



1/20/2015

Ms. Stephanie Steib  
St. Charles Parish Public Schools  
13855 River Road  
Luling, LA 70070

Subject: Internet Access (IA) and a Wide Area Network (WAN)

Dear Ms. Steib:

First of all, thank you for providing Cox Business the opportunity to participate in your RFP process for Internet, voice and WAN services. Cox values the business relationship we have with St. Charles Parish Public Schools (SCPPS) and we want to continue to grow a mutual partnership by providing world class solutions for your schools. We at Cox understand your business objectives as outlined in your RFP and will deliver the relevant solutions you need. Even when different Cox customers implement similar technologies and services, the business logic for those solutions can vary widely. In the case of St. Charles Parish Public Schools, we believe that your primary goals include:

- \* Operating in a difficult economic climate with e-rate defunding voice services
- \* Communicating efficiently in a rapidly moving environment as situations arise daily in the schools
- \* Dealing with changing technologies which continue to put new demands on your network

If selected as your communications partner Cox will rapidly implement the services selected from this RFP, but the work won't stop there. We will continue to consult with you on solutions for your communications needs and will regularly bring new ideas to the table. Our goal is to ensure that you not only benefit from Cox's technical expertise, but also from our innovative approaches to support your internal and external communications which will enhance business operations and improve efficiency. Cox is diversified in many different technologies. We provide high speed transport, telephone, internet, Wi-Fi and video service all over our proprietary, nationwide IP network. Our attached proposal describes the solution set we have designed for St. Charles Parish Public Schools. Specifically, we recommend the following:

- \* Cox Metro Ethernet to extend the reach of your network without the cost and complexity of traditional WAN technologies
- \* Cox Optical Internet to give IBPSB a dedicated, guaranteed connection rate for reliable business traffic

With Cox you get the advantage of responsive, onsite expertise combined with substantial resources from the nation's third largest cable, entertainment and broadband services provider. We have been in the telecommunications industry for over 50 years. Twenty-two thousand Cox employees serve over six million customers, including more than 300,000 commercial and business customers. Many outstanding features distinguish Cox in the marketplace, but we like to celebrate our entrepreneurial spirit, our commitment to education and our dedication to the communities we serve. Thank you for allowing Cox to propose customized, value-added solutions for SCPPS. We believe the attached response meets or exceeds all of the requirements defined in your RFP. Nevertheless, we will gladly address any remaining questions or clarifications and look forward to moving forward in your selection process.

Sincerely,

*Vincente Boreros II*

Vincente Boreros II  
Education Account Manager  
Cox Business



# Response to St. Charles Parish Public Schools

## RFP Internet Access (IA) and a Wide Area Network (WAN)

1/25/2016 Cox Louisiana Telcom, L.L.C. (Cox Business) is responding to  
St. Charles Parish Public Schools  
Purchasing Request for Proposal Internet Access (IA) and a Wide Area Network (WAN)

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## Executive Summary

Technological innovation and growing business demands require that organizations like St. Charles Parish Public Schools stay competitive in their use of mission-critical communication and information systems. These systems, when designed and implemented properly, have an enormous effect on efficiency, as well as staff and customer satisfaction. They also affect operating budgets and the ability to invest in important strategic initiatives.

Knowing the integral role that telecom services play at SCPPS, Cox offers this comprehensive proposal for Cox Optical Internet and Cox Metro Ethernet. The proposal clearly describes Cox's expertise and ability to meet your technology goals, your customer service needs; and more important, it demonstrates our appreciation for how Cox can positively affect your operation.

Cox has extensive experience working with organizations like SCPPS that have similar challenges and goals. Based on this experience we believe that we have a good understanding of your highest priority objectives. Specifically, we think you want to accomplish the following:

### Operating in a difficult economic climate

With the U.S. economy still in a recovery mode, many companies are concerned about caution from investors and tightening credit from lenders. To help offset these types of concerns, SCPPS wants to reduce operating costs and gain more efficiency in your communications systems. As well, by investing in new efficient services, you hope to improve investor confidence, boost employee morale and lower long-term costs.

### Communicating efficiently in a rapidly moving environment

The new reality for many businesses involves remote offices, mobile employees, increased bandwidth requirements and a host of issues that were not a factor in years past. SCPPS is looking for ways to maximize your communications infrastructure to compete effectively in a rapidly changing environment. You want to reduce overhead and the complexity in communications while, at the same time, improve efficiency and customer satisfaction.

### Enhancing vendor communications

Working with an unresponsive vendor is frustrating—and potentially costly. Voicemail and escalation processes to remote, and often offshore, “customer service” centers open the door to unacceptable delays in resolving your issues. St. Charles Parish Public Schools wants and deserves a communications partner that offers stability, flexibility and highly responsive local support to meet your changing business environment.

The Cox solution described in this proposal will meet or exceed your bid specifications. It will also provide information that differentiates Cox as the right choice for St. Charles Parish Public Schools. For executive review, listed below is a summary of our proposed solution.

## Solution Overview

### Cox Optical Internet

The Internet is mission critical to SCPPS' operations. Cox Optical Internet gives you a dedicated, guaranteed connection rate for reliable business traffic. Fiber-optic reliability and scalable speeds are



ideal to meet large businesses' Internet access requirements. The flexible solution you get with Optical Internet consistently delivers equally fast upload and download speeds. That reduces the time to send and receive increasingly large data files—and increases your productivity.

We designed our network for exactly what data-heavy users need, a system that is dependable—and fast. Whether using data-intensive applications like video conferencing, or simply meeting the extensive communication needs of a large staff, Optical Internet offers a “big pipe” connection to handle all of SCPPS' Internet traffic. Optical Internet scales to keep price and responsiveness in balance. As your bandwidth requirements change, Cox can easily keep the technology on pace with your needs—and keep your employees productive and satisfied.

By using our own multi-Terabit nationwide network, we can quickly connect your Internet traffic to any location in the world. And, with our fiber-optic based metropolitan area network in TBD, you are assured of a well-designed, customized solution supported by knowledgeable local personnel that deliver dependability, quality, and reliability.

### Cox Metro Ethernet

Cox Metro Ethernet allows SCPPS to connect multiple locations together by combining the simplicity of Ethernet with our reliable optical fiber network. It is a secure, cost-effective way to extend the reach of your network. Cox Metro Ethernet effectively carries all of your converged services such as data, voice over IP and video over IP.

Cox Metro Ethernet is designed for medium to large businesses, government and educational entities, ISPs/ASPs, and IXC/carriers that need a high-quality, highly scalable Ethernet networking solution in support of their data- and bandwidth-intensive applications, and voice and data convergence strategies.

Cox Metro Ethernet uses familiar Ethernet technology to connect locations and eliminate the need to deploy complicated LAN-WAN conversion technologies. Your IT professionals can capitalize on this simplicity by applying the same technical expertise to both internal and external network connectivity.

This solution delivers high-speed, metro-area-wide Ethernet connectivity that allows SCPPS to employ the latest technologies, protocols and traffic control. Metro Ethernet can provide a higher bandwidth value than legacy technologies such as frame relay. As well, you eliminate the need to purchase and install expensive CPE at each location, resulting in lower overall cost of ownership. The service lets you consolidate your data, voice and video services. It also interfaces easily with your existing network equipment, thereby further reducing your cost and complexity.

The system is flexible and scalable. Additionally, our Ethernet connectivity solutions offer a range of high speeds and design configurations, ranging from fully meshed to hub-and-spoke, to match your bandwidth needs and connectivity between locations. Cox can easily adjust your Metro Ethernet speeds and network designs to grow with your business. All of our networking services leverage our highly resilient, self-healing MPLS core infrastructure, providing our customers with scalable solutions that are designed to carry converged services such as voice, data and video.

## About Cox

### History of Cox Enterprises

Cox Enterprises, Inc. is the parent company of Cox Communications and serves as the model from which we derive our vision and focus as a company, which dates back to 1898 when three-term Ohio Governor James M. Cox bought what is now The Dayton Daily News. In 1935, Governor Cox started Ohio's first radio station, WHIO, just as radio was gaining widespread popularity. In 1939, Cox acquired The Atlanta Journal newspaper and WSB, the South's oldest and most powerful radio station. Cox's innovation

continued in 1948 when WSB-TV in Atlanta became the South's first television station; WHIO-TV in Dayton began broadcasting later that year. Cox Communications, the parent company to Cox Business, began with the acquisition of three small cable systems in rural Pennsylvania in 1962.

### About Cox Communications

Cox Communications, a wholly owned subsidiary of Cox Enterprises, is a broadband communications and entertainment company, providing advanced digital video, Internet and telephone services over its own nationwide IP network. The third-largest U.S. cable TV company, Cox serves approximately 6 million residences and businesses. Cox Business is a facilities-based provider of voice, video and data solutions for commercial customers, and Cox Media is a full-service provider of national and local cable spot and new media advertising.

Cox is known for its pioneering efforts in cable telephone and commercial services, industry-leading customer care and its outstanding workplaces. For seven years, Cox has been recognized as the top operator for women by Women in Cable Telecommunications; for five years, Cox has ranked among DiversityInc's Top 50 Companies for Diversity, and the company holds a perfect score in the Human Rights Campaign's Corporate Equality Index.

### About Cox Business

Cox Business is the commercial component of Cox Communications and offers a variety of advanced high-speed Internet and phone and digital video services over our own IP network. Since 1998, more than 350,000 business customers of all sizes, including healthcare providers, K-12 and higher education, financial institutions and federal, state and local government organizations have chosen Cox Business.

The organization also serves most of the top tier wireless and wireline telecommunications carriers in the U.S. through its wholesale division. According to Vertical Systems Group, Cox Business is one of the largest providers of business Ethernet services in the U.S. based on customer ports and has been consistently recognized for its leadership among small/midsize business data service providers. Cox is currently the seventh largest voice service provider in the U.S. and supports over one (1) million business phone lines.

Cox has invested more than \$16 billion in the communities we service through infrastructure upgrades and more than 125,000 miles of metro fiber and hybrid fiber coax services to homes and businesses in the company's service area. Cox maintains over 6 million customer relationships with over 20,000 employees. Cox supports the local communities through cash, grants and in-kind contributions, providing more than \$100 million annually.

### About Cox Louisiana

Cox has a long history of providing telecommunications services and is an established and trusted provider within the State of Louisiana. Cox has provided local residents, local business, industry and government of Louisiana telephone service since 1993. Since that time, Cox has invested more than \$16B in the communities we service through infrastructure upgrades and more than 10,000 network miles delivering video, phone and high-speed Internet service to homes and businesses in the company's service area.

- **Local Employer-** Cox has almost 1,500 employees in Louisiana with a payroll, including benefits, of just over \$126 million. Cox also employed almost 200 contract employees with payments of just over \$16 million. (2012 figures)

- **Impact on Local Economy-** According to LSU economist Jim Richardson, Cox Communications' ongoing business activities in Louisiana generated direct expenditures on average from 2010 through 2012 of \$1.6 billion of business activity, 8,442 jobs per year, personal earnings of \$413.5 million, and state and local tax collections of \$53.8 million
- **Local Taxes and Fees-** Cox contributed more than \$21 million in franchise fees to local governments in Louisiana (2012 figures)
- **Local Facilities-based Network and Offices-** Cox's local operations cover all or parts of 18 parishes – Acadia, Ascension, East Baton Rouge, East Feliciana, Iberia, Iberville, Jefferson, Lafayette, Livingston, Orleans, Plaquemines, St. Bernard, St. Charles, St. Martin, St. Mary, St. James, Vermilion and West Baton Rouge
- **Local and National Customer Support-** Cox operates a 24/7/365 Strategic Operations Center (SOC) exclusively dedicated to the highest level of service response to south Louisiana region
- **Local Community Support-** Cox's Louisiana operations are part of Cox's Southeast Region which, from 2009-2012, made more than \$10 million in charitable contributions to local not for profit organizations. Cox has deep philanthropic roots and makes significant donations to regional organizations including 100 Black Men, Arts Council of Greater Baton Rouge, Baton Rouge Area Foundation, Boys & Girls Clubs, Downtown Development District, Downtown Lafayette Unlimited, Greater Lafayette Chamber of Commerce, Greater Southwest Louisiana Black Chamber of Commerce, Junior Achievement of Baton Rouge and Acadiana, Lafayette Education Foundation, Manship Theatre, Volunteers of America, Greater New Orleans Foundation, The Urban League of Greater New Orleans, United Negro College Fund, Son of a Saint Foundation
- **Cox Focus on Education-** Cox's primary giving focus is on education which includes wiring and other technical services for K-12 public schools and significant on-going partnerships with LSU, UL Lafayette, Baton Rouge Community College and Southern University

### About Cox in Baton Rouge

Cox-Baton Rouge covers entirely, or partially, seven parishes in and around the Baton Rouge region- Ascension Parish, East Baton Rouge Parish, Iberville Parish, and West Baton Rouge Parish are entirely covered in the Cox market. Cox-Baton Rouge also services the western part of Livingston Parish, the town of Slaughter in East Feliciana Parish, and the towns of Gramercy and Lutcher in St. James Parish

- In the metro Baton Rouge area, Cox supported business activities of \$564.5 million in 2012
- Cox supported almost 3,000 direct and indirect jobs in 2012 with personal earnings of \$146.3 million
- This economic activity generated close to \$18 million in state and local tax collections
- Capital expenditures of \$20 million within the year were estimated to support 384 jobs with personal earnings of \$11.2 million and net new state and local tax collections of over \$1.46 million
- From 2009 through 2012, Cox-Baton Rouge gave over \$3.138 million to various charities and public events in the region; this was in addition to public service programming and any in-kind contributions to schools in the region per its agreement with local governmental units
- Cox-Baton Rouge paid \$6 million in franchise fees to local governmental entities
- In 2012, Cox- Baton Rouge was the recipient of the Better Business Bureau of South Louisiana's 2012 Douglas Manship Sr. "Torch Award" for Ethics in Business

## **About Cox in New Orleans**

Cox New Orleans supported 3,785 direct and indirect jobs with personal earnings of \$185.4 million with the economic activity generating \$24 million in state and local tax collections.

- Capital expenditures of \$20 million by Cox New Orleans were estimated to support an annual average of 384 jobs with personal earnings of \$11.2 million and net new state and local tax collections of just over \$1.46 million.
- Cox New Orleans supported business activity of \$672.7 million in 2010, \$701.7 million in 2011 and \$715.5 in 2012.
- Cox New Orleans economic activity generated from \$22 million to \$24 million in state and local tax collections, including franchise fees paid directly to local parish and municipal governments
- From 2009 through 2012, Cox New Orleans gave over \$2.09 million to various charities and public events throughout the region.
- Capital expenditures of \$20 million by Cox New Orleans were estimated to support an annual average of 384 jobs with personal earnings of \$11.2 million and net new state and local tax collections of just over \$1.46 million.
- Overall, Cox New Orleans supported over 3,558 jobs with personal earnings of \$174.3 million in 2010, over 3,700 jobs with personal earnings of \$181.8 million in 2011 and 3,785 jobs with personal earnings of \$185.4 million in 2012.

## **E-RATE SPIN, FCC, EDUCATION**

### **Experience and Qualifications of Firm with E-rate, SPIN, State Fund Federal**

The Cox Solution for SCPPS leverages Cox's experience in providing thousands of commercial customer telecommunication services ranging from small business, government agencies and Fortune 500 companies. Our experience also includes hundreds of public school systems and other E-rate supported accounts across the country. The Cox solution leverages the latest advances in telecommunications technology deployed by Cox for enhanced features, flexibility and reliability along with support for the proposed Cox solution on a national scale. Cox makes the commitment to SCPPS to provide a solution that exceeds expectation for your current needs as well as representing a solution that will scale and grow with the School's future needs.

The Cox solution outlined in this document will exceed bid specification and provide critical information differentiating Cox as the right choice as SCPPS next provider of critical telecommunications services:

- Cox has filed the Form 498 and uses the SPIN 143016765 in the State of Louisiana. Cox also files the Service Provider Annual Certification each year and we are current on this filing.
- Cox has been working with E-rate since the beginning of the first year of the program and currently provides service to hundreds of schools and districts with thousands of locations across the country.
- A Cox owned and maintained highly reliable fiber-optic network.
- The Cox award winning commitment to world class customer service.
- Highly trained local installation, maintenance and support staff backed up by a national escalation process.
- A highly survivable network design backed by SLAs (service level agreements).
- A long term investment within the State of Louisiana in terms of facilities, local staff, and community support.
- Cox is registered with the Public Utilities Commission, PUC and is eligible to participate in the Teleconnect Fund (CTF) to provide the district.

## **Cox Response to St. Charles Parish Public Schools**

- The descriptions of products and services in this proposal provide the district with sufficient detail suitable for filing Form 471, Item 21 attachments.
- Cox will provide the district with a discounted bill based on the E-Rate and percent discounts.

## Cox Financials

To provide the best overall customer experience it's important that your provider has the financial strength, reliability and resources to deliver dependable, high-performance access to communication systems. Additional information can be access at <http://www.coxenterprises.com/about-cox/annual-review/revenues.aspx>

### Cox Revenues

In 2014, Cox Enterprises had a record year in revenue and a solid financial performance. We exceeded our plan of \$17 billion in revenue. Above are our companies' revenue figures for recent years, including 2014. Please note the following revenues figures for the last five years for Cox Enterprises.



### Ratings

	Long Term Debt Ratings	Short Term Debt Ratings	Outlook
Fitch	BBB+	F2	Stable
Moody's	Baa2	P2	Stable
Standard & Poor's	BBB	A2	Stable

### Financials and Background Cox Communications

Cox Communications, Inc. (CCI) is financially strong with revenues of \$10.48B in 2014. See the following CCI Consolidated Revenues over the past 7 years:

<b>2014</b>	\$10.48B
<b>2013</b>	\$9.9B

<b>2012</b>	\$9.6B
<b>2011</b>	\$9.4B
<b>2010</b>	\$9.1B
<b>2009</b>	\$9.0B
<b>2008</b>	\$8.7B

## Internal Controls and Audits

Cox management believes that our structure as a private company is an advantage—to our customers and to our organization. The status of private ownership allows us to take the decisive actions to compete effectively and offer our customers cutting-edge solutions in a fiscally responsible manner.

Cox maintains stringent internal controls in accounting compliance and external auditing. Our compliance group develops and implements an internal controls matrix and performs quarterly testing of these controls. Deloitte & Touche conducts annual audits of our financial results and ensures that we maintain accountability for our decisions.

This combination of internal strategy and external oversight ensures that Cox can conduct business in ways that best serve our customers, and remain compliant with generally accepted accounting principles.

## Cox's Financial Commitment to our Community

Local Cox support programs and initiatives benefit the residents, civic groups and local governments within our broadcast footprint. Cox provided cash and in-kind services worth millions of dollars within the local communities we serve.

Cox Conserves is a corporate-wide conservation effort. We pride ourselves on being good corporate citizens, and being an environmental leader is a way for us to continue this tradition. Locally, Cox uses solar panels, on-site fuel cells and full recycling of paper, plastic, aluminum and batteries.

Cox Communications and the James M. Cox Foundation have been philanthropic partners of Boys & Girls Clubs of America and local Clubs since 1977. In 2003, Cox became the national technology partner for Boys & Girls Clubs of America, providing Video and Internet Technology at no cost. Cox has given these clubs over one million dollars in cash contributions and twenty million dollars in in-kind services.

Cox Charities, a grant-giving body funded primarily by employees within the Cox markets, provides grants to local non-profit organizations within the community. The education grants focus on science, technology, engineering and math education. Since inception, Cox Charities has awarded millions of dollars to local organizations.

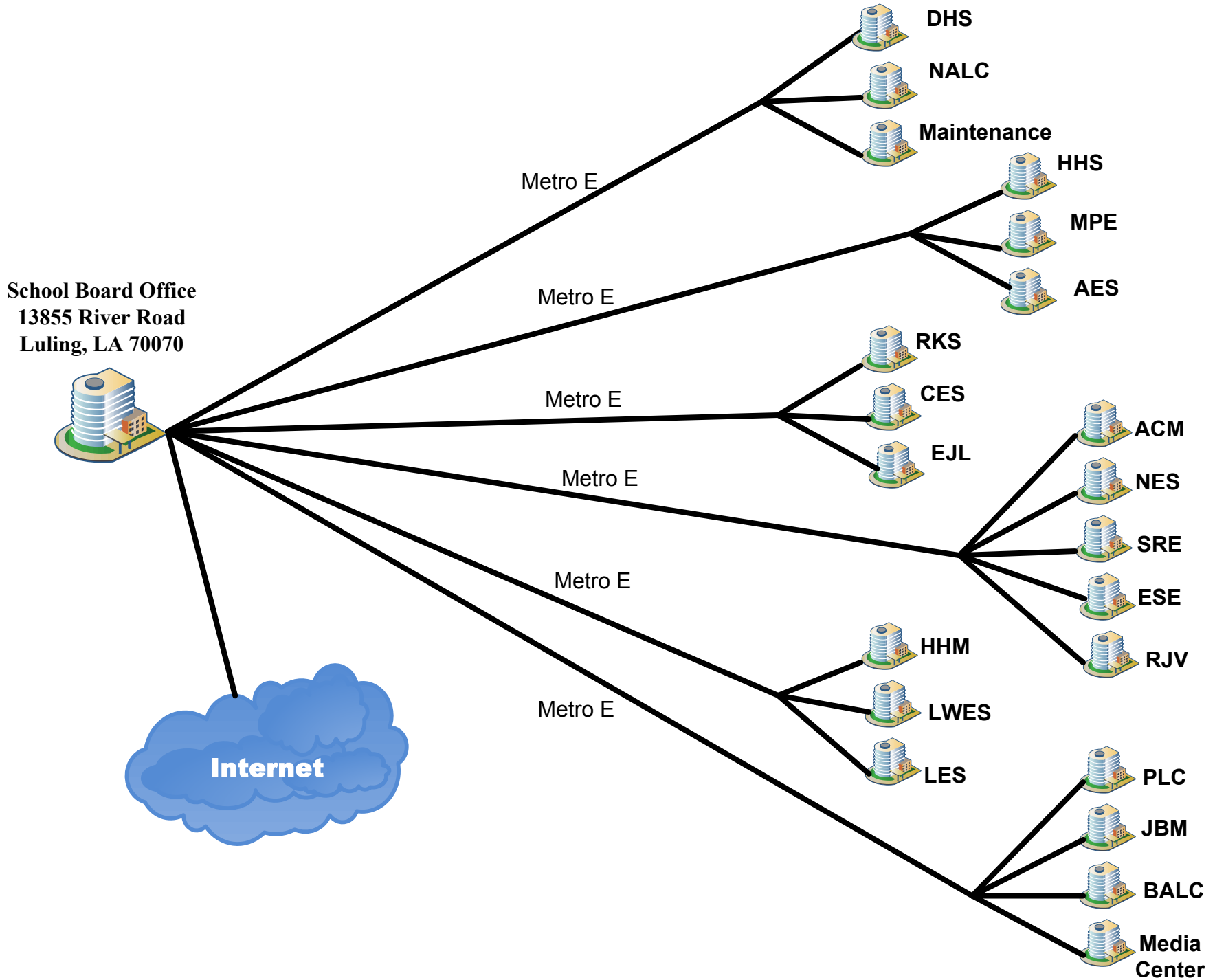
Cox supports the local business community in a myriad ways through membership in, and cash/in-kind support of local Chambers of Commerce and other business development organizations. A goal of Cox is to be a financially stable partner for business, government and industry within the markets we serve.



