contract does not renew.

Customer shall have the option to add Services or, if applicable, increase speed and bandwidth during the Order Term of the Service Order, provided Spectrum is able to accommodate Customer's request. Customer will notify Spectrum of its desired additional Services or increased speed and bandwidth and shall be responsible for the corresponding increase in MRCs for such additional Services or increased speed and bandwidth, as well as construction and installation costs (if applicable). Added services may be coterminous with the Initial Order Term of the original Service Order if the parties agree upon appropriate MRCs and any OTCs to account for the decreased Initial Order Term for such additional Services. Spectrum agrees to include language within individual Service Orders that set forth the specific upgrade options available to the Customer during the Order Term.

- f. All solutions must adhere to the Service Level Agreement (SLA) terms in Section 4.

Spectrum's Service Level Agreement(s) ("SLAs") shall apply and shall supersede and replace the SLAs outlined in this RFP, if applicable. Please review the applicable SLA(s) included with this proposal for details related to, among other things, availability, performance/service interruptions, maintenance, issue resolution, and credit procedures, as applicable.

Section 4: Service Level Agreement

1. Proposed services must meet the following specifications:
 - a. The provider will make all reasonable efforts to ensure 99.99% network availability of each circuit.
 - b. .25% frame/packet loss commitment
 - c. 3ms network latency commitment
 - d. 4ms network jitter commitment
 - e. There is no right of provider to limit or throttle the capacity of the circuit at any time for any reason.

Spectrum's Service Level Agreement(s) ("SLAs") shall apply and shall supersede and replace the SLAs outlined in this RFP, if applicable. Please review the applicable SLA(s) included with this proposal for details related to, among other things, availability, performance/service interruptions, maintenance, issue resolution, and credit procedures, as applicable.

2. Network operations center: Solution will provide customer support functions including problem tracking, resolution, and escalation support management on a 24x7x365 basis. The customer has the right and is encouraged to call concerning any problems that may arise relative to its connection with vendor provided services.
3. Trouble reporting and response: Upon interruption, degradation or loss of service, Customer may contact Vendor by defined method with a response based on trouble level. Upon contact from the Customer, the Vendor support team will initiate an immediate response to resolve any Customer issue. Customer will receive rapid feedback on trouble resolution, including potential resolution time.
4. Escalation: If service has not been restored in a timely manner, or the Customer does not feel that adequate attention has been allocated, the Customer can escalate the trouble resolution by request. A list of escalation contacts will be provided when the implementation schedule is completed.

The Enterprise Technical Support ("ETS") is staffed 24 hours a day, seven (7) days a week; 365 days a year and has a front-line ENOC (Enterprise Network Operations Center) staff and a Tiered Support Group. The ETS service levels (i.e., response to inbound calls within 30 seconds) have been in excess of 90% for years and are one of our primary support metrics.

Spectrum offers complete service and device monitoring, leveraging our Enterprise Tech Support Center (ETS) that is staffed 24/7/365. We monitor changes, alarms and other network conditions to maintain network availability. If a network event occurs, the ETS will proactively notify the point of contact on file.

The business success of our customers depends on both speed and efficiency. The time taken to deploy, manage and maintain the standard operations of our customer's network has an impact. Spectrum customers need a partner to help manage day-to-day network operations so that you can concentrate on their businesses. Spectrum is that partner.

Spectrum's service capabilities are built on our legacy of building and maintaining large-scale networks, and our exemplary customer care is the result of combining personalized service and multi-million dollar technology investments.

For Spectrum, the issue of network reliability and response is so critical that it has created the Spectrum Enterprise Tech Support Center (ETS), a dedicated-network

operations center designed to monitor connections and services for enterprise customers with an emphasis on rapid response to all service issues.

The ETS provides an escalation list to our customers and service partners to ensure that adequate resources are mobilized quickly and tracked appropriately and that the underlying service issue is resolved in the shortest possible time.

The ETS is staffed 24 hours a day, seven (7) days a week; 365 days a year and has a front-line NOC staff and a Tiered Support Group. The ETS service levels (i.e., response to inbound calls within 30 seconds) have been in excess of 90% for years and are one of our primary support metrics.

