

**SCHEDULE OF SERVICES (INDIANA)****No. 2**

In accordance with all terms and conditions of the Unified Master Services Agreement executed between ENA and Central Nine Career Center (“Client”) on 5/11/2017 (Date) (the “Agreement”), Client desires to purchase some or all of the Services described in this Schedule of Services (the “Schedule”). Client’s Purchases of Services from this Schedule will be memorialized in a form agreeable to both Parties during the Term of this Schedule.

Service Ordered (Check All Applicable Below)			
<input checked="" type="checkbox"/>	Broadband	<input type="checkbox"/>	Wi-Fi/LAN
<input type="checkbox"/>	Communication	<input type="checkbox"/>	Cloud
<input type="checkbox"/>	Other		
Description and Price of Services			
Check one: <input type="checkbox"/> Described below <input checked="" type="checkbox"/> Described in the attached document(s)			
Pricing and terms of services as described in the attached cost proposal for 470 #190004182. This Schedule ENTIRELY replaces any prior schedule attached to the above-referenced Agreement.			
Term (construed in conjunction with any documents attached to this Schedule)			
Initial Term	<input type="text" value="36"/>	months	
Renewal Term(s)	<input type="text" value="0"/>	Number of Renewal Terms <i>enter '0' if none permitted</i>	<input type="text" value="0"/> Length of each Renewal Term (in months)
Maximum Contract Length (if all renewal terms exercised)	<input type="text" value="36"/>	Months	
Schedule of Service Term Start Date (at install unless specified herein)	<input type="text" value="7/1/2019"/>		
Billing Address and Billing Contact Information			
Central Nine Career Center Attn: Accounts Payable Department 1999 US Highway 31 South Greenwood, IN 46143			

In entering into this Schedule, the Parties hereby modify the terms and conditions of the Agreement as follows solely related to Service(s) delivered under this Schedule:

**(begin modifications)**

**(remove) 2.4 Interest.** This section is removed in its entirety by agreement of the Parties.

**(replace) 4.1 Confidential Information.** “Confidential Information” means any and all tangible and intangible information (whether written or otherwise recorded or oral) of the

## SCHEDULE OF SERVICES (INDIANA)

disclosing party that (a) derives independent economic value, actual or potential, from not being generally known to, and not being readily ascertainable by proper means by, other persons who can obtain economic value from its disclosure or use and is the subject of efforts that are reasonable under the circumstances to maintain its secrecy; or (b) that the disclosing party designates as confidential or that, given the nature of the information or the circumstances surrounding its disclosure, reasonably should be considered as confidential. Neither party shall use for its own account or the account of any third party, nor disclose to any third party, any of the other party's Confidential Information.

Confidential Information does not include the pricing and terms of this Agreement.

**(replace) 5.5 Indemnification.** Client agrees to defend, indemnify and hold ENA, its officers, employees, agents, and affiliates, harmless from and against any claim or demand asserted by any third party due to or arising directly or indirectly out of Client's use of the Services or Client's breach of this Agreement. Provided, however, that ENA acknowledges that Client is a public entity created and existing under the laws of the State of Indiana and Client's obligation to indemnify and hold Client harmless are and shall be limited by Indiana's statutes and constitutional provisions designed to protect the exposure and liability of Client as a political subdivision of the State of Indiana (e.g. actions and conditions as to which Client is immunized by the Indiana Tort Claims Act, dollar limits stated in such Act, exemption from punitive damages, the continued ability to defeat a claim by reason of contributory negligence or fault of claimant). Accordingly, Client's liability to indemnify, defend and hold harmless shall not exceed what might have been its liability to a claimant if sued directly by the claimant in Indiana and all appropriate defenses had been raised by Client.

**(add) 6.3 Subject to Available Funding.** This Schedule shall terminate immediately and absolutely if Client is determined to no longer have funds available to pay for the Services described herein, either through ENA or any other vendor. Termination through this provision is final, Client may not purchase substitute Services from any other vendor upon termination for lack of funds for the unexpired term of this Agreement prior to the termination for lack of funding and Client shall not be liable for any additional charges or fees pursuant to Section 6.2 to ENA beyond the charges incurred for Service up to the date of the termination.

**(replace) 8.7 Jurisdiction/Disputes.** This Schedule shall be governed in accordance with the laws of the State of Indiana, without regard to its or any other jurisdiction's laws governing conflicts of law. All disputes under this Schedule shall be resolved by litigation in the appropriate court(s) in Johnson County in the State of Indiana, including the federal courts therein will have jurisdiction and the parties all consent to the jurisdiction of such courts.

**(replace) 8.13 Integration.** This Agreement, ENA's Acceptable Use Policy, and all Schedules (including any attachments thereto) constitute the entire understanding of the parties with respect to the subject matter hereof, and revokes and supersedes all prior agreements between the Parties and is intended as a final expression of their Agreement. This Agreement shall not be modified or amended except in writing signed by the parties hereto.

**(end modifications)**

SCHEDULE OF SERVICES (INDIANA)

Other than the modifications indicated above, nothing in this Schedule is intended to replace, supersede or modify the terms of the Agreement. Client facility must be ready to support the Service. Any building or customer environment make-ready cost is the responsibility of the Customer. If this Service includes a data circuit, Client must have a suitable entrance facility into the building/demark room by conduit or aerial means.

ENA:

CLIENT: Central Nine Career Center

By: \_\_\_\_\_  
Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Date: \_\_\_\_\_

By: \_\_\_\_\_  
Name: kelly Murphy  
Title: \_\_\_\_\_  
Date: \_\_\_\_\_



# Central Nine Career Center

470 #190004182

## PROPOSAL DUE DATE

January 4, 2019

Central Nine Career Center  
Attn: Mr. Kelly Murphy & Ms. Karen Rutledge  
1999 US Highway 31 South  
Greenwood, IN 46143

ORIGINAL

## 470 Proposal for Internet Access Service



Proposed by



Connecting Communities Since 1996

## I. Cover Letter

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January 2, 2019

Mr. Kelly Murphy  
Technology Coordinator  
Ms. Karen Rutledge  
E-rate Consultant  
Central Nine Career Center  
1999 US Highway 31 South  
Greenwood, IN 46143

**Re: Central Nine Career Center, 470 #190004182 for Internet Access Service**

Dear Mr. Murphy & Ms. Rutledge:

As your trusted service provider, Education Networks of America® (ENA) has had the honor and privilege of serving Central Nine Career Center (CNCC) with our innovative technology solutions, and we thank you for your consideration of our proposal for ENA's Internet access solution.

ENA's exemplary history of service to education organizations and libraries distinguishes the value of our offerings from others you will review. Throughout this response, we provide concrete examples of our stellar customer service as well as evidence of successful long-term partnerships with K-12 school districts and libraries. We are not a typical telecommunications company—we are **your service partner**. ENA Internet Access is a turnkey, cost-effective solution offering a seamless transition, carrier-class reliability, and 24x7x365 proactive monitoring and support.

### Contact

The principal contact for ENA's response is:

Andrea Kaufman - Account Services Manager  
Phone: (317) 612-2896  
E-mail: akaufman@ena.com

We appreciate your consideration of our response and look forward to the opportunity to continue to work with you to implement our proposed solution and services. Please do not hesitate to contact Andrea or me if you have any questions or need clarification of any portion of ENA's response.

Sincerely,



Lillian Kellogg  
Senior Vice President

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### III. Solution at a Glance

ENA's transformative technology solutions are engineered specifically for education and library institutions. Our team understands the critical importance of reliable and scalable broadband, Wi-Fi/LAN, communication, cloud, security, and software services in today's digital learning environment.

With more than 22 years of E-rate program experience, ENA is a top-5 provider of E-rate services.



#### *Project Scope and Understanding*

Based on our in-depth review of 470 #190004182, we understand that Central Nine Career Center (CNCC) is seeking a long-term partner to provide robust, reliable, and high-speed Internet access services. ENA has the skills, capacity, performance history, and desire to supply all requested products and support services within the required timeframes. ENA Internet Access is a complete, turnkey solution designed to deliver high performance and exceptional resiliency in support of CNCC's applications, tools, and technologies.

#### *Why Select ENA Internet Access Service*

The power of ENA Internet Access is that it encompasses the provisioning, installation, and maintenance of all circuits, as well as all network equipment and hardware. ENA's Infrastructure as a Service (IaaS) Internet access solution includes network design, 24x7x365 proactive monitoring, and ongoing security and performance evaluation—making ENA the ultimate one-stop shop for all your network infrastructure needs. This approach allows customers to fully leverage our resources and maximize E-rate funding for Internet access connectivity services, including necessary components and infrastructure to receive enhanced service.

Exceptional resiliency and the ability to recover quickly from outages and disasters are key components to ENA's network design, implementation, operational management, and ongoing technology testing. To ensure overall network performance and resiliency, ENA built a national, MPLS-based backbone infrastructure comprised of multiple fault-tolerant links between geographically diverse points of presence (POPs) within hardened data facilities. By establishing geographically separate access points, ENA is able to deliver core network service continuity even in the event of a prolonged incident or disaster affecting any one of our POP locations, ensuring uninterrupted service.

#### *Value-Added Benefits*

Our dedication to the communities we serve—combined with our passion for delivering excellent customer support—sets ENA apart. We encourage you to consider our following key differentiators as you review the enclosed response.





## Network Engineering Expertise

**ENA is committed to designing, delivering, and maintaining innovative broadband solutions.** Powered by a team of experienced network architects, engineers, and support professionals, ENA's broadband solutions are designed to deliver robust, reliable, and secure connectivity meeting current and future performance requirements.

## Proven History of Performance

Our proposed solution leverages ENA's experience and service in successfully delivering robust, reliable, secure, and scalable technology solutions. The success of our approach and solution delivery is demonstrated by our extremely high customer satisfaction rates. ENA's Net Promotor Score (NPS), the gold standard for measuring customer satisfaction, has averaged between 69 (NPS "Excellent") and 90 (NPS "World Class") for several years. ENA's NPS scores far exceed our competition's and we consistently endeavor to achieve world class status to meet and exceed your expectations.

## 24x7x365 Expert Support and Assistance

**ENA's superior customer support begins with the Customer Technical Assistance Center (CTAC).** Our customer support engineers (CSEs) are a dedicated staff available 24x7x365 for immediate customer assistance on all ENA service issues. While many other organizations staff their front-line team with clerical and/or referral support, ENA's CTAC is made up of highly trained, certified, U.S.-based engineers with experience addressing the unique needs of our customers. We are committed to delivering exceptional customer care and expedited resolutions: **ninety-four percent of reported incidents and requests are resolved by the CTAC on the first contact.**

## E-rate Experience and Expertise

ENA is a national leader in providing eligible E-rate Internet Access and Telecommunications services. We possess a broad understanding of the E-rate program, and we are committed to using that knowledge and experience to help our customers obtain the E-rate funding they deserve. ENA is a top-5 service provider recipient of E-rate funding based on total dollars filed by a service provider and has been successfully working with E-rate customers since the program's inception in 1998. In addition to our own internal team of E-rate specialists, ENA has a team of experienced external advisors, including E-rate legal specialists based in Washington, D.C. This external advisory team keeps ENA on the cutting edge of E-rate knowledge and policy changes.

Empowered by ENA's innovative solutions and exemplary support — which save time, money, and administrative headache — CNCC can focus on what matters most: preparing students, strengthening communities, and building leading educational enterprises.

## IV. ENA Qualifications

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### 1. Company Background

***"Our technology solutions make reaching and using valuable information as easy and reliable as turning on the lights."***

ENA was founded in 1996 and for over 22 years has served education and library communities with system-wide and statewide connectivity, communication, cloud, and collaboration services. ENA's mission is to ensure that today's technology solutions connect people, making sure that a person's ability to reach and use valuable information is as easy and reliable as turning on the lights. Our mission is reflected in our commitment to providing trouble-free and reliable connectivity, communication, cloud, security, and software solutions. ENA has an impeccable history of delivering scalable, robust, secure, and cost-effective services to the customers we serve.

ENA specializes in providing industry-leading technology solutions, including:

- ◆ Internet access and wide area network (WAN) broadband connectivity services including managed and co-managed end site equipment and network monitoring
- ◆ Wi-Fi and local area network (LAN) services
- ◆ Hosted voice over IP (VoIP) services
- ◆ Cloud services that include Infrastructure as a Service (IaaS), Backup as a Service, and an S3 compatible storage solution
- ◆ Video conferencing, web conferencing, and collaboration services
- ◆ Unified threat management services that include security, firewall, and virtual private network services
- ◆ Instructional, productivity, and data analytics software solutions

ENA understands the business and mission of the communities we serve, and as such, all of our solutions are designed to allow for maximum flexibility while minimizing the burden on our customers' administrative and technical resources.