## Conclusion

Cox has a long history of providing telecommunications services and is an established and trusted provider. Unlike some providers that have a one-size-fits-all approach, Cox's responsive local team will customize our solutions for SCPPS's unique needs. Reliability, scalability and award-winning customer care are hallmarks of Cox's solutions and we look forward to applying these attributes to your telecommunications infrastructure.

Thank you again for considering Cox as your supplier for your Cox Optical Internet and Cox Metro Ethernet services.



# Cox Standard Terms and Conditions

The terms and conditions set forth in Cox's response to the solicitation (the "Cox Proposal") shall also include the terms and conditions (i) on this page, including without limitation all policies and terms incorporated into this page (the "Service Terms"); and (ii) set forth at <http://ww2.cox.com/aboutus/policies/business-general-terms.cox> (the "General Terms"). Collectively, the Cox Proposal and incorporated Service Terms and General Terms shall be defined as the "Agreement" and will govern Customer's use of the services identified in the Cox Proposal (each a "Service"). "Customer" shall mean the specific government entity which Cox submits its proposal to in the Cox Response.

**1. Tariffs/Service Guide** If Customer is purchasing any Service that is regulated by the FCC or any State regulatory body ("Regulated Service"), then Customer's use of such Regulated Service is subject to the regulations of the FCC and the regulatory body of the State in which the Customer location receiving the Regulated Service is located (which regulations are subject to change), as well as the rates, terms, and conditions contained in tariffs on file with State and Federal regulatory authorities. For States where the Regulated Service is de-tariffed, the Regulated Service is provided pursuant to the rates, terms and conditions for the Cox Service Guide for that State (the "SG"), which may be found at <http://ww2.cox.com/business/voice/regulatory.cox> and which terms are incorporated herein by reference. Cox may amend such tariffs and the SG and the Regulated Service shall be subject to such tariffs, or, if applicable, the SG, as amended. Customer must disclose to Cox if Customer intends to use the Regulated Services with payphone service. The tariffs and the SG contain cancellation or termination fees due in the event of cancellation or termination (including partial termination) of a Regulated Service prior to the Term. Termination fees include, but are not limited to, nonrecurring charges, charges paid to third parties on behalf of Customer, and the monthly recurring charges for the balance of the Term.

**2. E911 Services** FOR IMPORTANT INFORMATION ABOUT COX'S 911 PRACTICES, PLEASE REVIEW THE INFORMATION ABOUT E911 SERVICE IN THE GENERAL TERMS AND ON THE WEBSITE <http://ww2.cox.com/business/voice/regulatory.cox>. ONLY THE EMTA WILL HAVE BATTERY BACKUP PROVIDED BY COX. CUSTOMER IS RESPONSIBLE FOR BATTERY BACKUP FOR THE IAD, ESBC, ATA AND ALL CUSTOMER EQUIPMENT. IN THE EVENT OF A POWER OUTAGE, CUSTOMER'S TELEPHONE SERVICE USING AN EMTA WILL CONTINUE TO OPERATE AS USUAL FOR UP TO EIGHT HOURS WITH THE BACKUP BATTERY PROVIDED BY COX. THE DURATION OF SERVICE DURING A POWER OUTAGE USING AN IAD, ATA, AND ESBC WILL DEPEND ON CUSTOMER'S BATTERY BACKUP CHOICE. IF THE EMTA, ATA, ESBC OR IAD THAT SUPPLIES YOUR TELEPHONE SERVICE IS DISCONNECTED OR REMOVED AND/OR THE BATTERY IS NOT CHARGED OR IS DAMAGED, SERVICE, INCLUDING ACCESS TO 911 OR E911, WILL NOT BE AVAILABLE. COX SHALL NOT BE RESPONSIBLE OR LIABLE FOR ANY FAILURE TO RECEIVE SERVICE OR FOR THE FAILURE OF ANY 911 OR E911 CALL IF CUSTOMER REMOVES OR DISCONNECTS THE EMTA, ATA, ESBC OR IAD OR IF CUSTOMER FAILS TO CHARGE THE BATTERY FOR SAID DEVICES AT ANY TIME DURING THE TERM OF THIS AGREEMENT. COX USES YOUR TELEPHONE SERVICE ADDRESS TO IDENTIFY YOUR LOCATION FOR E911 SERVICE. IF THE EMTA, ATA ESBC AND/OR IAD INSTALLED IN YOUR BUSINESS IS MOVED, THE E911 DISPATCH MAY NOT RECEIVE YOUR CORRECT ADDRESS. PLEASE NOTIFY COX IF YOU WOULD LIKE TO MOVE OR RELOCATE YOUR TELEPHONE SERVICE. IT CAN TAKE UP TO 2 BUSINESS DAYS FOR YOUR NEW ADDRESS TO BE UPDATED.

**3. Service Start Date and Term** This Agreement shall be effective upon (i) execution by the parties of a mutually acceptable final contract or (ii) written acceptance of the Cox Proposal by Customer, whichever occurs first. Any final contract executed by the parties and/or written acceptance of the Cox Proposal by Customer shall automatically be deemed to include all terms of this Agreement. The "Initial Term" shall begin upon installation of Service and shall continue for the applicable Term commitment set forth in the Cox Proposal. However, if Customer delays installation or is not ready to receive Services on the agreed-upon installation date, Cox may begin billing for Services on the date Services would have been installed. Cox shall use reasonable efforts to make the Services available by the requested service date. Cox shall not be liable for damages for delays in meeting service dates due to install delays or reasons beyond Cox's control. If Customer delays installation for more than ninety (90) days after Customer's execution of this Agreement, Cox reserves the right to terminate this Agreement by providing written notice to Customer and Customer shall be liable for Cox's reasonable costs incurred. "Term" shall mean the Initial Term and additional extensions of the Term, if any. Upon notice to Customer, Cox may change the rates for video Services periodically during the Term. Cox may change the rates for telephone Service subject to a Cox tariff or SG periodically during the Term. For the avoidance of doubt, promotional rates and promotional discounts provided to Customer will expire at the end of the Initial Term or earlier as set forth in the promotion language.

**4. Termination** Customer may terminate any Service before the end of the Term provided, however, if Customer terminates any such Service before the end of the Term (except for breach by Cox), unless otherwise expressly stated in the General Terms, Customer will be obligated to pay Cox a termination fee equal to the nonrecurring charges (if unpaid) and One Hundred Percent (100%) of the monthly recurring charges for the terminated Service(s) multiplied by the number of full months remaining in

the Term. This provision survives termination of the Agreement. If there is signal interference with any Cox Service(s), Cox may terminate this Agreement without liability if Cox cannot resolve the interference by using commercially reasonable efforts.

**5. Payment** Customer shall pay Cox all monthly recurring charges ("MRCs") and all non-recurring charges ("NRCs"), if any, by the due date on the invoice. Any amount not received by the due date shown on the applicable invoice will be subject to interest or a late charge no greater than the maximum rate allowed by law. If Cox terminates this Agreement due to Customer's breach, or if Customer fails to pay any amounts when due and fails to cure such non-payment upon receipt of written notice of non-payment from Cox, Customer will be deemed to have terminated this Agreement and will be obligated to pay the termination fee described above. If applicable to the Service, Customer shall pay sales, use, gross receipts, and excise taxes, access fees and all other fees, universal service fund assessments, 911 fees, franchise fees, bypass or other local, State and Federal taxes or charges, and deposits, imposed on the use of the Services. Taxes will be separately stated on Customer's invoice. No interest will be paid on deposits unless required by law.

**6. Service and Installation** Cox shall provide Customer with the awarded Services and may provide related facilities and equipment, the ownership of which shall be retained by Cox (the "Cox Equipment"), or for certain Services, Customer, may purchase equipment from Cox ("Customer Purchased Equipment"). Customer is responsible for damage to any Cox Equipment. Customer may use the Services for any lawful purpose, provided that such purpose: (i) does not interfere or impair the Cox network or Cox Equipment; (ii) complies with the AUP; and (iii) is in accordance with the terms and conditions of this Agreement. Customer shall use the Cox Equipment only for the purpose of receiving the Services. Customer shall use Customer Purchased Equipment in accordance with the terms of this Agreement and any related equipment purchase agreement. Unless provided otherwise herein, Cox shall use commercially reasonable efforts to maintain the Services in accordance with applicable performance standards. Cox network management needs may require Cox to modify upstream and downstream speeds. Use of the data, Internet, web conferencing/web hosting Services shall be subject to the AUP at <http://ww2.cox.com/aboutus/policies/business-policies.cox>, which is incorporated herein by reference. Cox may change the AUP from time to time during the Term. Customer's continued use of the Services following an AUP amendment shall constitute acceptance of the revised AUP.

**7. E-Rate Customers** If Customer is an educational institution, library or other entity that qualifies as an applicant seeking reimbursement under the Federal Universal Service Fund Schools and Libraries Program (collectively, "E-Rate Customers"), the E-Rate provisions of the General Terms will apply, in addition to all other terms and conditions of this Agreement.

**8. General Terms** The General Terms are hereby incorporated into this Agreement by reference. Cox, in its sole discretion, may modify, supplement or remove any of the General Terms from time to time, without additional notice to Customer, and any such changes will be effective upon Cox publishing such changes on the website listed above. BY EXECUTING THIS AGREEMENT AND/OR USING OR PAYING FOR THE SERVICES, CUSTOMER ACKNOWLEDGES THAT IT HAS READ, UNDERSTOOD, AND AGREED TO BE BOUND BY THE GENERAL TERMS.

**9. LIMITATION OF LIABILITY** COX AND/OR ITS AGENTS SHALL NOT BE LIABLE FOR DAMAGES FOR FAILURE TO FURNISH OR INTERRUPTION OF ANY SERVICES, NOR SHALL COX OR ITS AGENTS BE RESPONSIBLE FOR FAILURE OR ERRORS IN SIGNAL TRANSMISSION, LOST DATA, FILES OR SOFTWARE DAMAGE REGARDLESS OF THE CAUSE. COX SHALL NOT BE LIABLE FOR DAMAGE TO PROPERTY OR FOR INJURY TO ANY PERSON ARISING FROM THE INSTALLATION OR REMOVAL OF EQUIPMENT UNLESS CAUSED BY THE NEGLIGENCE OF COX. UNDER NO CIRCUMSTANCES WILL COX BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES, INCLUDING LOST PROFITS, ARISING FROM THIS AGREEMENT OR ITS PROVISION OF THE SERVICES.

**10. WARRANTIES** EXCEPT AS PROVIDED IN THIS AGREEMENT, THERE ARE NO OTHER AGREEMENTS, WARRANTIES OR REPRESENTATIONS, EXPRESS OR IMPLIED, EITHER IN FACT OR BY OPERATION OF LAW, STATUTORY OR OTHERWISE, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, RELATING TO THE SERVICES. SERVICES PROVIDED ARE A BEST EFFORTS SERVICE AND COX DOES NOT WARRANT THAT THE SERVICES, EQUIPMENT OR SOFTWARE SHALL BE ERROR-FREE OR WITHOUT INTERRUPTION. INTERNET AND WIFI SPEEDS WILL VARY. COX MAKES NO WARRANTY AS TO TRANSMISSION OR UPSTREAM OR DOWNSTREAM SPEEDS OF THE NETWORK.

**11. Public Performance** If Customer engages in a public performance of any copyrighted material contained in any of the Services, Customer, and not Cox, shall be responsible for obtaining any public performing licenses at Customer's expense. The Video Service that Cox provides under this Agreement does not include a public performance license. Video Service(s) may be provided by an affiliate of Cox.



**2015 RFP for WAN and Internet Access**  
St. Charles Parish Public Schools

Project documents obtained from [www.CentralBidding.com](http://www.CentralBidding.com)

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## St. Charles Parish Public Schools Internet Access and Wide Area Network

December 10, 2015

### Proposal Instructions

St. Charles Parish Public Schools is seeking written proposals to provide high-speed **Internet Access (IA)** and a **Wide Area Network (WAN)** to meet the districts needs today and in the future. The duration of the contract shall be 3 years with an option to renew for up to 2 years. The contract will begin July 1, 2016.

The intent of the specifications is to request proposals for an E-rate eligible, cost-effective, high speed Internet Access and Wide Area Network, as specified by the district, from a service provider who can provide high quality services and support in a timely manner.

RESPOND TO PROPOSAL AS LISTED BELOW.

Your proposal should address each of the following topics: 1.) costs, 2.) network architecture, 3.) support & qualifications, 4.) implementation process & timelines, and 5.) prior experiences. Read each section carefully and provide detailed information referencing the response requirements by number as specified in this document. In addition to providing a narrative of the costs associated with the project, service providers must also complete the **IA Cost Sheet(s)** and the **WAN Cost Sheet** provided with this RFP.

Proposals must be submitted to St. Charles Parish Public Schools electronically via the Online Bids, RFPS link under Resources at [www.stcharles.k12.la.us](http://www.stcharles.k12.la.us). All proposals must be received by 12:00 pm on Monday, January 25, 2016.

### Evaluation

Proposals will be evaluated and scored by a committee, appointed by the Superintendent, based upon the content of the proposals. Each area will be weighted as follows:

Costs	30 %
Network Architecture	26 %
Support & Qualifications	24 %
Implementation Process & Timelines	15 %
Prior Experience	<u>5 %</u>
	100%

## 1.0 Costs

1.1 Supply a narrative of the costs associated with your proposal.

Cox Acknowledges and complies:

Cox is proposing a wide area network and unmanaged optical internet and optical internet with bursting.

### Metro E Pricing – Point to Point

Speed	Quantity	Monthly charge	Installation Charge	Term
100 mbps	Each	\$500	\$0	36 months with 2 one year extensions
250 mbps	Each	\$700	\$0	36 months with 2 one year extensions
500 mbps	Each	\$900	\$0	36 months with 2 one year extensions
1000 mbps	Each	\$1200	\$0	36 months with 2 one year extensions
2,000 mbps thru 10,000 mbps	Each	\$2,500	\$0	36 months with 2 one year extensions

### Internet Pricing

Speed	Quantity	Monthly charge	Installation Charge	Term
200 mbps	Each	\$1800	\$0	36 months with 2 one year extensions

## Cox Response to St. Charles Parish Public Schools

300 mbps	Each	\$2000	\$0	36 months with 2 one year extensions
500 mbps	Each	\$2500	\$0	36 months with 2 one year extensions
1000 mbps	Each	\$3500	\$0	36 months with 2 one year extensions
2000 mbps	Each	\$6500	\$0	36 months with 2 one year extensions
3000 mbps	Each	\$9,500	\$0	36 months with 2 one year extensions
4000 mbps	Each	\$9,500	\$0	36 months with 2 one year extensions
5000 mbps	Each	\$9,500	\$0	36 months with 2 one year extensions
6000 mbps	Each	\$9,500	\$0	36 months with 2 one year extensions
7000 mbps	Each	\$9,500	\$0	36 months with 2 one year extensions
8000 mbps	Each	\$9,500	\$0	36 months with 2 one year extensions
9000 mbps	Each	\$9,500	\$0	36 months with 2 one year extensions
10,000 mbps	Each	\$9,00	\$0	36 months with 2 one year extensions

### Internet with bursting options

Speed	Quantity	Monthly charge	Installation Charge	Term
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**Cox Response to St. Charles Parish Public Schools**

200 mbps	Each	\$1800	\$2100	36 months with 2 one year extensions
300 mbps	Each	\$2000	\$2100	36 months with 2 one year extensions
500 mbps	Each	\$2500	\$2100	36 months with 2 one year extensions
1000 mbps	Each	\$3500	\$2100	36 months with 2 one year extensions
2000 mbps	Each	\$9,500	\$2100	36 months with 2 one year extensions
3000 mbps	Each	\$9,500	\$2100	36 months with 2 one year extensions
4000 mbps	Each	\$9,500	\$2100	36 months with 2 one year extensions
5000 mbps	Each	\$9,500	\$2100	36 months with 2 one year extensions
6000 mbps	Each	\$9,500	\$2100	36 months with 2 one year extensions
7000 mbps	Each	\$9,500	\$2100	36 months with 2 one year extensions
8000 mbps	Each	\$9,500	\$2100	36 months with 2 one year extensions
9000 mbps	Each	\$9,500	\$2100	36 months with 2 one year extensions
No bursting above 10 gbps				

Bursting Charges for Cox Optical Internet with Burst Option ("Burstable Service") consists of three (3) components: (a) a nonrecurring installation charge ("NRC") per connection (unless waived); (b) a fixed monthly recurring charge ("MRC") based on the Committed Information Rate (CIR) specified in this Agreement; and (c) a NRC based on usage to the extent usage exceeds the CIR in this Agreement. Customer's usage of Burstable Service is calculated by measuring Customer's Send Traffic and Receive Traffic every five (5) minutes for the previous month. At the end of each month, the Send Traffic and Receive Traffic sample sets for that month are separately ordered from highest to lowest and

the top five percent (5%) of samples are discarded. The highest remaining sample (either Send Traffic or Receive Traffic) is the ninety fifth (95th) percentile. If the ninety fifth (95th) percentile is greater than the CIR, Customer will, in addition to being billed for the CIR, be billed for the difference between the CIR and the ninety fifth (95th) percentile and such difference shall be billed at the contracted-for price per megabit.

Example : If the Burstable Service is a 500 mbps CIR, burstable to 1000 mbps and the monthly service rate is \$1000, then the contracted-for price per megabit is \$2.00.

- 1.2 Complete the **IA Cost Sheet(s)** and the **WAN Cost Sheet**. On the form, include the monthly recurring, installation, and other costs for the bandwidths as indicated. The monthly recurring costs must be E-rate eligible in the telecommunications category. Eligible and ineligible costs must be identified on the cost sheets provided.

The location of each site can be found on the WAN Cost Sheet. The installation costs should include all expenses required to bring the network to the location of the district's existing demarcs. The demarcs are located within the school buildings and the central site is located in the Technology Department's system room. Site visits can be arranged by calling the technology help desk at (985)785-3126.

Cox Acknowledges and complies. Please note that the final determination of whether a service is eligible or ineligible is solely in the hands of USAC

- 1.3 During the term of an agreed upon contract, the service provider must make available to St. Charles Parish Public Schools all similar contracts utilizing like services and volumes, like access costs, and terms and conditions that are made available to other customers in the state of Louisiana. Service providers must confirm in the proposal their acknowledgement of this requirement.

Cox acknowledges the requirement in Section 1.3 that Cox will make available for the school's review similar public contracts utilizing same or similar services and volumes with same or similar costs, terms, and conditions subject to any confidentiality obligations of those contracts upon reasonable written request to Cox

- 1.4 If any pricing is for scalable and/or burstable service the service provider must provide a narrative explaining the service and notate that on the cost sheets.

Cox Acknowledges and complies

- 1.5 Pricing provided by the service provider must be the maximum cost for each proposed bandwidth level if the district elects to upgrade within a contract term.

Cox Acknowledges and complies

- 1.6 Service provider costs should be based on a 36 month contract. Service providers must also state the availability of voluntary extensions.

Cox Acknowledges and complies

## 2.0 Network Architecture

The bandwidth for each circuit will be determined after reviewing proposals. The service provider must allow the school district to select bandwidth per circuit based upon the needs of the given location.

Cox Acknowledges and complies

- 2.1 For both WAN and Internet Access, each of the following must be addressed:

- 2.1.1 The district is currently utilizing AVAYA communications equipment throughout its infrastructure.

2.1.1.1 Give specific details as to the compatibility of the district's networking equipment with the services you will provide.

2.1.1.2 Outline if additional components must be purchased or if changes in the network configuration would have to be made for the service to work with the existing network equipment/infrastructure,

2.1.1.3 Document any concerns regarding space limitations and electrical provisions, etc. at each site.

Cox Acknowledges and complies

Cox does not have any concerns with the services offered and the Avaya equipment. The metro e circuits are circuits that pass whatever traffic the district wishes to pass. There should be no additional components needed to make a connection.

- 2.1.2 Specified bandwidth speeds must be the same for incoming and outgoing transmission.

Cox Acknowledges and complies

- 2.1.3 Address scalable bandwidth and specify maximum burstable bandwidth speeds.

Cox Acknowledges and complies, bandwidth will be limited to 10 Gbps. Burstable internet will be limited to 10 gbps.