With the ETS, customers can count on the following support:

- ▶ Proactive Notification from experienced technicians who monitor your services, the status of our network, and performance across the Internet.
- ▶ Direct Access to Technicians who remain in personal contact with you and assume immediate responsibility until any open issues are resolved. Most issues are resolved by the commercial support specialist who receives your request and initiates a trouble ticket.
- ▶ Rapid Response from experienced technicians. All customer calls are answered by local support specialists; and nearly 94% of them are answered within 30 seconds.
- ▶ Technical Expertise from highly-trained NOC technicians with advanced technical expertise in network configuration, design and maintenance, as well as troubleshooting network issues.

When an alarm is detected, the next step is to determine whether it is valid. Once verified, the Spectrum NOC proactively contacts the customer contact on file.

The purpose of the Incident Report at Spectrum is to ascertain and analyze a comprehensive evaluation of the root cause(s) of a reported incident and the incident's management so as to improve diagnosis, seek permanent resolution and proactive network maintenance. The Incident Report is also intended as the source of reliable information for Spectrum Commercial Services' use as the basis of Reason For Outage (RFO) response provided to business customers.

The Incident Reporting Process has been initiated to search for fundamental causes of situations and conditions and to ensure the evaluation and development of the best method of change for prolonged improvement of service. For issues which ESM NOC is not managing, Spectrum's Commercial Fiber Group is the group that collects, tracks, and ensures Incident Reporting occurs, and is the single point of contact for collecting.

Incident Report requests, submitting and receiving Incident Report requests for information to Incident Reporting from fix agents, and distributing completed Incident Reports to management.

- ▶ An Incident report is initiated by the Fiber group and Supervisor per customer RFO request.
- ▶ Fiber group initiates Incident Reporting Process (Reactive)

- ▶ Fiber group completes the initial Incident Report Form
- ▶ Incident Report form is sent to Fix Agent and is given a 48 hour (2 business day) deadline
- ▶ The Fix Agent completes the Incident Report Form and returns it to the Fiber group
- ▶ Fiber group performs quality control (QC's) and either resubmits to fix agent for corrections or submits to Fiber Supervisor for final review
- ▶ Once approved, Fiber group submits document to the Sales Engineering team for Customer Facing RFO

The incident report will include (but not be limited to) the following:

1. *Situation Statement*
This is a concise summary of the problem description.
2. *Incident Details*
These are the details surrounding the actual outage and/or service degradation. Information must be provided regarding the triggering event, involved devices, symptoms of impact, affected rate centers, symptoms, and numbers of the subscriber's impacted, duration of outage.
3. *Service Restoration*
The actions taken to remove customer impact and restore normalized state of impacted devices.
4. *Incident Specific Questions*
5. *Root Cause Analysis*
This section will identify the basic reason(s) of defect or problem, which if eliminated will prevent recurrence. If the analysis of the root cause, or causes are not determined during the preliminary stage of the Incident Report Process, please ensure pending determination is indicated in the Preliminary Report.

Reported troubles are escalated within the ENOC and to local network maintenance and repair technicians as necessary. On-site technicians are typically Spectrum employees focused on educational and business customers and who reside locally to provide the quickest turnaround possible.

Customers are provided a list of escalation contacts after the test and turn-up process. This also includes the one number to call for fiber support and details on how to engage support when needed.

The ETS provides an escalation list to our customers and service partners to ensure that adequate resources are mobilized quickly and tracked appropriately and that the underlying service issue is resolved in the shortest possible time.

- **Contracts are valid only if funding is awarded.**

Customer's Service Order shall incorporate the following clause as it relates to funding:

E-Rate Funding Contingency

Customer may submit this Service Order and the Agreement to the Schools and Libraries Division of the Universal Service Administrative Company, (i.e., the entity appointed by the Federal Communications Commission to administer the Universal Service Program with respect to Schools and Libraries (E-Rate) funding) as part of any application seeking a federal subsidy or funding.

Customer is responsible for notifying Spectrum of its election of either the Service Provider Invoice (SPI) or Billed Entity Applicant Reimbursement (BEAR) discount method by May 15th prior to the applicable funding year. Customer must complete and return an E-Rate Discount Election Form to Spectrum prior to such date, or Customer will be deemed to have chosen the BEAR discount method for the funding year.

