

Spectrum Enterprise

Proposal for TEACH Public Schools

Form 470 Application Number: 250013430

Presented To:
Enrique Robles
Administrator
1846 West Imperial Highway
Los Angeles, CA 90047
erate-tpes@teachps.org

Presented By:
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February 5, 2025

Enrique Robles
Administrator
TEACH Public Schools
1846 West Imperial Highway
Los Angeles, CA 90047
erate-tpes@teachps.org

Dear Enrique:

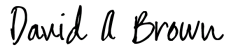
Spectrum Enterprise¹ ("Spectrum") is pleased to submit the enclosed response to your Form 470 highlighting the benefits of adding network solutions to your existing services. Our response demonstrates Spectrum's ability to continue to provide network solutions that will keep TEACH Public Schools on the 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 benefit from a strong telecommunications foundation and maximizes your ability to create new opportunities and drive innovation in your community. Spectrum provides advanced broadband services to more than 16,000 schools and libraries representing over 2,500 school districts across the country, making us one of the top service providers within the E-Rate program.

Thank you for the opportunity to respond to your Form 470. 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:

F5E211496B4D477...

David Brown
Director, Sales Vertical Accounts

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.

TABLE OF CONTENTS

Terms of Offer 4

Terms and Abbreviations 5

Executive Summary 6

Implementation Plan 8

Spectrum Service Proposal 10

Appendix 16

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 Form 470.

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 Form 470 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	ABBREVIATION
MONTHLY RECURRING CHARGE	MRC
ONE-TIME CHARGE	OTC
QUANTITY	QTY
INTERNET PROTOCOL	IP

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 affordable 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 and libraries.

Spectrum's Solution

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

- ▶ rules and regulations to participate in the program, and
- ▶ 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 to TEACH Public Schools will match your specific and discrete needs.

When you collaborate with Spectrum for network solutions, we assign an account team who will support your services and address your needs:

- ▶ **Account Manager:** a dedicated, market expert who is available for consultation.
- ▶ **Sales Engineering:** trained technical experts who customize designs based on your requirements.
- ▶ **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.
- ▶ **Client Services:** your point of contact; responsible for providing you with accurate billing and consultation on future growth.
- ▶ **Enterprise Network Operations Center (“ENOC”) and Enterprise Technical Support (“ETS”):** 24/7 facilities that work together to continuously monitor the network and provide a resource for technical support.

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”) submissions and SPI discount application (FCC Form 474), and
- ▶ Will be available to address program questions or concerns via email.

IMPLEMENTATION PLAN

Upon award of the project, Spectrum will meet with Customer’s 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 Customer, 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. We have project managers in-house who will be dedicated to this project and who will be 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 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, Customer will be notified that the Service is available for use.

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
10045 S Western Ave Los Angeles, CA 90047	Enterprise Network Edge	1 Gbps	12	1	\$900.00	\$0.00
10045 S Western Ave Los Angeles, CA 90047	Enterprise Network Edge	2 Gbps	12	1	\$1,300.00	\$0.00
10045 S Western Ave Los Angeles, CA 90047	Enterprise Network Edge	5 Gbps	12	1	\$1,780.00	\$0.00
10045 S Western Ave Los Angeles, CA 90047	Enterprise Network Edge	1 Gbps	36	1	\$350.00	\$0.00
10045 S Western Ave Los Angeles, CA 90047	Enterprise Network Edge	2 Gbps	36	1	\$600.00	\$0.00
10045 S Western Ave Los Angeles, CA 90047	Enterprise Network Edge	5 Gbps	36	1	\$1,000.00	\$0.00
10045 S Western Ave Los Angeles, CA 90047	Enterprise Network Edge	1 Gbps	60	1	\$350.00	\$0.00
10045 S Western Ave Los Angeles, CA 90047	Enterprise Network Edge	2 Gbps	60	1	\$487.00	\$0.00
10045 S Western Ave Los Angeles, CA 90047	Enterprise Network Edge	5 Gbps	60	1	\$925.00	\$0.00
10000 S Western Ave Los Angeles CA 90047	Enterprise Network Edge	1 Gbps	12	1	\$900.00	\$0.00
10000 S Western Ave Los Angeles CA 90047	Enterprise Network Edge	2 Gbps	12	1	\$1,300.00	\$0.00
10000 S Western Ave Los Angeles CA 90047	Enterprise Network Edge	5 Gbps	12	1	\$1,780.00	\$0.00
10000 S Western Ave Los Angeles CA 90047	Enterprise Network Edge	1 Gbps	36	1	\$350.00	\$0.00
10000 S Western Ave	Enterprise Network Edge	2 Gbps	36	1	\$600.00	\$0.00