- 2.1.4 Provide network diagrams and an explanation of the network design, for each of your locations as well as the district's locations. Be very specific and include all of the protocols that will be used. Also describe the proposed networking technology.

- 2.1.5 After evaluating usage reports, SCPPS may request upgrades during the contract term and/or contract extension. Providers must address

the ability to upgrade services if requested by SCPPS. Proposals must detail the process required to scale (up or down) circuits. Include how the request is made, whether additional hardware is needed, expected completion time to turn up/down the circuit speed, and billing adjustments associated with an upgrade.

Cox Acknowledges and complies. If upgrades are required, an amendment to the original contract will be signed by both parties. The request for upgrade must be made by e-mail. The process will require two weeks to complete. Optics will need to be swapped if the speed is moving from less than 1 Gbps to more than 1 Gbps. Billing for speed upgrades will be billed at the requested speed level upon completion. Downgrades are not allowed during the term of the contract.

2.1.6 Describe how you will provide the hand off at each location. Specify the type of equipment and connectors that will be provided at all points of demarcation, including the host site. (Ex: ST, SC, etc.)

Cox Acknowledges and complies. Hand off will be Ethernet or optical based upon the needs of the customer.

2.2 For Internet Access, each of the following must be addressed:

2.2.1 Proposals must include a minimum electronic transport bandwidth of 500 Mbps for Internet Access listed on the IA Cost Sheet(s). Service Providers must propose all bandwidth options available. Address your ability to increase bandwidth to 1 Gbps and beyond (up to 10 Gbps) and the associated cost(s) for the upgrade (including installation, monthly charges, equipment upgrades, etc.).

Cox Acknowledges and complies

2.2.2 Since St. Charles Parish Public Schools currently does not own its Class C Public IP Address Range, provider must outline addressing options.

Cox Acknowledges and complies. Cox will provide SCPPS with a Class C Public IP Range upon submission of an IP justification form. This form will detail the needs of the district.

2.2.3 Describe options for managed vs. unmanaged services that are available and costs associated with both options. If the service provider proposes both options, multiple IA cost sheets must be completed.

Cox Acknowledges and complies. Cox is only offering unmanaged internet.

2.3 For Wide Area Network, each of the following must be addressed:

2.3.1 WAN circuits must be proposed at the minimum transport rate of 250 Mbps as listed on the WAN Cost Sheet. Service providers must propose all bandwidth options available. Address your ability to increase bandwidth to 1 Gbps and beyond (up to 10 Gbps) and the associated cost(s) for the upgrade (including installation, monthly charges, equipment upgrades, etc.).

Cox Acknowledges and complies.

- 2.3.2 Once the network is installed, describe the procedures and capabilities for adding new sites, moving locations, or any other infrastructure changes to the network.

Cox Acknowledges and complies. If a new site is required or an existing site moves to a new location, the district will provide the location particular no less than 90 business days prior to needed turn up. This time will allow Cox to construct the necessary network expansion. In the event the new network will be required to cross a railroad track an additional 6 months may be required to complete the project.

### 3.0 Support & Qualifications

#### 3.1 Support

- 3.1.1 Service providers must commit to carrier-grade reliability and availability, also known as five-nines (99.999%). During school hours (7:00 am – 3:30 pm), there must be an absolute minimum disruption of service, and absolutely no degradation in transport speed or capacity.

Cox Acknowledges and complies. Please see the attached SLA.

- 3.1.2 Describe any means to alert or notify SCPPS when unusual traffic is detected on the network and/or equipment failure or degradation.

Cox Acknowledges and complies. If Cox is required to contact SCPPS this will be done by phone call and/or e-mail.

- 3.1.3 WAN and Internet Access require real-time monitoring and management. Providers must list and supply examples of real-time statistical and graphical network management and monitoring tools and reports that can provide network visibility. At a minimum, the following must be available for monitoring: bandwidth utilization, network uptime and downtime, network percent availability, and network response time.

Cox Acknowledges and complies. Please see attached Ethernet Performance Management Reporting documentation in the Appendix for examples.

- 3.1.4 Service providers must list and supply examples of weekly and monthly network statistic reports.

Cox Acknowledges and complies. Please see attached Ethernet Performance Management Reporting documentation in the Appendix for examples. Cox's EMPR gives the district the ability to log in and via statics and reports.

- 3.1.5 Provide information regarding your company's service assurance. Include your service level agreements. In the event of a network outage at any site, state the maximum length of time before assessment or repairs will begin. Any outage greater than 24 hours will be subject to monetary penalty.

Cox Acknowledges and complies. Please see the attached SLA for specifics.

- 3.1.6 Describe your repair process which includes the steps taken for submitting, escalating, and tracking troubles toward resolution.

Cox Acknowledges and complies. Cox provides local maintenance and repair with local and remote staff available **24 hours a day, 7 days a week, 365 days a year** as a feature of our service at no additional cost. Cox provides this service along with our award-winning customer support on local, regional and national levels to provide the best coverage, response and efficient handling of customer issues.

Cox has an advanced, distributed support infrastructure managed by hundreds of personnel across the country available to support IPSB in various aspects of service and support.

The Cox regional National Support Centers (NSC) handle trouble tickets on Monday through Friday 8:00 AM – 7:00 PM and Saturday from 9:00 AM – 12 Noon local time. The NSC and other regional customer support centers (3 total- Oklahoma, Rhode Island and Phoenix) are configured to handle failover support calls from markets that experience exceptional traffic during outages like natural disasters. After-hours calls roll to the national center for full 24/7/365 trouble reporting and resolution.

The Cox Network Operations Center (NOC) in Atlanta, Georgia monitors the Cox backbone network twenty-four hours a day, seven days a week, and three hundred sixty-five days a year (24/7/365).

Support technicians, service technicians and data engineers are on-call 24/7 in the local market, other regions and in our corporate offices. Escalation is typically provided by trouble ticket identification and review for any known local or area outages. If no known fault conditions are identified, remote access and trouble resolution is attempted to correct any fault conditions. In the event issues can't be resolved remotely a local break-fix Cox technical support technician is dispatched. In the event the local technician is unable to resolve the issue an escalation process is implemented based on the fault condition. This escalation may include, but is not limited to, line supervisors, specially trained local technical support, specially trained remote technical support, and/or manufacturer equipment technical support under contract with Cox that may include local as well as personnel across the country.

Cox maintains a help desk trouble ticketing system to track, document and monitor all service related issues, escalations and resolution to service problems. As a tier 1 customer, Crescent City Schools would receive continual updates on any service related interruptions. Cox will also provide a complete post-mortem report for any outages that may occur.

Cox provides all maintenance and support for equipment and services provided under the term of this agreement for the entire contract. Any equipment that Cox provides to deliver or support service that requires repair, replacement or software upgrades will be performed without additional cost to the School. This reduces the need for the School to invest in maintenance agreements, additional equipment purchases, warranties, software licensing and other expenses that are often hidden or overseen in dark fiber leases or non-facilities based CLECs.

**3.1.7 Indicate the local resources available to provide support to the district, including but not limited to the number of local technicians available for network and equipment installation, troubleshooting, and repair.**

Cox Acknowledges and complies. Local technicians in the Greater New Orleans area are numbered at 30 field technicians and 10 Network Engineers.

***Table of Technical Support Personnel***

The SCPPS's services will be supported by hundreds of Cox employees. We are listing the key functional areas and the management team associated with each group in the table below.

## Cox Response to St. Charles Parish Public Schools

Function	Cox Contact Name	Title	Telephone Number	Email
Network Engineering Manager	Tim Colgan	Sr. Manager – Technical Operations	(504) 358-6148	tim.colgan@cox.com
Sales Engineer	Andrew Steelman	Sales Engineer	(504) 358-6709	Andrew.Steelman@cox.com
Service Manager	Annette Wray	Service Manager	504-358-6311 Desk 504-418-0774 Cell	<a href="mailto:Annette.Wray@cox.com">Annette.Wray@cox.com</a>
Project Manager	Christine Stevens	Project Manager	(504) 358-6021	Christine.Stevens@cox.com
Tier 1 Support Manager	Mathew Coe	National Support Center Manager	(405) 286-1047	mathew.coe@cox.com
Technical Assistance Center	N/A	National Operations Center	866-396-3947	N/A
Engineering Operations	Tait Davis	Network Operations Engineer II	(225) 237-5059	Tait.Davis@cox.com
Outside Plant Construction	Bryant Beasley	Mgr. Construction & Planning	(337) 456-4227	Bryant.Beasley@cox.com
Network Design Engineer	David Nix	Access Engineer III	(225) 237-5277	David.Nix@cox.com
Sales Support Director	Jude Marino	Dir, Order Mgmt & Sales Supt	(225) 237-5329	Jude.Marino@cox.com
Sales Engineering Manager	Ray Bell	Mgr, Sales Engineering	(225) 237-5274	Raymond.Bell@cox.com
Technical Support	Tier II	Technical Support	(866) 396-3947	N/A
Service Monitoring	Chris Bell	Network Engineer II	(504) 358-6019	Christopher.Bell@cox.com
Network Monitoring and Surveillance	Joe Eldridge	National Operations Center Manager	(404) 269-6545	joe.eldridge@cox.com

### 3.1.8 Describe the various resources within your company that will assist in executing this network. Provide information on your company's project management process, including proficiency in coordinating implementation, resources, and communications.

#### Cox Acknowledges and complies

The Cox Service Delivery Project Manager will be the point of contact (POC) regarding any implementation aspects or issues concerning this project. This individual is responsible for achieving project objectives and setting deliverables associated with the plan. The Project Manager is also responsible for coordinating and integrating activities across Cox's organization and managing communications with Crescent City Schools.



Responsibilities of the Project Manager include:

- Preparing documentation on scope of project
- Tracking implementation performance and milestone dates
- Planning and coordination of activities within Cox's organization
- Managing communications (project status and updates)
- Point of contact for escalation issues
- Responsible for addressing and resolving jeopardy conditions
- Conducting and hosting Cox project team meetings
- Hosting joint collaborative meeting between Cox and IPSB

Typical project phases include pre-planning, design, and installation. For locations that Cox deems off-network, a site survey will be performed to determine the construction cost. Construction costs vary depending on the level of effort and materials required to extend Cox's network to the customer's location. This cost will be passed along to the customer in the form of a one-time, non-recurring charge. Cox may offer construction credits that can be negotiated in advance of contract signing.

Sample Project Work Plan:

### Phase 1 Implementation Plan

Phase 1 Implementation Plan describes the services which shall be installed, tested and certified without the actual migration of existing customer circuits.

Approximately 60-days prior to installation:

- Complete a network design
- Network readiness and any remaining fiber construction will be performed required for capacity handling at the time of award
- Plant routing, conditioning and testing will be performed prior to any equipment placement

Approximately 30-days prior to installation

- Fiber testing
- Network configuration
- Any head-end equipment Installation and testing required to augment existing facilities at the time of award

### Phase 2 General Installation Steps

Approximately 5-days prior to installation:

- Rack and Stack of equipment in designated areas. All equipment, grounding and power will be tested
- Install all fiber patch cables and fiber patch panels
- Label all shelves, racks, fiber connectors and equipment
- Provide a "Red-line" engineering specifications
- Clean-up and final inspection of area
- Test, setup and configure all equipment and connections
- Perform equipment and alarm verification testing
- Finalize appropriate testing and notify customer operations of node/network acceptance
- Review final working services with Crescent City Schools

Day of Install:

- Accept/ QC delivery of equipment and materials

- Inspect all equipment
- Perform site quality audit checklist
- Connect necessary power cables to equipment
- Label equipment and shelves fiber-optic nodes and data cables per customer standard
- Ground all new equipment to pre-installed and grounded racks
- Install line side fiber optic patch cables to customer fiber patch panels
- Label equipment shelves, racks, fiber and data cables as per customer standard
- 'Red-Line' engineering specifications
- Daily site clean-up and disposal of waste

Test with customer working services acceptance

### Account Team

Cox Business will assign a dedicated Account Manager, Sales Engineer, and an Enterprise Service Manager to your account a team who will deliver the high level of service you deserve and expect.

The Sales Engineer is your technology solutions consultant who will assist with solution designs to fulfill your technology needs.

The Enterprise Service Manager is your dedicated service consultant. Everything from billing to trouble resolution escalation is handled by this single point of contact.

Listed in this section are some of the people you'll be working with when you partner with Cox Business.

The Account Team

Cox Contact Name	Title	Telephone Number	Email
Vincente Borerros	Account Manager	504-358-6768 Desk 504-401-2428 Cell	<a href="mailto:Vincente.Borerros@cox.com">Vincente.Borerros@cox.com</a>
Annette Wray	Service Manager	504-358-6311 Desk 504-418-0774 Cell	<a href="mailto:Annette.Wray@cox.com">Annette.Wray@cox.com</a>
Bradley Pipes	Sales Director	504-358-6065 Desk 504-417-3887 Cell	<a href="mailto:Bradley.Pipes@cox.com">Bradley.Pipes@cox.com</a>
Leigh King	VP Cox Business	225-237-5261Desk 225-317-4001Cell	<a href="mailto:Leigh.King@cox.com">Leigh.King@cox.com</a>

### 3.2 Qualifications

#### 3.2.1 Provide information on the expertise and certifications of your company and employees to design, implement, and maintain the equipment and services proposed.

Cox Acknowledges and complies

#### Education and E-Rate Experience

Cox internal staff and any subcontractors Cox employs are fully licensed and qualified to install telecommunications equipment within the State of Louisiana within the given scope of tasks that may be

assigned to any commercial installation, maintenance or repair. Cox is familiar with the USAC's E-Rate Program and the responsibilities of E-Rate Service Providers. Cox has been working with the E-Rate Program since the beginning of inception of the program. Cox currently serves hundreds of schools and school districts across the country.

Cox is registered with the Public Utilities Commission (PUC) and is eligible to participate in the State of Louisiana's Teleconnect Fund to provide the district with a discount on Telecommunications Services. Cox has filed the Form 498 and uses the SPIN 143016765 in the State of Louisiana. Cox also files the Service Provider Annual Certification each year and we are current on this filing. Our FCC FRN is 0004330213.

Thank you again for allowing Cox this opportunity to respond to your RFP for WAN, Internet and Voice services.

### Commitment to Education

- ❖ Cox significant contribution in cash contributions and "in-kind" contributions annually.
- ❖ Cox is proud to be a founding member of Cable in the Classroom, a nationwide initiative designed to improve education by providing complimentary access to educational cable programming.

### Capabilities

- ❖ Cox owns and operates its reliable carrier-grade, fiber-optic network and is one of the largest facilities-based ILEC alternatives in the markets we serve. Cox has over 20,000 fiber lit and over 1,000,000 HFC commercial serviceable locations. Locations in active hurricane areas such as Virginia Beach VA, St Bernard Parish, Orleans Parish, Jefferson Parish, Vermilion Parish, St Martian Parish, Iberville Parish, East Baton Rouge Parish, West Baton Rouge Parish, St Charles Parish, Louisiana and Pensacola and Gainesville Florida.
- ❖ According to Vertical System Group, Cox is one of the top U.S. providers of Ethernet services.
- ❖ Cox provides award winning customer-centric support and customer service backed by deep local presence in the markets we serve. Cox Business maintains local VP-GM level leadership, product, sales, marketing, engineering, operations, and technical support resources in your local market.
- ❖ Highly trained local installation, maintenance and support staff backed up by a national escalation process with specially trained resources that includes equipment manufacturer support. Our metro networks are supported by a combination of local Regional Support Centers and a nationwide Network Operations Center (NOC) that operates on a 24 X 7 basis. Maintaining this intense local focus is a key ingredient in successfully serving our customers and rapidly tailoring solutions to fit their particular needs.

### 3.2.2 Provide a copy of your Certification to operate as a Telecommunication Service Provider in the State of Louisiana.

Cox Acknowledges and complies

*Louisiana Public Service Commission*

*Certificate of Authority to Operate*

Certificate Number TSP00137-B

*A Certificate of Authority to Operate is hereby granted to*

COX LOUISIANA TELCOM, L.L.C.  
D/B/A COX COMMUNICATIONS

(Reissued pursuant to name change from  
Cox Louisiana Telcom II, L.L.C.)

*A telecommunications service provider under the laws of Louisiana, whose principle office location or place of business is 1400 Lake Hearn Drive, Atlanta, Georgia 30319.*

*Cox Louisiana Telcom, L.L.C. d/b/a Cox Communications shall operate in full accordance with the rules and regulations of the Louisiana Public Service Commission relevant to the provision of telecommunications services. A letter of non-opposition was issued on December 18, 1998 approving the name change and corporate structure. The application as filed provides for Competitive Local Exchange Carrier Telecommunications Services and Resold Interexchange Telecommunications Services to include operator services within Louisiana.*

*Witness the signature and seal of the Commission at Baton Rouge, Louisiana this 25th day of February, 2000.*

Louisiana Public Service Commission

Attest:



A handwritten signature in dark ink, reading "Lawrence C. St. Blanc", written over a horizontal line.

Lawrence C. St. Blanc  
Secretary

3.2.3 Provide the E-rate SPIN number(s) that your company uses in Louisiana.

Cox Acknowledges and complies

Cox has filed the Form 498 and uses the SPIN 143016765 in the State of Louisiana

## 4.0 Implementation Process & Timelines

The circuits must be in place and operational on **July 1, 2016**.

4.1 Describe all of the implementation steps that will take place and provide timelines, stated in number of days and milestone dates, for each phase of the process resulting in circuits being in place and operational on July 1, 2016.

Cox Acknowledges and complies

### Time Tables

For locations that Cox deems off-network, a site survey will be performed to determine the construction required. Construction requirements vary depending on the level of effort and materials required to extend Cox's network to the customer's location

Sample Project Work Plan:

#### Phase 1 Implementation Plan

Phase 1 Implementation Plan describes the services which shall be installed, tested and certified without the actual migration of existing customer circuits.

Approximately 60-days prior to installation:

- Complete a network design
- Network readiness and any remaining fiber construction will be performed required for capacity handling at the time of award
- Plant routing, conditioning and testing will be performed prior to any equipment placement

Approximately 30-days prior to installation

- Fiber testing
- Network configuration
- Any head-end equipment Installation and testing required to augment existing facilities at the time of award

#### Phase 2 General Installation Steps

Approximately 5-days prior to installation:

- Rack and Stack of equipment in designated areas. All equipment, grounding and power will be tested
- Install all fiber patch cables and fiber patch panels
- Label all shelves, racks, fiber connectors and equipment
- Provide a "Red-line" engineering specifications
- Clean-up and final inspection of area
- Test, setup and configure all equipment and connections

- Perform equipment and alarm verification testing
- Finalize appropriate testing and notify customer operations of node/network acceptance
- Review final working services with SCPPS

Day of Install:

- Accept/ QC delivery of equipment and materials
- Inspect all equipment
- Perform site quality audit checklist
- Connect necessary power cables to equipment
- Label equipment and shelves fiber-optic nodes and data cables per customer standard
- Ground all new equipment to pre-installed and grounded racks
- Install line side fiber optic patch cables to customer fiber patch panels
- Label equipment shelves, racks, fiber and data cables as per customer standard
- 'Red-Line' engineering specifications
- Daily site clean-up and disposal of waste

Test with customer working services acceptance.

#### **4.2 Describe the method and frequency in which status updates will be provided to SCPPS during the implementation process.**

Cox Acknowledges and complies. Weekly or bimonthly updates as directed by the customer.

#### **4.3 Penalties will be assessed if the July 1, 2016 deadline is not met. Outline the service provider's contingency plan if services are not operational by this date.**

Cox Acknowledges and complies

Cox agrees, but notes it shall not be responsible for any delays (i) caused by or requested by School, its employees, agents or subcontractors; (ii) due to inability of Cox to access work locations; (iii) due to the public utility company restricting Cox's access; or (iv) due to Force Majeure events. Force Majeure shall mean (i) third party cable cuts, acts of God, fire, flood, or other natural disaster; (ii) laws, orders, rules, regulations, directions, or actions of governmental authorities having jurisdiction over the Services; (iii) any civil or military action including national emergencies, riots, war, civil insurrections or terrorist attacks; (iv) taking by condemnation or eminent domain of a party's facilities or equipment; (v) strikes or labor disputes; (vi) fuel or energy shortages; (vii) delays in obtaining permits or other approvals from governmental authorities for construction or services provisioning; or (viii) any other delay beyond Cox's reasonable control. Moreover, any installation delay penalties must be mutually agreed upon in advance during the contract stage

### **5.0 Prior Experience**

#### **5.1 Provide at least 4 references of projects similar in scope to this project and any other pertinent information on your experience in working with school districts on large scale network projects.**

Cox Acknowledges and complies

## Client References

Customer Name: St Bernard Parish School Board

Telephone: 504-301-2000

Contact Name: George Canienne Jr.

Email Address: [gcancienne@stbernard.k12.la.us](mailto:gcancienne@stbernard.k12.la.us)

Customer Name: New Orleans College Prep

Telephone: 504-655-8242

Contact Name: Natalie Kaharick

Email Address: [NKaharick@nolacollegeprep.org](mailto:NKaharick@nolacollegeprep.org)

Customer Name: St Martin Parish School Board

Telephone: 337-332-2105

Contact Name: Christine Foster

Email Address: [christine\\_foster@saintmartinschools.org](mailto:christine_foster@saintmartinschools.org)

Customer Name: New Beginnings New Orleans Charter Schools

Telephone: 504-758-4445

Contact Name: Roderick Devon Matthews

Email Address: [roderick.matthews@newbeginningsnola.net](mailto:roderick.matthews@newbeginningsnola.net)

Customer Name: Recovery School District

Telephone: 504.373.6200 ext. 20045 (o) 504. 232.1215 (m)

Contact Name: Kamala Baker-Jackson

Email Address: [Kamala.Baker@rsdla.net](mailto:Kamala.Baker@rsdla.net)

Customer Name: Firstline Schools

Telephone: 504-952-2278 (m)

Contact Name: Joseph Barberot

Email Address: [jbarberot@firstlineschools.org](mailto:jbarberot@firstlineschools.org)

## 5.2 Provide a list of all Louisiana school districts that are currently under contract with your company for Internet Access or Wide Area Network services.

