



Response to Request for Proposals for

Internet Access & Wide Area Network

DETEL

2028 Hwy. 115, Mansura, LA 71350

Phone: (318) 597-0303

EIN: 71-0905220

Contact:

Travis Franks, Sales Manager

2028 Hwy. 115, Mansura, LA 71350

Phone: (318) 447-8888

Email: Travis@detel.com

Submitted to:

St. Charles Parish Public Schools

13855 River Rd.

Luling, LA 70070

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January 22, 2016

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

Dear John Ardoin:

On behalf of DETEL, I am pleased to present our proposal for Internet and Wide Area Network to St. Charles Parish Public Schools.

DETEL dedicates itself to providing school systems, medical centers, technical colleges and parish library systems quality services available at the best prices. Customer service is our cornerstone, and we will bring this same level of commitment to St. Charles Parish Public Schools.

I am the project manager for your district, and my contact information is as follows:

Travis Franks
Office: 318-597-0303
Mobile: 318-447-8888
Email: travis@detel.com

As an experienced vendor, we are excited about the possibility of providing service to your school system.

Please accept this proposal on behalf of DETEL and the whole DETEL team. We look forward to working with you and providing customer satisfaction as we build a long and lasting business relationship.

Sincerely,

Travis Franks

Travis Franks
Sales Manager

2 - Executive Summary

2.1 St. Charles Parish Public Schools

Detel has a simple solution to your problem - connect your school system with a customized DETEL fiber optics WAN.

Detel is an E-rate service provider with a commitment to installing and maintaining high-speed fiber optic WANs that allow school districts to meet current and future demands at an affordable, fixed rate.

Detel can connect all of your school locations with a dedicated fiber optic network, providing transmission speeds **up to** ten gigabit per second (10,000 mbps) between locations.

The almost unlimited bandwidth fiber provides will easily support voice, data, and video communications, and will enable a school district to meet the high bandwidth demands required by so many educational applications today and position the district for the future, as well.

Detel has over 180 years combined experience in fiber optic cable installation and building wide area networks. We specialize in the K-12 market, installing a dedicated fiber optics network that connects schools ranging from a densely populated area to schools located in rural parishes. Additionally, we have installed complex installations of fiber optics cable in school districts that have spanned over **500** miles and throughout many parishes.

Detel has successfully won contracts that cover 24 school districts and library districts across the state. These contracts represent more than 300 school and library locations that provide broadband services to over 260,000 students, teachers, librarians and administrators. Detel is the largest provider of fiber-optical broadband services to K-12 schools in the state.



2.2 Wide Area Network

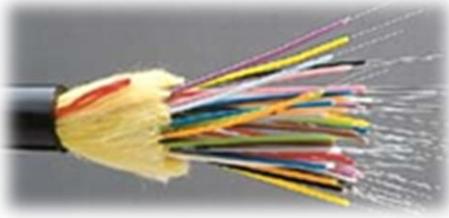
Each customer's wide area network is custom specifically designed for their individual needs. All fiber optics are direct buried with today's cutting edge technology. All cable installed is single mode- 8 micron fiber which is lit with Cisco transceivers for superior throughput and reliability.

Detel supplies and installs all required infrastructure, including fiber optics and conduit. All of the appropriate permits and licenses essential to the deployment of your wide area network are provided. Further, Detel provides operational support and WAN maintenance for the term of the contract.

2.3 Turn Key Category One E-Rate Eligible Network Services

- Professional engineering and network design
- All appropriate licenses and permits
- Infrastructure and civil work
- Network management
- 24/7 Helpdesk and On-site maintenance
- Customized and scalable broadband network services
- Service Level agreements

2.4 Highly Experienced Management Team



Detel's fiber management team has more than 180 years of combined fiber installation, fusion splicing and testing, systems integration, video conferencing, IP phone systems, and K-12 technology solutions experience including world class qualifications to engineer, design, deploy and operate carrier grade fiber networks.

2.5 E-Rate Expertise

Detel provides a professionally trained staff to assist applicants in all facets of the E-Rate cycle, including assistance with E-Rate forms and filing guidance. The E-Rate and Regulatory Managers stay current with all rules issued by USAC, the Schools and Libraries Division, the Federal Communications Commission, Federal Courts and Congress.

2.6 DETEL Competitive Advantages

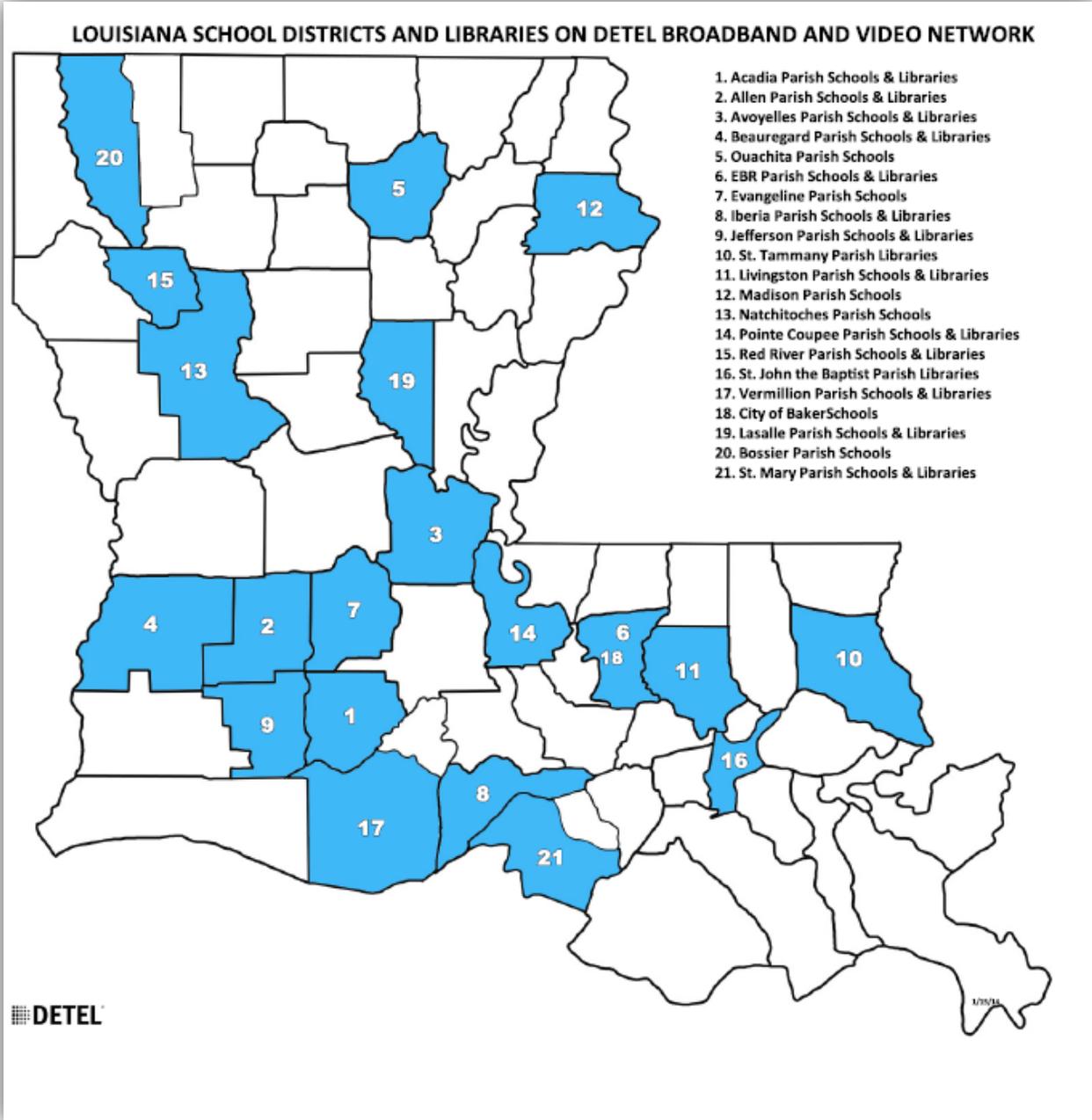
DETEL's digital systems are the fastest, lowest cost per gigabit **carrier grade** broadband solution for school districts. Detel designs its networks to meet or exceed 99.995% – 99.999% availability, which is equal to carrier-grade network availability. Detel supports network availability commitments with Service Level Agreements that are backed by financial penalties.

DETEL's digital point-to-point, DWDM fiber technology will provide St. Charles Parish Public Schools with a broad array of dynamic bandwidth options that are easily and economically scalable (1000 Mbps to 40 Gbps) to grow with bandwidth demand, without the risk of obsolescence that is typical of many other technologies.