Los Angeles CA 90047						
10000 S Western Ave Los Angeles CA 90047	Enterprise Network Edge	5 Gbps	36	1	\$1,000.00	\$0.00
10000 S Western Ave Los Angeles CA 90047	Enterprise Network Edge	1 Gbps	60	1	\$350.00	\$0.00
10000 S Western Ave Los Angeles CA 90047	Enterprise Network Edge	2 Gbps	60	1	\$487.00	\$0.00
10000 S Western Ave Los Angeles CA 90047	Enterprise Network Edge	5 Gbps	60	1	\$925.00	\$0.00
10600 S Western Ave, Los Angeles, CA 90047	Enterprise Network Edge	1 Gbps	12	1	\$900.00	\$0.00
10600 S Western Ave, Los Angeles, CA 90047	Enterprise Network Edge	2 Gbps	12	1	\$1,300.00	\$0.00
10600 S Western Ave Los Angeles, CA 90047	Enterprise Network Edge	5 Gbps	12	1	\$1,780.00	\$0.00
10600 S Western Ave Los Angeles, CA 90047	Enterprise Network Edge	1 Gbps	36	1	\$350.00	\$0.00
10600 S Western Ave Los Angeles, CA 90047	Enterprise Network Edge	2 Gbps	36	1	\$600.00	\$0.00
10600 S Western Ave Los Angeles, CA 90047	Enterprise Network Edge	5 Gbps	36	1	\$1,000.00	\$0.00
10600 S Western Ave Los Angeles, CA 90047	Enterprise Network Edge	1 Gbps	60	1	\$350.00	\$0.00
10600 S Western Ave Los Angeles, CA 90047	Enterprise Network Edge	2 Gbps	60	1	\$487.00	\$0.00
10600 S Western Ave Los Angeles, CA 90047	Enterprise Network Edge	5 Gbps	60	1	\$925.00	\$0.00
10616 S Western Ave Los Angeles, CA 90047	Enterprise Network Edge	1 Gbps	12	1	\$900.00	\$0.00
10616 S Western Ave Los Angeles, CA 90047	Enterprise Network Edge	2 Gbps	12	1	\$1,300.00	\$0.00
10616 S Western Ave Los Angeles, CA 90047	Enterprise Network Edge	5 Gbps	12	1	\$1,780.00	\$0.00
10616 S Western Ave Los Angeles, CA 90047	Enterprise Network Edge	1 Gbps	36	1	\$350.00	\$0.00
10616 S Western Ave Los Angeles, CA 90047	Enterprise Network Edge	2 Gbps	36	1	\$600.00	\$0.00
10616 S Western Ave Los Angeles, CA 90047	Enterprise Network Edge	5 Gbps	36	1	\$1,000.00	\$0.00

10616 S Western Ave Los Angeles, CA 90047	Enterprise Network Edge	1 Gbps	60	1	\$350.00	\$0.00
10616 S Western Ave Los Angeles, CA 90047	Enterprise Network Edge	2 Gbps	60	1	\$487.00	\$0.00
10616 S Western Ave Los Angeles, CA 90047	Enterprise Network Edge	5 Gbps	60	1	\$925.00	\$0.00
8505 S Western Ave Los Angeles, CA 90047	Enterprise Network Edge	1 Gbps	12	1	\$900.00	\$0.00
8505 S Western Ave Los Angeles, CA 90047	Enterprise Network Edge	2 Gbps	12	1	\$1,300.00	\$0.00
8505 S Western Ave Los Angeles, CA 90047	Enterprise Network Edge	5 Gbps	12	1	\$1,780.00	\$0.00
8505 S Western Ave Los Angeles, CA 90047	Enterprise Network Edge	1 Gbps	36	1	\$350.00	\$0.00
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8505 S Western Ave Los Angeles, CA 90047	Enterprise Network Edge	2 Gbps	60	1	\$487.00	\$0.00
8505 S Western Ave Los Angeles, CA 90047	Enterprise Network Edge	5 Gbps	60	1	\$925.00	\$0.00