### 2. ENA's Service Approach

ENA's proposed solutions include numerous value-added benefits for education and library customers where every customer receives high-quality, turnkey services along with ENA's signature customer service. All ENA services include dedicated account management personnel, engineering excellence, exceptional service delivery, and exemplary customer care. All recurring ENA services include proactive 24x7x365 service monitoring, Customer Technical Assistance Center support, always available online support tools, robust safety and security features, and field service (if applicable).

When comparing ENA's offering with other service providers, you will quickly understand why ENA's solutions offer more value to our customers.



ENA's Suite of Enhanced Technology Solutions

### 3. ENA's Solution Delivery Experience

ENA is the nation's leader in providing statewide and system-wide solutions to meet the unique requirements of education and library communities.

- ◆ ENA holds multiple statewide contracts for our services.
- ◆ Our services are part of several national and statewide cooperative procurement contracts.
- ◆ ENA serves over 650 school districts including 15% of the largest school systems in the U.S.
- ◆ ENA serves over 210 libraries including two statewide library contracts.
- ◆ ENA serves 8 higher education institutions across the country.

Serving and supporting hundreds of education and library systems (including thousands of locations) across the nation with robust connectivity, communication, cloud, security, and software solutions, makes ENA the most qualified and uniquely positioned to provide the services requested.

**Always there.  
Always on.**



Operating Locally and Nationally

**Our understanding of your technology needs and challenges, coupled with our dedication and experience in providing the proposed services, clearly differentiates us from other service providers.**

## 4. Personnel Qualifications

ENA is guided by experienced technology professionals who ensure we remain on the cutting edge as a technology service provider while providing the highest standard of service delivery. Our entire company is focused on the common goal of providing extraordinary customer service.

### *Dedicated Account Management and Support*

Central Nine Career Center (CNCC) is well served locally by Account Services Manager, Andrea Kaufman. Andrea serves as the customer advocate and is the single point of operational and account contact for CNCC. Andrea will manage the overall customer relationship and is supported by a team of highly qualified and experienced engineers, project managers, and senior executive management resources. This team is augmented by ENA's comprehensive Customer Technical Assistance Center (CTAC) as well as our customer support personnel resources. Please see the **ENA Team** section below for additional information on ENA's account support.

## 5. E-rate Experience and Expertise

ENA is a national leader in providing eligible E-rate services with a broad understanding of the E-rate program and a commitment to use that knowledge and experience to help our customers obtain the E-rate funding they deserve. **ENA Services, LLC, is the respondent of record and should be the named vendor on potential contracts and E-rate filings.**

Our FCC registration numbers are as follows:

◆ ENA Services, LLC      SPIN - 143030857      FRN – 0015297245

ENA agrees to comply with Lowest Corresponding Price and E-rate gift rules.

ENA has been involved in the E-rate program since its inception and has over 22 years of successful experience working with a broad variety of schools and libraries. ENA considers active involvement with E-rate part of its role as a partner with its customers and has obtained approvals for more than \$1 billion of critical E-rate funds for our customers since the program's inception.

### *ENA's Service Approach Leverages E-rate Funding*

ENA's delivery model includes all equipment and support required to deliver the service, including the circuit, all necessary layer 3 networking equipment, maintenance, field engineering resources, and 24x7x365 network monitoring and support for all components over the life of the service. With ENA's service approach, all services are bundled together to qualify for Category 1 E-rate funding which typically results in substantial cost savings for our customers.

The following graphic illustrates how ENA's broadband service delivery model fully utilizes E-rate funding to cover more overall costs versus a piecemeal approach of purchasing individual products and services.

	 Circuit Costs	 Customer Premises Equipment	 Maintenance of Equipment	 CTAC/NOC Support Center	 Network Monitoring and Engineering	 Project Management and Field Service
ENA'S SERVICE APPROACH	 CATEGORY 1	 CATEGORY 1	 CATEGORY 1	 CATEGORY 1	 CATEGORY 1	 CATEGORY 1
OTHER VENDORS' PIECEMEAL APPROACH	 CATEGORY 1	 CATEGORY 2	 CATEGORY 2			

ENA's E-rate Service Approach Versus Piecemeal

ENA is a leader in maximizing the components that can be bundled and qualify as a Category 1 service. ENA played a key role in obtaining the landmark "Tennessee Decision" which established the eligibility of on-premises equipment as a Category 1 service many years ago. This decision validated ENA's service delivery model which is designed to maximize Category 1 funds and to deliver a service that is focused on easing the support burden on your technology staff.

## 6. Invoicing

**ENA considers delivery of a simple, easy to understand invoice that meets customer's needs to be integral to our customer-centric delivery model.** We will work to meet and exceed all your billing requirements for an efficient and successful invoicing process.

### Benefits of ENA's Billing Methodology



- ✓ Simplified billing
- ✓ Easy to understand
- ✓ Minimizes time and resources
- ✓ Single point of contact
- ✓ No hidden fees

With ENA, you will have a single point of contact for all invoice management and billing requirements and a simple, easy to understand invoice.

## 7. Organizational Structure

ENA Services, LLC, a Delaware limited liability company, is a licensed telecommunications company qualified to provide E-rate eligible services. We have been in business since 1996, successfully delivering services of the same type and scope as has been requested. ENA Services, LLC is a wholly-owned subsidiary of Education Networks of America, Inc., a Delaware corporation. **ENA Services, LLC, is the respondent of record and should be the named vendor on potential contracts and E-rate filings.** ENA Services, LLC's Federal Employer Tax Identification Number (FEIN) is: 62-1805864.

## 8. References

What truly sets ENA apart from any other company or solution evaluated is our demonstrated track record of providing exemplary customer service. The best indicators of our success are the positive feedback we receive on an ongoing basis from our customers and the high levels of customer loyalty and customer retention we have achieved.

We have established long-term relationships (in many cases exceeding 22 years) with our customers because they view our value-added business relationship as a long-term partnership. ENA makes a committed effort to earn our customers' recurring business year after year. **We understand the needs of our customers, and we are confident your organization will benefit from the long-term business relationship and superior level of customer care you will receive.**



**Best company I've ever worked with.**

Jeff Allen, Technology Director,  
Union-North United School Corporation, Indiana



### *Customer References*

Provided below are reference overviews of our clients using the products and services we propose along with service time frames and contact information for each of these clients. We are happy to provide additional references upon request. We encourage you to reach out to the contacts below or to any of the customers we serve, as we are confident you will receive positive feedback from each and every one of them.

## CUSTOMER REFERENCE

<b>Customer Information:</b>	Western School Corporation 2600 South 600 West Russiaville, IN 46979	<b>Dates of Service:</b>	2005 to Present
<b>Contact Information:</b>	Craig Shearer Director of Technology	☎: (765) 883-5576 📠: (765) 883-7946 ✉: cshearer@western.k12.in.us	
<b>Current Services:</b>	ENA Internet Access	ENA SmartLink (VoIP)	

Western School Corporation (WSC) is located in southwestern Howard County — 50 miles north of Indianapolis, Indiana. Serving approximately 2,686 students and nearly 200 teachers, WSC relies heavily on the managed Internet access service ENA delivers to the school corporation.

ENA has deployed a fiber Internet access connection to WSC that delivers 400 Mbps of available bandwidth. WSC has a full K-12 iPad 1:1 deployment that enables students and teachers to take advantage of rich media resources from around the world. Video collaboration tools, 3D printers, and a host of other technological instruments are expertly integrated into the classroom, and professional development opportunities for the staff provide significant encouragement for teachers to actively engage their students.

WSC takes advantage of ENA SmartLink, a Voice over Internet Protocol (VoIP) solution, to provide dial tones to a premises-based PBX. Utilizing SmartLink's primary rate interface (PRI) service has greatly reduced the corporation's telephony costs and provided a single vendor to engage for any needed assistance.

## CUSTOMER REFERENCE

<b>Customer Information:</b>	Metropolitan School District of Warren County 101 North Monroe Street Williamsport, IN 47993	<b>Dates of Service:</b>	2005 to Present
<b>Contact Information:</b>	Phil Halsema Director of Technology	☎: (765) 893-4445 x225 📠: (765) 762-6623 ✉: phalsema@msdwarco.k12.in.us	
<b>Current Services:</b>	ENA Internet Access	ENA WAN (Wide Area Network)	

Located 80 miles northwest of Indianapolis, Indiana, the Metropolitan School District of Warren County (MSDWC) has an enrollment of approximately 1,225 students.

Given the district's very rural and difficult-to-serve location, its connectivity options were limited to copper for some time. With the help of MSDWC, ENA established working relationships with local community development organizations in both Warren and Fountain counties and was soon able to partner with a local transport provider to bring fiber service into the region. Fiber service has since been deployed among various sites, eventually allowing for full access to services both inside and outside the school corporation. Today, the school corporation has 200 Mbps of Internet access with 100 Mbps wide area network (WAN) service to the remote sites, with plans for growth on the horizon.

Phil Halsema, the district's Director of Technology, said, "The service that ENA provides has been such an asset for our school and community. Our improved communication and sustainability in the connectivity area has been wonderful. Parents, students, and faculty are now communicating in ways that we could have only imagined six years ago. MSD Warren County and ENA have a partnership that goes beyond just the vendor-client relationship."



## CUSTOMER REFERENCE

<b>Customer Information:</b>	Northwestern Consolidated Schools of Shelby County 4920 West 600 North Fairland, IN 46126	<b>Dates of Service:</b>	2005 to Present
<b>Contact Information:</b>	Josh Landis Technology Director	☎: (317) 835-7461 📠: (317) 835-4441 ✉: jlandis@nwshelbyschools.org	
<b>Current Services:</b>	ENA Internet Access ENA WAN (Wide Area Network)	ENA SmartLink (VoIP)	

Northwestern Consolidated Schools of Shelby County (NWCSSC) is located 20 miles southeast of Indianapolis, Indiana and serves approximately 1,490 K-12 students.

ENA has worked with NWCSSC for more than a decade to maintain and surpass the Internet access capacity required to enable digital transformation in the classroom. Today, ENA delivers 300 Mbps of Internet access to NWCSSC and also provides wide area network (WAN) service that connects a remote school building (located in a typically hard-to-serve geographic area) to the main campus.

NWCSSC also opted for establishing ENA SmartLink primary rate interface (PRI) service, replacing an existing and troublesome phone service. Given the number of issues experienced with the previous service, the school corporation expected the transition from that provider to be an arduous process. ENA's project management office, voice engineering, and field engineering teams took on this complex transition with aplomb and provided a positive experience for the customer.

Josh Landis, the NWCSSC Technology Director, added, "ENA has provided us with fantastic support and engages support immediately if there is ever any trouble. Our experience working with all levels of service for ENA has been outstanding."



## V. Internet Access Technical Proposal

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### 1. The ENA Difference

Our proposed Internet access solution leverages ENA's experience in successfully delivering high-quality, reliable, secure, and scalable broadband solutions. We focus on creating a solid network foundation and delivering services designed to accelerate and optimize the efficient use of technology in your organization while also augmenting your technical team with ENA's support staff that possesses a deep understanding of your specialized technologies and unique needs.

With ENA's Infrastructure as a Service (IaaS) approach and experience deploying similar solutions for hundreds of education and library customers, including statewide networks, we are able to design a service that supports your objectives and goals. Considering rapid technology change and exponential bandwidth growth, our ability to scale rapidly and continuously means you can be assured of an Internet access service that is virtually future-proof.

**You can enhance your Internet access service, improve performance, and ensure solution success with ENA's standard features as described below:**

- ◆ **Content**
  - ◇ Direct access to education-focused Internet content and sites for better performance - including on-net access to Internet2 (where available)
- ◆ **Security**
  - ◇ DNS Blackhole service providing an institution-focused blacklist limiting access to malicious sites
  - ◇ Responsive distributed denial of service (DDoS) mitigation designed to limit and stop attacks within the ENA core
- ◆ **Support**
  - ◇ Account services manager (ASM) customer support
  - ◇ Engineering team focused on network border security and supporting the overall health of the ENA network
  - ◇ 24x7x365 Customer Technical Assistance Center (CTAC) support
  - ◇ Online training documentation designed to provide answers to commonly asked questions

**A core benefit of ENA's turnkey IaaS Internet access offering is that it includes everything required to deliver the service including network design, the circuit, all necessary layer 3 networking equipment, maintenance, security, performance evaluation, field engineering resources, and 24x7x365 network monitoring and support for all components over the life of the service.** This comprehensive approach allows customers to fully leverage our skilled resources and industry-leading equipment to receive enhanced Internet access service.