Cox Acknowledges and complies. In the State of Louisiana Cox provides Internet and WAN for the following school districts:

St Martin Parish Schools

St Bernard Parish School

Recovery School District and all Charters issued by RSD

East Baton Rouge Parish Schools

Zachary School District

Lafayette Parish School District



Iberville Parish School District

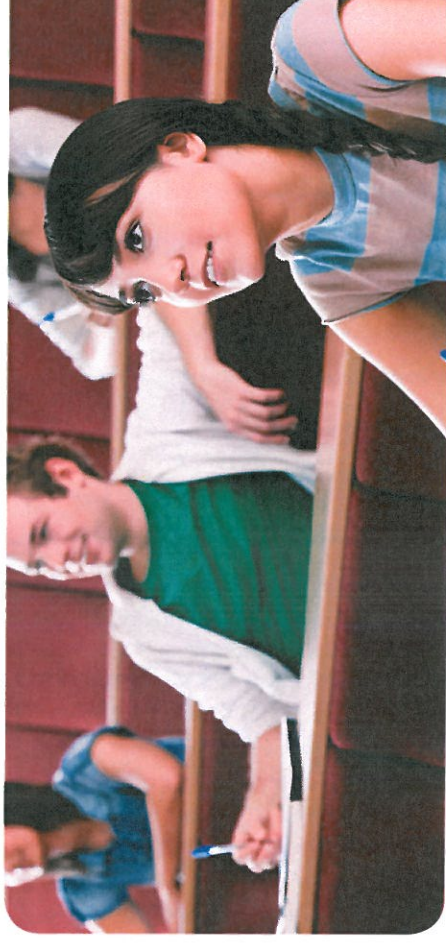
**5.3 State your experience in providing services which were E-rate funded in the telecommunications category in Louisiana.**

Cox Acknowledges and complies. Cox is familiar with the USAC's E-Rate Program and the responsibilities of E-Rate Service Providers. Cox has been working with the E-Rate Program since the beginning of inception of the program. Cox currently serves hundreds of schools and school districts across the country. In 2015 Cox had \$7,179,264.57 funded by e-rate in Louisiana. In 2014 Cox had \$6,411,395.13 committed by USAC for e-rate in Louisiana.

## Appendices

The following appendices are attached to this proposal:

- Cox Metro Ethernet Factsheet
- Cox Metro Ethernet SLA (service level agreement)
- Cox Optical Internet Factsheet
- Cox Optical Internet SLA (service level agreement)
- Cox Standard Terms and Conditions
- Cox Louisiana Table of Public Entities
- EPMR and IPMR Fact Sheets
- Letters of Reference



## Metro Ethernet for Education

### Why You Should Choose Cox Metro Ethernet

Educational entities of all sizes are looking for cost-effective ways to transform their learning experience and facilitate learning and collaboration beyond school hours, beyond classroom walls, and between geographically dispersed locations. With the progression of technology, the education system is focused on enhancing the services it provides to students, faculty and administration while at the same time leveraging technology to reduce operational costs.

To gain **additional network flexibility and capabilities at a lower cost**, Cox Business encourages educational institutions to investigate its Metro Ethernet services. Cox Metro Ethernet can cost-effectively provide robust bandwidth, enable new services, and support the convergence of voice, data and TV over one reliable network.

**Services and features not available in all areas. Equipment installed by Cox, and the installation of networks may vary. LAN wiring and electronics are not included. Other restrictions apply. ©2013 Cox Communications, Inc. All rights reserved.**

The sheer volume of data that schools both small and large must transport continues to grow. One thing is clear – the demand for secure, reliable, high-bandwidth connectivity between students, researchers, libraries, data centers and other affiliated locations continues to rise.

## Technology Drives Innovation for Educational Institutions

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**The innovative networking technology provided by Cox Business gives educators the ability to provide greater access to instructional resources and improve the communication between teachers, students and parents.**

Today, students of all ages are in an “Always On” world. Technology allows us all to literally be witnesses to the sights, sounds and events of the world in real time. The ability for educators to reach outside the walls of their schools to bring more contextual relevancy is changing the way the world learns. To make this all work, universities, colleges, local school districts and other education-related organizations are requiring secure, high-bandwidth, instant connectivity to support the following key imperatives:

### **Secure 24/7 Remote Access**

Robust connectivity is an increasingly important attribute for educational institutions, for streamlined administration, as well as for enhanced educational opportunities. In an effort to meet the demands head-on of a highly mobile student and faculty population, schools are implementing secure bandwidth-intensive solutions that provide for remote access to online digital content. Faculty members are now able to reach out beyond their classrooms and textbooks to access an array of online resources, including professional development information, and additional content to support student learning. The students of today are in an instant-on world and as such demand nothing less than 100% access to needed information. In order to service these demands, educational entities must provide fast and secure network connectivity to all of their constituents.



## Distance Learning

This year, postsecondary students enrolled in distance learning classes are expected to represent 18.2 million students. The biggest factor affecting enrollment will be the increasing likelihood of traditional college-age students, 18- to 24-year-olds, participating in distance learning online programs. This enrollment will increase across all postsecondary levels, with a projected 18% growth for undergraduate students, 19% for graduate students, and 27% for first-professional students.<sup>1</sup> This access to real-time video applications such as streaming video inside and outside the classroom emphasizes the need for high-speed networks.

## Centralization of Resources, Decentralization of Data

Within the boundaries of the educational and research community, there is an explosion of available data. Centralization of this data where it can be easily accessed and shared with many in a secure environment is a challenge for both IT and networking technology. Educational institutions are increasing development and implementation on internetworking solutions to take advantage of the cost benefits offered by sharing of resources among geographically distributed institutions. Administrative, student and research databases are being deployed in fewer, more centralized data centers, thus lessening support resources while also decreasing the maintenance costs associated with multiple locations. Obviously, high-bandwidth connections enable cost-effective deployment of resources from multiple locations.

## Network Convergence

In order to cost-effectively provide resilient, redundant, high-speed connectivity to research centers, classrooms, remote campuses and partner institutions, schools are exploring the convergence of voice, data and TV. This enables schools to better support the IP collaboration tools that reduce costs by merging multiple services to support higher levels of teaching and research excellence.

<sup>1</sup>Courtesy of The National Center for Education Statistics.

## Cox Metro Ethernet Meets the Needs of Educational Institutions

Cox Metro Ethernet allows for the connection of multiple locations through the simplicity and reliability of Ethernet over an intelligent optical fiber network. This scalable solution is designed to carry converged services such as voice, data and TV.

Education Entities Requirement		Cox Metro Ethernet Service
<b>Secure 24/7 Remote Access</b> <ul style="list-style-type: none"> <li>• Anytime, anywhere access</li> <li>• Instant collaboration</li> <li>• Research without walls</li> </ul>	<b>Distance Learning</b> <ul style="list-style-type: none"> <li>• Scalable, growth-supporting bandwidth facilitates distance learning applications</li> <li>• Private Metro Ethernet solution backed by stringent security safeguards and monitoring</li> </ul>	
	<b>Centralization of Resources – Decentralization of Data</b> <ul style="list-style-type: none"> <li>• Secure</li> <li>• Lower operational costs</li> <li>• Availability</li> </ul>	<b>Centralization of Resources – Decentralization of Data</b> <ul style="list-style-type: none"> <li>• Highly redundant and reliable facilities-based metro network architecture</li> <li>• 24/7 support and local network monitoring</li> <li>• Ethernet scalability and economics greatly reduce operational costs</li> </ul>
<b>Network Convergence</b> <ul style="list-style-type: none"> <li>• Single network – voice/data</li> <li>• Voice over IP</li> <li>• TV</li> <li>• Collaboration</li> </ul>	<b>Network Convergence</b> <ul style="list-style-type: none"> <li>• High-speed, metro-area-wide Ethernet connectivity to enable voice, data and TV</li> <li>• Class of Service support for reliable voice and video communications</li> </ul>	





## Cox Metro Ethernet Service

### Extensive Availability With Flexible Fiber and HFC Access

Cox Business is unique in its ability to deliver access to Metro Ethernet services over its own direct Fiber-To-The-Premise (FTTP) and Hybrid Fiber Coax (HFC) connections. An array of Metro Ethernet services and topologies – point-to-point, any-to-any and hub-and-spoke – can be combined to meet the specific needs of individual locations.

### The Simplicity of Ethernet, the Reliability of Optical Fiber

While Ethernet itself is simple and ubiquitous in corporate networks, Metro Ethernet, or Carrier Ethernet, as it is sometimes known, can seem complicated. It comes with its own set of acronyms – EPL, EVPL, ELAN, EVC<sup>2</sup> – and questions about whether a Metro Ethernet service in one location is truly interoperable with a service in another.

Cox Business makes Metro Ethernet simple. Cox enables educational entities to extend the reach and capacity of their networks over Cox's own optical fiber network – a highly secure, fiber-optic ring-based architecture – with a lower cost for both equipment and service. It's a combination of standards-based design, flexible access, security, and unparalleled scalability at highly competitive flat-rate pricing.

<sup>2</sup>(EPL) Ethernet Private Line, (EVPL) Ethernet Virtual Private Line, (ELAN) Ethernet Local Area Network, (EVC) Ethernet Virtual Circuit.



### Certified by the Metro Ethernet Forum

The Metro Ethernet Forum is a global industry alliance composed of service providers, cable operators, MSOs, network equipment vendors, software manufacturers, labs and testing organizations.

The MEF develops technical specifications and implementation agreements to promote interoperability and deployment of Carrier Ethernet worldwide.

The Metro Ethernet Forum has certified Cox Metro Ethernet services as MEF 9 and MEF 14 compliant, hallmarks for carriers who deliver advanced Ethernet services. Cox Business customers can be assured that the services they purchase today align with industry directions, and will continue to support their evolving needs in the future.

### Unparalleled Scalability and Reliability

As a facilities-based provider that maintains control over its extensive network, Cox Business is able to provide unsurpassed reliability in keeping its Metro Ethernet service connectivity ready to meet the needs of its customers 24/7. Additionally, this highly scalable Ethernet connectivity solution offers a range of bandwidth speeds to meet the needs at each location along the network. Cox Metro Ethernet connections scale from sub 10Mbps to 1Gbps and beyond. Bandwidth speeds can be easily adjusted as needs change.

### The Security of Dedicated Connections

Security is clearly important to educational entities of all types and sizes. Cox Metro Ethernet services establish dedicated Ethernet Virtual Connections (EVC) between sites on the network. These connections prevent data transfers between sites that are not part of the same EVC. This same secure transport applies to point-to-point and multipoint-to-multipoint connections.

### Local Customer Focus, Flexible Solutions

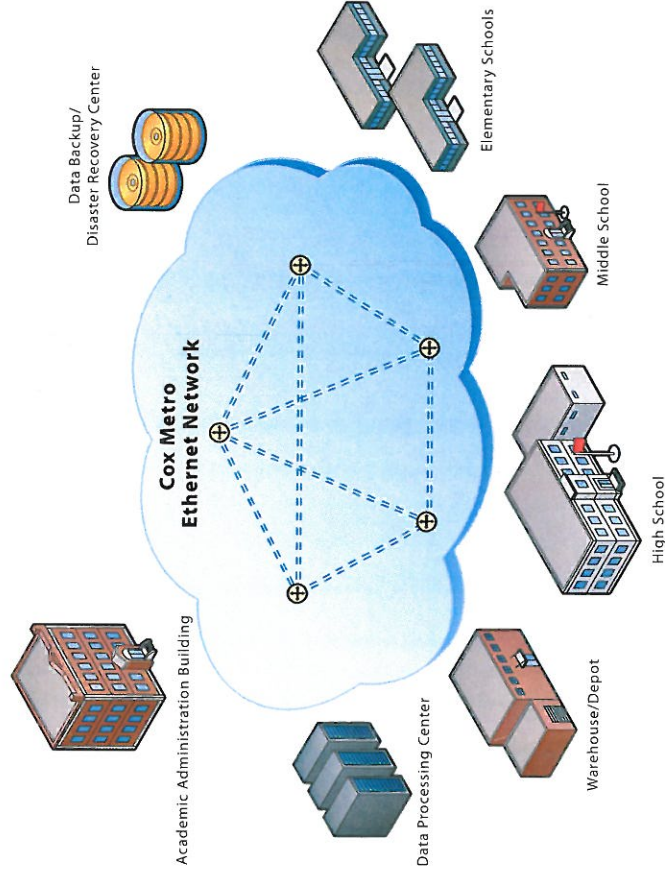
Cox's dedicated local support team is available 24/7. In addition, they monitor their networks from both local and national Network Operations Centers, thus providing responsive, business-class customer service at the highest level of technical expertise and commitment to excellence. Plus, as a facilities-based provider, Cox eliminates the finger-pointing that customers often experience when dealing with other providers.



## Why Cox Business for Metro Ethernet Services

Formed in 2000, **Cox Business** maintains a strong and growing presence across the U.S., with more than 300,000 business customers, and 1 million business phone lines. We continue to grow our leadership position and are currently ranked fifth in size based on the number of Ethernet ports in service, according to Vertical Systems Group,<sup>3</sup> a market research firm.

Cox Business offers a complete portfolio of business communications solutions, including voice, data, video and managed services. A proven and trusted communications solutions company, we invest in local support, local engineering and local leadership, uniquely positioning us to understand industry needs and customize deliverable solutions that add value to productivity and service. For more information, please visit [www.cox.com](http://www.cox.com).



<sup>3</sup>Business Ethernet Leaderboard: Year-End 2012 Results, "Vertical Systems Group Press Release, February 2013.

## Cox Metro Ethernet – Extend, Empower, Simplify

Cox Metro Ethernet service leverages the simplicity, scalability and economies of Ethernet transport to enable you to customize productivity and connect multiple locations over Cox's intelligent and reliable optical fiber-based metro networks.

### Extend

- Cost-effectively extend high-speed bandwidth to more of your locations
- Cox serves more than 25,000 fiber and 340,000 HFC commercial locations in 25 markets
- Redundant architectures supported by local System Operations Centers (SOCs) and a national Network Operations Center (NOC), 24/7

### Empower

- Consolidate voice, data and TV on one integrated network platform
- Seamless service with speeds ranging from less than 10Mbps to 1Gbps and beyond
- Purchase just the bandwidth you need

### Simplify

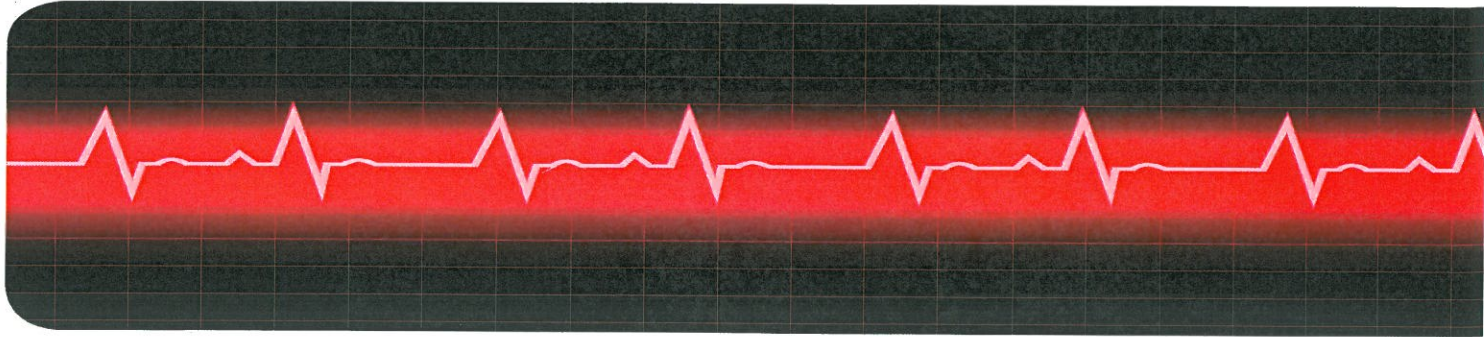
- Familiar Ethernet technology, end-to-end
- Flat-rate billing and Class of Service options
- It's how Cox does business – local leadership, engineering and technical support for rapid response to your needs





# Cox Ethernet Performance Management Reporting

## Retail Version



## Keep your finger on your circuit's pulse.

The success of your business relies on many factors; chiefly among them is a finely tuned and dependable network. Being aware of its performance level and utilization is integral. It's what allows you to optimize your mission-critical applications and control expenses.

Cox Business understands the importance of this vital component and provides you with a tool to manage and oversee your network's operation. Through our Ethernet Performance Management Reporting (EPMR) Web-based portal, you have a keen observation of the health of your Ethernet circuit.

**DASHBOARD VIEW** Provides an "at a glance" view of your network's health in a simple and easy-to-understand format.

**CIRCUIT HEALTH** Provides you access to your network's vital health statics, such as Latency, Jitter, Data Delivery Rate, Packet Loss and Utilization on a per-circuit basis.

**NEAR REAL-TIME REPORTING** Dynamic and Requested reports display data from the last 15-minute period, which ensures the information is always "fresh."

**ANYTIME-ANYWHERE ACCESS** Retrieve data from any location using a standard Web browser.

**"ONE CLICK" CONVENIENCE** Access EPMR with a single click from your Cox MyAccount site. No need to remember separate passwords or user IDs.

**FLEXIBLE REPORTING** Requested and Template reports can be printed and exported as industry standard CSV files. This data can then be imported into your application of choice for further analysis.



Figure 1 Types of performance views



# Cox Ethernet Performance Management Reporting

## Retail Version

### TECHNICAL FEATURES

#### SERVICES SUPPORTED

##### METRO-ETHERNET WITH REAL-TIME COS EVCS

- E-line Point-To-Point Circuits
- E-LAN Multipoint Circuits

##### ETHERNET PERFORMANCE METRICS/KPIS INCLUDING:

- 2-Way Latency (min, avg and max)  
(A-Z and Z-A)
- 2-Way Jitter (min, avg and max)  
(A-Z and Z-A)
- Packet Loss (A-Z)
- Utilization
- Data Delivery Ratio (A-Z)

#### REPORT MANAGER

A rich reporting tool that provides:

- Performance reports to measure adherence to service-level objectives
- Subscription-based scheduled reporting that is emailed to subscribers and archived on our server
- On-demand reporting

#### MYACCOUNT INTEGRATION

- Customer administrators can manage access to the portal for their employees using MyAccount
- Access to EPMR is through your familiar MyAccount portal

### SYSTEM REQUIREMENTS

COX BUSINESS ETHERNET PERFORMANCE MANAGEMENT REPORTING PORTAL supports the following Internet browsers:

- Mozilla Firefox (versions 3.0 and higher)
- Google Chrome (versions 12 and higher)
- Apple Safari (versions 4 and higher)
- Internet Explorer (versions 8 and higher)

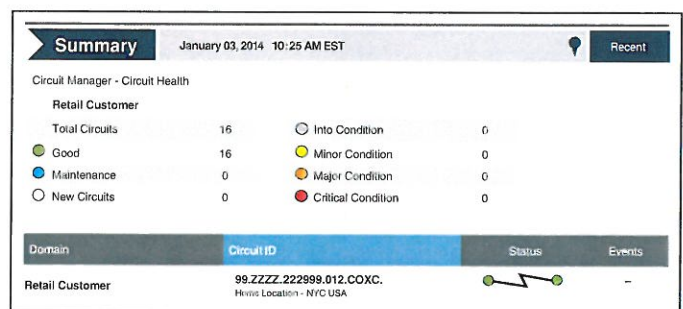


Figure 2 Dashboard view of your circuits

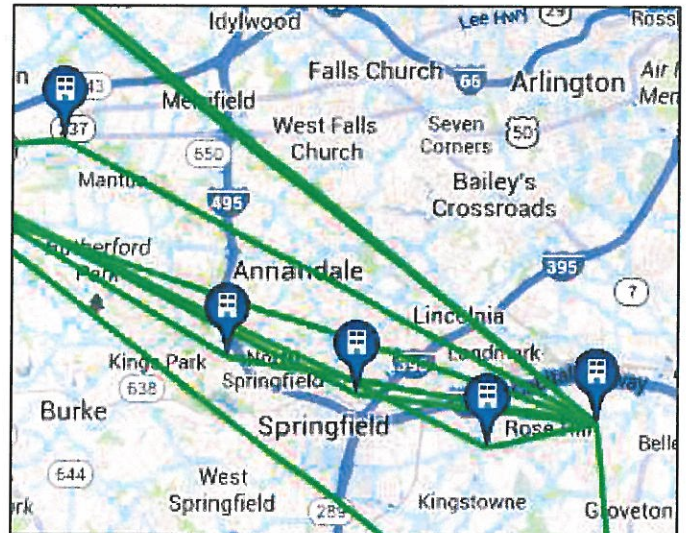


Figure 3 Visualization using Google Maps

**Cox Ethernet Services  
Metro Ethernet – Fiber**

**Service Level Agreement**

I. **Scope.** This Service Level Agreement ("SLA") is incorporated into the Commercial Services Agreement ("Agreement") by and between Cox Business ("Cox") and the Customer. Cox shall endeavor to meet the performance standards and service levels set forth in this SLA with respect to the Cox Ethernet Services ("Services") provided to the undersigned Customer.