Spectrum’s proposal includes Services and pricing for Services and Service Location(s) requested in Customer’s Form 470. However, the Form 470 indicates a “Quantity” of "0" for the Managed Internal Broadband Services. Please review Spectrum’s E-Rate Funding Contingency clause below in the event funding is denied by USAC for any Services awarded to Spectrum as a result of this Form 470 response.

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.

Eligibility of products and services for E-Rate School Program discounts is determined by the FCC and administered by the School and Libraries Division of USAC. In the event Managed Network Edge, Managed Network WiFi or Managed Network Switch Services (the “Managed Services”) are denied as an eligible service by USAC, Customer will be responsible for payment of the full amount of any MRC related to the Managed Network Services ordered by Customer.

E-Rate Funding Contingency

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

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

Spectrum agrees to include the following clause in applicable Service Orders:

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.

California Teleconnect Funding Contingency

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

If state funding for the California Teleconnect Fund (“CTF”) is exhausted, or if Customer fails to qualify for CTF discounts, Customer will be back-billed for CTF discounts advanced by Spectrum. Furthermore, if Customer fails to receive E-Rate discounts from the Universal Service Administrative Company (“USAC”), Customer will be back-billed for all such discounts advanced by Spectrum. Customer is required to comply with all federal E-Rate and CTF rules. Spectrum reserves the right to suspend both CTF and E-Rate discounts to Customer in the event that Customer (i) fails to abide by all federal E-Rate and CTF rules, or (ii) withdraws its request for E-Rate and/or CTF funding.

Non-Appropriation

Upon request, Customer’s Service Order will incorporate the following clause as it relates to funding:

Non-Appropriation. Notwithstanding anything to the contrary in the Service Agreement, if funds are not appropriated for a fiscal year for Services provided under this Service Order at a given Service Location (a “Non-Appropriation”), Customer shall have the right to terminate, without liability, such Services at the Service Location (“Non-Appropriated Services”) as of the end of the funded fiscal year (or such shorter funded term, if applicable). The foregoing termination right is conditioned upon the following: Customer shall (a) provide Spectrum with at least thirty (30) days written notice of termination prior to the start of such fiscal year (or within five (5) days following budget approval, if budget approval occurs less than 30 days prior to or following the start of such fiscal year); (b) describe in the termination notice how such Non-Appropriation did not result from the act or failure to act by Customer in the course of establishing its proposed budget or in satisfying budget filing requirements; (c) pay Spectrum all amounts due for Non-Appropriated Services through the date of termination; (d) for the Non-Appropriated Services, pay Spectrum upon receipt of invoice all construction and installation expenses incurred by Spectrum, OTCs, and any expenses incurred by Spectrum related to the Non-Appropriation, including, without limitation, any applicable third-party termination charges; and (e) return to Spectrum or permit Spectrum to remove, in Spectrum’s discretion, the Spectrum 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 Spectrum Equipment not returned in accordance with this paragraph.

Capitalized terms used but not defined herein shall have their respective meaning assigned in the Service Agreement.

Service Activation

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 USAC funding. However, due to time constraints which are required for construction, design, 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 an updated timeline will be provided after a project team has been assigned.

USAC Filing Information

Charter Communications Operating, LLC is in good standing with the FCC and USAC, and its USAC identifiers are as follows:

Service Provider Identification Number (“SPIN”): 143050436

Funding Request Number (“FRN”): 002526580

Spectrum complies with all applicable FCC lowest corresponding price (LCP) rules with respect to 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. Customer is responsible for understanding USAC rules and eligibility of services for E-Rate funding.