ENA's IaaS approach also fully utilizes E-rate funding to cover more overall costs versus a piecemeal approach of purchasing individual products and services. Please see our **E-rate Experience and Expertise** section for more information on how our full service qualifies for Category 1 E-rate funding which typically results in substantial cost savings for our customers.

It is important to note three additional key differentiators of ENA's IaaS broadband solutions:

- ◆ ENA's broadband (Internet access and WAN) services deliver symmetric bandwidth at the level of connectivity purchased. This means our customers receive full usage capacity of the circuit purchased in both upload and download directions. ENA uses dedicated circuits to connect each end site to the ENA National Network where we provide access to our extensive Internet peering. Our National Network is monitored and managed to ensure adequate reserve capacity at all times to support the level of connectivity purchased by our customers.
- ◆ ENA leverages connectivity to your location from a variety of last-mile providers to extend the reach of our National Network. Such flexibility allows us to offer better and more economical alternatives over the life of the service. As new technologies become available and are implemented in the ENA network, they can be integrated into our service delivery options.
- ◆ ENA works with major communications, technology, security, and software companies to create customer-driven, cost-effective, and technology-enabled connectivity solutions that keep you ahead of the technology curve.

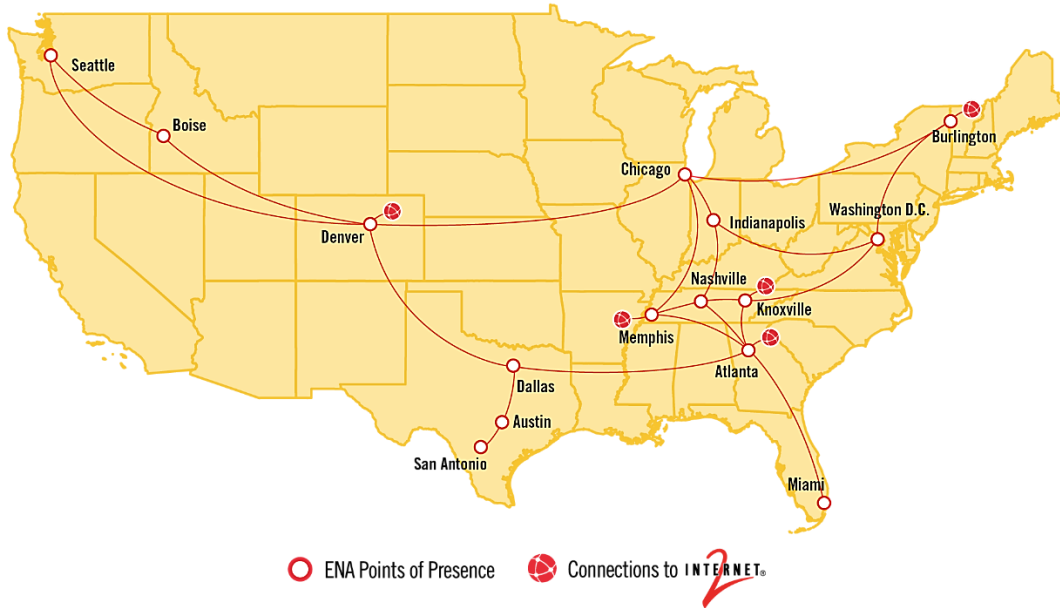
## *The ENA National Network*

ENA's National Network backbone is an integral part of our service. To ensure overall network performance and resiliency, ENA built an MPLS-based, carrier-grade fiber IP backbone infrastructure comprised of multiple fault-tolerant links between geographically-diverse points of presence (POPs) within hardened data center facilities. **Our network includes core peering POPs in major Internet exchange facilities across the United States ensuring every Internet request uses an optimum path to reach its destination.** ENA connects to the global Internet using diverse providers via numerous high-bandwidth connections ensuring reliable Internet access even when one link or provider has trouble. We know the critical importance of highly-available network services to our customers, so exceptional resilience and the ability to recover quickly from outages and disasters are key components to ENA's network design, implementation, operational management, and ongoing technology testing.

Being solely focused on education and library customers led us to develop a top-tier Internet access solution utilizing both our own national backbone connectivity and that of other high-capacity top-tier providers. Along with direct access to content delivery networks (CDNs) and research and education networks, such as Internet2 (where available), ENA's Internet access solution provides a content-rich experience with the lowest latency and fewest hops possible. ENA continues to establish peering relationships with the nation's top online content providers positioning the content your users demand closer to your network, thereby providing the best online experience possible. Through our nationwide network and peering strategy, the most popular online content resides within the ENA network core, often just a single hop from the ENA provided premises equipment installed as part of our managed service.

It is also important to note that ENA is a long-standing member of the Internet2 consortium and can establish additional Internet2 connections in other geographies as requested by customers.

# ena<sup>®</sup> Education Networks of America<sup>®</sup>



ENA National Network

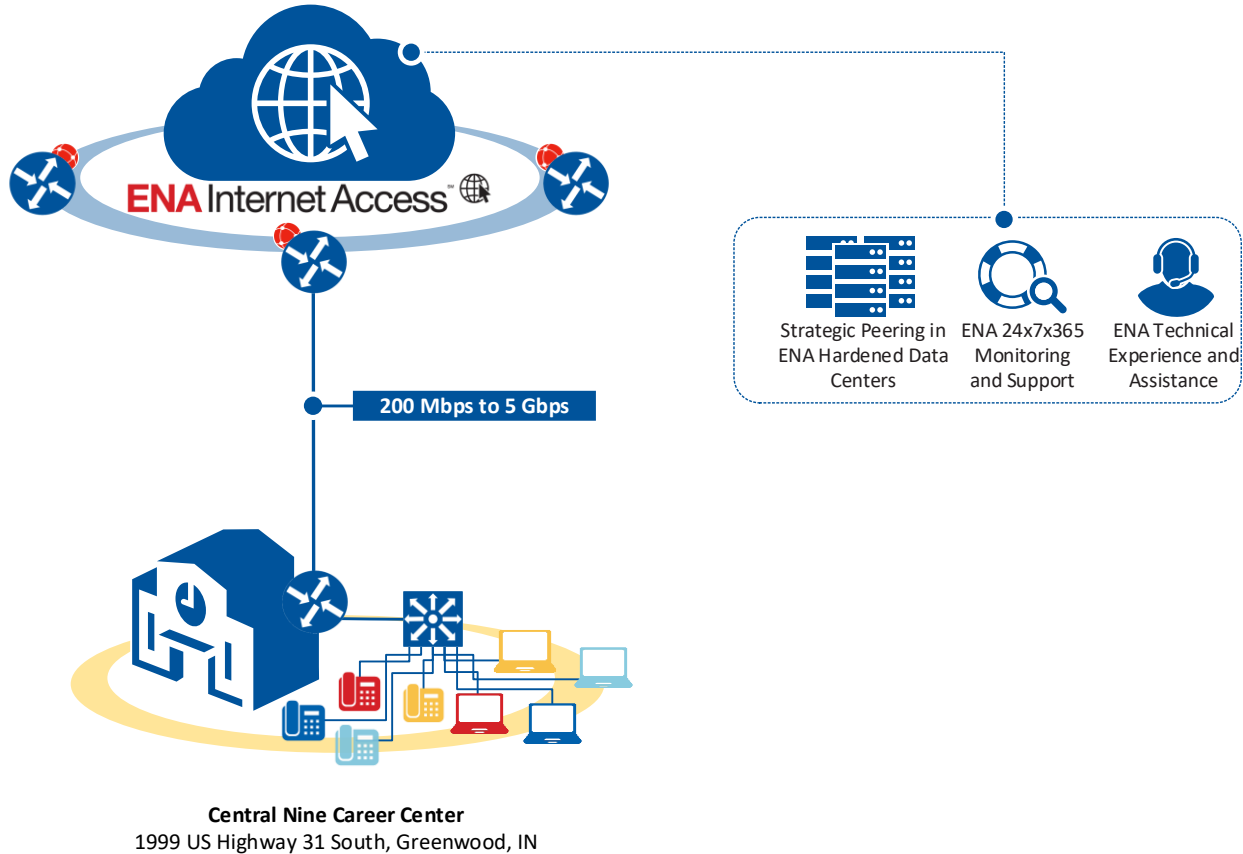
## 2. Project Understanding and Proposed Technical Solution

ENA understands that Central Nine Career Center (CNCC) is seeking a long-term partner to provide high-speed, scalable Internet access service including a bundled transport circuit. We also understand that the proposed service should offer a symmetrical bandwidth capacity of 200 Mbps scalable to 5 Gbps, as requested, delivered to your location at 1999 US Highway 31 South in Greenwood, Indiana. ENA will deliver the proposed connectivity at the requested speeds and will not rate-limit or throttle connectivity to levels below the contracted speed at any time. Our proposed Internet access service will provide connectivity into your requested facility, handing off service within the specified data center or main distribution frame (MDF). ENA will utilize ENA owned, installed, and managed routing equipment, terminate our service, and route assigned IPv4 public addressing to your network. The equipment will be Cisco Systems hardware capable of providing service at the requested line rate. The physical handoff from our appliance can be copper or optical based upon your request or speed of designated connectivity. As your current provider of Internet access service, we understand your need to maintain 29 +/- public IP addresses. Please see the **IP Assignments and DNS** section of this response for additional information regarding this request.

ENA welcomes the opportunity to continue providing Internet access to CNCC in support of your commitment to develop the knowledge and skills necessary to prepare students for employment in a chosen career and/or furthering their education at a post-secondary institution. Our knowledge of the Central Nine Career Center data and security environment along with hosting DNS and delivering IP space allows for easy, non-intrusive changes to your critical Internet access services. Our proposed Internet access service will be provided via direct connectivity to ENA's Indianapolis POP and from that POP will connect to the ENA National Network. As a national provider of Internet access service, we are confident in our knowledge of what it takes to connect schools in communities like yours to the

Internet, and we know the difference it makes to students and teachers when they have reliable, high-speed, and low-latency connectivity to learning and administrative resources. Our solution is designed with dedicated connectivity to our POP, and using all fiber-optic links to ensure that we can upgrade as demand increases without significant delays. A logical depiction of the proposed Internet access service is provided below:

### *ENA Technical Design for Central Nine Career Center*



### **ENA Internet Access Design for Central Nine Career Center**

#### *Service Resiliency Options*

As part of our Infrastructure as a Service (IaaS) approach, ENA has the ability to provision a second Internet-bound circuit offering parallel connectivity from Central Nine Career Center's requested location to the ENA national network. To facilitate this parallel service strategy, ENA provisions all circuits identically in an active/active configuration throughout the life of our proposed service. Designing resilient Internet access in this synchronized fashion employs an effective, and standards-based approach to load-balancing thereby fully utilizing all available bandwidth and enabling automated, traffic path selection while mitigating risks inherent to an alternate design that may employ a single-path or single-point-of-failure. In summary, this optional, highly-available design will be delivered via a single, virtual Internet access service delivered to CNCC's network core.

## *ENA Internet Access Standard Services and Benefits*

ENA understands the demands of your ever-expanding Internet access traffic and uses. As part of our service offering, we continually enhance our value-added services to leverage your infrastructure. The following advanced services enable you to cost-effectively remain at the forefront of technology with ENA as your trusted partner.

### **Customer Premises Equipment (CPE)**

As part of our Infrastructure as a Service (IaaS) approach, ENA delivers a fully managed broadband solution, including all required customer premises equipment (CPE) for network routing along with installation and support as a bundled service. This approach offers several benefits to our customers as outlined below:

- ◆ As a vendor-neutral network service provider, we are able to choose the equipment that best fits your needs and optimizes your network.
- ◆ If you increase your ENA-provided bandwidth over time, ENA upgrades or changes the equipment so you always have the right equipment for your expanding network requirements.
- ◆ Capital expenditures for network equipment are eliminated or significantly reduced.
- ◆ You do not have to purchase ongoing service agreements or extended warranties on equipment thus achieving greater cost efficiencies.
- ◆ All ENA equipment is managed and monitored by ENA in conjunction with local site and customer requirements.