A. **Ethernet Frame Delay.** Ethernet Frame Delay (latency), as it relates to the Services, is defined by Cox as the time elapsed from when the first bit of an Ethernet Service Frame (ESF) enters the ingress User Network Interface (UNI) to when the last bit of the same frame leaves the egress UNI. Ethernet Frame Delay shall be 10 milliseconds or less, averaged on a monthly basis. Ethernet Frame Delay performance objective is applicable to ESFs that traverse a single Cox Metro Ethernet Network and are designated as "Real Time Class of Service" traffic per the Cox Metro Ethernet Service specifications. The ESFs must also be "in-profile" (conform to the performance attributes of the Services) at both the ingress and egress UNIs of any given Ethernet Virtual Connection (EVC).

B. **Ethernet Frame Loss Ratio.** Ethernet Frame Loss Ratio (loss), as it relates to the Services, is defined by Cox as the percentage of Ethernet Service Frames that arrive at an ingress UNI and should be delivered to an egress UNI. Ethernet Frame Loss Ratio shall be no more than 0.1%, averaged on a monthly basis. Ethernet Frame Loss Ratio performance objective is applicable to ESFs that traverse a single Cox Metro Ethernet Network and are designated as "Real Time Class of Service" traffic per the Cox Metro Ethernet Service specifications. The ESFs must also be "in-profile" (conform to the performance attributes of the Services) at both the ingress and egress UNIs of any given EVC.

C. **Ethernet Frame Delay Variation.** Ethernet Frame Delay Variation (jitter), as it relates to the Services, is defined by Cox as the variation in the delay between a pair of consecutive Ethernet Service Frames. Ethernet Frame Delay Variation shall be 1 milliseconds or less, averaged on a monthly basis. Ethernet Frame Delay Variation performance objective is applicable to ESFs that traverse a single Cox Metro Ethernet Network and are designated as "Real Time Class of Service" traffic per the Cox Metro Ethernet Service specifications. The ESFs must also be "in-profile" (conform to the performance attributes of the Services) at both the ingress and egress UNIs of any given EVC.

D. **Service Availability.** The Services are delivered via an Ethernet User Network Interface ("Port") and associated Ethernet Virtual Connection(s). Service Availability is defined by Cox as the ability to send or receive Ethernet Service Frames at a given Port via an associated EVC(s). A Port and associated EVC(s) shall be available for use by Customer with the Services provided under the Agreement at least 99.9% of the available time ("Service Availability"). This parameter is calculated by dividing the number of minutes a Port and associated EVC(s) is available for Customer's use by the total number of minutes in any consecutive thirty (30) day period and multiplying by 100. In calculating Service Availability, the reasons or causes set forth in Section IV of this SLA shall not be included in determining whether Cox has met the applicable performance standard for Service Availability. For example, if a Port and associated EVC(s) experiences an outage for One (1) day due to a Force Majeure (flood) event, and otherwise experiences no other outage or Service Interruption during the applicable month, Cox will be deemed to have met the Service Availability performance standard.

1. **Service Interruption.** A Service Interruption or an outage in Services is not a Default under the Agreement, but may entitle Customer to credits as provided in this SLA. A Service Interruption is an interruption of a Port ("Affected Port") or failure of an associated EVC(s) ("Affected EVC") that results in the total disruption of the Services delivered over the Affected Port and Affected EVC ("Outage"). A Service Interruption period begins when Customer makes a Trouble Report (as defined below) to Cox's Network Operations Center (NOC) under the methods and procedures set forth in Section II of this SLA and ends when Cox restores the Services to Customer.



2. **Service Interruption Credits for Service Availability.** A Credit Allowance will be applicable in any month during the term of the Agreement when there is a Service Interruption that qualifies for a credit allowance. The Credit Allowance shall be the applicable credit, identified in the table below, of the monthly recurring charges ("MRC") associated with the Affected Port and EVCs. The Credit Allowance will not include credits for any Ports or associated EVC(s) determined to be in good working order. The amount of the Credit Allowance shall be as follows:

**Cox Ethernet Services - Standard**

Metro Ethernet – Fiber		
<i>Services Length</i>	<i>Interruption</i>	<i>Credit</i>
< 1 hour, continuous		None
> 1 hour, continuous		1/30 of monthly charges due for the applicable month for each 4 hours or portion thereof that the service interruption occurs

3. **Major Outage.** If two (2) times during a thirty (30) consecutive day period, a Port or associated EVC(s) experiences a Service Interruption for a period greater than twelve (12) consecutive hours, ("Major Outage") other than as a result of the causes set forth in Section IV below, Customer may terminate the Affected Port and Affected EVC(s) without charge or payment of any termination charges otherwise provided in the Agreement; provided Customer complies with the notification process described in this Section 3. Within thirty (30) days of the occurrence of the 2<sup>nd</sup> Major Outage, Customer shall notify Cox in writing of its election to terminate the Affected Port and Affected EVC(s) and the Affected Port/Affected EVC(s) shall terminate upon Cox's receipt of such notice. If Customer fails to notify Cox within thirty (30) days of the 2<sup>nd</sup> Major Outage, of its intent to terminate, then Customer shall be deemed to have waived its right to terminate the Affected Port and Affected EVC(s) under this Section 3 until the occurrence of a subsequent Major Outage, if any. Upon termination under this Section 3, neither party shall have any further rights, obligations, or liabilities to the other party, except those accrued through the termination date, and that expressly survive termination of this Agreement.

II. **Trouble Reports.** Cox shall maintain a twenty-four (24) hour, seven (7) day a week point-of-contact for Customers to report Service troubles, outages or Service Interruptions. Customer shall call Trouble Reports to **866.291.2262**. A "Trouble Report" means any report made by Customer relating to the Services or the equipment provided by Cox. In the event Cox receives a Trouble Report from Customer, Cox shall respond to the Trouble Report within the following time frames as described below:

A. **Service Response and Resolution.** In the event Cox receives a Trouble Report from Customer, Cox will initiate action to clear the trouble within 30 minutes. If the Trouble Report is the result of an electronic component failure, the maximum restoration time is 4 hours. If the Trouble Report is the result of a fiber optic cable failure, the maximum restoration time is 8 hours.

1. **Trouble Report Service Level.** Cox will endeavor to achieve at least 95% Trouble Reports Cured Timely. This parameter is calculated by dividing the total number of Trouble Reports from Customer that are cured by Cox

within the windows set forth above by the total number of Trouble Reports received by Cox from Customer in any twelve (12) consecutive month period and multiplying by 100. In calculating Trouble Reports Cured Timely, the reasons or causes set forth in Section IV of this SLA shall not be included in determining whether Cox has met the applicable performance standard for Trouble Reports Cured Timely. For example, if the Services experience an outage due to an electronic component failure, and Cox was not allowed access to the premises of Customer to access Cox equipment, Cox will be deemed to have met the Trouble Report Cured Timely performance standard.

### **III. Service Installation Intervals.**

**A. Service Installation and Availability.** Cox shall endeavor to install, provision and make the Services available for Customer's use within ten (10) business days of the Committed Service Date as communicated to Customer by Cox. Service availability shall mean that Cox has completed its obligations to install the Cox equipment and facilities set forth in the Agreement necessary to provide Customer the Services.

**1. Installation Credit.** Cox shall provide Customer with an Installation Delay Credit if the Services are not available for Customer's use within ten (10) business days of the Committed Service Date. In this event, Customer will be entitled to an Installation Delay Credit of an amount equal to the nonrecurring charge (NRC) of that portion of the Service which was unavailable. This installation credit shall apply only to Cox standard NRCs and shall not apply to construction charges billed to Customer that are associated with providing Service to Customer.

**2. Exceptions to Installation Delay Credits.** Installation Delay Credits shall not be provided for Installation Delays (i) caused by or requested by Customer, its employees, agents or subcontractors; (ii) due to inability of Cox to access Customer's premises due to restrictions by Customer's landlord or property owner; (iii) due to the public utility company restricting Cox's access to necessary conduits or wiring in Customer's building or property; or (iv) due to Force Majeure events.

**IV. Exceptions to Credit Allowance.** Credit Allowances shall not be provided for any failures to meet the SLAs specified herein: (i) caused by Customer, its employees, agents or subcontractors; (ii) due to failure of power or other equipment provided by Customer or the public utility company supplying power to Cox or Customer; (iii) during any period in which Cox is not allowed access to the premises of Customer to access Cox equipment; (iv) due to scheduled maintenance and repair; (v) caused by or due to violations of the Cox Acceptable Use Policy (Internet data customers); (vi) caused by a loss of service or failure of the Customer's internal wiring or other customer equipment; or (vii) due to Force Majeure events. For purposes of this SLA, Force Majeure shall mean (i) third party cable cuts, acts of God, fire, flood, or other natural disaster; (ii) laws, orders, rules, regulations, directions, or actions of governmental authorities having jurisdiction over the Services; (iii) any civil or military action including national emergencies, riots, war, civil insurrections or terrorist attacks; (iv) taking by condemnation or eminent domain of a party's facilities or equipment; or (v) delays in obtaining permit or other approvals from governmental authorities for construction or Services provisioning.

**V. Limitations.** With respect to all credits under this SLA, no credits shall be issued if: (i) Customer is in breach of its Agreement with Cox; (ii) Customer has a past due balance with Cox under the Agreement; or (iii) Customer is otherwise not in good financial standing with Cox. In addition, in any calendar month, customer's combined credits will be no more than One (1) full Monthly Recurring Charge (MRC). All claims for credit allowances must be initiated by the customer and are subject to review and verification by Cox. Cox reserves the right to change or modify the program rules and regulations or discontinue this SLA at any time without notice.





## Premium Internet for complex business data needs, powered by the Cox Business Fiber-Optic Network.

Cox Optical Internet™ (COI) provides premium dedicated Internet access service for enterprises needing a high-quality, highly scalable connection to the Internet.

Fiber-optic reliability and scalable speeds are ideal to meet large businesses' Internet access requirements. Designed to support large numbers of simultaneous users where access to the Internet is mission critical. Ideal for customers who regularly use bandwidth-intensive local or cloud applications.

**SCALABLE, HIGH CAPACITY** Symmetrical bandwidth that is scalable from 1Mb to 10Gb and delivered via high-speed metropolitan area network, using next-generation SONET, Gigabit Ethernet, and DWDM equipment and technologies.

**NATIONAL FIBER-OPTIC BACKBONE** State-of-the-art, multi-service national fiber-optic backbone, supporting Internet, Metro Ethernet, voice and video traffic via a fully self-healing MPLS-based network.

**ENTERPRISE-CLASS PEERING AND TRANSIT** Cox's extensive peering partnerships (public and private) are augmented by multiple Tier 1 transit providers, and delivered via high-capacity and scalable interconnects. Our broadly distributed peering and transit connections across the U.S., via multiple peering centers, assure customer traffic is routed to and from an Internet destination efficiently.

**INTERNET PERFORMANCE MANAGEMENT REPORTING** IPMR enables eligible customers to access and view Utilization and Throughput metrics for their Internet connections. By logging in to the secure MyAccount portal, users can customize time periods and reporting options.

**PEACE OF MIND** Using the latest technology, the Cox Network Operations Center monitors our networks 24/7 to resolve problems before they impact your business.



**FLAT-RATE OR BURSTABLE BILLING OPTIONS** Although many COI customers prefer the convenience of a flat-rate monthly fee, eligible COI customers may be interested in 95th Percentile Burstable Billing. This billing option allows customers to dynamically burst traffic in excess of their committed bandwidth with an agreement to pay for overage at a specified rate.

**IP ADDRESSING** Cox Optical Internet™ supports current and emerging IP addressing options and provides a dual-stack feature, which enables customers to maintain their current network environment while helping prepare and implement their transition to IPv6.

**PREMIUM CONNECTIVITY** Single-, dual- and multi-homed connectivity options: Choose the one that best suits your business needs based on your high availability, load balancing, link redundancy or Internet service provider redundancy requirements.

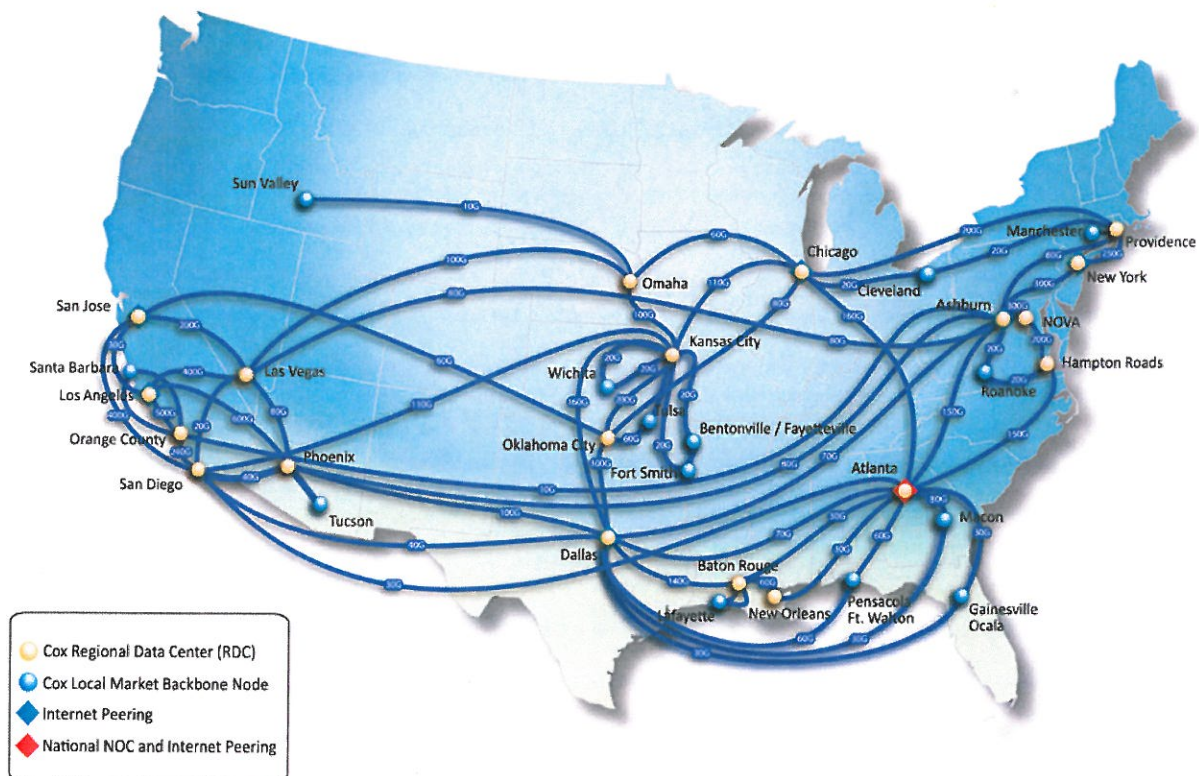
**FIBER-OPTIC RELIABILITY** Fiber-optic facilities to the customer premise, using next-generation technology/equipment owned and maintained by Cox Business.

**INTERFACES** Multiple interface options, including 10/100/1G/10G Ethernet (copper/fiber) and legacy interfaces (DS-n, OC-n).

**SLA** Enterprise-grade network and performance guarantees and financial recoveries for network delivery, latency, data delivery and service response time.

**BUSINESS-CLASS SUPPORT** 24/7 network monitoring and technical support powered by local customer care staffed with Cox Business technicians.

## COX NATIONAL IP BACKBONE



Services and features not available in all areas. Multiple public IP addresses subject to the Cox IP Address Assignment Policy. BGP routing subject to the Cox BGP peering requirements. Specific support and equipment repair and replacement obligations may vary depending on terms and conditions of applicable service agreement. Other restrictions may apply. ©2014 Cox Communications, Inc. All rights reserved.



# Cox Business

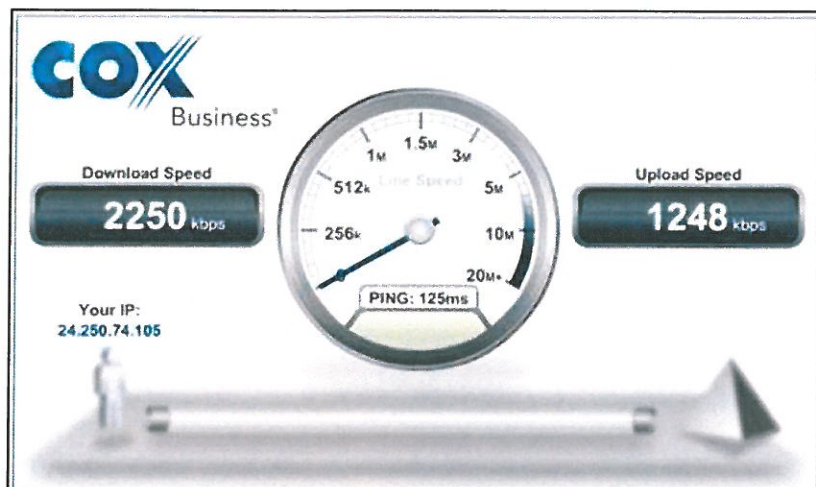
## Internet Performance Management Reporting

### Quick Reference Guide

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Cox Business offers a suite of Performance Management Reporting (PMR) services, including Internet Performance Management Reporting (IPMR) and Ethernet Performance Management Reporting (EPMR). These services enable you to assess the performance of your circuits via a web-based portal.

For your convenience, this Quick Reference Guide provides instructions on how to access the IPMR service to find information you need about your company's domains, circuits and associated reports.



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## OVERVIEW

### Supported Browsers and Versions

Performance Management Reporting (PMR) services support the following browsers and versions:

#### Recommended:

- Mozilla Firefox 3 and up
- Google Chrome 12 and up

#### Other browsers:

- Apple Safari 4 and up
- Microsoft Internet Explorer 8 and up

## PERFORMANCE MANAGEMENT REPORTING ACCESS INSTRUCTIONS

Use the following steps to access the IPMR Portal and view specific details about circuits in a domain and the types of reports offered.

1. Login to COX BUSINESS MYACCOUNT.
2. From the left navigation bar, click the DATA TOOLS menu and click the INTERNET PERFORMANCE link (Figure 1) to view the landing page.
3. Click the CIRCUIT MANAGER link in the upper left corner.
4. Click the CIRCUIT HEALTH link to view circuit details. (Figures 2 and 3)
5. Click the UTILIZATION/THROUGHPUT link to view system information.
6. Click the UTILIZATION GRAPHS link to select the types of statistics you want to view. (Figures 4 and 5)
7. From the REPORT MANAGER option (Figure 6), click the UTILIZATION STATS link.
8. Click the AUTOGENERATED tab to customize views for DAILY, WEEKLY, or MONTHLY reporting. (Figure 7)
9. Click the USER SUBSCRIPTIONS link (Figure 6) and select the ON/OFF options to sign up for daily, weekly, or monthly reports (Figure 8).
10. From the PERFORMANCE REPORTS menu, click the UTILIZATION STATS link to view statistical information in a tabular format (Figure 9).



NOTE: This information does not represent ordinal steps, nor does it cover all steps that a user can perform. It provides a high-level overview of the portal's capabilities only.