Upon Spectrum's receipt of appropriate notice that Customer is an approved E-Rate program participant for a Service, Spectrum will invoice Customer for the Service in accordance with E-Rate guidelines and/or rules. If Spectrum invoices Customer for a Service pursuant to any E-Rate program rates, discounts or credits in advance of receiving such notice and Customer's request for E-Rate program funding is denied, limited or reduced, Spectrum will invoice Customer and Customer will pay the difference between such invoiced amount(s) and the actual amount of the charges for the Service as described in this Service Order. Notwithstanding anything herein to the contrary, Customer's obligations under this Service Order shall remain in full force and effect in the event Customer withdraws or is removed from the E-Rate program, receives E-Rate program funding that is less than Customer's requested funding amount, or is denied E-Rate program funding for any Service described in this Service Order. For the avoidance of doubt, Customer is solely responsible for all charges for services, as described in this Service Order, that were installed prior to the E-Rate program funding year start date.

Category Two Services

SCOPE OF WORK-

New Equipment Request

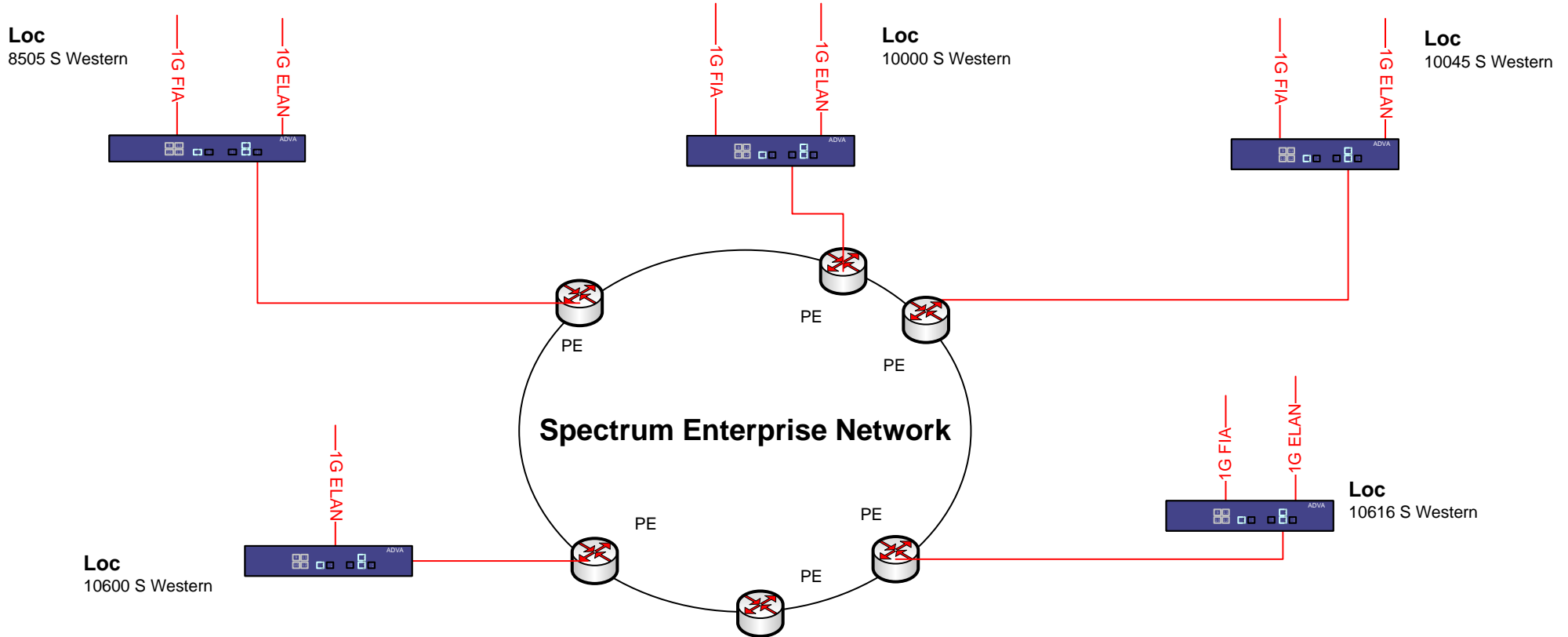
Switches						
Make	Model	Internal Connection	Quantity	Configuration & Installation (Y/N)	Basic Maintenance (Y/N)	Managed Internal Broadband Service (Y/N)
Meraki or equivalent	MS225 or equivalent	48 Port PoE 740W or equivalent	5	Y	Y	Y
WAP						
Make	Model	Internal Connection	Quantity	Configuration & Installation (Y/N)	Basic Maintenance (Y/N)	Managed Internal Broadband Service (Y/N)
Meraki or equivalent	MR36 or equivalent	Please provide license pricing for 3-yr and 5-yr	140	Y	Y	Y