The ENA Customer Technical Assistance Center (CTAC) is your single point of contact and accountability for ENA provided equipment and services. If any ENA-owned devices fail, we configure and install a replacement. ENA field technicians stock an inventory of spare equipment to ensure immediate availability in the event they are needed. This spare inventory allows ENA to ensure rapid resolution of any service-affecting condition.

### **Bundled Distributed Denial of Service Security**

ENA is aware of the impact a denial-of-service (DoS) or distributed denial-of-service (DDoS) attack can have in today's digital schools, libraries, and institutions. As an inherent, bundled component of our Internet access service, ENA provides a number of DDoS prevention features that work in partnership with our customers. These features include:

- ◆ Ongoing monitoring of potential DDoS attacks using ENA's custom volumetric network monitoring tools.
- ◆ Upon detection of a potential attack, working in collaboration with our customer's network team, ENA will null route ("blackhole") all traffic to the specific destination IP address or the range of IP addresses affected by the attack. This rerouting helps limit the effects of the attack and enable ongoing network utilization for the rest of your address range by removing the malicious traffic from your Internet access service.
- ◆ Coordinating with our Internet peers to remotely trigger filtering of traffic destined to the victim IP address, using a method known as Remotely Triggered Blackhole Filtering (RTBH), as described in RFC 5635.

- ◆ Working with the affected customer's network staff to re-enable connectivity to the affected site or IP address through manipulation of NAT or other IP network management techniques as appropriate.
- ◆ Ongoing, ENA network-wide filtering to limit all of ENA's Internet access customers' exposure to network time protocol (NTP) amplification, domain name system (DNS) amplification, simple service discovery protocol (SSDP) amplification, character generator protocol (CHARGEN) floods, and user datagram protocol (UDP) fragment overflow.
- ◆ Proactive notification of malicious activity originating from within your LAN, suspected host involvement, or exposure to potential hijacking attempts. Additionally, ENA alerts our customers of appliances which may be involved in amplification attacks, potentially due to an applied configuration that is incorrect. ENA sends notifications to our customers to help verify and resolve any issues with hosts which may impact customer connectivity or the health of the Internet.

Committed to creating a better global Internet community, ENA works with each customer before and after attacks to recommend methods of protecting their network. Some of these methods may include the reduction of open recursion servers, recommending security best practices to block unwanted traffic, and the protection of host networks from potentially malicious applications.

ENA recently introduced an optional DDoS service, ENA NetDefender. Please see the information on ENA NetDefender service below.

### **ENA NetDefender On-demand DDOS Mitigation and Scrubbing Service**

ENA NetDefender, ENA's on-demand DDoS mitigation and scrubbing service, provides education and library institutions with the peace of mind and confidence that their network security is in trusted and experienced hands. ENA NetDefender is a 24x7x365 advanced DDoS mitigation service that activates scrubbing upon detection or notification of an attack, minimizing customer latency and downtime.

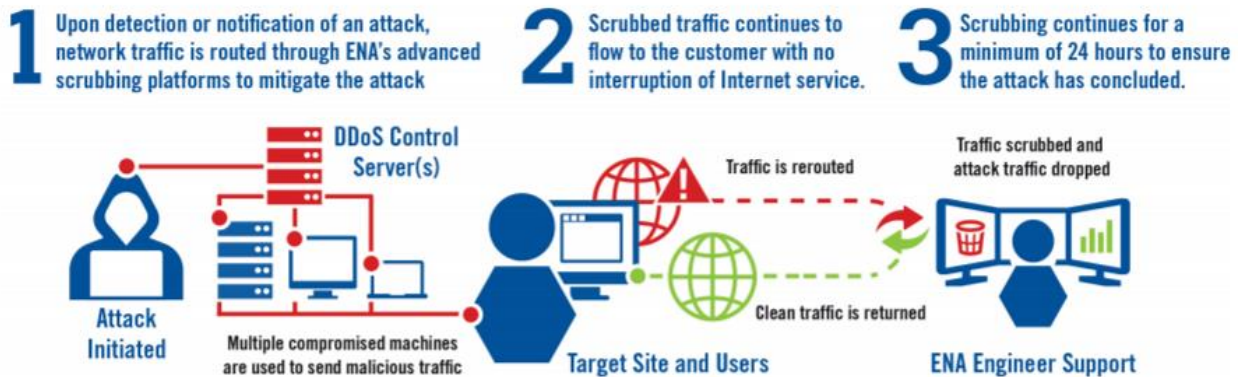
Designed to meet the needs of today's library and education communities, with ENA NetDefender your organization will receive:

- ◆ 24x7x365 proactive monitoring with more advanced metrics for DDoS attack detection than our core, bundled service
- ◆ Faster mitigation response reducing impact to network operations
- ◆ Real-time traffic scrubbing technology returning only your clean, non-malicious traffic
- ◆ Enhanced monitoring tools for increased network visibility
- ◆ Seamless managed service requiring little to no customer oversight or training
- ◆ ENA engineering team expertise, reducing costs and the need for on-site equipment and specialized staff



The following graphic illustrates the ENA NetDefender DDoS mitigation and scrubbing process.

### How It Works



### ENA NetDefender DDoS Mitigation and Scrubbing Service

#### ENA NetDefender Benefits

- ◆ **Real-time Scrubbing of Your Network Traffic**  
Upon detection of a DDoS attack, ENA NetDefender scrubs only the malicious traffic destined to your network. ENA NetDefender does not require the null routing of any traffic and does not require you to change IP addresses or NAT pools.
- ◆ **Enhanced Monitoring and Reporting Tools**  
ENA NetDefender's automated and advanced monitoring and reporting tools provide you with the information and visibility you need to feel confident in your network's overall performance and security.
- ◆ **A Trusted and Experienced Partner in Network Security**  
ENA's engineering teams are continually testing and developing new methods of discovering and mitigating threats in today's ever-changing network security landscape. Through sophisticated traffic pattern analysis and strategically placed active policies designed to deny known attack vectors, ENA can significantly limit attack traffic from hitting your Internet access.
- ◆ **ENA Expert Engineering and Exemplary Customer Support**  
ENA NetDefender includes the expert engineering assistance and excellent customer support ENA is known for. Our engineers partner with you to understand and define your unique security needs and challenges, and will work with you, throughout the life of the service, to successfully implement, maintain, and support our managed service.

Please click [here](#) to see our ENA NetDefender brochure.

### IP Assignments and DNS

ENA provisions static public IP addresses with an overall strategy that provides participants with a reasonable IP addressing schema, while at the same time following the American Registry for Internet Numbers (ARIN) guidelines. ENA works with each of our customers to determine the number of static IP addresses needed and, as part of our managed service, provides a /28 block of IP addresses consisting of 13 assignable IP addresses. Additional IP address can be acquired through the completion of ENA's IP justification worksheet. Additionally, the geographic assignment of IP addresses allows ENA to

summarize routes at our points of presence (POPs), thus providing faster Internet connectivity. ENA is registered with ARIN for use of its IPv4 and IPv6 blocks, and as such will maintain reverse (or PTR) DNS entries for those IP blocks. We work with customers to verify and modify any reverse entries you may need for proper operation of applications and services. As an optional service upon request, ENA will host your DNS forwarding zone(s) facilitating easy management and support of all your Internet access needs.

IPv6 is the next generation protocol designated by the Internet Engineering Task Force (IETF) to replace IPv4 due to growing shortage. All proposed ENA network-layer hardware supports the IPv6 technical requirements in addition to the current IPv4. While migration to IPv6 addresses is not a requirement to maintain connectivity through ENA, we encourage orderly migration over time for all our customers. This migration is part of the ongoing innovation and technology refresh that are key benefits of ENA's IaaS solution. We work closely with each customer to make any migration as easy as possible.

## Broadband Network Security

We understand network security is critical to a safe, productive environment especially at a time when education and library institutions are leveraging and relying on broadband networks for virtually every aspect of their instructional and organizational operations. To safeguard our enhanced service and provide valuable support to our customers, **we use a number of security measures for multilayer protection including those listed below:**

- ◆ Implementation of access controls that 1) support carrier best practices to filter spoofed traffic at the provider edge and 2) limit unwanted protocols used in well-known attack vectors.
- ◆ Utilization of private telecommunications topologies as defined by the Metro Ethernet Forum carrier design best practices for customer traffic segmentation and protection of private data
- ◆ ENA managed devices are hardened for secure remote and local access, authentication, and authorization to protect against unwanted access from unauthorized networks or users.
- ◆ Access control on all equipment local ports including serial access for local vulnerability restriction and prevention
- ◆ Daily engineering audits and software validations to ensure approved code trains and configurations are employed, alleviating bug exploitation and configuration vulnerabilities
- ◆ Proactive network monitoring and notification via real-time monitoring of key performance metrics for all edge equipment on ENA's National Network, including site mapping to compare inclement weather against regional power availability
- ◆ Comprehensive, centrally-hosted firewall service via ENA NetShield, is an optional solution that includes all hardware, software, and support. ENA NetShield and ENA NetShield UTM provide an IaaS solution leveraging resilient data center infrastructure and ENA's long-term experience supporting education and library customers with security solutions.

## Flexible Network Configuration

ENA's IaaS network solution provides maximum network design flexibility because we are not limited to a specific transport technology or delivery method. Some service providers build their solution based on a specific transport technology, thereby limiting the flexibility of the network. ENA recognizes new technologies will become viable over the course of this project while other technologies may become



obsolete. Our flexible approach not only accommodates these changes, but also ensures a best-of-breed network infrastructure throughout the life of the contract.

## Basic Firewall Request

ENA understands your organization seeks a hosted firewall service to mitigate threats without restricting access to your full bandwidth capacity. We know that security is a top priority, and we also recognize that a firewall solution must be flexible and scalable to allow for bandwidth upgrades associated with increased usage. With these specific requirements in mind, ENA offers our best-in-class hosted firewall service – **ENA NetShield**.

Developed to meet the unique requirements of education and library institutions, ENA NetShield keeps your organization's network safe by blocking malicious traffic and attacks. ENA NetShield is cloud-based and delivered directly through your ENA Internet Access service, eliminating the need for additional hardware or equipment. ENA NetShield is engineered with high levels of availability and deployed in a hardened facility to keep your network protected. Additionally, this hosted solution includes dedicated, 24x7x365 one-call support and monitoring from the ENA Customer Technical Assistance Center (CTAC).

ENA also offers ENA NetShield VPN, a managed, premises-based VPN solution that works in conjunction with ENA NetShield. ENA NetShield VPN can provide a static VPN connection between two network locations or dynamic remote access.

## 3. ENA NetShield Firewall



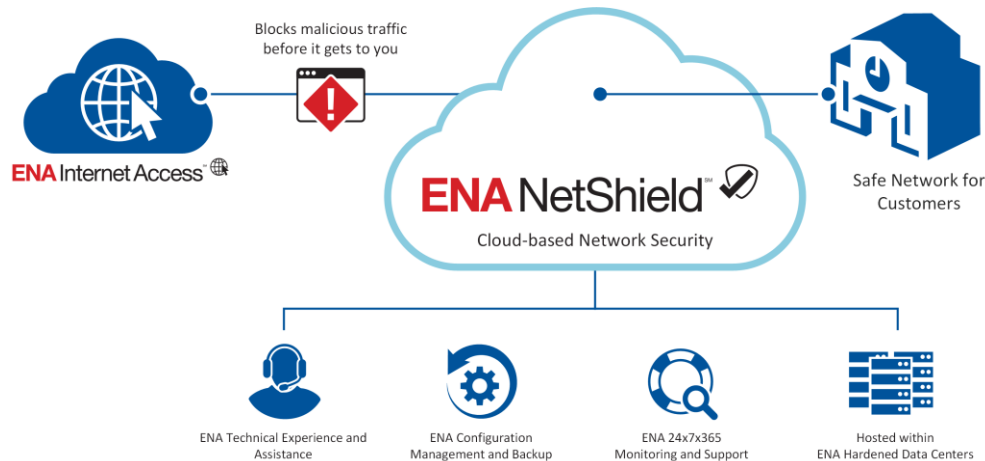
ENA NetShield is our hosted network security solution designed to eliminate access, bandwidth usage, and security concerns. We

developed our firewall service to mitigate threats at our core, sparing your Internet access circuit from unwanted traffic and attacks. Using industry-standard security appliance architecture engineered with high levels of availability, ENA NetShield leverages ENA's national backbone to deliver a fully managed security service.