All DETEL networks are monitored 24 x 7 x 365 by our Network Operations Center and supported by our team of network and security professionals. Most importantly, Detel utilizes dedicated single mode fiber to ensuring customers protection from interference with no degradation in quality or speed and virtually no latency.

With the all fiber WAN, Detel has all the up to date fiber equipment to efficiently and properly install fiber optics cable and build the best, least expensive, and worry free WAN around. All the latest fiber

splicing equipment is used by our own skilled fiber splicing team. In summary, we do our own work with all aspects of fiber installation and therefore, can **better monitor** the quality of work and **guarantee**, to the customer, a first-rate fiber WAN.



3 – Company Qualifications and Experience

3.1 Vendor Qualifications

DETEL, LLC, is a licensed Competitive Local Exchange Carrier (CLEC) and a Tier 2 Internet Service Provider (ISP) currently under contract with the Tier 1 ISP MCI and Level III.

DETEL's primary business is wide area connectivity, fiber optics installation, internet service, and video conferencing and VoIP phone systems.

DETEL is registered with the Schools and Libraries Division (SLD). The SPIN for DETEL, LLC, is 143026277. See the attachments section for documentation.

DETEL has a current Service Provider Annual Certification Form (SPAC) with the Schools and Libraries Division (SLD). See the attachments section for documentation.

DETEL has registration with both the Federal Communications Commission (FCC) and State of Louisiana Public Service Commission (PSC). See the attachments section for documentation.

DETEL's State Contract Number is 4400003956.

DETEL is a State licensed contractor in Telecommunications, Building Construction, and Electrical. LA47346

DETEL is certified Life Safety F321.

DETEL is a "Green Light" company in good standing with the Schools and Libraries Division (SLD).

DETEL has two certified Broadband Wireless Access Experts and one Certified Wireless Network Administrator (CWNA). These highly qualified employees received vendor neutral WLAN training and certifications created by leading industry experts.

DETEL maintains a 24x7 network monitoring facility that identifies issues as soon as they arise. DETEL performs a large amount of troubleshooting and fault isolation remotely. A field technician is on call 24x7. Customer support personnel are on duty during normal office hours and someone is always on standby after hours. Reach us anytime on our Toll Free number at 844-DETEL-NET.

DETEL maintains its headquarters in **Hessmer**, Baton Rouge and Monroe LA.

BATON ROUGE OFFICE

6141 Cresmount Drive
Baton Rouge, LA 70809
866-338-3511

HESSMER OFFICE

2028 HWY 115
Mansura, LA 71350
318-597-3030

MONROE OFFICE

107 Windridge Dr.
Monroe, LA 71291
318-933-7462

3.2 Competitive Bidding

DETEL complies with all bid requirements of the Schools and Libraries Division (SLD) of the Universal Service Administrative Company. We support all state and local bid laws, as well.

3.3 References

We have provided a list of eight customers who agreed to answer any questions potential customers may have about our services. These customers are able to address not only their satisfaction with our products, but other factors such as courtesy, professionalism, and commitment to customer service. Updated contact information is included for your convenience. Please do not hesitate to use this information.

School District	Contact	Address	Phone
Bossier Parish School Board	Bill Allred	P.O. Box 2000 Benton, LA 71006	318-549-6203
Ouachita Parish School Board	Ken Monroe	100 Bry St. Monroe, LA 71201	318-791-4599
Acadia Parish School Board	Darla Lejeune	2402 N. Parker son Ave Crowley, LA 70526	337-783-3664
Iberia Parish School Board	Dianne Leblanc	445 E. Main Street New Iberia, LA 70560	337-364-7641
St. Mary Parish School Board	Kevin Derise	474 Hwy 317 Centerville, LA 71457	337-578-3571
Livingston Parish School Board	Rob Logan	1309 Florida Blvd Livingston, LA 70754	225-686-7044
Beauregard Parish School Board	Dean Hieronymus	P. O. Drawer 938 Deridder, LA 70634	337-463-5795
Allen Parish School Board	David Hooper	1111 West 7 th Street Oberlin, LA 70655	337-369-4311
Vermilion Parish School Board	Mike Dartez	P.O. Drawer 520 Abbeville, LA 70511	337-852-1063
Evangeline Parish School Board	John Deranger	1123 Te Mamou Rd. Ville Platte, LA 70586	337-831-2032
Jefferson Davis Parish School Board	Karen Guidry	802 W. Jefferson St. Jennings, LA 70546	337-802-3908

4 - Technical Requirements

4.1 Network Connectivity between Locations (WAN)

4.1.1 Bandwidth

DETEL proposes an all fiber solution at speeds of 5,500 to 220,000 Mbps throughout St. Charles Parish Public Schools.

4.1.2 Hand-off Details

DETEL hands off Ethernet to the corresponding switch at each location. With any upgraded bandwidth, DETEL will also hand off Ethernet to the corresponding switch at each location. We have the ability to hand off with any type of media the district desires. Examples include: Fiber UPC/APC of ST/SC/LC/FC/MTRJ/MU or Copper. The conversion will be transparent to the parish and its WAN users.

Location	Make	Model	SKU
Bundled Router at the St. Charles Parish School Board			
	Cisco	6500	WS-C6506
	Cisco	2960G	WS-C2960X-24TD- L
Bundled Routers at each School Site (1Gb WAN)			
	Cisco	2960G	WS-C2960CG-8TC-L
Bundled Routers at each School Site (10Gb WAN)			
	Cisco	2960G	WS-C2960X-24TD-L

DETEL will assist transition and provide a block of Class C Public IP Addresses large enough to accommodate the current usage of St Charles current IP block

4.1.3 Cost of Conversion

DETEL includes the cost of conversion for successful operation in the installation costs provided. **There are no additional charges.**

4.1.4 Reliability and Availability

DETEL proposes to install a point to point underground fiber network within St. Charles Parish Public Schools. Each school will connect back to the school board office DIRECTLY! There is no solution more reliable than a custom solution we are offering the school district.

Each WAN data circuit will be the PREMIUM service offered by DETEL. Latency will be under 2ms and Jitter less than 3ms. These circuits will transport all available protocols needed within St. Charles Parish Public Schools.

Examples are:

1. Multicast
2. VOIP
3. QOS

4. **MPLS routing**
5. **Unlimited VPN's**
6. **Each proposed bandwidth is symmetrical for both WAN and IA. One Mbps download/One Mbps Upload**

4.2. Local Technical Support

DETEL maintains a 24/7 network monitoring facility that identifies issues as soon as they arise. DETEL guarantees two (2) support technicians within 60 miles of the St. Charles Parish Public Schools. If remote repair is not possible, DETEL will dispatch a technician immediately. Our standard is a two (2) hour response time.

4.3. Network Monitoring and Visibility

4.3.1. Network Monitoring

DETEL is very proactive when it comes to network monitoring. DETEL uses the Castlerock SNMPc network monitoring software package. SNMPc is a web-enabled monitoring program providing detailed information about the network. For more information on SNMPc, please visit the SNMPc website at:

<http://www.castlerock.com/products/snmpc/default.php>

DETEL offers bundled services that provide monthly statistics for each of the individual locations. The monthly reports will show bandwidth used at each location and internet bandwidth utilization.

Existing reporting procedures allow network administrators to determine when the network requires additional bandwidth. Given the amount of bandwidth proposed, this level of statistics reporting is not currently required of customers.

4.3.2 Real Time Visibility

DETEL provides real time visibility of the entire network to the customer.

5 - Installation

5.1 Installation Process

DETEL currently provides WAN and Internet Services to other public school locations across the state via a combination of Wireless Wide Area Network and Point-to-Point 1000/10000Mbps base fiber-line networking technologies.

Detel presents the following deployment process:

5.1.1 DETEL Deployment Process

The DETEL Deployment Process has 10 primary phases described below. The deployment process typically takes between 90 and 180 days. However, longer or shorter period may occur at any individual location. Frequently, the most important factor determining the actual installation period is the approval period for construction required by state and local governments.

Phase I – Preliminary Data Collection

DETEL project management personnel identify zoning jurisdictions, identify governmental oversight agencies, confirm street addresses of service locations, and work with the customer to identify unique conditions that might exist in the district. They collect information from the customer's site and from building plans where these are available.

Phase II – Kickoff Meeting

The DETEL project manager reviews preliminary engineering designs and develops a contact list for the customer and DETEL. This list identifies roles and responsibilities for each individual assigned to the project.