USAC Invoice Options

Spectrum will provide discounts via the Form 474 (SPI Form) as long as 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 SPI Form 474 once funding has been committed and both the Form 486 and Receipt of Service Confirmation Form have been filed with USAC.

Compliance with Law and General Statement

Regarding any terms and conditions in Customer’s Form 470, Spectrum complies with all applicable laws and regulations. See Spectrum’s Terms of Offer section and this Service Proposal section for additional information.

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.

APPENDIX

- **Enterprise Network Edge for K-12 Education**
- **Managed Network Edge and Enterprise Network Edge Service Level Agreement**

Enterprise Network Edge for K-12 schools and districts



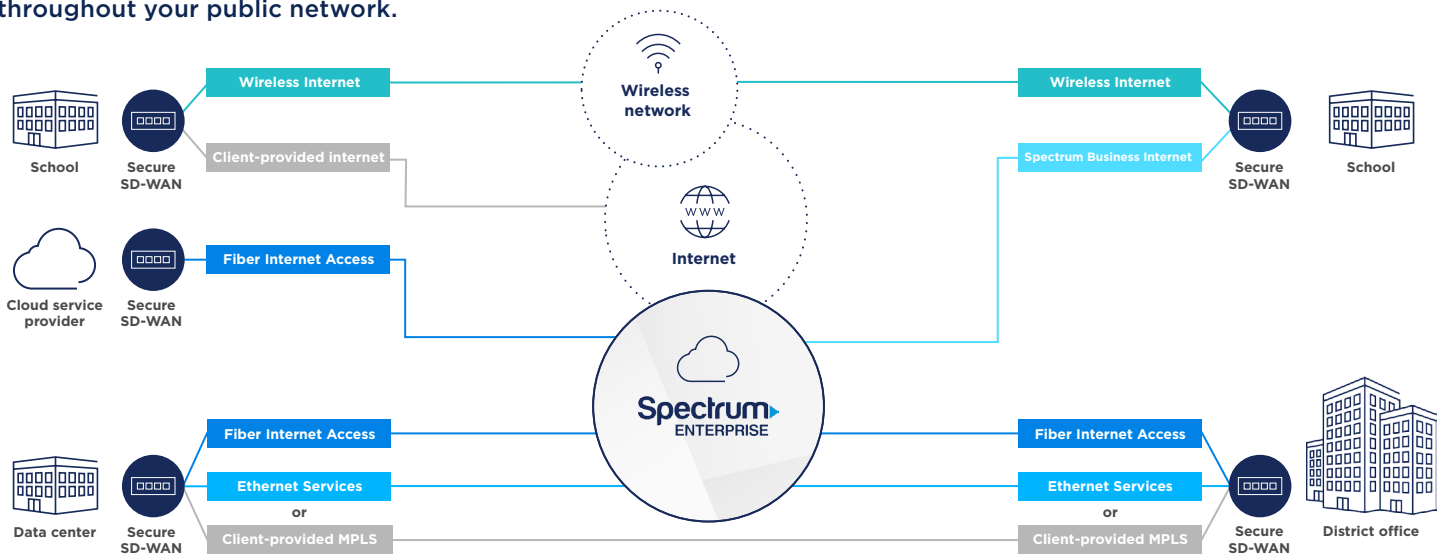
Providing secure, uncompromising performance as your network needs evolve.

Enterprise Network Edge gives large-scale schools and districts the ability to transition to a hybrid network architecture built around advanced SD-WAN technologies. Powered by Fortinet, Enterprise Network Edge offers access to multiple cloud instances and advanced security with throughput speeds up to 100 Gbps. It delivers a better digital learning experience for your teams and creates a flexible network that can quickly meet the evolving needs of your school or district.

Powerful, adaptable and fully supported: Enterprise Network Edge enhances the digital experience.

Enterprise Network Edge also supports single-site schools or districts that require high-capacity throughput speeds and low latency while providing security. No matter what your needs are, Enterprise Network Edge can support your most demanding applications. And as your trusted partner, Spectrum Enterprise® will provide a consultative approach from design through implementation to ensure a smooth network transition. Available services include security features and routing, SD-WAN, remote access, WiFi and switching, and can be provisioned in a virtual environment.