ENA NetShield offers the following benefits:

- ◆ Protects your Internet bandwidth through rule-based traffic management at ENA's core, reducing unwanted bandwidth on your Internet circuit
- ◆ Resilient carrier infrastructure hosted within hardened facilities with multiple layers of failover architecture to ensure continued protection against attacks
- ◆ Available at any capacity to grow with your network
- ◆ Dedicated one-call support for rule changes, additions, and configuration modifications with ENA's CTAC
- ◆ Periodic rule audits to guard against security vulnerabilities
- ◆ Continual performance monitoring with proactive support from our 24x7x365 CTAC
- ◆ Best practice guidance from ENA engineers for maintaining IP traffic security and limiting exposure to threats

The following graphic illustrates ENA NetShield's centrally hosted service.



### ENA NetShield Hosted Firewall Service

ENA can also reconfigure, manage, and maintain customer-owned, locally hosted firewall appliances and perform many of the same tasks as our centrally hosted solution.

## 4. ENA NetShield VPN

**ENA NetShield VPN**<sup>SM</sup> Should your organization utilize virtual private networking (VPN), ENA offers a local premises-based VPN solution that can be used in conjunction with our ENA NetShield service. ENA NetShield VPN's versatile, managed service can deliver a static VPN connection between two network locations or dynamic remote user access.

**ENA NetShield VPN Static** (LAN to LAN) securely connects two networks together through an industry-standard IPsec encrypted tunnel over the Internet using predefined security criteria. The encrypted tunnel's private connection protects your data and delivers throughput speeds up to 50 Mbps. Multiple tunnels can be created, supporting a variety of uses such as connecting to a third-party Software as a Service (SaaS) provider, transmitting sensitive data to another agency, or extending a remote network for access to centralized applications. ENA engineers work with your team to define your specific needs and design a tailored approach to establishing the ENA NetShield VPN Static managed service.

**ENA NetShield VPN Dynamic** (Remote Access) provides secure access to remote users who need access to your local network for shared data, applications, or systems. ENA will work with you to define individual credentials for up to 25 authorized users. To maintain individual user security, group accounts are not supported. ENA NetShield VPN Dynamic provides 10 concurrent connections with 50 Mbps of throughput. Remote clients connect using IPsec clients for Microsoft Windows or the integrated OSX client for Apple devices. With ENA NetShield VPN Dynamic, remote users receive the access they need with the security required to protect your network resources.

Please click [here](#) to see our ENA NetShield brochure.

## National Broadband Initiative Thought Leadership

ENA is at the center of the national conversation promoting high-quality broadband services for the education and library communities. As an active member of the Consortium for School Networking (CoSN), the State Educational Technology Directors Association (SETDA), and the Schools, Health, & Libraries Broadband (SHLB) Coalition, ENA contributes to the reports, recommendations, and advocacy efforts of these organizations.

- ◆ As part of SHLB's "Grow2GIG+" initiative, ENA assisted in the development of their compendium *Connecting Anchor Institutions: A Broadband Action Plan*. The compendium provides ideas and actionable policy recommendations to address the needs of community anchor institutions. You can find the full action plan at [www.shlb.org/action-plan](http://www.shlb.org/action-plan).

ENA also assisted in the development of SETDA's report *Broadband Imperative II: Equitable Access for Learning*. This report provides new benchmark recommendations for Internet access and WAN capacity for school districts and also provides contextual recommendations for small, medium, and large school districts. You can find the full report at [www.ena.com/resources/broadband-imperative-ii-report](http://www.ena.com/resources/broadband-imperative-ii-report).

## 5. Project Management and Implementation Plan

### *Project Management*

ENA currently provides Central Nine Career Center with Internet access service. While there are no new activities or project planning required to deliver our solution, as the service requested in this response is already deployed, ENA does employ a robust standard project methodology which applies stringent project management processes and exacting disciplines for all new service installations and changes. We have included our standard project management approach below as a reference should you desire to add/modify your current implementation during the term of the contract.

ENA considers a contract with a customer as a lifecycle project, and our business processes, people, and skills are geared to that business model. We set rigorous processes and disciplines to ensure successful deployment across the ENA services portfolio. This model scales effectively from small, single-site implementations to large, system-wide or statewide service implementations.

A highly skilled and experienced ENA project manager (PM) is assigned and dedicated to managing the installation of all new and migrated ENA services. The PM has full authority to bring ENA skills, resources, and intellectual capital to bear to ensure project success. The PM will have the support and oversight of the ENA Senior Manager, Project Management Office, and the Vice President of Operations for a successful project execution. ENA PMs have provided oversight and management for the deployment of thousands of site connections and have a full appreciation for the level of attention to detail and meticulous follow-up required to ensure on-time delivery and a smooth transition.

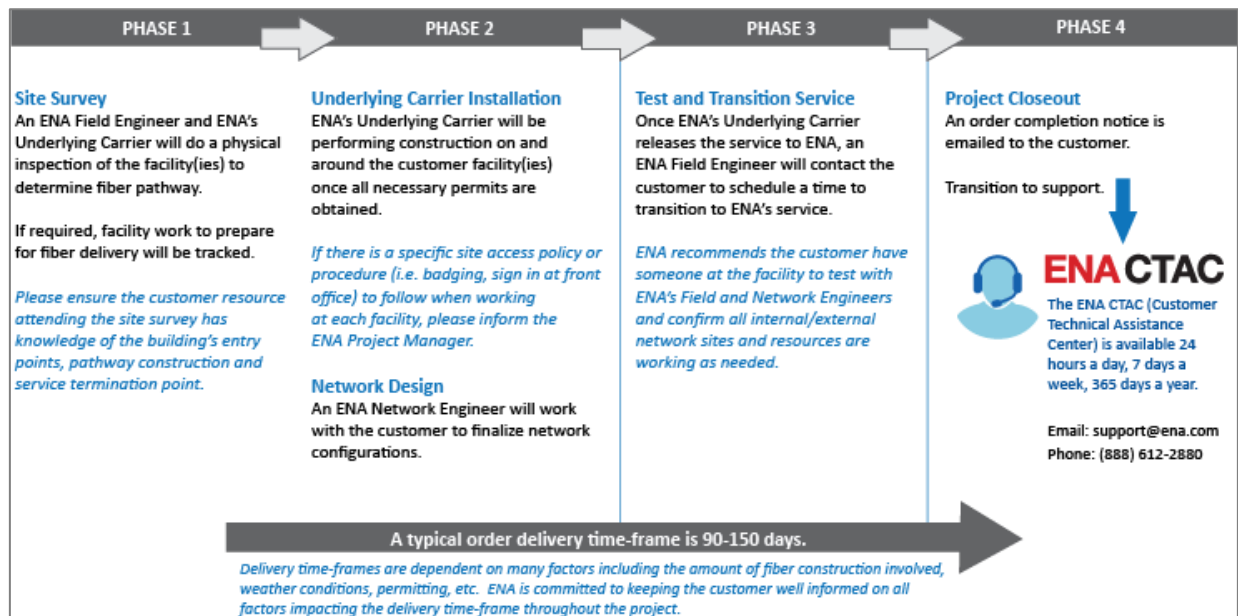
The process begins with a formal on-site project kick-off meeting led by the ENA PM, during which several key activities occur:

- ◆ Identify project team members along with roles and responsibilities
  - ◇ It is highly recommended that the customer name a project lead who will be the primary point of contact on your behalf with the ENA PM

- ◆ Validate the site(s), including physical address, site contacts, services required, and any unique requirements or restrictions
- ◆ Review overall architecture of solution and initial logical and physical design documents detailing:
  - ◇ Site's location and configuration
  - ◇ Aggregation site's location and configuration
  - ◇ End site connectivity
  - ◇ Handoff to customer's Internet connection point(s)
  - ◇ Design for resiliency and scalability
- ◆ Request key information such as site drawings and customer policies regarding site visits
- ◆ Determine critical milestone dates and deliverables
- ◆ Define overall project communications strategy and protocol
  - ◇ Determine frequency, content, and participation in status update meetings
- ◆ Discuss requirements for change management policy and practice
- ◆ Agree upon escalation criteria and procedures
- ◆ Identify key application(s) to be validated during the site turn up
- ◆ Agree on the criteria for a successful project completion

As an integral element of the plan, the ENA project team lays the foundation for ongoing reliable operations and the ability for the network to scale and evolve, as needed, to meet your future needs.

## Fiber Implementation Process



### ENA Fiber Implementation Process

The project plan also encompasses the necessary planning for a seamless transition to ENA steady-state operations following initial implementation. In this area of the plan, the customer and ENA engage in extensive discussion regarding incident and request procedures, change management policy, and coordination of first point of contact (FPOC) functions between the customer and ENA, including cross-system ticketing for appropriate referential tracking and management.

Upon customer review and approval of the technical design and the project plan, ENA initiates circuit and equipment orders. All equipment necessary to deliver our Internet access service is ordered and tracked to receipt and installation. All device software and configurations are tested in the ENA lab and deployed initially in pilot mode under a robust testing regimen in the field.

From the moment circuit orders are placed by ENA with the underlying supplier(s), the ENA PM will work with the underlying supplier(s) to ensure all necessary permits are obtained and surveys performed to enable timely completion of circuit delivery to each building on the project site list. ENA's project management methodology is predicated upon transparency relative to our underlying suppliers' key process milestones, which enables us to assure we stay on track to meet our committed delivery timeframes.

Equipment installation, configuration, and testing are timed to coincide with the underlying circuit delivery. The individual circuits will be required to pass underlying supplier performance tests and then subjected to ENA performance tests prior to accepting the circuits and initiating site transition to the ENA managed solution.

### *Implementation Timeframe*

Each implementation is unique, and ENA works with each customer to set service implementation date timelines. Absent any unforeseen conditions inhibiting construction of the underlying supplier telecommunications facilities to the sites, and all customer designated make-ready work is complete, it is our expectation that ENA will be substantially complete with all implementation activities within 120 days of contract signature.

## 6. Order and Change Management

ENA's process for receiving requests for new orders and changes to existing orders is very flexible. Orders can be submitted via ENA's web-based customer service ticket tracker, email, fax, by calling the ENA Customer Technical Assistance Center (CTAC), or by speaking with your account services manager (ASM). ENA's web-based interface is designed for services that are relatively option-free and do not require a detailed knowledge of environmental factors and customer preferences that are difficult to capture without having a detailed conversation. Because we are focused on providing the highest level of customer service and meeting customer expectations, we recommend most orders be communicated directly to your assigned, dedicated ASM to ensure the right services are recommended, ordered, and delivered by ENA.

### *Order Management*

ENA's ordering process for moves, adds, changes, and deletes (MACDs) is streamlined to ensure placing a product order or service change is easy and efficient for our customers. All orders for new service or for changes to existing services are logged and tracked in ENA's ticketing system. Appropriate resources are assigned to fulfill the request, and upon verification of order installation and/or fulfillment, the order ticket is assigned to ENA's finance department to verify the customer invoice is updated to reflect the change in service.

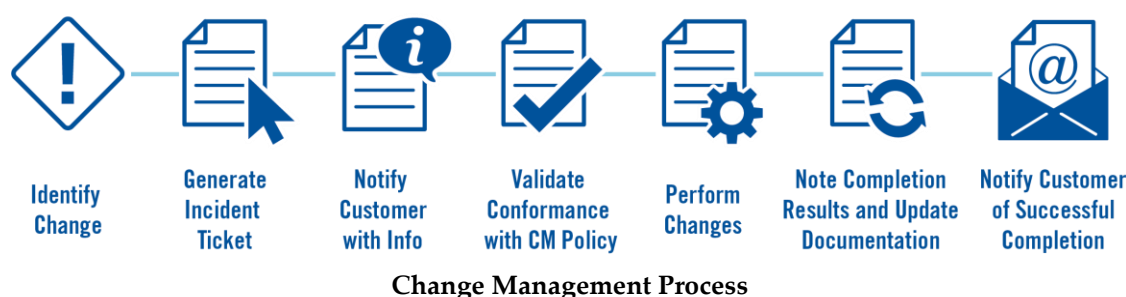
## Change Management

Change management is a key element in ensuring integrity in all facets of a customer's service. ENA works with your authorized support team to obtain the appropriate documentation, then schedules and implements service installations, moves, and changes in coordination with the customer.