Phase III – Site Survey

Field engineers evaluate the preliminary engineering design in the field looking for optimization opportunities and/or potential challenges. For example, in Madison, crossing the river presents a special problem when installing fiber. They assess unique conditions that may exist. They meet with the appropriate personnel at each location to identify possible placements for conduits and routing. Based on these locations, they collect exact site coordinates and physically mark the proposed locations for fiber, hand holes and demarcation.

Phase IV – Customer Approval

Before any construction begins, DETEL and the customer hold an approval meeting. The purpose is to obtain signoffs on final equipment, infrastructure placement locations, demarcation locations, and network interface standards.

Phase V – Architectural and Engineering Services

The DETEL project manager engages a variety of specialists to perform preparatory tasks such as utility locates, geotechnical engineering (for pole placements), structural analyses (as required for roof or building mounts or utilization of other existing tower structures), and creation of site plans, permit approval drawings, foundation and pole designs, and special construction designs.

Phase VI – Municipal Approvals

DETEL submits site plans and other pertinent information to governmental authorities for approval and secures permits to commence construction after the completion of final designs and after obtaining customer signoff of placements.

Phase VII – Equipment Procurement

Upon receipt of the customer's notification to proceed or the Funding Commitment Decision Letter from the SLD, DETEL releases purchase orders for equipment, secures construction contractors, and schedules deliveries and installations.

Phase VIII – Civil Construction

The civil construction phase includes installation of the entire outdoor infrastructure such as poles, antennae mounts, fiber routes, equipment pads, power, and grounding systems. This phase also includes the indoor infrastructure including conduit and cable between building egress locations and customer demarcation points, as well as the demarcation infrastructure itself (patch, panel, and rack).

Phase IX – Equipment Installation

During this phase, DETEL terminates fiber cables, installs connector housing cabinets, and tests continuity. DETEL performs path alignment and allows the network to run for a burn-in period. DETEL also installs and tests the network management infrastructure.

Phase X – Commissioning

DETEL places traffic on the network, and it is ready for production following the customer's reconfiguration of its network equipment. DETEL reviews its monitoring and alarm procedures with the customer, and a walk through of customer contact procedures takes place between the customer and DETEL's NOC. The customer then files a Form 486 Certification of Service with the SLD.

5.3 Installation Plan

DETEL will provide a more detailed installation plan if selected for this project, but generally the following takes place:

Conduit is buried with at least 36 inches of cover. "Plowing" with a special hollow ripper is a common method used to install the 1 1/2 to 2 inch diameter conduit. Trenching with a trencher or backhoe and directional drilling is used where plowing is not possible, but is also a common method of installation. In general, the trench is backfilled immediately following conduit installation. Directional drilling is used to avoid disturbances to sensitive areas such as flowing watercourses, sensitive plant habitat, and wetlands. Finally, fiber is blown in the conduit to complete the under the ground part of the installation and the splicing of the fiber can begin.

FIBER OPTICS TECHNOLOGY: Fiber optics technology has three major advantages over other communication systems; it provides a higher quality of sound and digital data transmission, is capable of transmitting more sophisticated information per cable than copper, and the fiber optic cable method reduces both long and short-term construction impacts. The conduit operational life is expected to exceed 30 years and it will provide space for improved technology during that time. Detel currently has dedicated fiber connections deployed in several parishes.

Livingston parish – 30 schools connected with 1 Gbps speeds, with approximately 45miles of fiber installed underground throughout Livingston parish.

Iberia Parish – 35 schools connected with 1 Gbps connected throughout New Iberia, La. Total fiber in the ground is 59 miles.

Beauregard Parish – 15 schools connected with 1 Gbps throughout Deridder, La. Total fiber deployed is 48 miles.

Acadia Parish –29 schools are connected with 1 Gbps throughout Acadia Parish. Total amount of fiber installed was 85 miles with a construction timeline of 8 months.

Madison Parish – 6 schools are complete to deliver 1Gbps video circuits throughout Tallulah. Total amount deployed will be 4 miles.

Jeff Davis Parish – 17 schools are complete with a total build out of 55 miles of fiber.

St. Mary Parish – 28 schools are complete with a total build out of 75 miles.

Notes:

All parishes had construction turn-around times of 6 months. Engineering drawings of fiber infrastructure, with every foot of fiber being on Louisiana One's call system in order to make sure no one cuts or damages infrastructure causing downtime to customer.

Existing drawings and Louisiana One call records will be given upon request.

5.4 Facility Coordination

DETEL will coordinate facility installations with the St. Charles Parish Public Schools Technology Supervisor and the Network Administrator.

5.5 Project Management

DETEL assigns a project manager at the beginning of the project. The project manager follows the project throughout the completion of all four phases. He oversees all phases of the project and appoints a supervisor to each phase. The supervisor reports directly to the project manager. All other personnel involved with the project report to the supervisor of the project. The pending project manager for this project is Travis Franks.

5.6 Subcontractors

The conditions and provisions of the contract bind any subcontractors performing work on the project on behalf of DETEL. There is no liability between the subcontractors and the St. Charles Parish Public Schools.

5.7 Liaison and Coordination

DETEL will provide a liaison to coordinate functions and activities with other contractors, subcontractors, service providers, and system vendors involved in the project.

5.8 Safety

Throughout the contract period, DETEL is responsible for the public safety and convenience of all persons and property where work-related projects exist.

5.9 Liability

DETEL is fully liable for the actions of its employees and partners and shall fully indemnify and hold harmless the St. Charles Parish Public Schools from lawsuits, actions, damages, and costs of every name and description relating to personal injury and damage to real or personal tangible property caused by DETEL, its employees, and its partners during the installation process.

Copies of DETEL Certificate of Insurance showing Liability and Workman's Compensation Coverage are included in the attachments section.

6 - Contracts

6.1 Contract Terms

Entrance into any formal agreement/contract depends upon the approval of the St. Charles Parish Public Schools, e-rate funding, and appropriation of funds by the district. Pricing is in Section 8 for a three (3) year with an option of contract renewal for two (2) years term. DETEL agrees to guarantee the provision of proposal services with a 99% or better reliability over a 30-day period. This proposal is valid for a time period of one year from the date of submission.

6.2 St. Charles Parish Public Schools

DETEL will provide a proposed contract for the St. Charles Parish Public Schools upon request.

7 – Maintenance and Support

7.1 Maintenance

DETEL is proactive when it comes to network monitoring. Often our technicians will know that there is a problem before the customer knows they have the problem. DETEL utilizes the Castlerock SNMPc network monitoring software package. SNMPc is a web-enabled monitoring program providing detailed information about the network. One method used is SNMP traps. Every piece of equipment on the DETEL network is SNMP manageable, and the UPS's have environmental monitoring.

With our 24x7 technical support, DETEL remotely diagnoses and repairs in an expeditious manner many of the problems that arise. Diagnostic procedures begin within the hour. DETEL dispatches a technician immediately if the problem cannot be repaired remotely. Our standard is a two (2) hour response time.

The district will receive prior notice if the network requires maintenance. DETEL will contact the St. Charles Parish Public Schools for approval if the network is required to be offline for maintenance. This work takes place either before or after school/work hours.

7.2 Support

DETEL has a large technical support staff. DETEL assigns these individuals as needed. DETEL will enlarge its staff over the next several years as more businesses, medical centers, libraries, and school systems move to bandwidth hungry WANs and/or Internet Access. The individuals listed below are the primary staff who will be responsible for day-to-day activities.

NAME	TITLE	YEARS OF EXPERIENCE
Daryl A. Deshotel	Chief Executive Officer	15
Thad Roy	Corporate Development	39
Travis Franks	Sales Manager	15
Chris Juneau	Sales Engineer	10
Daryl D. Deshotel	Network Deployment & Management	34
Glen Mayeux	Fiber WAN Design	21
Paul Laborde	Construction Superintendent	28
Brandon Guilbeau	Field Fiber Supervisor	26
Joshua Roy	Network Maintenance	15
Dustin Brooks	Sr. Network Engineer	14
Michael Hukins	Distance Learning & Video Supervisor	19
Megan Doucet	Service & Support Supervisor	10

7.3 Emergency Preparedness Plan

See **Attachment I** in "Attachments" Section.

8 - Pricing

8.1 Invoicing

DETEL will comply with the Universal Service Administrative Company. When service begins, DETEL bills the St. Charles Parish Public Schools and the Schools and Libraries Division (SLD) separately for the proper proportions on each invoice for the period of the contract.

8.2 Pricing of Service

DETEL proposes the following: an Internet with speeds of 500 Mbps & 1, 2, 5, 10 Gbps and a WAN with speeds of 1 & 10 Gbps and proposes this service for a three (3) year with an option of contract renewal for two (2) years term.