Figure 1: Internet Performance link

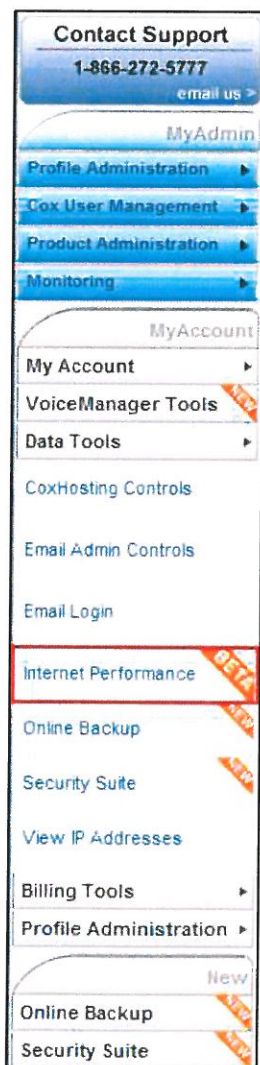


Figure 2: Circuit Health option

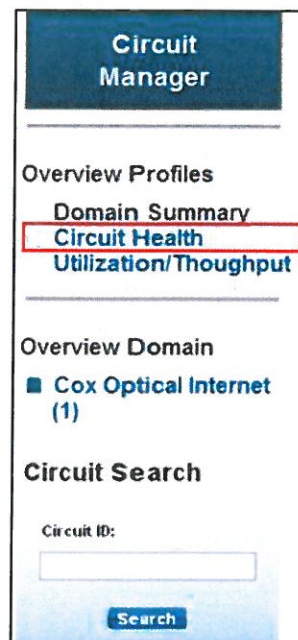


Figure 3: Circuit Details

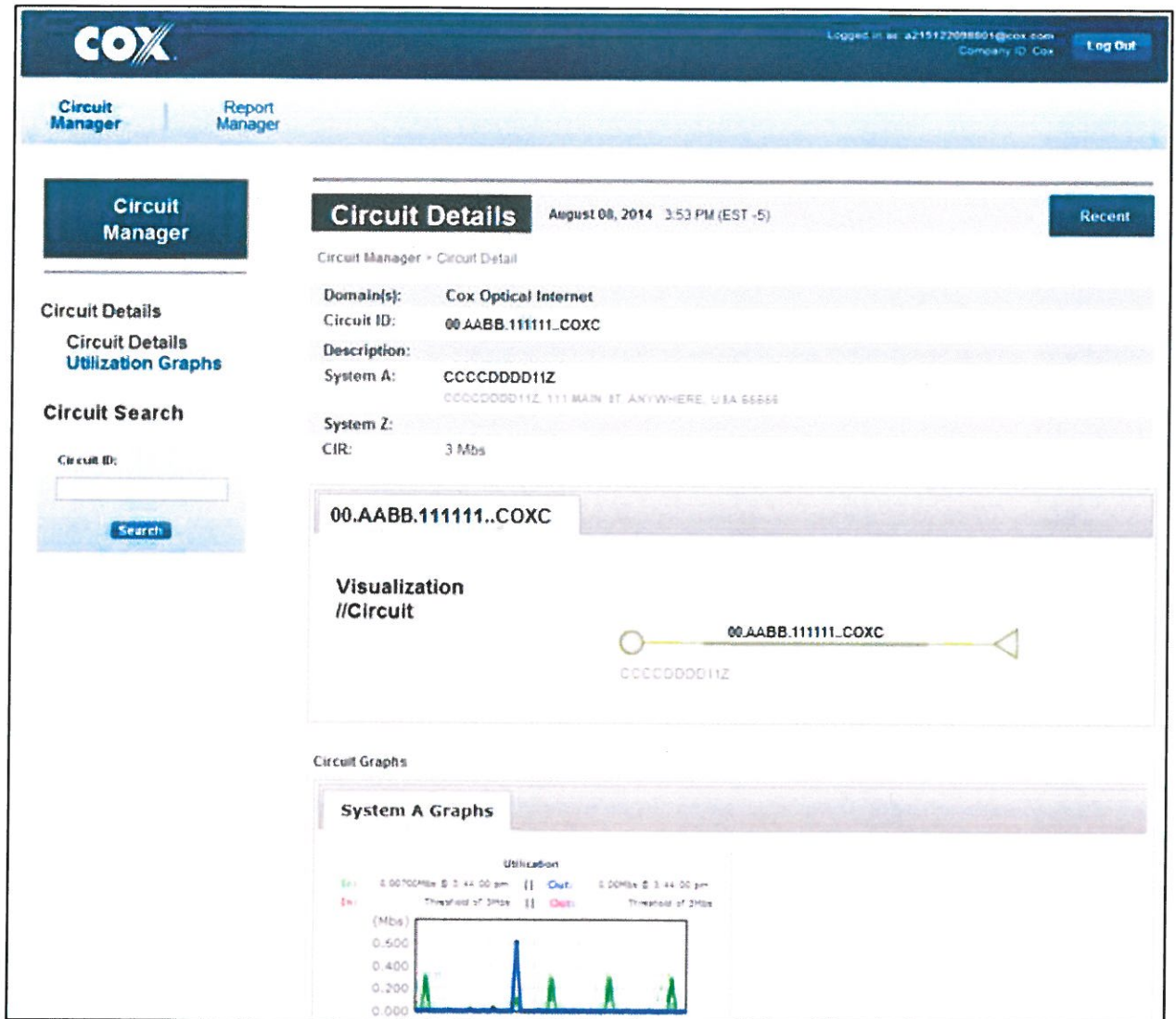




Figure 4: Utilization/Throughput

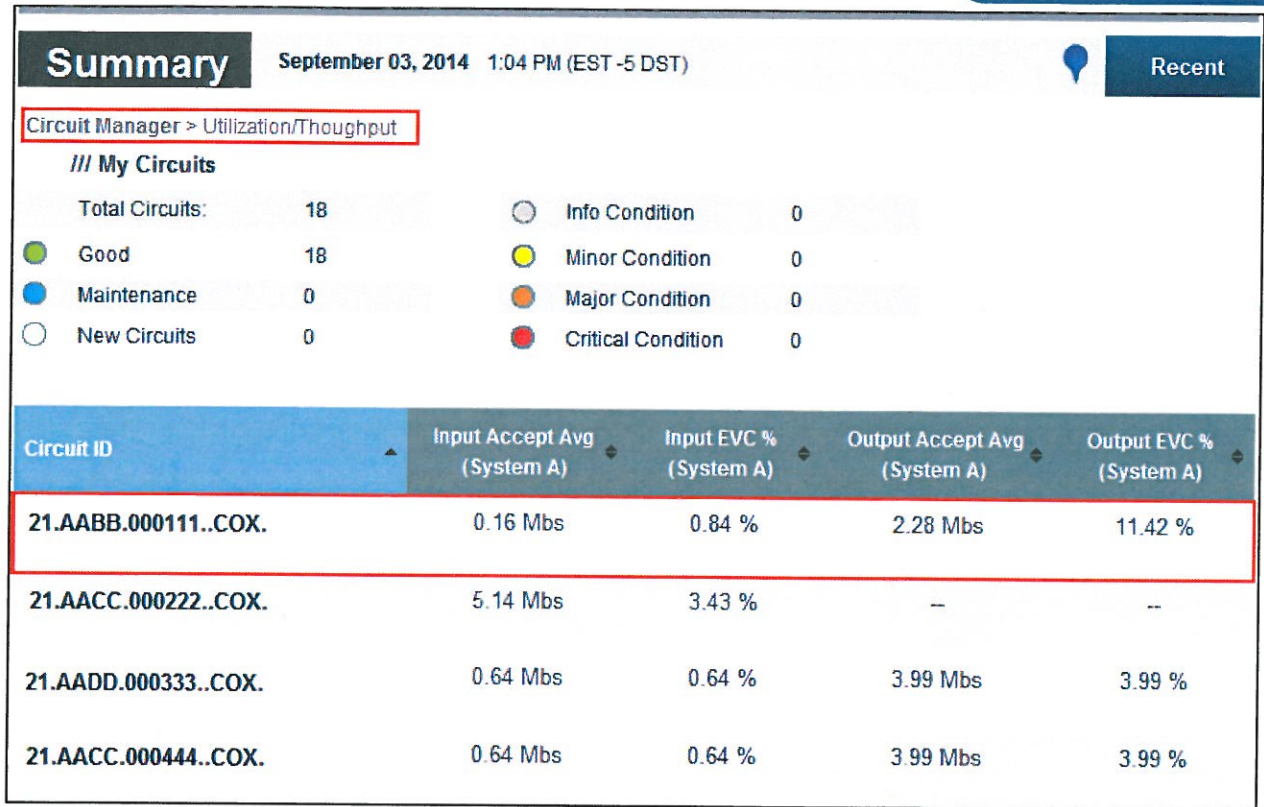


Figure 5: Utilization/Throughput sample graph

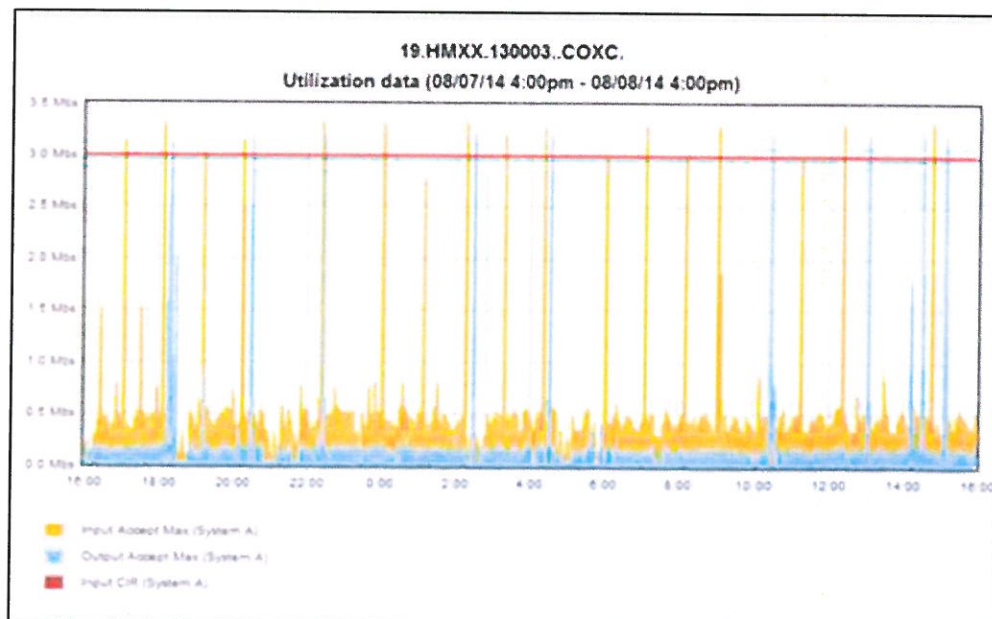


Figure 6: Utilization Stats link

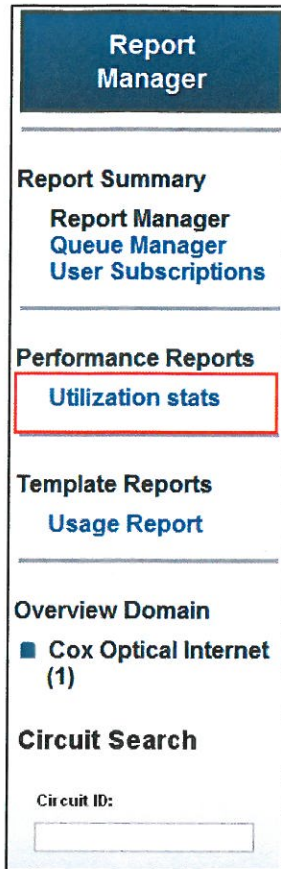


Figure 7: Autogenerated tab

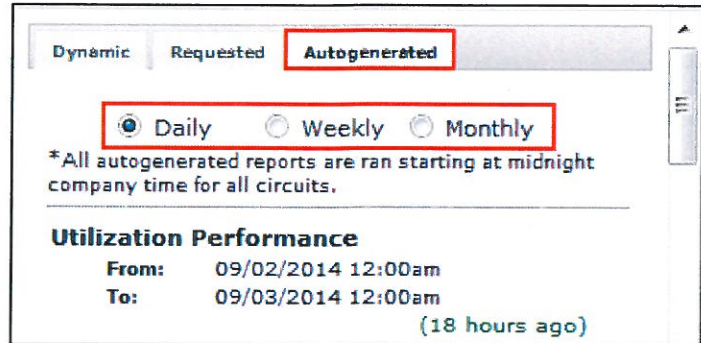


Figure 8: User Subscriptions: ON/OFF options

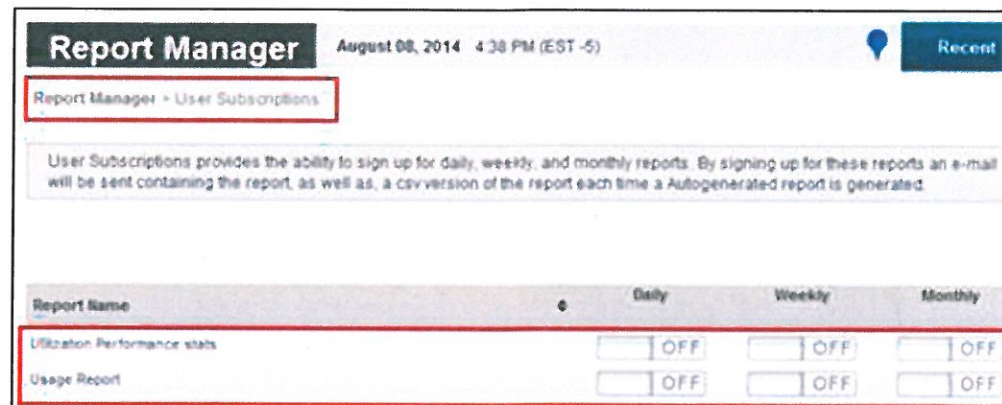
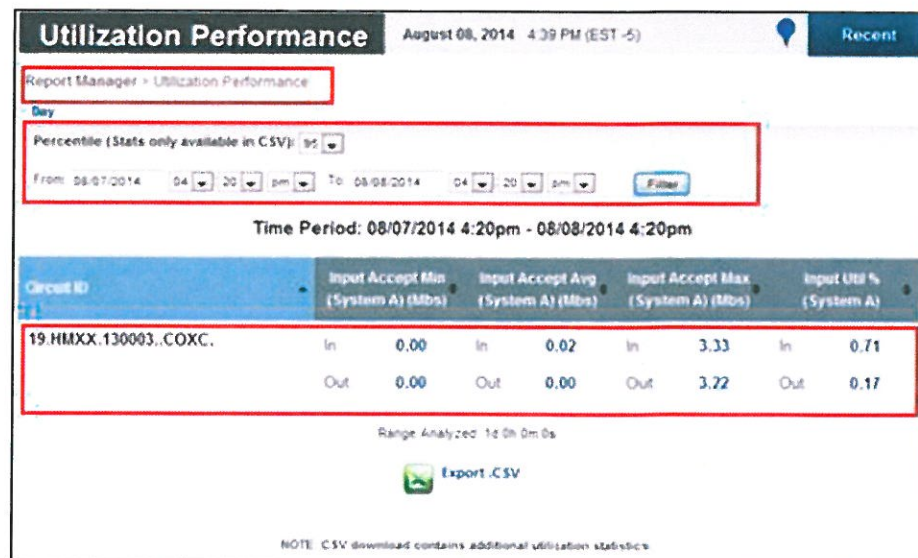


Figure 9: Utilization Stats sample report





## FREQUENTLY ASKED QUESTIONS

Question: What are the physical port interface sizes for COI?

Answer: Physical port sizes are 100 Megabits, 1 Gigabit, and 10 Gigabits.

Question: What is CIR?

Answer: Committed Information Rate (CIR), typically measured in increments of Megabits per second (Mbps) is the purchased or committed speed that most likely aligns with the historical or anticipated bandwidth needs of an organization. CIR is also referred to as normal usage, not associated with peak usage, over a specified time.

Question: What is EIR?

Answer: Excess Information Rate (EIR), typically measured in increments of Megabits per second (Mbps), refers to bursts or excessive amounts of bandwidth consumption beyond the CIR.

Question: What CIR and Burst rates can I select?

Answer: Based on the physical port speeds available, you may select CIR speed tiers from 1 Mbps up to 9 Gbps. Bursting is allowed on all CIR speed tiers at 2, 3, or 4 times the CIR or Up To Port (UTP).

Question: What methodology is used to calculate Burstable COI?

Answer: Cox Business uses the 95<sup>th</sup> Percentile methodology to calculate burstable usage for the prior calendar month.

Question: What is the 95<sup>th</sup> Percentile Methodology?

Answer: The 95<sup>th</sup> Percentile Methodology is calculated by sampling the inbound and outbound traffic every five minutes over the course of a calendar month of which the highest 5 percent samples are discarded and the next highest 5 percent represents the 95<sup>th</sup> Percentile value. Basically, a sample of 8,640 five-minute SNMP polls is recorded over a 30-day calendar period calculating bursting bandwidth. At the end of the month, the top 5 percent of the highest peak sample is subtracted from the burstable amounts and the remaining amount is billed to the customer. In a one month period, five minute samples over thirty days represent 720 hours. The five percent that is subtracted represents 36 hours. The resulting factor determines the 95th Percentile calculation.

Question: What are the rates for Burstable COI?

Answer: Cox Business offers standard rate cards for Burstable COI in all Cox markets; however, you should check with your local product managers for contracted rates.

# Cox Optical Internet Service Level Agreement (SLA)

This Service Level Agreement ("SLA") outlines the minimum service that a Customer may expect from CoxCom, Inc. ("Cox") for Cox Optical Internet Services from Cox. This SLA is applicable only for Cox commercial Customers that execute a Commercial Services Agreement ("Agreement") and this SLA is incorporated into the Agreement. This SLA applies only to Cox Optical Internet ("COI") service purchased as a bundled product with IP addressing, and is not applicable to Cox Business Internet cable modem service, private line services, telephone services, video services, or any other Cox service purchased under other agreements with Cox or its affiliates. The credit allowances and the rights provided in this SLA and the Agreement are Customer's sole and exclusive remedies for failure of Cox to comply with the Service Levels provided in this SLA. If Customer and Cox have negotiated an SLA on an individual case basis (ICB SLA) and such SLA is incorporated into the Agreement, the ICB SLA shall control the rights and obligations rather than this Optical SLA.

## Network Latency Service Level

Network Latency is defined by Cox as the round-trip delay for a packet to travel between two Regional Data Centers (RDCs) on the Cox IP backbone, averaged on a monthly basis. The average monthly round-trip delay is measured in milliseconds. Cox's Network Latency Service Level is **70** milliseconds or less. Network performance statistics and methodology related to the Cox Network Latency Service Level are posted at the following location: [http://www.coxbusiness.com/svpn/cbs\\_stats.htm](http://www.coxbusiness.com/svpn/cbs_stats.htm)

If Cox fails to meet any Network Latency Service Level in a calendar month, Customer's account shall be automatically credited as follows: The credit allowance shall consist of pro-rated charges for three (3) days of the Cox monthly recurring charge (MRC) for COI Service for the applicable month.

## Network Packet Delivery Service Level

Network Packet Loss is defined by Cox as the percentage of packets lost during a transmission between two Regional Data Center (RDCs) on the Cox IP backbone, averaged on a monthly basis. The average monthly packet loss is measure in percentage of packets dropped per 100. Cox's Network Packet Delivery Service Level is **99%** or greater. Network performance statistics and methodology related to the Cox Network Packet Delivery Service Level are posted at the following location: [http://www.coxbusiness.com/svpn/cbs\\_stats.htm](http://www.coxbusiness.com/svpn/cbs_stats.htm)

If Cox fails to meet any Network Packet Delivery Service Level in a calendar month, Customer's account shall be automatically credited as follows: The credit allowance shall consist of pro-rated charges for three (3) days of the Cox MRC for COI Service for the applicable month.



## Network Availability Service Level

Network Availability, as it relates to the COI Service, is defined by Cox as the ability to transmit data from the Cox demarc at the Customer location to any one of the transit or peering points on the Cox IP backbone. Network Availability does not mean the customer will be able to reach any site or user on the Internet, nor does it mean any site or user on the Internet can reach the Customer, as there are many factors, outside of Cox's control, that can affect an end-to-end connection. Cox's Network Availability Service Level is **100%** when customer's location is provisioned using Cox redundant-path local access circuits ("Enhanced Local Access"). For all other Cox-provided local access methods, Cox Network Availability Service Level is **99.9%** ("Standard Local Access"). The Network Availability Service Level parameter does not apply to the portion of the services or circuits obtained by Cox from third party carriers that are commonly known as "Type II circuits" or service; provided, however, if Cox provisions for Customer a COI service or circuit which includes a Cox-provisioned Type II circuit, if Customer experiences a Network Outage in the Cox IP Backbone, the applicable Credit Allowance shall be calculated on the entire circuit, including the Type II portion.

If Cox experiences a Network Outage in excess of the Network Availability Service Level, Cox shall credit Customer's account as follows:

### *Enhanced Local Access*

Network Outage Length (Per occurrence)	Credit Allowance
Up to one hour	One day (1/30 of MRC)
More than one hour	One day for each hour or portion thereof

### *Standard Local Access*

Network Outage Length (per occurrence)	Credit Allowance
Up to one hour	None
More than one hour	One day for each hour or portion thereof.

## Additional Agreement Termination Rights

In addition to any termination rights as provided in the Agreement, Customer shall have the right to terminate the Agreement, upon prior written notice to Cox, if the Services purchased under the Agreement experiences five (5) or more Network Outages lasting four (4) hours or more each during any consecutive (60) day period.

## Program Rules and Regulations

### 1. Definitions

**"Cox IP Backbone"** is defined as the Cox, owned and/or managed and operated Internet Protocol (IP) infrastructure identified as AS22773 and which includes certain Cox Internet Service Points of Presence (POPs) in the United States, the telecommunications equipment and facilities that interconnect all wiring within them, and the physical plant that surrounds them. The Cox IP backbone does not include CPE nor the dedicated access facility connecting the customer's premises to the Cox IP Backbone.

**"Enhanced Local Access"** is defined as a customer location served with dual-entrance facilities provisioned with redundant local routes over a Cox-ringed fiber architecture.

**"Standard Local Access"** is defined as a customer location served with single-entrance facilities provisioned over a local Cox fiber infrastructure.

**"Network Outage"** is defined as an occurrence within the Cox IP backbone and the local dedicated access facility provided by Cox that results in the inability of the Cox backbone to transmit IP packets on behalf of the customer. Network Outages related to customer provided CPE, Type II circuits, or cabling/riser beyond the Cox demarcation point are not considered a "Network Outage". The duration of the "Network Outage" will be determined by summing the amount of time customer trouble tickets are open with the appropriate Cox Customer Care organization for COI in any given month. For purposes of calculating credit allowance due to Customer, the time starts with the opening of a trouble ticket by Cox Customer Care and ends when Cox Customer Care makes its first attempt to notify the Customer of the restoration of the Service.

### 2. Exceptions. Cox shall not provide credit allowances for failure to meet the Network Latency Service Level, Network Packet Delivery Service Level and/or the Network Availability Service Level under the following reasons or exceptions:

- If Customer is in breach of its Agreement with Cox or Customer has a past due balance with Cox under the Agreement or is otherwise not in good financial standing with Cox.
- Scheduled maintenance.
- Customer fails to report an outage and open a trouble ticket within thirty (30) days of the outage.
- Outage or error of any Cox measurement system (credits not granted because measurement system failed).
- Acts or omissions by Customer, its employees, agents, contractors or authorized users which cause an outage, including without limitation, violation of the applicable Cox Optical Internet Acceptable Use Policies.
- Outages in Type II Circuits whether provisioned and supplied by Cox or supplied or provisioned by Customer.