Clean, accurate, available, and organized data is the hallmark of change management. Our standard operating procedures for fault management, performance management, and change management all feed into a unified management database, from which any event can be traced back to the originating request or configuration modification. This process provides a clear audit trail and ensures that incomplete or unsuccessful changes are backed out completely with no residual effects on the environment.

ENA adheres to a disciplined, yet flexible, change management process as illustrated in the graphic below. This process ensures that all changes are properly documented, that the full impact of any change is fully understood, and that risks are identified and mitigated.

### Key Components of Change Management



ENA consistently works to increase the automation of change documentation to save time, eliminate human error, and increase reliability. ENA uses a number of customized and open-source products to regularly monitor a device's configuration information for software and hardware changes (e.g., addition of cards, modification of serial numbers). These monitoring tools log into each of the devices required, gathers the relevant configuration data, identifies any differences, and then stores those differences from the previous collection. ENA engineers have immediate access to the latest configuration information while in the field.

Additionally, ENA's change management processes take into account the importance of timing when planning for changes that affect our customers. We understand service needs to proceed uninterrupted during normal hours, but that certain activities (e.g., teacher training, classes, events, or meetings) often occur after normal operating hours. We address this challenge by scheduling proactive upgrades and substantive configuration changes only during our planned maintenance windows, which occur 11:00 PM through 5:00 AM local time Tuesday and Thursday. To the extent practical considering customer urgency, we schedule emergency changes outside our normal change windows, but attempt to adhere to the 11:00 PM to 5:00 AM time period to minimize impact.

While ENA has a change management system in place, we are flexible and work with our customers to comply with their applicable change management processes.



## 7. Service Level Agreement (SLA)

This Service Level Agreement ("SLA") is provided to Central Nine Career Center ("Customer"), who may purchase managed network, voice, and/or security services from ENA Services, LLC ("ENA").

### General Conditions

- ◆ ENA will endeavor to resolve all troubles within 4 Service Hours.
- ◆ ENA's target network availability rate is 99.99%.
  - ◇ Packet latency objective is 20 milliseconds
  - ◇ Packet loss target shall not exceed 0.5%
- ◆ For any outages lasting for more than 4 hours, ENA agrees to credit Customer's account by the percentage of time where service was interrupted based on ENA's records multiplied by the total monthly charges associated with the service interrupted at the site of the trouble as liquidated damages and not as a penalty.
- ◆ ENA will provide a web-based real-time view into ENA's trouble ticket system and into ENA's event notification system for verification of troubles.
- ◆ ENA will make available a monthly report on all issue activity consistent with the reporting proposed in this Response for the procured services by one week after the end of the month.

### Network Measurements

#### *Packet Latency (20 milliseconds [ms]) – Ethernet endpoint to Ethernet endpoint*

Over its 21-year history, ENA has built a nationwide network that is solely focused on schools and libraries. This laser focus on education has led us to develop a top-tier Internet access solution utilizing both our own top-tier Internet connectivity and that of other high-capacity providers. Along with direct access to content delivery networks (CDN) and research and education networks such as Internet2, ENA's Internet access provides a content rich experience with the lowest latency and fewest hops possible. ENA will continue to establish settlement-free peering bringing content your users demand closer to the ENA network without explicit need to transit third party settlement links. Through the ENA National Network, our extensive in-network content hosting and extensive peering, our network is closer to more content that our customers access and reduced latency from our customer's network is experienced. Our SLA details our commitment to < 20 ms latency as follows:

ENA's packet latency SLA is based on an average round trip time of 20 ms. Network Latency is measured between the ENA demarcation point (Ethernet port) at the Customer premise and the ENA demarcation point at the network aggregation point within the Customer network.

#### *Packet Loss (0.5%) – Ethernet endpoint to Ethernet endpoint*

ENA's monthly average packet loss between ENA equipment on Customer premises and the connected ENA IP/MPLS Backbone access point shall not exceed 0.5%. Packet Loss shall be calculated based on the arithmetic mean of monthly measurements between the ENA demarcation point at the network aggregation point within the Customer network and each Customer endpoint. Target packet delivery rate is 99.99%.

### *Jitter*

ENA's network is designed to reduce latency and minimize jitter. ENA's network jitter SLA is based on an average jitter of 5 ms. Network jitter is measured between the ENA demarcation point (Ethernet port) at the Customer premises and the ENA demarcation point at the network aggregation point within the Customer Network.

ENA has a proven, 20-year track-record of delivering high-speed network services above industry-standards that provide an exceptional platform to support voice and video transmissions in near real-time quality for the best possible communications experience.

### *Throttling and/or Rate Limiting*

ENA has read, understands, and will comply. ENA will not rate-limit or throttle connectivity to levels below the contracted speed at any time.

### *Provisions for Chronic Issues*

ENA monitors connectivity and tickets for chronic events. In the event service is interrupted frequently due to systems within ENA's control, a problem ticket is generated and assigned to a higher tier of ENA engineer. An ENA engineer will assess all solutions provided up to that point and determine what actions need to be taken to implement a permanent fix. If the fix is achievable via ENA's control, these individuals will provide a Root Cause Analysis and next steps to ensure the customer is informed of the actions.

## **Service Issue Definitions & Response Times**

ENA defines issues and will respond according to the following:

### **Standard Service Level Tiers**

Level	Target Response Time*	Target Max Resolution Time**	Centralized Component***	Single Component****
<b>Critical Incident</b>	2 hours	4 hours	<b>Definition</b> <ul style="list-style-type: none"> <li>- Service is hard down (not available)</li> <li>- Critical impact to customer business operation</li> <li>- Problem or outage identified via ENA monitoring or management system not due to issues with customer provided network or utilities</li> </ul>	
			<b>Impact</b> <ul style="list-style-type: none"> <li>- District wide failure: Service outage affects all sites within customer footprint</li> <li>- All users are unable to utilize the service</li> </ul>	<b>Impact</b> <ul style="list-style-type: none"> <li>- Entire core site or end site is offline</li> <li>- On-premises or upstream components providing the service are unavailable</li> </ul>
<b>Major Incident</b>	4 hours	12 hours	<b>Definition</b> <ul style="list-style-type: none"> <li>- Service is severely degraded</li> <li>- Significant impact to customer business operation</li> <li>- Service limited to a significant group of users</li> </ul>	



Level	Target Response Time*	Target Max Resolution Time**	Centralized Component***	Single Component****
			<u><b>Impact</b></u> <ul style="list-style-type: none"> <li>- Unable to access the majority of the service consistently</li> <li>- Multiple sites are offline</li> </ul>	<u><b>Impact</b></u> <ul style="list-style-type: none"> <li>- Customer end site has services offline</li> <li>- A major component delivering service to a region of a site is offline reducing service availability to a significant group of users in a single location</li> </ul>
<b>Minor Incident</b>	16 hours	30 hours or within next maintenance window	<u><b>Definition</b></u> <ul style="list-style-type: none"> <li>- Service is degraded but available</li> <li>- Functionally impaired</li> <li>- Business operations are not impacted</li> </ul>	
			<u><b>Impact</b></u> <ul style="list-style-type: none"> <li>- Single feature unavailable but full service is still available</li> <li>- Single site</li> </ul>	<u><b>Impact</b></u> <ul style="list-style-type: none"> <li>- Single onsite component is offline, however service is still available via other components</li> <li>- Affects a single feature but full service is still available</li> <li>- Affects one or a few users in a single location</li> </ul>

\* Response Time is defined as trouble isolation with communication back to the customer and appropriate dispatch as required.

\*\* Resolution Time designates the timeframe in Service Hours in which the underlying problem is fixed. In some cases, this may require a hardware or software vendor to develop and provide a permanent fix which can be applied to resolve the problem; and, could exceed expected Resolution Time.

\*\*\* Internet Access is an example of a centralized component.

\*\*\*\* WAN connection is an example of a single component.

### *Catastrophic Incident Response Times*

In the event of a catastrophic incident, ENA will respond within four hours of cessation of the event with a situation assessment and service restoration plan. This plan may include efforts to restore partial or alternate services according to conditions, as well as new or upgraded services at alternate locations as dictated by the situation.

### **Additional Conditions**

- ◆ ENA's standard maintenance windows are Tuesdays and Thursdays from 11:00 PM local time to 5:00 AM local time.
- ◆ All time intervals in this document are expressed in Service Hours (7:00 AM – 5:00 PM local time, Monday through Friday). These time intervals exclude nationally recognized holidays or times where a site may be closed for other reasons that will limit ENA's ability to access a site to restore services.

- ◆ Affected Site is defined as the single site at which each unique trouble event begins; in a multi-site, single issue trouble only one site will be designated the Affected Site and penalties shall apply to only that site, not all end sites that are affected by the single issue.
- ◆ Service availability measures do not apply in the event that ENA is unable to perform any of its obligations due to lack of access to Customer facilities or Customer personnel, failure of Customer equipment, damage to ENA equipment or facilities due to act of Customer, its personnel or third parties, failure or interruption of utilities or services provided by either Customer or third parties, which are not the fault of ENA or other force majeure events.
- ◆ During implementation, Customer must provide access to all sites where service has been requested from 7:00 AM to 5:00 PM local time, Monday through Friday, excluding holidays.
- ◆ If Customer is entitled to multiple credits under this section, such credits shall not be cumulative beyond a total of credits for one (1) calendar month's service cost in any one (1) calendar month in any event at the affected site. Customer must notify ENA within seven (7) calendar days from the time Customer becomes eligible for a credit or within fifteen (15) calendar days after ENA delivers monthly performance reports to Customer. Failure to comply with this requirement will forfeit Customer's right to receive a credit.
- ◆ Credits do not apply to failure to meet targeted response times, only to service interruptions.
- ◆ Credits shall apply to the site of the original service interruption, not at all affected sites.
- ◆ Customer's sole and exclusive remedy for any failure by ENA to provide adequate service levels, including but not limited to any outages or ENA network congestion is detailed herein. Customer agrees to not use ENA's services for unlawful purposes. In such case, ENA reserves the right to suspend or modify service after notification to Customer. Such suspension or modification shall not be deemed to be a failure of ENA to provide adequate service levels under this Contract. In no event shall Customer be entitled to any credit if it violates the terms of service or ENA's then-current Acceptable Use Policy (posted at <http://www.ena.com/aup>).
- ◆ Credits will be applied to the total monthly service cost. If Customer site has requested E-rate funding for the service at the affected site, then credits will be applied to the service before calculating the Customer's non-discountable liability.

## VI. Service Support Commitment

ENA delivers the full value of an enhanced service approach through our comprehensive ENA customer support model described in this section. By utilizing an advanced ticketing system and industry best practice frameworks, ENA offers a seamless support structure across the entire organization to deliver superior customer support. ENA's support model demonstrates strong customer focus and continuous process improvement to expand the overall value of the services provided. ENA is solely accountable for the entire array of solutions we provide to you, and your 100% satisfaction and delight with our products, services, and service delivery is our goal.

### 1. The ENA Customer Technical Assistance Center

## ENA CTAC

Since 1998, ENA's U.S.-based, Customer Technical Assistance Center (CTAC) has operated as the single point of contact for customers to receive professional, exceptional support for all ENA service needs. We accomplish this by combining a comprehensive service and support center with an enhanced network operations center. Providing a 24x7x365 coverage model, the CTAC team can be reached toll-free at 888-612-2880 or via email at [support@ena.com](mailto:support@ena.com), as well as through our always accessible, online ticketing system at <http://my.ena.com>. The CTAC team is also available via our optional live chat customer support tool located on the myENA web portal, at <https://www.ena.com/myena>, Monday through Friday, from 8:00 AM to 5:00 PM Central Time.