8.3 Proposals

- Customer will be billed for non-discounted portion only
- Data speeds proposed are CIR (committed information rates)
- Proposal ensures Lowest Corresponding Price (LCP) throughout the entire term of the contract
- DETEL will comply will all terms and conditions set forth in St. Charles Parish Public Schools's RFP
- Combined maximum data throughput of network is 5/220 Gbps
- Proposals below are priced per proposal. Speeds and prices from different proposals cannot be combined to create a new solution.
- DETEL acknowledges all Q&A and/or addendums to the RFP.

Internet Access (IA) Cost Sheet - Managed *

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

* This pricing sheet should reflect the service provider's managed services for Internet Access.

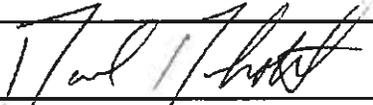
List any services and/or hardware that will be provided as per this proposal.

Service Provider: DETEL

Quantity	Connection Speed	Monthly Cost	Installation Fee
1	500 Mbps	\$2,000.00	\$0.00
List all other available connection speeds below.			
1	1 Gbps	\$2,000.00	\$0.00
1	2 Gbps	\$3,000.00	\$0.00
1	5 Gbps	\$6,000.00	\$0.00
1	10 Gbps	\$8,999.00	\$0.00

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 Erate eligible or ineligible.

Burstable Option: Cost per GB of Burstable Internet Services over Bandwidth Order - \$1,000 per GB.



Signature of Authorized Representative

Daryl Deshotel

(Print Name)

1/25/16

Date

Internet Access (IA) Cost Sheet - Unmanaged *

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

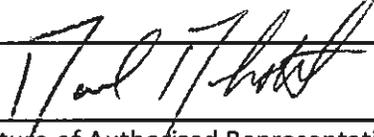
* This pricing sheet should reflect St. Charles Parish Public Schools providing and maintaining their own router/firewall.

Service Provider: DETEL

Quantity	Connection Speed	Monthly Cost	Installation Fee
1	500 Mbps	\$2,000.00	\$0.00
List all other available connection speeds below.			
1	1 Gbps	\$2,000.00	\$0.00
1	2 Gbps	\$3,000.00	\$0.00
1	5 Gbps	\$6,000.00	\$0.00
1	10 Gbps	\$8,999.00	\$0.00

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 Erate eligible or ineligible.

Burstable Option: Cost per GB of Burstable Internet Services over Bandwidth Order - \$1,000 per GB.



Signature of Authorized Representative

Daryl Deshotel

(Print Name)

1/25/16

Date

Wide Area Network (WAN) Cost Sheet *

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

Service Provider: DETEL

Location	Current Circuit Quantity/Speed	Proposed Circuit Quantity	Installation Cost (To Point of Existing of Circuit)	Monthly Recurring Cost Bandwidth	Monthly Recurring Cost	Proposed Bandwidth	Monthly Recurring Cost	Proposed Bandwidth	Monthly Recurring Cost
School Board Office 13855 River Road Luling, LA 70070	6 1Gbps	21	\$0	\$1,099.00 21 250 Mbps	\$1,099.00 21 1 Gbps	10 Gbps	\$1,149.00 21 10 Gbps	N/A	
<p>Currently:</p> <ul style="list-style-type: none"> * 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	\$0	\$1,099.00 1 250 Mbps	\$1,099.00 1 1 Gbps	10 Gbps	\$1,149.00 21 10 Gbps		
Ethel B. Schoeffner Elementary (ESE) 140 Plantation Road Destrehan, LA 70047	1 250Mbps	1	\$0	\$1,099.00 1 250 Mbps	\$1,099.00 1 1 Gbps	10 Gbps	\$1,149.00 21 10 Gbps		

Location	Current Circuit Quantity/Speed	Proposed Circuit Quantity	Installation Cost (To Point of Existing Circuit)	Monthly Recurring Cost Bandwidth 250Mbps	Monthly Recurring Cost Proposed Bandwidth 1 Gbps	Monthly Recurring Cost Proposed Bandwidth 10 Gbps	Monthly Recurring Cost Proposed Bandwidth N/A
Harry M. Hurst Middle (HHM) 170 Road Runner Lane Destrehan, LA 70047	1 500Mbps	1	\$0	\$1,099.00 1 250 Mbps	\$1,099.00 1 1 Gbps	\$1,149.00 21 10 Gbps	
Norco Elementary (NES) 102 Fifth Street Norco, LA 70079	1 250Mbps	1	\$0	\$1,099.00 1 250 Mbps	\$1,099.00 1 1 Gbps	\$1,149.00 21 10 Gbps	
St. Rose Elementary (SRE) 230 Pirate Drive St. Rose, LA 70087	1 250Mbps	1	\$0	\$1,099.00 1 250 Mbps	\$1,099.00 1 1 Gbps	\$1,149.00 21 10 Gbps	
Albert Cammon Middle (ACM) 234 Pirate Drive St. Rose, LA 70087	1 250Mbps	1	\$0	\$1,099.00 1 250 Mbps	\$1,099.00 1 1 Gbps	\$1,149.00 21 10 Gbps	
G.W. Carver Elementary (CES) 337 Gum Street Hahnville, LA 70057	1 100Mbps	1	\$0	\$1,099.00 1 250 Mbps	\$1,099.00 1 1 Gbps	\$1,149.00 21 10 Gbps	
Eual J. Landry (EJL) 108 Tiger Circle Hahnville, LA 70057	1 100Mbps	1	\$0	\$1,099.00 1 250 Mbps	\$1,099.00 1 1 Gbps	\$1,149.00 21 10 Gbps	

Location	Current Circuit Quantity/ Speed	Proposed Circuit Quantity	Installation Cost (To Point of Existing Circuit)	Monthly Recurring Cost Bandwidth 250Mbps	Monthly Recurring Cost Proposed Bandwidth 1 Gbps	Monthly Recurring Cost Proposed Bandwidth 10 Gbps	Monthly Recurring Cost Proposed Bandwidth N/A
Mimosa Park Elementary (MPE) 222 Birch Street Luling, LA 70070	1 100Mbps	1	\$0	\$1,099.00 1 250 Mbps	\$1,099.00 1 1 Gbps	\$1,149.00 21 10 Gbps	
Lakewood Elementary (LWES) 501 East Heather Drive Luling, LA 70070	1 500Mbps	1	\$0	\$1,099.00 1 250 Mbps	\$1,099.00 1 1 Gbps	\$1,149.00 21 10 Gbps	
Media Center 209 1st Street Luling, LA 70070	1 100Mbps	1	\$0	\$1,099.00 1 250 Mbps	\$1,099.00 1 1 Gbps	\$1,149.00 21 10 Gbps	
Luling Elementary (LES) 904 Sugarhouse Road Luling, LA 70070	1 250Mbps	1	\$0	\$1,099.00 1 250 Mbps	\$1,099.00 1 1 Gbps	\$1,149.00 21 10 Gbps	
J. B. Martin Middle (JBM) 434 South Street Paradis, LA 70080	1 500Mbps	1	\$0	\$1,099.00 1 250 Mbps	\$1,099.00 1 1 Gbps	\$1,149.00 21 10 Gbps	
R. J. Vial Elementary (RJV) 510 Louisiana Street Paradis, LA 70080	1 250Mbps	1	\$0	\$1,099.00 1 250 Mbps	\$1,099.00 1 1 Gbps	\$1,149.00 21 10 Gbps	

Location	Current Circuit Quantity/Speed	Proposed Circuit Quantity	Installation Cost (To Point of Existing Circuit)	Monthly Recurring Cost Bandwidth 250Mbps	Monthly Recurring Cost Proposed Bandwidth 1 Gbps	Monthly Recurring Cost Proposed Bandwidth 10 Gbps	Monthly Recurring Cost Proposed Bandwidth N/A
Hahnville High School (HHS) 200 Tiger Drive Boutte, LA 70039	1 1Gbps	1	\$0	\$1,099.00 1 250 Mbps	\$1,099.00 1 1 Gbps	\$1,149.00 21 10 Gbps	
Allemands Elementary (AES) 1471 WPA Road Des Allemands, LA 70030	1 100Mbps	1	\$0	\$1,099.00 1 250 Mbps	\$1,099.00 1 1 Gbps	\$1,149.00 21 10 Gbps	
R. K. Smith Middle School (RKS) 281 Judge Edward Dufresne Pkwy Luling, LA 70070	1 1Gbps	1	\$0	\$1,099.00 1 250 Mbps	\$1,099.00 1 1 Gbps	\$1,149.00 21 10 Gbps	
Professional Learning Center (PLC) 12727 Hwy 90 Luling, LA 70070	1 500Mbps	1	\$0	\$1,099.00 1 250 Mbps	\$1,099.00 1 1 Gbps	\$1,149.00 21 10 Gbps	
Boutte Adult Learning Center (BALC) 13771 Old Spanish Trail Boutte, LA 70039	1 100Mbps	1	\$0	\$1,099.00 1 250 Mbps	\$1,099.00 1 1 Gbps	\$1,149.00 21 10 Gbps	
Norco Adult Learning Center (NALC) 149 Apple Street Norco, LA 70079	1 100Mbps	1	\$0	\$1,099.00 1 250 Mbps	\$1,099.00 1 1 Gbps	\$1,149.00 21 10 Gbps	