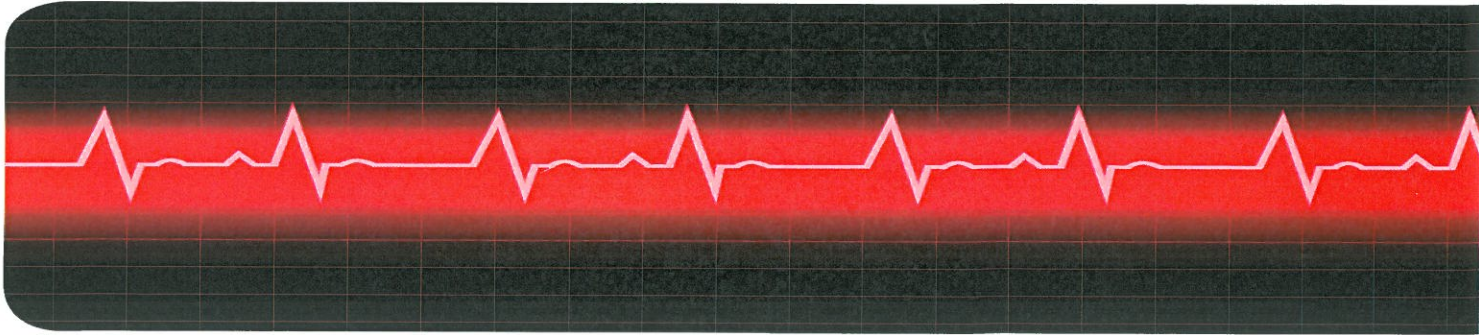
- Customer shall not receive a credit allowance for any period in which Cox is not allowed access to the premises of Customer or End User to access Cox termination equipment if necessary to repair or evaluate the outage.
  - Force Majeure events. For purpose of this SLA, Force Majeure shall mean (i) causes beyond the reasonable control of Cox, including, but not limited to, third party cable cuts, acts of God, acts of terrorists, fire, flood, or other natural disaster; (ii) laws, orders, rules, regulations, directions, or actions of governmental authorities having jurisdiction over this Agreement; (iii) any civil or military action including national emergencies, riots, war, civil insurrections, or (iv) taking by condemnation or eminent domain of a party's facilities or equipment.
3. The Customer Point of Contact (CPOC) must notify Cox Customer Care immediately of a Network Outage via the applicable local Customer Care number. Cox Customer Care will investigate the reported outage and assign a trouble ticket number.
  4. All credit requests associated with the Network Availability Service Level should be sent via an email addressed to your local Cox Customer Care representative. **Please include the trouble ticket number with your request.**
  5. The Network Availability Service Level will take effect upon the Service Activation Date of the COI service.
  6. The Latency and Packet Delivery Service Levels will take effect in the calendar month following customer's first use of the COI service.
  7. The monthly connection charge that will be the subject of the credit allowance will be the MRC for the COI service, excluding any CPE or managed service charges.
  8. In any calendar month, customer's combined credit allowances for the Network Latency Service Level and Network Packet Delivery Service Levels shall not exceed three (3) days (1/10 of the monthly charge).
  9. In any calendar month, customer's combined credit allowances for the Network Latency Service Level, Network Packet Delivery Service Level and/or Network Availability Service Level will be no more than one full month's MRC.
  10. Credit allowance shall not be given for Service Level failures due to Force Majeure events which are defined as (i) causes beyond the reasonable control of Cox, including, but not limited to, third party cable cuts, acts of God, fire, flood, or other natural disaster; (ii) laws, orders, rules, regulations, directions, or actions of governmental authorities having jurisdiction over this Agreement; (iii) any civil or military action including national emergencies, riots, war, civil insurrections, terrorist attacks; (iv) taking by condemnation or eminent domain of a party's facilities or equipment (v) strikes or labor disputes or (vi) power outages or fuel or energy shortages.
  11. All claims for credit allowances are subject to review and verification by Cox.

12. Cox will determine in its sole discretion whether a customer experienced a Network Outage or whether Cox has failed to meet its Network Latency Service Level or Network Packet Delivery Service Level.
13. Cox reserves the right to change or modify the program rules and regulations or discontinue this SLA at any time without notice.
14. Credit allowances are exclusive of any applicable taxes charged to the customer or collected by Cox.



# Cox Ethernet Performance Management Reporting

## Retail Version



## Keep your finger on your circuit's pulse.

The success of your business relies on many factors; chiefly among them is a finely tuned and dependable network. Being aware of its performance level and utilization is integral. It's what allows you to optimize your mission-critical applications and control expenses.

Cox Business understands the importance of this vital component and provides you with a tool to manage and oversee your network's operation. Through our Ethernet Performance Management Reporting (EPMR) Web-based portal, you have a keen observation of the health of your Ethernet circuit.

**DASHBOARD VIEW** Provides an "at a glance" view of your network's health in a simple and easy-to-understand format.

**CIRCUIT HEALTH** Provides you access to your network's vital health statics, such as Latency, Jitter, Data Delivery Rate, Packet Loss and Utilization on a per-circuit basis.

**NEAR REAL-TIME REPORTING** Dynamic and Requested reports display data from the last 15-minute period, which ensures the information is always "fresh."

**ANYTIME-ANYWHERE ACCESS** Retrieve data from any location using a standard Web browser.

**"ONE CLICK" CONVENIENCE** Access EPMR with a single click from your Cox MyAccount site. No need to remember separate passwords or user IDs.

**FLEXIBLE REPORTING** Requested and Template reports can be printed and exported as industry standard CSV files. This data can then be imported into your application of choice for further analysis.

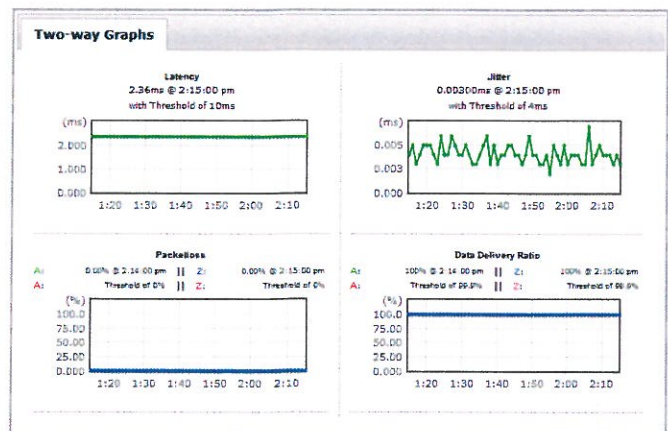


Figure 1 Types of performance views

# Cox Ethernet Performance Management Reporting

## Retail Version

### TECHNICAL FEATURES

#### SERVICES SUPPORTED

##### METRO-ETHERNET WITH REAL-TIME COS EVCS

- E-line Point-To-Point Circuits
- E-LAN Multipoint Circuits

##### ETHERNET PERFORMANCE METRICS/KPIS INCLUDING:

- 2-Way Latency (min, avg and max)  
(A-Z and Z-A)
- 2-Way Jitter (min, avg and max)  
(A-Z and Z-A)
- Packet Loss (A-Z)
- Utilization
- Data Delivery Ratio (A-Z)

#### REPORT MANAGER

A rich reporting tool that provides:

- Performance reports to measure adherence to service-level objectives
- Subscription-based scheduled reporting that is emailed to subscribers and archived on our server
- On-demand reporting

#### MYACCOUNT INTEGRATION

- Customer administrators can manage access to the portal for their employees using MyAccount
- Access to EPMR is through your familiar MyAccount portal

### SYSTEM REQUIREMENTS

COX BUSINESS ETHERNET PERFORMANCE MANAGEMENT REPORTING PORTAL supports the following Internet browsers:

- Mozilla Firefox (versions 3.0 and higher)
- Google Chrome (versions 12 and higher)
- Apple Safari (versions 4 and higher)
- Internet Explorer (versions 8 and higher)

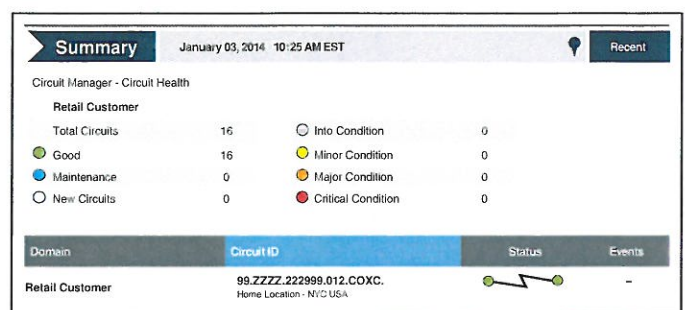


Figure 2 Dashboard view of your circuits

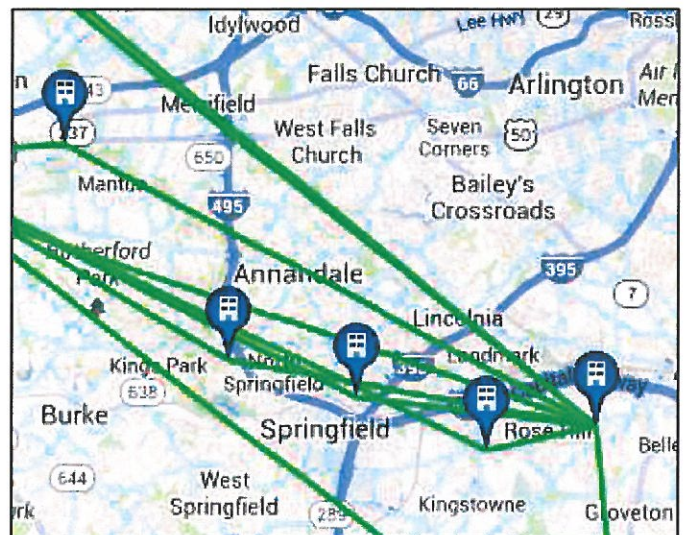


Figure 3 Visualization using Google Maps



# Cox Business

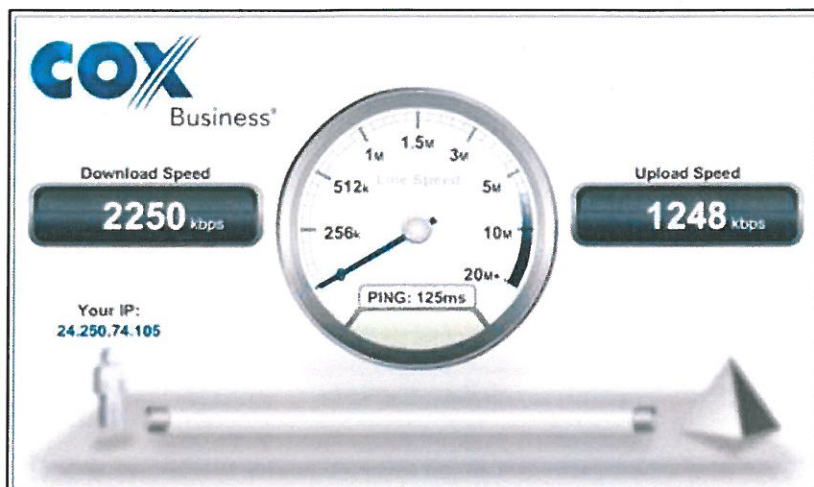
## Internet Performance Management Reporting

### Quick Reference Guide

---

Cox Business offers a suite of Performance Management Reporting (PMR) services, including Internet Performance Management Reporting (IPMR) and Ethernet Performance Management Reporting (EPMR). These services enable you to assess the performance of your circuits via a web-based portal.

For your convenience, this Quick Reference Guide provides instructions on how to access the IPMR service to find information you need about your company's domains, circuits and associated reports.



---

## OVERVIEW

### Supported Browsers and Versions

Performance Management Reporting (PMR) services support the following browsers and versions:

#### Recommended:

- Mozilla Firefox 3 and up
- Google Chrome 12 and up

#### Other browsers:

- Apple Safari 4 and up
- Microsoft Internet Explorer 8 and up



## PERFORMANCE MANAGEMENT REPORTING ACCESS INSTRUCTIONS

Use the following steps to access the IPMR Portal and view specific details about circuits in a domain and the types of reports offered.

1. Login to COX BUSINESS MYACCOUNT.
2. From the left navigation bar, click the DATA TOOLS menu and click the INTERNET PERFORMANCE link (Figure 1) to view the landing page.
3. Click the CIRCUIT MANAGER link in the upper left corner.
4. Click the CIRCUIT HEALTH link to view circuit details. (Figures 2 and 3)
5. Click the UTILIZATION/THROUGHPUT link to view system information.
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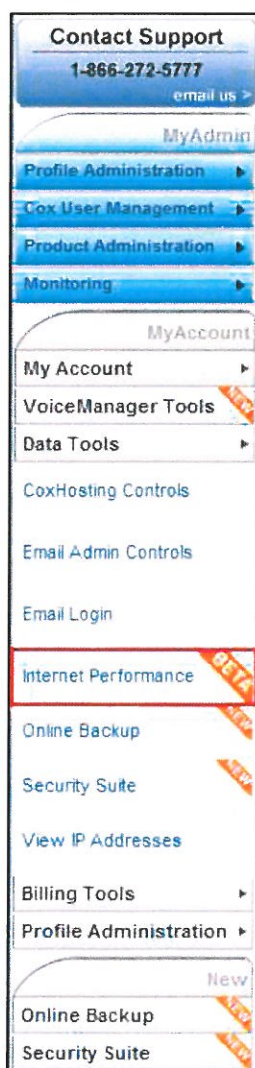


Figure 2: Circuit Health option

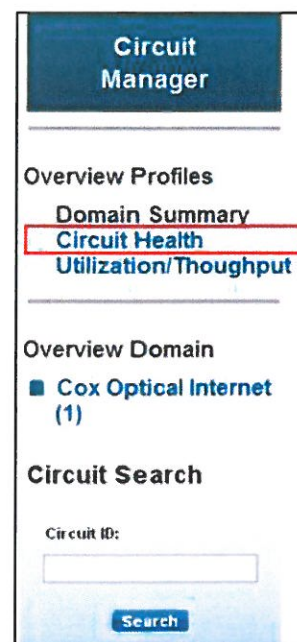


Figure 3: Circuit Details

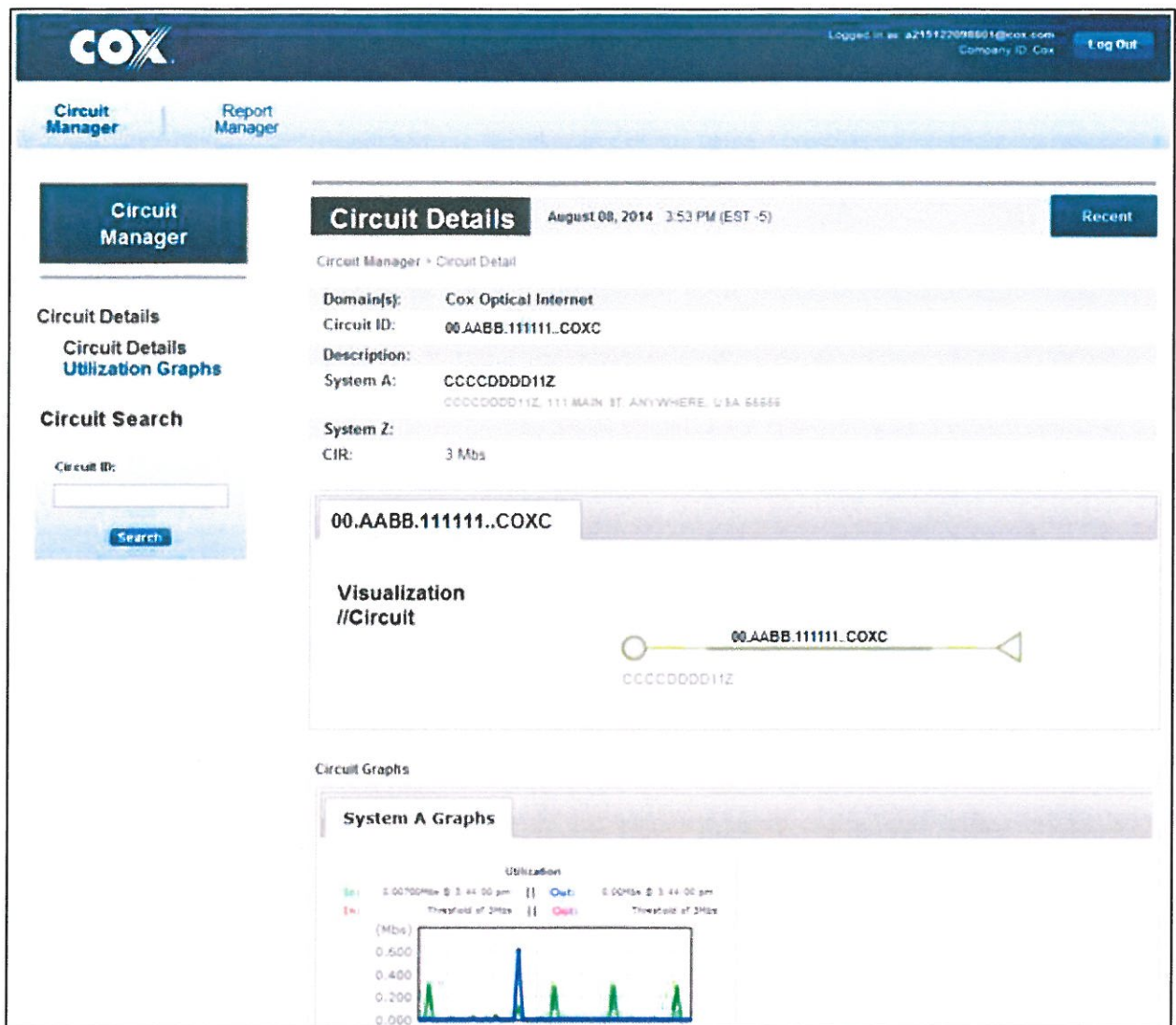


Figure 4: Utilization/Throughput

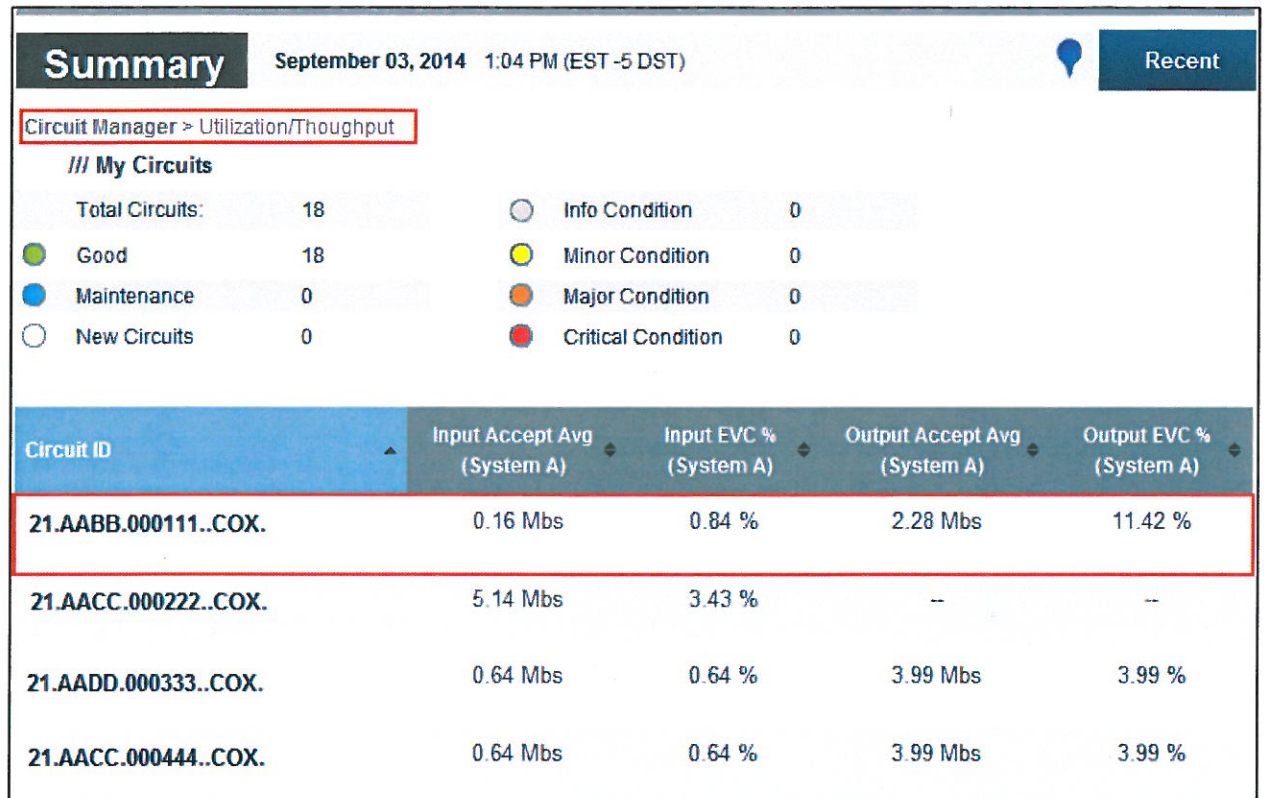


Figure 5: Utilization/Throughput sample graph

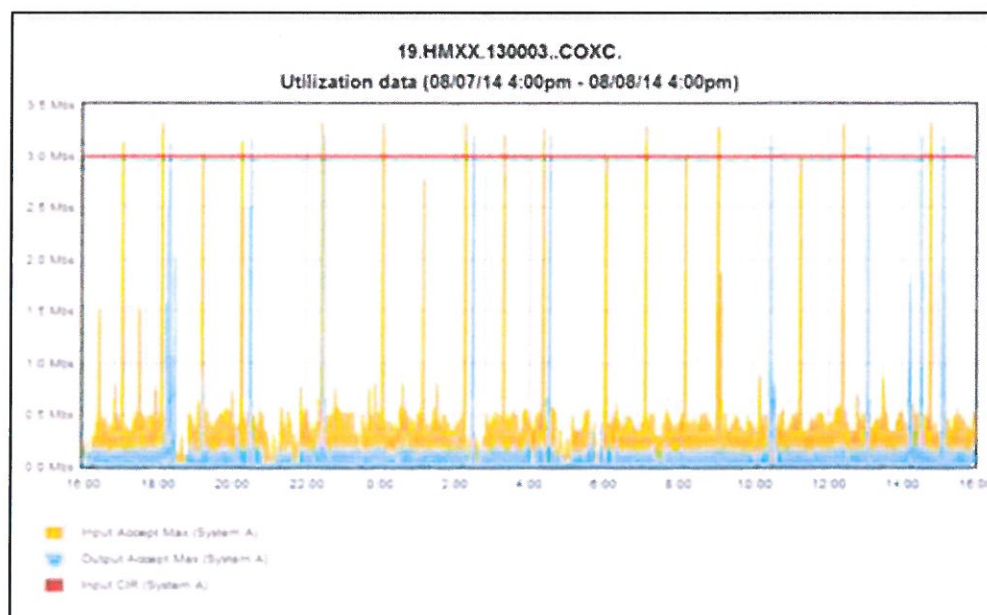




Figure 6: Utilization Stats link

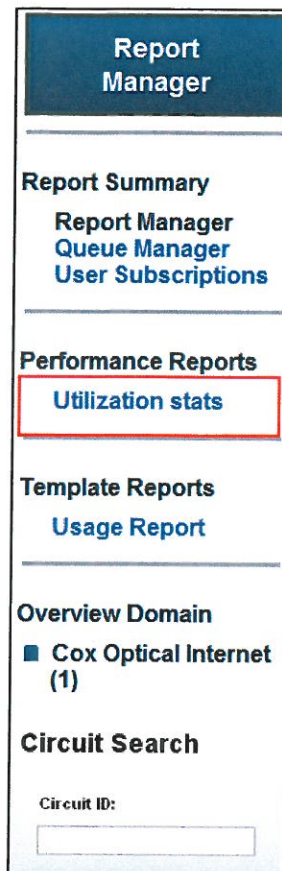


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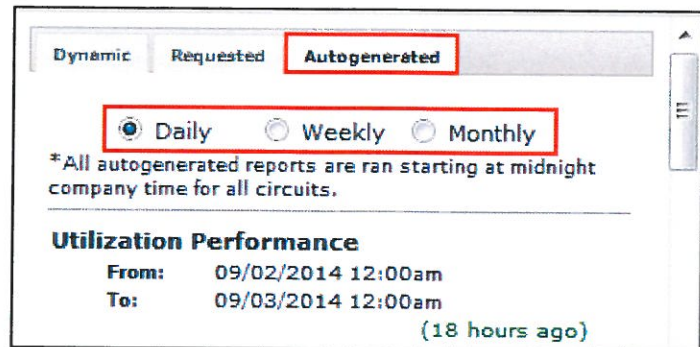