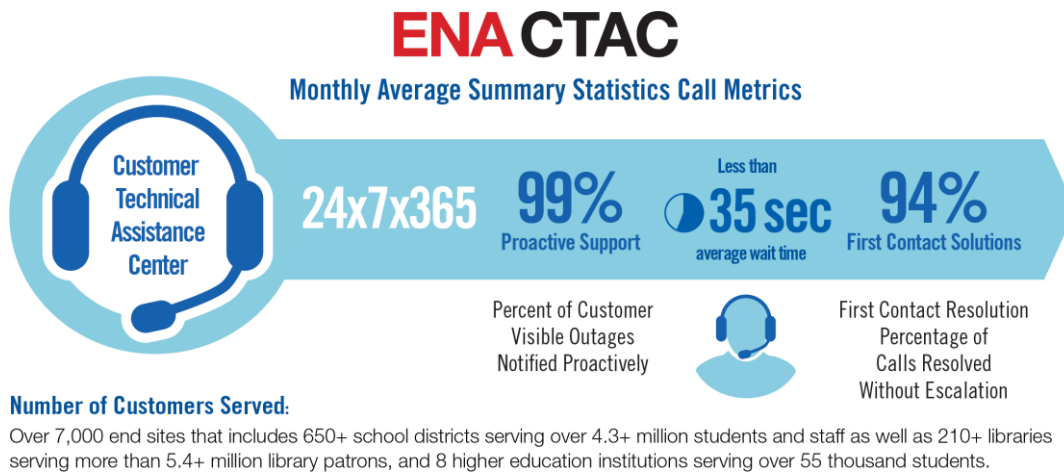
### *Experienced and Certified Personnel for Superior Customer Service*

ENA invests in the ongoing professional development of our support staff, with a dual emphasis on technology skills and industry-recognized customer service process expertise. In addition to the focus on customer service processes, ENA's CTAC customer support engineers (CSEs) are encouraged to pursue industry-recognized network, voice, cloud, security, and Wi-Fi technical certifications as well as many vendor-specific certifications. Having these additional certifications in our support center verifies the team's ability to troubleshoot and support our full suite of services. Moreover, because of the experience and expertise of our CTAC CSEs, the majority of incidents are resolved quickly and without escalation—providing rapid resolution and better service to our customers. ENA continues to invest in the development of broader and deeper technical skills for our CSEs as a standard ongoing management practice.

### *Key Performance Metrics*

ENA's CTAC Management team consistently seeks to improve customer service by monitoring processes and key performance metrics captured by our systems. Statistics, such as the average speed to answer an inbound call, number of communications (e.g. calls, emails) answered, and overall time for ticket resolution, are important metrics to measure and evaluate team effectiveness. In addition, the Director of Customer Support ensures cross-departmental procedures for timely involvement of additional required resources are followed and effective. Our internal systems, processes, and skill development efforts are focused on continuously improving our key performance results to ensure our customers receive maximum value from our services and support.

In the following illustration, you will find summary statistics regarding a sampling of our average monthly CTAC metrics. This information demonstrates our focus on highly-responsive incident and request handling, and first-point-of-contact resolution.



### Average CTAC Call Metrics

## 2. Seamless and Responsive Service and Escalation Procedures

Fundamental to the overall ENA support model is ENA's ownership and accountability to satisfy the customer's need. Everyone on the ENA support team adheres to the principles of rapid response and continual communication to ensure our customers are always informed regarding progress of their request or incident. ENA management monitors internal support process flows and resources to provide the necessary support and oversight to ensure timely, professional, and comprehensive service for every customer need. While the CTAC is the main focal point for all ongoing support, sometimes an escalation requires either specialized design engineers or management.

### *Ongoing Customer Support Process and Escalations*

Customer support typically begins with the CTAC. The following section outlines the support process flow designed to ensure our customer needs are fully addressed.

- ◆ When you contact the CTAC for assistance, a CSE will do the following:
  - ◇ Obtain and document information related to your organization and site. The CSE will create a unique ticket specifically to your need and classify it appropriately. You will automatically receive an email with the ticket number for future reference. This detailed documentation within the service desk ticket tracks the customer's need and current actions. Throughout the process, ENA commits full support resources to provide timely and responsive resolution as described below.
  - ◇ Ask questions to assess your needs and access the devices used to deploy your service to determine if the issue(s) can be resolved immediately or if it will require additional research.
  - ◇ If additional research is required, the CTAC will continuously follow up with you throughout the duration of the investigation process.
  - ◇ In the event a customer need requires on-the-spot, in-depth technical experience, the CTAC engages a Tech/Ops Engineer. The Tech/Ops Engineers have design engineer knowledge of a

customer's deployed ENA services. These experts will partner with Level 2 support resources as needed to assist or provide a resolution remotely without having to escalate.





- ◆ Local ENA field engineers are dispatched to address any on-site problem isolation and repair requirements of any on-site ENA equipment.
  - ◇ ENA's highly-trained, customer-focused field engineers and resources are positioned locally throughout your geography, assuring we maintain prompt on-site support and retain service reliability within the committed response times. ENA field engineers pass all customer, municipal, and state screening requirements for work on school or other public premises.
  - ◇ Our field engineers directly inventory ENA-owned equipment and carry necessary spare parts to directly fix a service during a dispatch, further reducing the time to resolve any service interruption. **ENA's spare parts policy for ENA-provided equipment is to keep, at minimum, five percent of the total number of deployed network devices and associated modules available to ENA personnel at all times, to be used to repair or replace equipment in the field.**
  - ◇ ENA's field engineer who is coming on-site will work directly with you to schedule their on-site visit. You will be kept up to date on their status until they arrive.
- ◆ ENA's specialized design engineers are considered our Level 2 support. In the case where a ticket cannot be resolved by the CTAC or field operations, the teams will escalate the ticket to this group.
  - ◇ ENA engineers are involved in the design, adaptation, and deployment of the technology solution that meets individual customer requirements. Because of their engaged involvement from the beginning of the solution design, ENA engineers are intimately familiar with each customer's environment.
  - ◇ The design engineers will work directly with the customer to identify a permanent solution or temporary work around. Throughout the duration of the ticket, each attempt to notify the customer will be recorded.
- ◆ Should the problem be beyond the scope of the specialized engineer's capabilities or our external source vendor's initial levels of support, the problem ticket will be assigned to the Level 3 team. The Level 3 team will notify the customer of the status and keep them informed until resolved.
- ◆ ENA will use both on-site or remote access to determine if we have resolved the reported need. Once we complete this validation and the ticket is resolved, you will be automatically notified by email of the details.
- ◆ Before ENA closes the ticket, we will contact you to validate the resolution.

These support policies and commitments have proven to ensure the highest levels of reliability and service satisfaction for our customers. While the majority of our support flows through this process, a customer always has the ability to escalate their need at any time through our transparent support escalation process.

## Incident/Request Priority Level Descriptions

ENA's record of quickly and satisfactorily achieving service restoration and problem resolution through consistent procedures and contact processes have enabled us to earn the trust of our customers. We understand that any loss of service can greatly impact the end user, and our escalation priority levels and procedures are designed to ensure impact durations are kept as short as possible. This is a result of our keen focus on customer service and the superior talent, experience, and commitment of our team combined with our technical approach.





Each incident or request is addressed according to its Standard Priority Level designation, which is a function of the severity of impact to your operations and the urgency to restore service. The chart below describes the priority levels.

PRIORITY LEVEL	Description	Impact	Resolution Response
 <b>PRIORITY 1 CRITICAL INCIDENT</b>	Critical Impact to services. ENA and customer will commit substantial resources around the clock to resolve the situation	Service failure affects all sites within customer footprint. All users unable to utilize the service.	<ul style="list-style-type: none"> <li>• CTAC Managers have immediate response</li> <li>• Director of Customer Support after 15 minutes</li> <li>• Vice President (VP) of Operations after 1 hour</li> <li>• CEO after 2 hours</li> </ul>
 <b>PRIORITY 2 MAJOR INCIDENT</b>	ENA service to customer is severely degraded, significant impact to customer business operation, and/or service is limited to a significant group of users	Unable to access the majority of the service consistently. Multiple sites affected.	<ul style="list-style-type: none"> <li>• CTAC Managers have immediate response</li> <li>• Director of Customer Support after 1 hour</li> <li>• VP of Operations after 2 hours</li> <li>• Customer Support Director and VP of Operations escalate to Critical after 8 hours</li> </ul>
 <b>PRIORITY 3 MINOR INCIDENT</b>	Service degraded but available, functionality impaired, business operations are not impacted	Single feature unavailable but full service is still available. Single site affected.	<ul style="list-style-type: none"> <li>• Customer Support Engineers have immediate response</li> <li>• CTAC Managers after 1 hour</li> <li>• Director of Customer Support after 2 hours</li> <li>• After 12 hours, escalate to Major: Notify VP of Operations</li> </ul>
 <b>PRIORITY 4 REQUEST</b>	Customer requests information or assistance regarding one or more ENA services. Customer need for move, add, change, deletion, or another modification to service.	General requests. No impact.	All requests are reviewed by the CTAC team and are escalated based upon the urgency of the customer request. Move/Add/Change/Delete actions are included within request handling and are escalated upon the urgency of the customer's need for the service change.

### Incident/Request Priority Level Definitions

## Escalation Matrix





We developed an effective and efficient escalation system based on and customized for the needs of our end users. The following chart outlines the ENA escalation protocol based on incident priority. This protocol ensures the right level of visibility and resource commitment for each incident so that service is restored in the shortest timeframe possible in the event of a service-impacting incident.

PRIORITY LEVEL	IMMEDIATE	15 Minutes	1 Hour	2 Hours	8 Hours	12 Hours
 <b>PRIORITY 1 CRITICAL INCIDENT</b>	CTAC Managers	Director of Customer Support	VP of Operations	CEO	-	-
 <b>PRIORITY 2 MAJOR INCIDENT</b>	CTAC Managers	CTAC Managers	Director of Customer Support	VP of Operations	Customer Support Director & VP of Operations; Escalate to Critical	-
 <b>PRIORITY 3 MINOR INCIDENT</b>	Customer Support Engineers	Customer Support Engineers	CTAC Managers	Director of Customer Support	Director of Customer Support	Escalated to Major; Notify VP of Operations
 <b>PRIORITY 4 REQUEST</b>	CTAC	All requests are reviewed by the CTAC team and are escalated based upon the urgency of the customer request. Move/Add/Change/Delete actions are included within request handling and are escalated upon the urgency of the customer's need for the service change.				

**Incident Escalation Matrix**

## Management Engagement

ENA believes in a transparent support model. Management escalation within ENA occurs according to prescribed timetables driven by incident priority. However, we believe that our customers always have the right to intercede in the process if, for any reason, they believe an issue is not receiving adequate attention or appropriate remediation. Should this situation occur, customers may contact the CTAC or anyone listed in the Customer Service Escalation Path chart below to request escalation. Our ENA SmartVoice Go Mobile app connects our support supervisor's office numbers directly to their wireless allow you to contact them seamlessly.

Customer Service Escalation Path			
 <b>ESCALATION LEVEL 1</b>	Orlando Martin, CTAC Manager Chris Newgaard, CTAC Manager Dan Onusaitis, CTAC Manager	<a href="mailto:omartin@ena.com">omartin@ena.com</a> <a href="mailto:cnewgaard@ena.com">cnewgaard@ena.com</a> <a href="mailto:donusaitis@ena.com">donusaitis@ena.com</a>	(615) 312 6122 (615) 312-6085 (615) 312-6205
 <b>ESCALATION LEVEL 2</b>	Dana Briggs, Director of Customer Support	<a href="mailto:dbriggs@ena.com">dbriggs@ena.com</a>	(615) 312-6025
 <b>ESCALATION LEVEL 3</b>	Matthew Turner, VP Operations	<a href="mailto:mturner@ena.com">mturner@ena.com</a>	(615) 312-6042
 <b>ESCALATION LEVEL 4</b>	David Pierce, CEO	<a href="mailto:dpierce@ena.com">dpierce@ena.com</a>	(615) 312-6009

**Customer Service Escalation Path**



## *ENA Change Management and Notification of Service Interruption*

Utilizing key pieces of the ITIL change management framework, ENA developed a customer-focused change management and risk assessment process that ensures accurate records and proactive, timely communication for all future service enhancements. Through the ENA change management process, customer support engineers classify change severity as low, medium, high, critical, or emergency. Based on the risk assessment, ENA generates a change ticket and ensures proper approvals are received both inside ENA and with our customers.

### 3. Service and Support Applications

#### *ENA Ticket Tracker*

ENA Ticket Tracker allows authorized administrators to create, view, and update support tickets online by collaborating directly with the engineer assigned to the ticket. You can review the status of the reported service, including the documentation and assignment of the ticket, within Ticket Tracker. Information is presented in an easy-to-read format, allowing you to stay up-to-date on the current status of your documented need.