Location	Current Circuit Quantity/Speed	Proposed Circuit Quantity	Installation Cost (To Point of Existing Circuit)	Monthly Recurring Cost Bandwidth	Monthly Recurring Cost Proposed Bandwidth	Monthly Recurring Cost Proposed Bandwidth
Maintenance Building 215 Judge Edward Dufresne Pkwy Luling, LA 70070	1 100Mbps	1	\$0	\$1,099.00 1 250 Mbps	\$1,099.00 1 1 Gbps	\$1,149.00 21 10 Gbps
						N/A

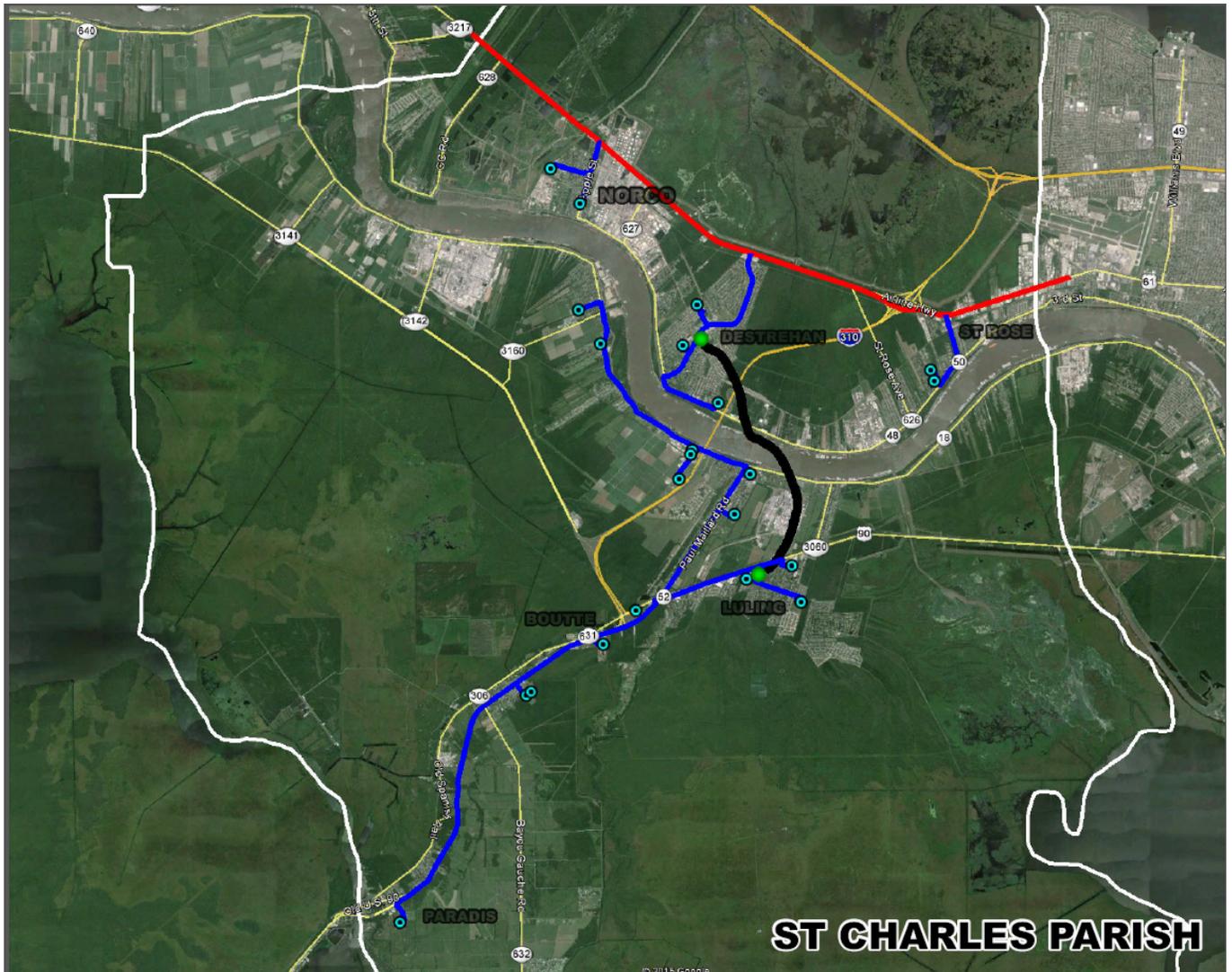
List any additional costs here. Be sure to include all charges for deployment to the location of the existing circuits, and all ongoing network support. State whether costs are Erate eligible or ineligible.



 Signature of Authorized Representative
DARYL DESHOTEL
 (Print Name)