		mr - ap	mx - firewall	ms - switch
TEACH Academy of Technologies	10000 S. Western Ave, Los Angeles	28	1	1
TEACH Prep Elementary School	8505 S. Western Ave, Los Angeles	28	1	1
TEACH Academy of Technologies	10045 S. Western Ave, Los Angeles	30	1	
TEACH Tech Charter High School	10616 S. Western Ave, Los Angeles	48	1	3
TEACH Public Schools Central Office	10600 S. Western Ave, Los Angeles	6		
		140		

10000 S Western Ave, Los Angeles, CA 90047 **TEACH Academy of Technologies Annex**

Please review the Service Proposal for pricing, Service Location(s), Initial Order Term, bandwidth information and service offering

Teach Public Schools



Spectrum Enterprise
 Sales Engineer: Richard Chamorro
 Date: 2023-12-12
 Revision 1.0

Product: FIA & ELAN
Opportunity (SFDC):

All locations have a 1Gbps private ELAN connection. All locations, except 10600 S Western have a 1Gbps FIA connection.

Spectrum is proposing renewal at same speeds, upgrade to 2G, and upgrade to 5G.



CERTIFICATE OF LIABILITY INSURANCE

DATE(MM/DD/YYYY)
05/25/2023

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Aon Risk Services Central, Inc. St. Louis MO Office 4220 Duncan Avenue Suite 401 St Louis MO 63110 USA	CONTACT NAME: _____	
	PHONE (A/C. No. Ext): (866) 283-7122	FAX (A/C. No.): (800) 363-0105
E-MAIL ADDRESS: _____		
INSURED Charter Communications Inc. and all Subsidiaries 400 Washington Blvd. Stamford CT 06902 USA		INSURER(S) AFFORDING COVERAGE
INSURER A: AIG Specialty Insurance Company		NAIC # 26883
INSURER B: _____		INSURER C: _____
INSURER D: _____		INSURER E: _____
INSURER F: _____		INSURER G: _____

COVERAGES **CERTIFICATE NUMBER:** 570099553928 **REVISION NUMBER:** _____

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS. **Limits shown are as requested**

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
	COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER: _____						EACH OCCURRENCE DAMAGE TO RENTED PREMISES (Ea occurrence) MED EXP (Any one person) PERSONAL & ADV INJURY GENERAL AGGREGATE PRODUCTS - COMP/OP AGG
	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> NON-OWNED AUTOS ONLY						COMBINED SINGLE LIMIT (Ea accident) BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident)
	UMBRELLA LIAB <input type="checkbox"/> OCCUR EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> DED <input type="checkbox"/> RETENTION						EACH OCCURRENCE AGGREGATE
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR / PARTNER / EXECUTIVE OFFICER/MEMBER (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below <input type="checkbox"/> Y/N <input checked="" type="checkbox"/> N/A						<input type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT E.L. DISEASE-EA EMPLOYEE E.L. DISEASE-POLICY LIMIT
A	Cyber Liability			061623406 Technology E&O- Clms Made SIR applies per policy terms & conditions	05/18/2023	05/18/2024	Ea Clm/ Agg Limit \$3,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

CERTIFICATE HOLDER Evidence Only Charter Communications Inc. and all Subsidiaries, 400 Atlantic Street Stamford CT 06901 USA	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.
	AUTHORIZED REPRESENTATIVE

Holder Identifier :

570099553928

Certificate No :