### 4. Comprehensive Training

ENA provides comprehensive help documentation, user guides, tutorials, and help videos for all our solutions and services. At [help.ena.com](http://help.ena.com) customers can find online training and tutorials on all customer-accessible reporting, monitoring, and management tools. Training materials include detailed information regarding all of the robust reporting and monitoring included with your service as well as information for basic troubleshooting. In addition, ENA provides facilitated, interactive webinars which include a live demonstration of the network monitoring and management tools, along with a time for specific questions to be addressed. These webinars are scheduled on request.



## VII. Proposal Pricing

### 1. Cost Proposal Pricing

ENA provides cost-effective solutions that enable our customers to **do more with less**. ENA's comprehensive service approach is a proven model that contributes to your long-term goals by enhancing and simplifying the design, implementation, management, and support of your broadband, Wi-Fi/LAN, communication, cloud, security, and software solutions. Our proposed solution is designed to reduce costs, maximize E-rate funding, increase organizational capacity, reduce the burden on your technology and administrative personnel resources, and ultimately lower your total cost of ownership.

ENA is confident no other vendor can match our years of dedication, our experience, or our proven, successful track record. We appreciate your consideration of our response and look forward to working with you to implement our proposed solution and service.

#### Fully Managed Internet Access

*Central Nine Career Center – 1999 US Highway 31 South, Greenwood, IN 46143*

Service Option	Term	Monthly Recurring Price for Service Before E-rate Discount
200 Mbps	36 Months	\$1,800
300 Mbps	36 Months	\$1,995
500 Mbps	36 Months	\$2,250
1 Gbps	36 Months	\$2,695
2 Gbps	36 Months	\$3,650
3 Gbps	36 Months	\$4,950
4 Gbps	36 Months	\$5,600
5 Gbps	36 Months	\$6,250
200 Mbps	60 Months	\$1,700
300 Mbps	60 Months	\$1,850
500 Mbps	60 Months	\$2,050
1 Gbps	60 Months	\$2,450
2 Gbps	60 Months	\$3,350
3 Gbps	60 Months	\$4,550
4 Gbps	60 Months	\$5,150
5 Gbps	60 Months	\$5,750

\*Service pricing continues on the next page with service pricing footnotes.

## Fully Managed Internet Access with Basic Firewall

Central Nine Career Center – 1999 US Highway 31 South, Greenwood, IN 46143

Service Option	Term	Monthly Recurring Price for Service Before E-rate Discount
200 Mbps	36 Months	\$2,100
300 Mbps	36 Months	\$2,295
500 Mbps	36 Months	\$2,250
1 Gbps	36 Months	\$3,195
2 Gbps	36 Months	\$4,900
3 Gbps	36 Months	\$6,200
4 Gbps	36 Months	\$6,850
5 Gbps	36 Months	\$7,500
200 Mbps	60 Months	\$2,000
300 Mbps	60 Months	\$2,150
500 Mbps	60 Months	\$2,350
1 Gbps	60 Months	\$2,950
2 Gbps	60 Months	\$4,600
3 Gbps	60 Months	\$5,800
4 Gbps	60 Months	\$6,400
5 Gbps	60 Months	\$7,000

### ENA Internet Access Service Pricing Footnotes

- ◆ The pricing above is the gross monthly price for service before any E-rate discount is applied.
- ◆ All service pricing listed is per month and per unit.
- ◆ Pricing is for managed Internet access service at specified speeds including all required ENA equipment.
- ◆ All service delivery prices (including optional services) are based on expected site readiness to receive the services including conduit, electrical capacity, backer board, and similar. In the event that site walk-outs determine a need for site make ready work, service may not be available until such work is completed by the customer.
- ◆ There are currently no governmental fees applicable to the broadband services requested. However, if such fees become applicable in the future, governmental fees (to the extent the customer is not exempt from such fees) including state, local, and federal taxes, fees, USF, E911 taxes/fees, and similar are in addition to the above rates. These fees will be charged at the applicable rates set by governmental entities and are subject to change over the life of the service contract.
- ◆ ENA broadband services are subject to ENA's acceptable use policy.
- ◆ ENA will notify the customer once the carrier installs the circuit, and ENA is ready to turn up service. ENA will work with the customer to determine a mutually agreed upon date to turn up service. In the event of customer delays in turning up service, ENA reserves the right to start



billing the customer for the service two weeks after ENA's notification that service is ready to be turned up.

- ◆ ENA's managed Internet access service is priced as one service including circuit, end site router, equipment maintenance, service monitoring, field support, and Service Level Agreement (SLA).
- ◆ ENA Internet Access services are subject to our Master Service Agreement (MSA) and tariffs.
- ◆ Additional required taxes, if applicable, will be charged according to the province or territory to which the service is delivered.
- ◆ ENA has provided additional information on ENA NetDefender DDoS protection within this proposal response. If interested in inquiring about pricing, ENA will price this on an individual case basis based on customer's needs.

## VIII. Optional Services

ENA delivers a full suite of innovative broadband, Wi-Fi/LAN, communication, cloud, security, and software solutions that are designed specifically for the education and library communities. Powering education, connecting communities, and securely enabling technologies are the ultimate goals of the services and solutions we provide. **In addition to the services proposed in our response, ENA can deliver the following optional services:**

1. ENA WAN – Managed and Co-managed Wide Area Network Services
2. ENA WebSafe – Content Filtering Services
3. ENA TrustCompute – Virtual Data Center Services
4. ENA TrustBackup – Secure Data Backup Service
5. ENA TrustVault – Secure Cloud Storage Service
6. ENA Air – Managed Wi-Fi Networking Services
7. ENA Professional Services – Wi-Fi/LAN Services
8. ENA SmartVoice and ENA SmartLink – VoIP Services
9. Video Collaboration Powered by Zoom – Video Conferencing Services
10. CatchOn – Data Analytics Software

For detailed information on ENA's products and services please visit our website at [www.ena.com](http://www.ena.com).

### 1. ENA WAN – Managed and Co-managed Wide Area Network Services



ENA provides flexible, dedicated wide area network (WAN) fiber-optic connectivity services, including point-to-point or point-to-multipoint WAN coverage. In addition to fiber-optic service, we offer broadband for hard-to-reach locations utilizing a mix of telecom technologies to deliver comprehensive WAN solutions. ENA's experience operating and developing seamless WAN solutions—combined with our scalable, Infrastructure as a Service (IaaS) approach—reduces or eliminates infrastructure costs, enabling you to remain at the forefront of technology in a cost-effective manner. Learn more about ENA WAN at <https://www.ena.com/broadband/ena-wan/>.

from the ENA Customer Technical Assistance Center (CTAC).


### 2. ENA WebSafe – Content Filtering Services




Developed exclusively for education and library environments, ENA WebSafe is a centralized content filtering solution that protects children and enhances the education relevancy of Internet content while providing maximum flexibility. ENA WebSafe is fully compliant with the filtering requirements of the Children's Internet Protection Act (Public Law 106-554), Title XVII – Children's Internet Protection (CIPA). The service has a mobile service option for robust content filtering when you are on-the-go. ENA WebSafe Mobile allows you to save bandwidth by not using your Internet access when devices are off campus. ENA WebSafe and ENA WebSafe Mobile are fully managed, supported by ENA, and do not require your organization to

purchase or maintain any of your own hardware or software. Learn more about ENA WebSafe and ENA WebSafe Mobile at <https://www.ena.com/broadband/ena-websafe/>.


### 3. ENA TrustCompute – Virtual Data Center Services

**ENA TrustCompute**  ENA's fully hosted and managed Infrastructure as a Service (IaaS) virtual data center service, ENA TrustCompute, is private, secure, and ready for you to use with your applications and system management software, saving time and the high cost of equipment upgrades, maintenance, and storage. ENA TrustCompute provides customers with their own virtual private data center and secure network connection ensuring data never traverses the public Internet. With a range of convenient, customized packages to choose from, customers may allocate only what data center services they need now and scale later for growth. Via ENA TrustCompute's intuitive web interface, virtual machines can be configured, provisioned, and loaded with a choice of operating systems – all with a push of a button. Learn more about ENA TrustCompute at <https://www.ena.com/cloud/ena-trustcompute/>.


### 4. ENA TrustBackup – Secure Data Backup Service

**ENA TrustBackup**  ENA TrustBackup is a comprehensive file backup solution with cloud storage. Engineered specifically for education and library institutions, the solution ensures your data is protected against operational mishaps and malicious threats such as ransomware. ENA TrustBackup allows you to create backup jobs, set retention, and manage backup schedules for servers and workstations. In the case of an emergency affecting your organization, you can rest assured knowing your data and applications are housed in a secure data center with round-the-clock surveillance and card access control. Learn more about ENA TrustBackup at <https://www.ena.com/cloud/ena-trustbackup/>.

### 5. ENA TrustVault – Secure Cloud Storage Service

**ENA TrustVault**  ENA TrustVault is a flexible, cost-effective, cloud-based storage solution that enables you to store, access, and manage data via an S3 compliant client. This cloud-based storage is ideal for a variety of uses, including offsite storage for documents, data backups, media content streaming, or static website hosting. ENA TrustVault is designed for organizations that already have a backup utility but need an off-site backup storage solution. Learn more about ENA TrustVault at <https://www.ena.com/cloud/ena-trustvault/>.


### 6. ENA Air – Managed Wi-Fi Networking Services


**ENA Air**  ENA Air leverages ENA's proven Infrastructure as a Service (IaaS) solution model to provide comprehensive wireless services, including industry-leading management along with the local control and expansive scalability you need. As a complete, turnkey solution, ENA Air includes all necessary site surveys, design, cabling, installation, engineering, hosted management and monitoring services, and post-activation heat mapping to verify your ENA Air Wi-Fi service will meet and exceed your expectations. In addition, ENA offers multiple hardware options as part of your ENA Air solution. By extending our customer-centric approach to Wi-Fi networking, we provide superior end-to-end visibility, reliability, and support for Wi-Fi services. Learn more about ENA Air at <https://www.ena.com/wifi-lan/ena-air/>.

## 7. ENA Professional Services – Wi-Fi/LAN Services

**ENA Professional Services**  Having implemented hundreds of internal broadband networks across the country, ENA Professional Services provides customers with expert and experienced engineering resources to deliver end-to-end network design, assessment, implementation, and project management for wired and wireless networks. ENA Professional Services include network assessment and gap analysis, network design, network installation and cabling, and activation and validation including wireless heat mapping.

## 8. ENA SmartVoice and ENA SmartLink – VoIP Services


**ENA SmartVoice**  ENA SmartVoice, a highly-resilient hosted VoIP service, combines the local and long-distance calling capabilities of traditional dial tone telephone service with the next-generation phone features of a brand-new IP PBX. ENA SmartVoice helps eliminate the high capital expenditures associated with purchasing, upgrading, managing, and maintaining on-premises telephony servers and equipment. Available in multiple extension types, including ENA SmartVoice Go app for remote usage, ENA SmartVoice is designed with your needs in mind. Learn more about ENA SmartVoice at <https://www.ena.com/communication/ena-smartvoice/>.

**ENA SmartLink**  ENA SmartLink, an IP trunking solution, provides inbound and outbound calling for customers who already have their own installed PBX or phone systems. ENA SmartLink offers an extensive set of features and a variety of different interconnection methods to meet current and future needs for a single, cost-effective monthly fee. Learn more about ENA SmartLink at <https://www.ena.com/communication/ena-smartlink/>.

## 9. Video Collaboration Powered by Zoom – Video Conferencing Services

**Video Collaboration**  Video Collaboration Powered by Zoom is a video conferencing, web conferencing, and collaboration service designed to easily and cost-effectively promote and enable face-to-face distance learning, professional development, meetings, and collaboration by using the computing power already present in most desktop and laptop computers, tablets, and mobile devices. It does not require the use of expensive, dedicated video conferencing hardware. Instead, it uses a combination of cloud-based services from a downloadable software client and web browser access to enable robust high-definition (HD) video conferencing on MAC OS X, Windows, iPads, iPhones, and Android devices. Learn more about Video Collaboration powered by Zoom at <https://www.ena.com/communications/video-collaboration/>.

## 10. CatchOn – Data Analytics Software

**catchon**  CatchOn is a powerful data analytics tool that provides administrators insight into their district technology investments, integration, and adoption. It empowers users with visibility into all apps, software, and website activity. CatchOn, an indispensable tool for any district utilizing digital tools and resources because, provides the needed insight and analytics to inform educators and administrators about usage and trends, student



data privacy vulnerabilities, professional development needs, and subscription management as well as quantify investments in technology. Learn more about CatchOn at <https://catchon.com/>.