Figure 8: User Subscriptions: ON/OFF options

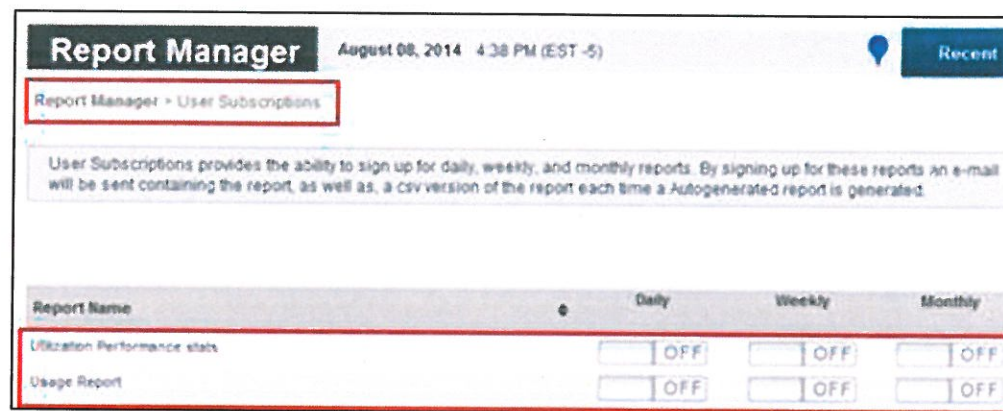
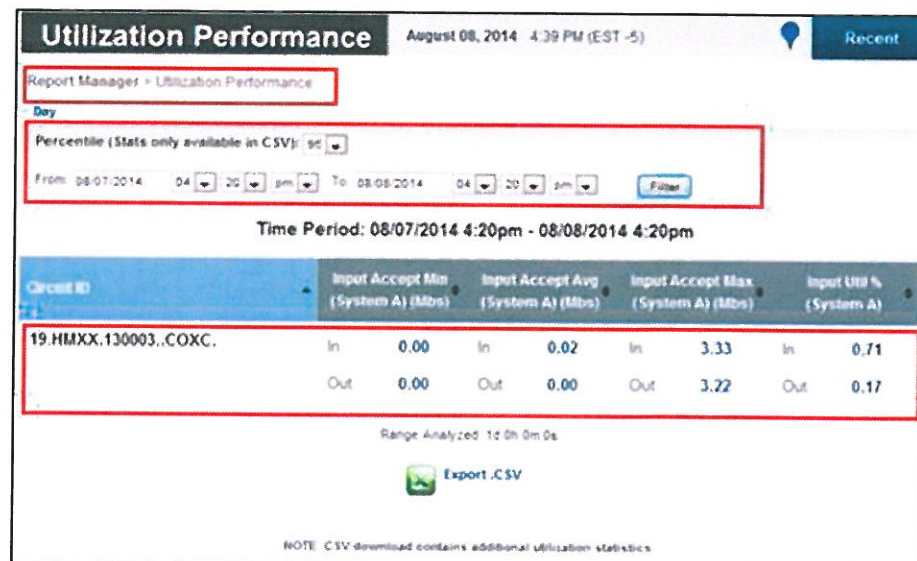


Figure 9: Utilization Stats sample report





## FREQUENTLY ASKED QUESTIONS

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Answer: Physical port sizes are 100 Megabits, 1 Gigabit, and 10 Gigabits.

Question: What is CIR?

Answer: Committed Information Rate (CIR), typically measured in increments of Megabits per second (Mbps) is the purchased or committed speed that most likely aligns with the historical or anticipated bandwidth needs of an organization. CIR is also referred to as normal usage, not associated with peak usage, over a specified time.

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Question: What CIR and Burst rates can I select?

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Answer: Cox Business uses the 95<sup>th</sup> Percentile methodology to calculate burstable usage for the prior calendar month.

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Question: What are the rates for Burstable COI?

Answer: Cox Business offers standard rate cards for Burstable COI in all Cox markets; however, you should check with your local product managers for contracted rates.

## Cox Letters of Reference



### East Baton Rouge Parish School System

1050 South Foster Drive, Baton Rouge, Louisiana 70806  
P.O. Box 2950, Baton Rouge, Louisiana 70821  
Phone (225) 922-5400, Fax (225) 922-5411  
ebrschools.org

Dr. Bernard Taylor, Superintendent  
Napoleon Burrell, Acting Chief Technology Officer

January 5, 2015

East Baton Rouge Parish Schools  
1050 South Foster Drive  
Darla Verrett  
Baton Rouge, LA 70806

To Whom It May Concern:

East Baton Rouge Parish School Board is pleased to recommend Cox Business as a provider of telecommunications services. EBRPSB made the decision to move MetroE and Internet services to Cox in 2012 after an extensive review of responses to our RFP.

The conversion to Cox was smooth relative to the complexity of services involved. Cox constructed fiber optic cable and installed equipment to provide MetroE and Internet service to over 90 locations. They delivered the services on time with minimal disruption.

Since the initial installation EBRPSB has increased MetroE and Internet bandwidth twice. We have also converted voice services to Cox Business. Again, Cox completed the installations on time and in a very professional manner.

We at EBRPSB consider Cox a partner and integral part of our telecommunications plan. They have always performed professionally and delivered on their commitments.

Please feel free to call me at the number below if you would like to discuss further.

Sincerely,

A handwritten signature in blue ink that reads "Darla Verrett".

Darla Verrett  
East Baton Rouge Parish Schools  
Technology Resource Specialist  
225-922-5526



25 August 2015

To Whom It May Concern:

KIPP New Orleans is pleased to recommend Cox Business as a provider of telecommunications services. KIPP made the decision to move multi point to point MetroE and Internet services to Cox in 2012 after an extensive review of available services in the area. KIPP has been a Cox Business customer since 2005.

The conversion to Cox was smooth relative to the complexity of services involved. Cox provided all installation services professionally and with minimal disruption. KIPP currently utilizes MetroE infrastructure to provide internet service to our growing number of end-users, around 5,000. Cox delivered the services on time with minimal disruption.

After reevaluation of the services received by Cox yearly, we have chosen to remain with Cox Business and have increased our MetroE and Internet bandwidth three times. We also rely heavily on Cox for the use of our voice services.

We consider Cox an integral part of our telecommunications plan. They have always performed professionally and I would recommend them to anyone looking for telecommunications solutions for their business needs.

Please feel free to contact me if you would like to discuss my experiences with Cox Business further.

Glenn Walker

Director of Information Technology

[gwalker@kipppneworleans.org](mailto:gwalker@kipppneworleans.org)

504.565.6143

9/2/2015

To whom it may concern,

FirstLine Charter Schools is pleased to recommend Cox Business as a provider of telecommunications services. Cox has provided us with robust and consistent networking and 24/7 high-functioning tech support in case of emergencies. I have personally solved four major overnight issues in the past 3.75 years which allowed FirstLine's network to be operational by morning for each occurrence and no location was aware of an issue.


Cox has always provided FirstLine and myself with an extremely supportive team of account managers. Vincente Boreros, FirstLine's account manager, works diligently to achieve consistent results above and beyond expectations.

For example, four years ago FirstLine switched from a Point to Point configuration to a Point to Multi-Point configuration, there has been no critical failure at any site or on any ring that would cause an outage beyond a few hours

Of the past 31,112 hours, or four years and eight months' worth of time, that Cox has been a factor in roughly 15 hours of downtime (sometimes our end sometimes Cox's end) that was unplanned. This leads to a 99.95% uptime.

We at FirstLine consider Cox a partner and integral part of our telecommunications plan. They have always performed professionally and delivered on their commitments.

Please feel free to call me at the number below if you would like to discuss further.

  
IT Manager FirstLine Schools

504-952-2378





1-6-2015

Greetings!

Iberville Parish School Board is pleased to recommend Cox Business as a provider of telecommunications services. Iberville Parish made the decision to move MetroE and Internet services to Cox in 2011 after an extensive review of responses to our RFP.

The conversion to Cox was smooth relative to the complexity of services involved. Cox constructed fiber optic cable and installed equipment to provide MetroE and Internet service to 11 locations. They delivered the services on time with minimal disruption.

Since the initial installation Iberville has experienced minimal services issues. Again, Cox completed the installations on time and in a very professional manner.

We at Iberville Parish School consider Cox a partner and integral part of our telecommunications plan. They have always performed professionally and delivered on their commitments.

Please feel free to call me at the number below if you would like to discuss further.

Regards,

*Richard Ellis*

Richard Ellis  
Supervisor of Technology  
Iberville Parish School District  
Phone: 225-687-4341  
Email: RichardEllis@ipsb.net

## Wide Area Network (WAN) Cost Sheet \*

Service Provider: Cox Business Louisiana

\* **Note:** To propose additional bandwidths, please complete additional cost sheets.

Location	Current Circuit Quantity/ Speed	Proposed Circuit Quantity	Installation Cost (To Point of Existing Circuit)	Monthly Recurring Cost Bandwidth 100Mbps	Monthly Recurring Cost Bandwidth 250Mbps	Monthly Recurring Cost Proposed Bandwidth 500 mbps	Monthly Recurring Cost Proposed Bandwidth 1,000 bps	Monthly Recurring Cost Proposed Bandwidth 2,000 - 10,000 Mbps
School Board Office 13855 River Road Luling, LA 70070	6 1Gbps	6 1 gbps	\$0 \$0				\$1,200 ea	\$2,500 ea
Currently: * Circuit 1 (1Gbps) provides link to/from DHS, NALC, Maintenance * Circuit 2 (1Gbps) provides link to/from HHS, MPE, AES * Circuit 3 (1Gbps) provides link to/from ACM, NES, SRE, ESE, RJV * Circuit 4 (1Gbps) provides link to/from RKS, CES, EJJ * Circuit 5 (1Gbps) provides link to/from PLC, JBM, BALC, Media Center * Circuit 6 (1Gbps) provides link to/from HHM, LWES, LES								
Destrehan High School (DHS) #1 Wildcat Lane Destrehan, LA 70047	1 1Gbps	1 1Gbps	\$0				\$1,200 ea	\$2,500 ea
Ethel B. Schoeffner Elementary (ESE) 140 Plantation Road Destrehan, LA 70047	1 250Mbps	1 250Mbps	\$0		\$700	\$900	\$1,200 ea	\$2,500 ea

Location	Current Circuit Quantity/ Speed	Proposed Circuit Quantity	Installation Cost  (To Point of Existing Circuit)	Monthly Recurring Cost  Bandwidth 100Mbps	Monthly Recurring Cost  Bandwidth 250Mbps	Monthly Recurring Cost  Proposed Bandwidth  500 mbps	Monthly Recurring Cost  Proposed Bandwidth  1,000 bps	Monthly Recurring Cost  Proposed Bandwidth  2,000 - 10,000 Mbps
Harry M. Hurst Middle (HHM) 170 Road Runner Lane Destrehan, LA 70047	1 500Mbps	1 500Mbps	\$0			\$900	\$1,200 ea	\$2,500 ea
Norco Elementary (NES) 102 Fifth Street Norco, LA 70079	1 250Mbps	1 250Mbps	\$0		\$700	\$900	\$1,200 ea	\$2,500 ea
St. Rose Elementary (SRE) 230 Pirate Drive St. Rose, LA 70087	1 250Mbps	1 250Mbps	\$0		\$700	\$900	\$1,200 ea	\$2,500 ea
Albert Cammon Middle (ACM) 234 Pirate Drive St. Rose, LA 70087	1 250Mbps	1 250Mbps	\$0		\$700	\$900	\$1,200 ea	\$2,500 ea
G.W. Carver Elementary (CES) 337 Gum Street Hahnville, LA 70057	1 100Mbps	1 100Mbps	\$0		\$700	\$900	\$1,200 ea	\$2,500 ea
Eual J. Landry (EJL) 108 Tiger Circle Hahnville, LA 70057	1 100Mbps	1 100Mbps	\$0	\$500	\$700	\$900	\$1,200 ea	\$2,500 ea

Location	Current Circuit Quantity/ Speed	Proposed Circuit Quantity	Installation Cost  (To Point of Existing Circuit)	Monthly Recurring Cost  Bandwidth 100Mbps	Monthly Recurring Cost  Bandwidth 250Mbps	Monthly Recurring Cost  Proposed Bandwidth  500 mbps	Monthly Recurring Cost  Proposed Bandwidth  1,000 bps	Monthly Recurring Cost  Proposed Bandwidth  2,000 - 10,000 Mbps
Mimosa Park Elementary (MPE) 222 Birch Street Luling, LA 70070	1 100Mbps	1 100Mbps	\$0	\$500	\$700	\$900	\$1,200 ea	\$2,500 ea
Lakewood Elementary (LWES) 501 East Heather Drive Luling, LA 70070	1 500Mbps	1 500Mbps	\$0			\$900	\$1,200 ea	\$2,500 ea
Media Center 209 1st Street Luling, LA 70070	1 100Mbps	1 100Mbps	\$0	\$500	\$700	\$900	\$1,200 ea	\$2,500 ea
Luling Elementary (LES) 904 Sugarhouse Road Luling, LA 70070	1 250Mbps	1 250Mbps	\$0		\$700	\$900	\$1,200 ea	\$2,500 ea
J. B. Martin Middle (JBM) 434 South Street Paradis, LA 70080	1 500Mbps	1 500Mbps	\$0		\$700	\$900	\$1,200 ea	\$2,500 ea
R. J. Vial Elementary (RJV) 510 Louisiana Street Paradis, LA 70080	1 250Mbps	1 250Mbps	\$0		\$700	\$900	\$1,200 ea	\$2,500 ea



Location	Current Circuit Quantity/ Speed	Proposed Circuit Quantity	Installation Cost  (To Point of Existing Circuit)	Monthly Recurring Cost  Bandwidth 100Mbps	Monthly Recurring Cost  Bandwidth 250Mbps	Monthly Recurring Cost  Proposed Bandwidth  500 mbps	Monthly Recurring Cost  Proposed Bandwidth  1,000 bps	Monthly Recurring Cost  Proposed Bandwidth  2,000 - 10,000 Mbps
Hahnville High School (HHS) 200 Tiger Drive Boutte, LA 70039	1 1Gbps	1 1Gbps	\$0				\$1,200 ea	\$2,500 ea
Allemands Elementary (AES) 1471 WPA Road Des Allemands, LA 70030	1 100Mbps	1 100Mbps	\$0	\$500	\$700	\$900	\$1,200 ea	\$2,500 ea
R. K. Smith Middle School (RKS) 281 Judge Edward Dufresne Pkwy Luling, LA 70070	1 1Gbps	1 1Gbps	\$0				\$1,200 ea	\$2,500 ea
Professional Learning Center (PLC) 12727 Hwy 90 Luling, LA 70070	1 500Mbps	1 500Mbps	\$0			\$900	\$1,200 ea	\$2,500 ea
Boutte Adult Learning Center (BALC) 13771 Old Spanish Trail Boutte, LA 70039	1 100Mbps	1 100Mbps	\$0	\$500	\$700	\$900	\$1,200 ea	\$2,500 ea
Norco Adult Learning Center (NALC) 149 Apple Street Norco, LA 70079	1 100Mbps	1 100Mbps	\$0	\$500	\$700	\$900	\$1,200 ea	\$2,500 ea

Location	Current Circuit Quantity/ Speed	Proposed Circuit Quantity	Installation Cost (To Point of Existing Circuit)	Monthly Recurring Cost Bandwidth 100Mbps	Monthly Recurring Cost Bandwidth 250Mbps	Monthly Recurring Cost Proposed Bandwidth 500 mbps	Monthly Recurring Cost Proposed Bandwidth 1,000 bps	Monthly Recurring Cost Proposed Bandwidth 2,000 - 10,000 Mbps
Maintenance Building 215 Judge Edward Dufresne Pkwy Luling, LA 70070	1 100Mbps	1 100Mbps	\$0	\$500	\$700	\$900	\$1,200 ea	\$2,500 ea

List any additional costs here. Be sure to include all charges for deployment to the location of the existing circuits, and all ongoing network support. State whether costs are E-rate eligible or ineligible. Currently all cost are e-rate eligible.

*gbr*

Signature of Authorized Representative

J. Bradley Pipes  
(Print Name)

1/25/2016  
Date

## Internet Access (IA) Cost Sheet - Unmanaged \*

St. Charles Parish Public Schools  
13855 River Road  
Luling, LA 70070

\* This pricing sheet should reflect St. Charles Parish Public Schools providing and maintaining their own router/firewall.

Service Provider: Cox Business Louisiana

Quantity	Connection Speed	Monthly Cost	Installation Fee
1	500 Mbps	\$1,500	\$2,100
List all other available connection speeds below.			
1	1 gbps	\$3,500	\$2,100
1	2 gbps	\$9,500	\$2,100
1	3 gbps	\$9,500	\$2,100
1	4 gbps	\$9,500	\$2,100
1	5 gbps	\$9,500	\$2,100
1	6 gbps	\$9,500	\$2,100
1	7 gbps	\$9,500	\$2,100
1	8 gbps	\$9,500	\$2,100
1	9 gbps	\$9,500	\$2,100
no bursting	above 10 gbps		
List any additional costs here. Be sure to include all charges for deployment to the central office location, and all ongoing support costs. State whether costs are E-rate eligible or ineligible. All cost are currently eligible for e-rate discounts. Bursting Charges for Cox Optical Internet with Burst Option ("Burstable Service") consists of three (3) components: (a) a nonrecurring installation charge ("NRC") per connection (unless waived); (b) a fixed monthly recurring charge ("MRC") based on the Committed Information Rate (CIR) specified in this Agreement; and (c) a NRC based on usage to the extent usage exceeds the CIR in this Agreement. Customer's usage of Burstable Service is calculated by measuring Customer's Send Traffic and Receive Traffic every five (5) minutes for the previous month. At the end of each month, the Send Traffic and Receive Traffic sample sets for that month are separately ordered from highest to lowest and the top five percent (5%) of samples are discarded. The highest remaining sample (either Send Traffic or Receive Traffic) is the ninety fifth (95th) percentile. If the ninety fifth (95th) percentile is greater than the CIR, Customer will, in addition to being billed for the CIR, be billed for the difference between the CIR and the ninety fifth (95th) percentile and such difference shall be billed at the contracted-for price per megabit. Example : If the Burstable Service is a 500 mbps CIR, burstable to 1000 mbps and the monthly service rate is \$1000, then the contracted-for price per megabit is \$2.00.			

  
Signature of Authorized Representative

J. Bradley Pipes

(Print Name)

1/25/2016

Date


## Internet Access (IA) Cost Sheet - Unmanaged \*

St. Charles Parish Public Schools  
13855 River Road  
Luling, LA 70070

\* This pricing sheet should reflect St. Charles Parish Public Schools providing and maintaining their own router/firewall.

Service Provider: Cox Business Louisiana

Quantity	Connection Speed	Monthly Cost	Installation Fee
1	500 Mbps	\$1,500	\$0
<b>List all other available connection speeds below.</b>			
1	1 gbps	\$3,500	\$0
1	2 gbps	\$9,500	\$0
1	3 gbps	\$9,500	\$0
1	4 gbps	\$9,500	\$0
1	5 gbps	\$9,500	\$0
1	6 gbps	\$9,500	\$0
1	7 gbps	\$9,500	\$0
1	8 gbps	\$9,500	\$0
1	9 gbps	\$9,500	\$0
1	10 gbps	\$9,500	\$0
<p>List any additional costs here. Be sure to include all charges for deployment to the central office location, and all ongoing support costs. State whether costs are E-rate eligible or ineligible. Currently all cost are e-rate eligible.</p>			

  
\_\_\_\_\_  
Signature of Authorized Representative

\_\_\_\_\_  
J. Bradley Pipes  
(Print Name)

\_\_\_\_\_  
1/25/2016  
Date