1/25/10
 Date

8.4 Network Diagram



ST CHARLES PARISH



Internet Access
West Feed from
Laplace

DETEL BACKBONE FIBERS

Norco

Hahnville

Destrehan

Internet Access
East Feed from
New Orleans

DETEL BACKBONE FIBERS

All IA & WAN
Traffic Routed
Here

St Rose

Luling

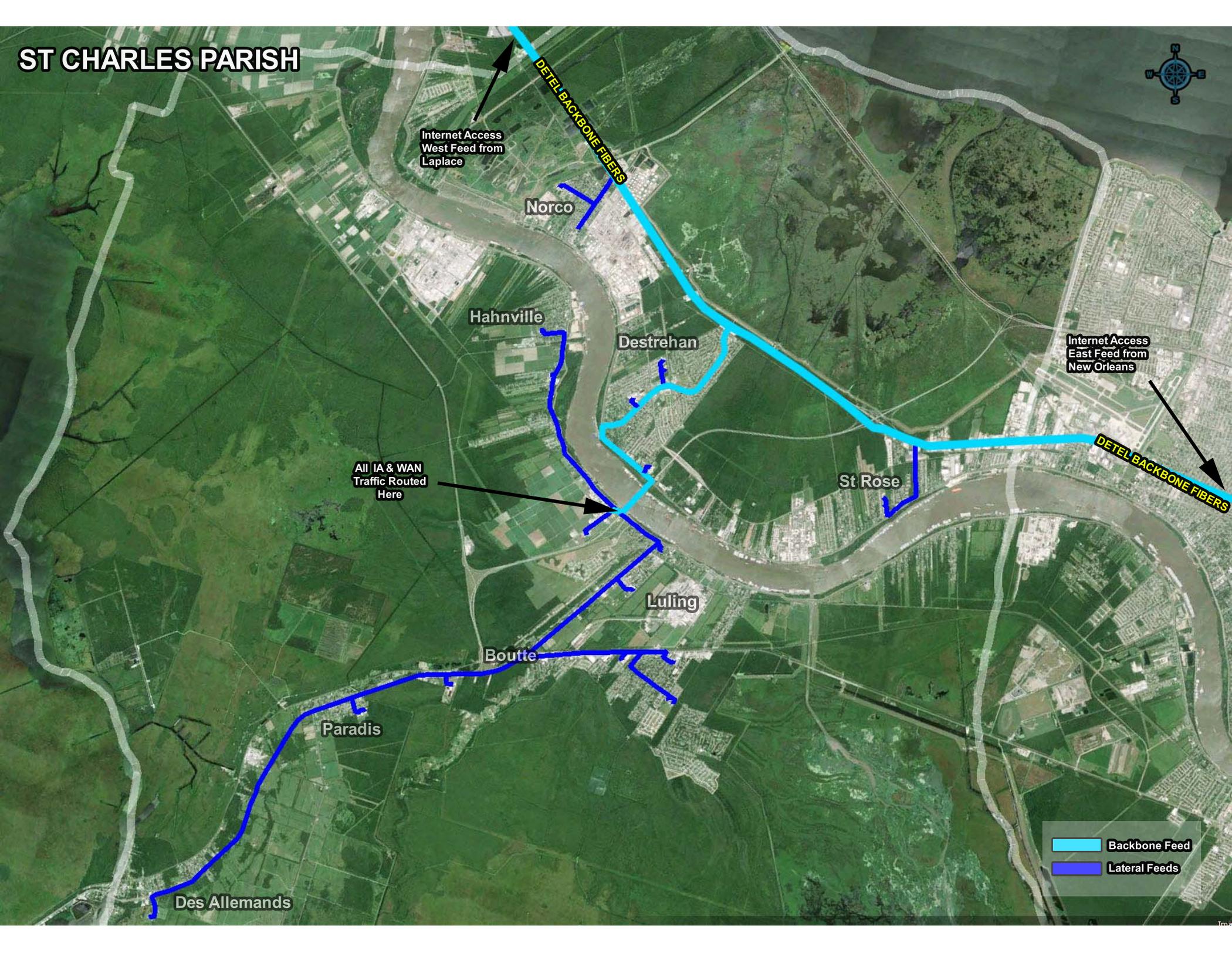
Boutte

Paradis

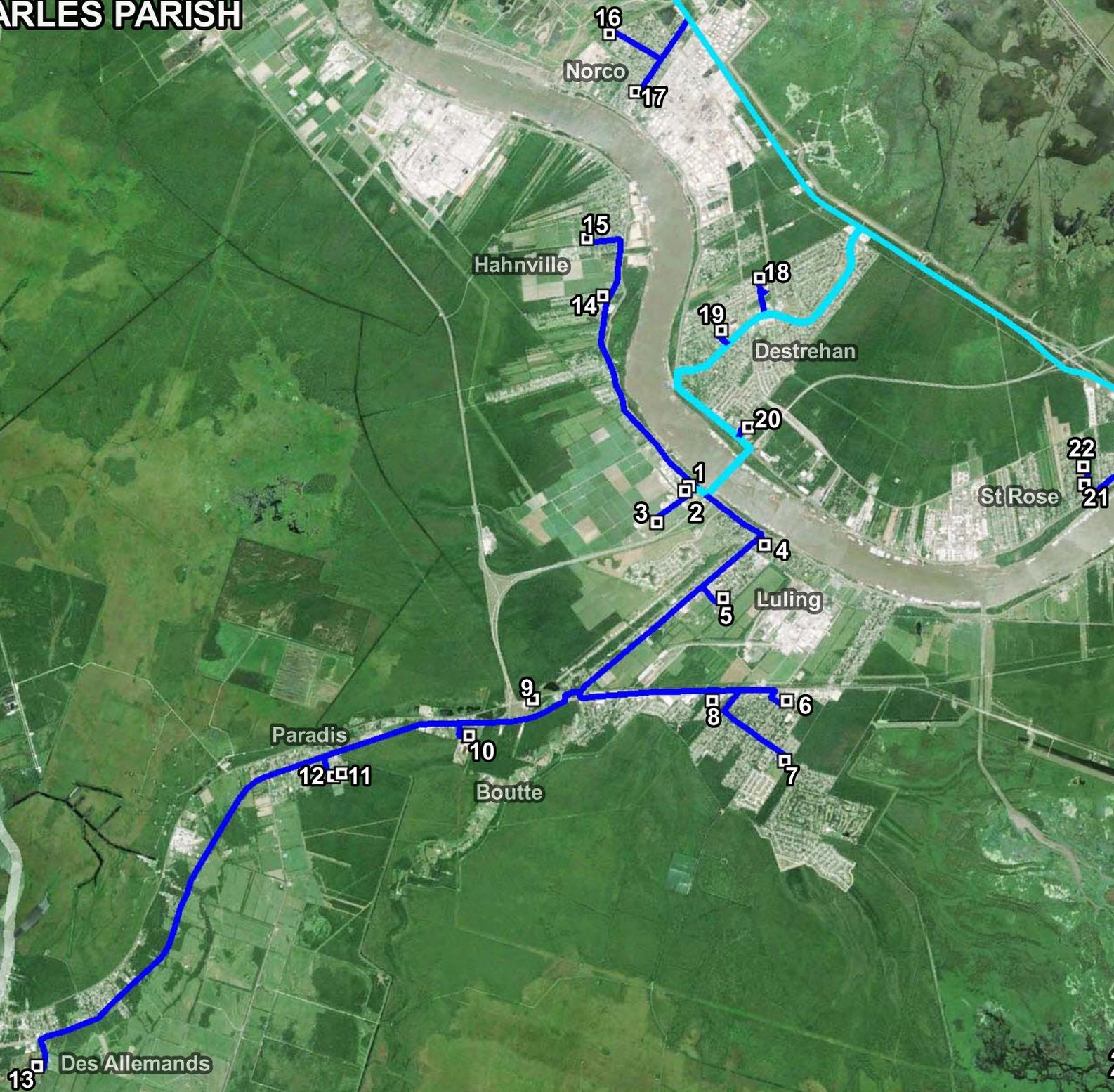
Des Allemands

Legend:

- Backbone Feed
- Lateral Feeds

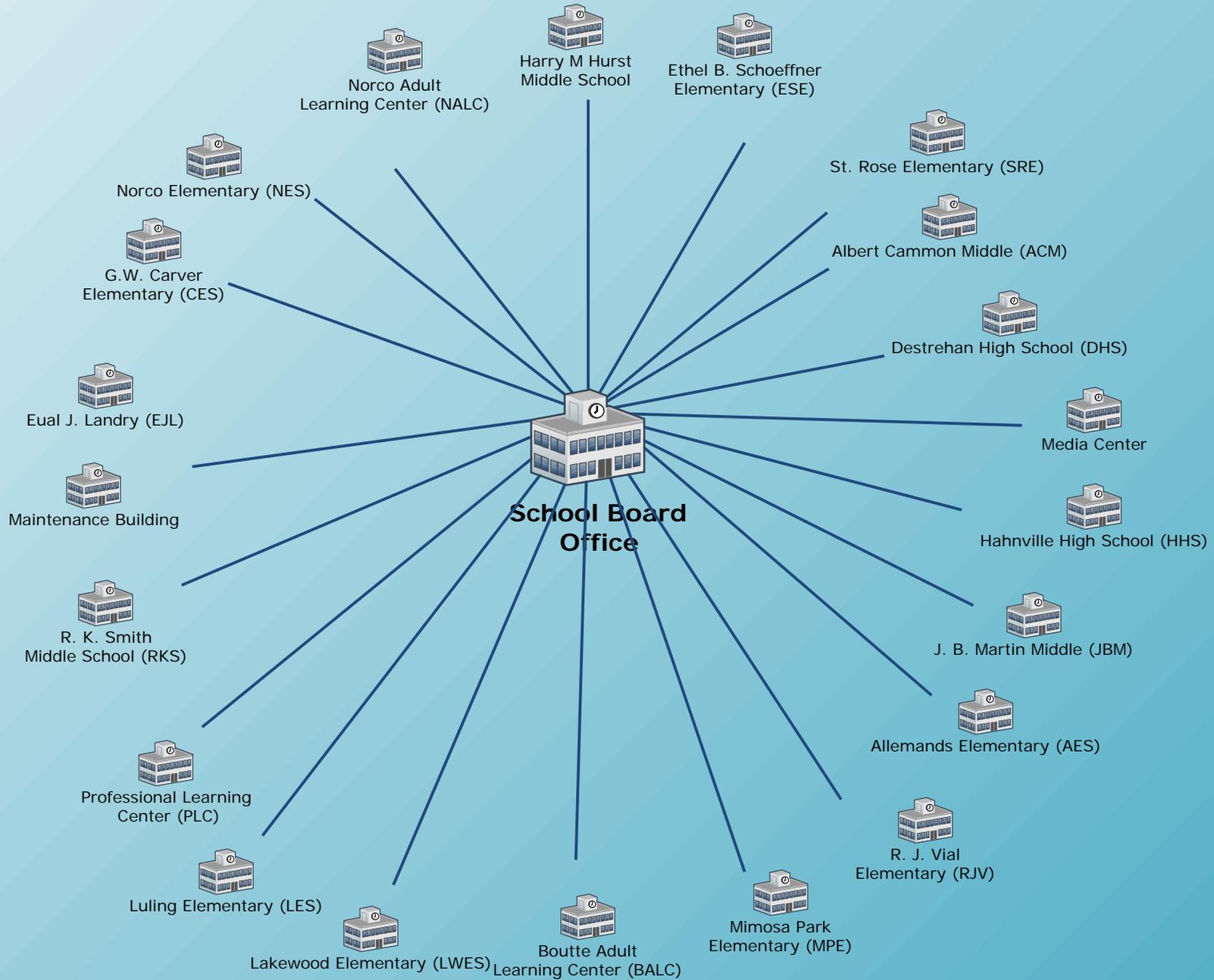


ST CHARLES PARISH



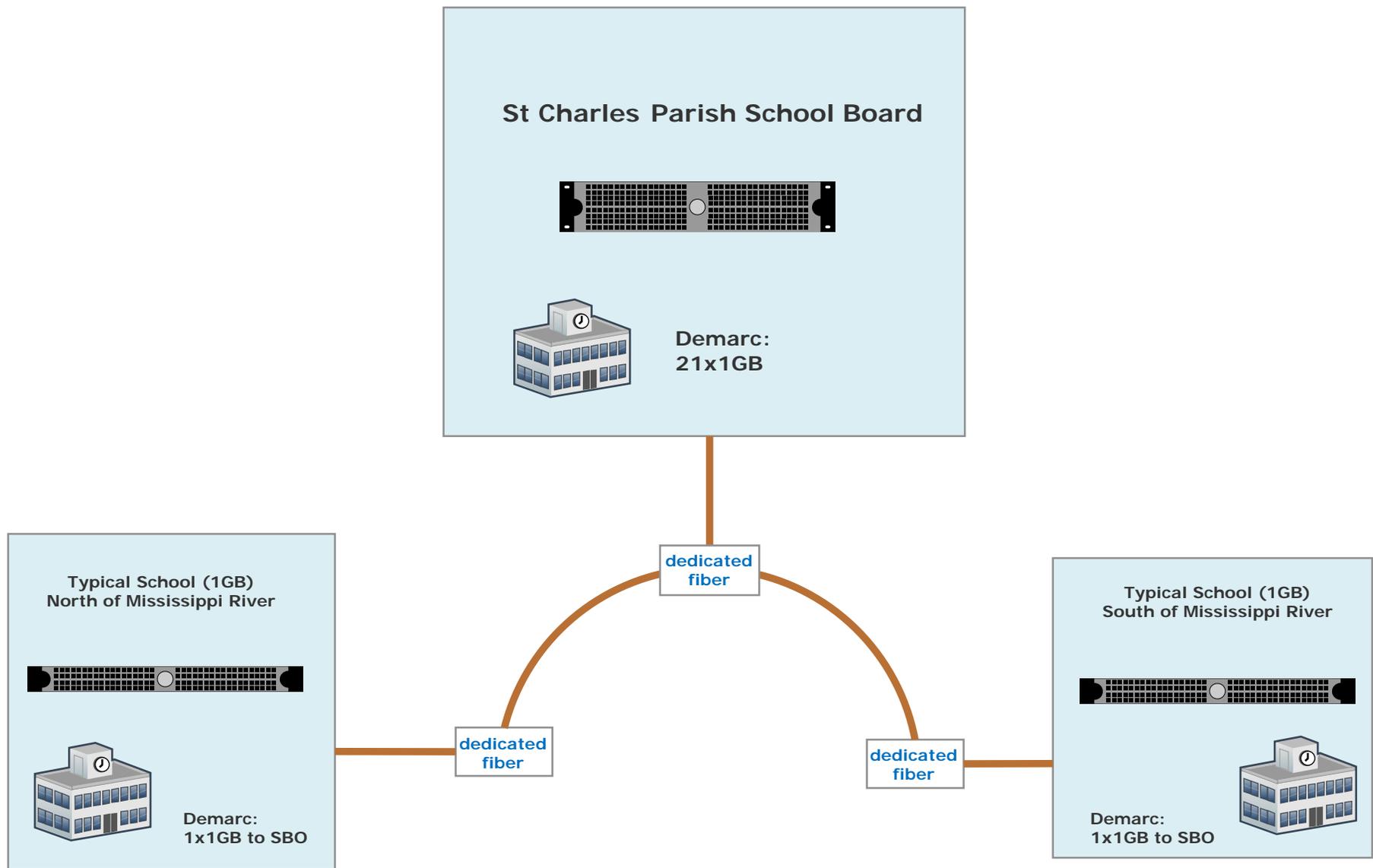
22 SITES

ST CHARLES PARISH



MPLS over Ethernet (250Mbps-10Gbps)

DETEL WAN CONFIGURATION



TYPICAL 1GB POINT to POINT

8.5 Transition Plan

ST CHARLES PARISH CONSTRUCTION TIMELINE		Project Construction Timelines							
		Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	
St Charles Parish Routes		Construction Mileage	M1	M2	M3	M4	M5	M6	M8
SBO to US-61 Routes(Luling - Destrehan)		13.5							
Luling to Paradis Routes		8.3							
North Luling Routes		3.8							
Norco - St Rose- Destrehan Routes		2.2							
<p>Timeline is only an estimate for when real actual physical construction will take place and is dependent on Notice to Proceed from St Charles Parish Schools, receipt of all permits, encroachments, and other approvals and engineering efforts being completed.</p>									

Attachments



State of Louisiana

State Licensing Board for Contractors

This is to Certify that:

DETEL WIRELESS, LLC
PO Box 147
Hessmer, LA 71341

is duly licensed and entitled to practice the following classifications

BUILDING CONSTRUCTION; ELECTRICAL WORK (STATEWIDE); HIGHWAY, STREET AND BRIDGE CONSTRUCTION; SPECIALTY: SIGNS, SCOREBOARDS, DISPLAYS, BILLBOARDS (ELECTRICAL & NON-ELECTRICAL); SPECIALTY: TELECOMMUNICATIONS; SPECIALTY: TOWER CONSTRUCTION



Expiration Date: March 15, 2018

License No: 47346

Witness our hand and seal of the Board dated,
Baton Rouge, LA 16th day of March 2015

Michelle S. [Signature] Director

[Signature] Chairman

[Signature] Secretary-Treasurer

This License Is Not Transferable

Attachment B



Tom Schedler
SECRETARY OF STATE

As Secretary of State of the State of Louisiana, I do hereby Certify that

DETEL WIRELESS, LLC

A limited liability company domiciled in MANSURA, LOUISIANA,

Filed charter and qualified to do business in this State on October 20, 2003,

I further certify that the records of this Office indicate the company has paid all fees due the Secretary of State, and so far as the Office of the Secretary of State is concerned, is in good standing and is authorized to do business in this State.

I further certify that this certificate is not intended to reflect the financial condition of this company since this information is not available from the records of this Office.

In testimony whereof, I have hereunto set my hand and caused the Seal of my Office to be affixed at the City of Baton Rouge on,

December 1, 2014

Secretary of State

Web 35576876K



Certificate ID: 10549304#MVM73

To validate this certificate, visit the following web site, go to Commercial Division, Certificate Validation, then follow the instructions displayed.
www.sos.louisiana.gov

Attachment C



CONTULT-01 SAMFORDED

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
9/4/2015

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

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

PRODUCER Willis of North Carolina, Inc. c/o 26 Century Blvd P.O. Box 305191 Nashville, TN 37230-5191	CONTACT NAME: certificates@willis.com
	PHONE (A/C, No, Ext): (877) 945-7378
INSURED Detel Wireless, LLC PO Box 147 Hessmer, LA 71341	FAX (A/C, No): (888) 467-2378 E-MAIL ADDRESS: certificates@willis.com
INSURER(S) AFFORDING COVERAGE	
INSURER A : National Fire Insurance Company of Hartford	NAIC # 20478
INSURER B : Continental Casualty Company	NAIC # 20443
INSURER C : Valley Forge Insurance Company	NAIC # 20508
INSURER D :	NAIC #
INSURER E :	NAIC #
INSURER F :	NAIC #

COVERAGES CERTIFICATE NUMBER: REVISION NUMBER:
 THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADOL	SUBR	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER <input type="checkbox"/> POLICY <input checked="" type="checkbox"/> PROJECT <input checked="" type="checkbox"/> LOC <input type="checkbox"/> OTHER	X	X	6014406533	09/10/2015	09/10/2016	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000 MED EXP (Any one person) \$ 15,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000
A	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> HIRED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> NON-OWNED AUTOS	X	X	6014406547	09/10/2015	09/10/2016	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
B	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> EXCESS LIAB <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> CLAIMS-MADE DED <input checked="" type="checkbox"/> RETENTION \$ 10,000	X	X	6014406516	09/10/2015	09/10/2016	EACH OCCURRENCE \$ 8,000,000 AGGREGATE \$ 8,000,000
C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N	N/A	6014406550	09/10/2015	09/10/2016	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
C	Workers Comp CA			6014406502	09/10/2015	09/10/2016	See Attached

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
 Supplemental Names: Detel Wireles, LLC and Detel Properties, LLC
 Certificate holder is included as an Additional Insured as respects to General Liability, Auto Liability and Umbrella Liability.
 Waiver of Subrogation applies in favor of Certificate holder with respects to General Liability, Auto Liability, Umbrella Liability and Workers Compensation as permitted by law.