Enterprise Network Edge simplifies the transition to a hybrid architecture and creates a secure SD-WAN environment throughout your public network.



Access points, switches and security appliances are all E-rate eligible.

Spectrum Enterprise is recognized as an SD-WAN Product of the Year by TMC Internet Telephony.*

Award-winning SD-WAN services



* "INTERNET TELEPHONY Announces Winners of the 2023 SD-WAN Product of the Year Awards," March 22, 2023.

Product highlights

- **Scalable performance:** Adopt an SD-WAN solution with low latency, intelligent routing for critical applications and scalability for thousands of locations.
- **Designed for the cloud:** Connect to multiple cloud service providers simultaneously to create a seamless and secure user experience.
- **Enhanced security:** Incorporate firewalls and unified threat management (UTM) with provider-managed, integrated security from the edge to the cloud.
- **Remote learning ready:** Enable remote faculty and staff to securely connect to your network with support for up to 50,000 people and no additional licenses to buy.
- **Flexible management:** Choose the level of management you desire, allowing your team to control what they want and consult with us for the rest.
- **Comprehensive control:** Gain visibility into performance, routing, SD-WAN configuration, firewall settings and other network components across locations with a centralized portal.
- **Multiple connectivity options:** Connectivity and service-level agreement (SLA) to meet your needs, based on our national reach as a facilities-based provider.
- **Minimize expenses:** Create a more secure, cost-effective SD-WAN solution with no infrastructure to purchase, no hardware to maintain and no vendor lock-in — all for one monthly cost.
- **Several deployment options:** Select the network architecture that best fits your needs — a public/private structure or transition to a fully public network over time.

Key benefits

- Supports productivity across multiple locations and cloud connections for an exceptional digital learning experience.
- Gives faculty, staff and students consistent, high-performing access to the cloud applications that streamline workflows.
- Strengthens the security of your network with automated updates while supporting throughput speeds up to 100 Gbps.
- Extends your network resources to teachers and staff at home or on the road to facilitate collaboration and communication no matter their location.
- Minimizes time spent on network administration by giving your team a range of options — from co-managed to a fully managed solution.
- Offers instant visibility into network usage and performance of your public network for faster and better decision making.
- Expands your connection options with choices such as dedicated Fiber Internet Access, Ethernet Services, Spectrum Business Internet and Wireless Internet, or bring your own internet, Ethernet or MPLS.
- Lowers costs and creates efficiencies compared to MPLS and other private networks.
- Provides the ability to transition at your own pace while continuing to meet the needs of your organization.

Services available

- **Security and routing:** A complete, high-performing advanced firewall and UTM, backed by a network security leader while efficiently resolving advanced routing issues with application-aware routing.
- **SD-WAN:** Seamlessly and automatically connect multiple locations.
- **Remote access:** Empower mobile workers with simple, enhanced security access to your network from any device, at any time, in any location while protecting your organization.
- **WiFi:** Connect teachers, staff, students and visitors 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.
- **Virtual edge:** Provide seamless, enhanced security access to your cloud-based, business-critical applications with key cloud service providers.

Learn more

enterprise.spectrum.com/k12ed

About Spectrum Enterprise

Spectrum Enterprise, a part of Charter Communications, Inc., is a national provider of scalable, fiber technology solutions serving many of America's largest businesses and communications service providers. The broad Spectrum Enterprise portfolio includes [networking and managed services solutions](#): [Internet access](#), [Ethernet access and networks](#), [Voice](#) and [TV solutions](#). The Spectrum Enterprise team of experts works closely with clients to achieve greater business success by providing solutions designed to meet their evolving needs. For more information, visit enterprise.spectrum.com.

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Spectrum Enterprise 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%
>24 hours	50%

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)**

** 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:

$\frac{\text{Total cumulative length of time to restore Network Edge Services}}{\text{Total number of trouble tickets per Network Edge Service}}$

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.