CERTIFICATE HOLDER	CANCELLATION
[Sample]	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE

Attachment D

Louisiana Public Service Commission

Certificate of Authority to Operate

Certificate Number TSP00520

A Certificate of Authority to Operate is hereby granted to

DETEL WIRELESS, LLC

A telecommunications service provider under the laws of Louisiana, whose principal office location or place of business is 10434 Plaza Americana, Baton Rouge, Louisiana 70816.

Detel Wireless, LLC shall operate in full accordance with the rules and regulations of the Louisiana Public Service Commission relevant to the provision of telecommunications services. The application as originally filed provides for Competitive Local Exchange Carrier Telecommunications Services within Louisiana.

Witness the signature and seal of the Commission at Baton Rouge, Louisiana this 25th day of November, 2003.

Louisiana Public Service Commission

Attest:


Lawrence C. St. Blanc
Secretary

Attachment E

Reference
SPIN and BEAR Contact Search Results

Guidance on determining if a company is eligible to provide telecommunications services:

Form 499 Filer column indicates "Y":

- This service provider has successfully filed a Form 499 with USAC. Telecommunications providers with a "Y" are eligible to provide Telecommunications Services and Internet service providers with a "Y" are eligible to provide Interconnected Voice over Internet Protocol (VoIP) services.

All other designations:

- Some service providers that do not have a "Y" designation are eligible to provide Telecommunications Services because they meet [certain conditions](#) and are exempt from filing a [Form 499](#). You can [contact the Client Service Bureau](#) to determine if the company has met those conditions.

Form 499 Filer column indicates "X":

- This service provider has been researched by USAC and is **not** eligible to provide Telecommunications Services.

Form 499 Filer column indicates "Z":

- This service provider is currently being researched by USAC to determine if it is eligible to provide Telecommunications Services.

Form 499 Filer column is blank:

- This service provider has not been researched and its status is unverified.

Applicants are reminded that they should confirm this and all other information with the service provider.

Page 1 of 1
Results 1 - 1 of 1

SPIN	Service Provider Name	Doing Business As	Contact Name	Contact Address	Contact Phone	Form 499 Filer	SPAC Filed
143026277	Detel Wireless	Detel Wireless	Sonia M Roussel	2028 Highway 115 , Mansura, LA 71350	318597-0303	Y	2002 2003 2004 2005 2006 2007 2008 2009 2010 2011 2012 2013 2014 2015

Detel Wireless Recognition

Awarded Governor's Rising Star: 2005

2005 Governor's Technology Awards

“Technology is the driving force behind the growth and diversification of the state's economy. Developing a culture of innovation is a major component of the state's economic development master plan Louisiana: Vision 2020.”

“It is with this vision that we present the winners of the 3rd Annual Governor's Technology Awards, recognizing the best of Louisiana's high-tech businesses, universities and individual leaders.”

Governor Kathleen Blanco



00011110101001001111000101000
000111110101001001010101





TROUBLE REPORTING PROCEDURE

To report any network instabilities or outages, please contact our Help Desk at:

1-866-338-3511 / 318-597-0303

or

support@detel.com

Please have the following information available:

Name and Organization

Contact Information

Brief description of the problem

Intrusive testing allowed (Y/N).

A ticket number will be issued, and a DETEL Representative will respond shortly.

Contact regarding outages reported by our monitoring system will be made within 45 minutes during normal operating hours.

Emergency situations causing mass outages are addressed at all times through our 365/24/7 NOC.



Network Operations Escalation

To report any network instabilities or outages, please utilize the following Escalation list.

Level	Name/Email	Number
First Level Of Escalation	DETEL NOC Email Contact: support@detel.com	318-597-0303
Second Level of Escalation	Engineer On-call (After hours) Option #2	318-597-0303
Third Level of Escalation Service & Support Supervisor	Megan Doucet Email Contact: megan@detel.com	(318) 597-0303 ext. 1004
Fourth Level of Escalation Senior Network Engineer	Dustin Brooks Email Contact: dustin@detel.com	(318) 597-0303 ext. 1031
Fifth Level of Escalation Network Administrator	Josh Roy Email Contact: josh@detel.com	(318) 597-0303 ext. 1005
Sixth Level of Escalation Network Administrator Assistant	Daniel Worrell Email Contact: daniel@detel.com	(318) 597-0303 ext. 1016
Seventh Level of Escalation Network Representative	Brady Veade Email Contact: brady@detel.com	(318) 597-0303

*Office Hours are 7:30 A.M to 4:30 P.M CST.

All maintenance notifications require at least 72 hour notice prior to the occurrence. Please email all maintenance notifications to support@detel.com.

Attachment H

Service Level Agreement (SLA) Dedicated Internet Access (DIA)

Detel Dedicated Internet Access (DIA) Services are backed by specific service level guarantees.

Network Availability Guarantee – 99.99%

The Detel IP Network, as defined in this section, is guaranteed to be available and capable of forwarding IP packets 99.99% of the time, as averaged over a calendar month. The Detel IP network includes the customer's access port (the port on the Detel aggregation router upon which the customer's circuit terminates) and the Detel IP backbone network. The Detel IP backbone network includes Detel owned and controlled routers and circuits (including any transit connections).

If the Network Availability guarantee is not met in a calendar month, the customer will receive a credit of 1/30th of the Monthly Recurring Charge (MRC) for that month for each full hour of outage in excess of the 99.99% guaranteed under this SLA. Limits on the credit and the reporting procedures are detailed below.

Latency Guarantee (65 Milliseconds)

The Detel IP backbone network (as defined in the previous IP section) is guaranteed to have an average round trip packet transit time within the Detel IP backbone network of 65ms or less over a calendar month. The average latency is measured as the average of 15-minute samples across the Detel IP backbone network taken throughout the calendar month.

If the Latency guarantee is not met in a calendar month, the customer will receive a credit of 1/30th of the Monthly Recurring Charge (MRC) for that month for each full 1ms above the 55ms average maximum guaranteed under this SLA. Limits on the credit and the reporting procedures are detailed below.

Packet Loss

The Detel IP backbone network (as defined above) is guaranteed to have a maximum average packet loss of less than 1% over a calendar month. The packet loss is measured as the average of 15-minute samples across the Detel IP backbone network taken throughout the calendar month.

If the Packet Loss guarantee is not met in a calendar month, the customer will receive a credit of 1/30th of the Monthly Recurring Charge (MRC) for that month for each full 1% above the 1% average maximum guaranteed under this SLA. Limits on the credit and the reporting procedures are detailed below.

Network Jitter Guarantee

The average network jitter delay caused by the Detel IP backbone network (as defined above) is guaranteed not to exceed 3ms during any calendar month.

If this Guarantee is not satisfied during a calendar month, the customer will be credited 1/30th of the Monthly Recurring Charge (MRC) for each full millisecond (1ms) exceeding the 1ms average. Limits on the credit and the reporting procedures are detailed below.

Credit Limits and Reporting Procedures

Total credits under this SLA are limited to the Monthly Recurring Charge (MRC) for the affected DIA service for the month in which the service does not meet the guarantees. The above guarantees do not include the local access circuit (e.g. local loop), Customer Premises Equipment (router or CPE) or the customer's Local Area Network (LAN), scheduled maintenance events, customer caused outages or disruptions, interconnections to or from and connectivity within other Internet Service Provider (ISP) networks, and force majeure events (as defined in the relevant service contract).

Please call Detel Customer Care at **(318) 597-0303** to request a Dedicated Internet Access (DIA) Service Level Agreement (SLA) credit.

Service Level Agreement (SLA)

Wide Area Network (WAN) Services

WAN Services adhere to the following Service Level Agreements and Credit policies:

Network Availability Guarantee

The Detel MPLS Network, as defined in this section, is guaranteed to be available and capable of forwarding Ethernet frames 99.99% of the time, as averaged over a calendar month. The “Detel MPLS Network” as used herein, includes the Customer's Ethernet access port (port on the Detel aggregation router upon which the customer's circuit terminates) and the Detel Multiprotocol Label Switching (MPLS)-enabled IP backbone. The Detel MPLS-enabled IP backbone includes all Detel-owned and -controlled routers and circuits used to transport IP MPLS traffic.

The Detel MPLS Network Availability guarantee does not include the local access circuit (local loop), Customer Premise Equipment (router or CPE) or customer's Local Area Network (LAN), scheduled maintenance events, network events on redundant network elements, customer caused outages or disruptions, and force majeure events (defined in the relevant service contract).

If the Network Availability guarantee is not met in a calendar month, the Customer will receive a credit of 1/30th of the monthly recurring charge (MRC) for that month for each full hour of outage in excess of the 99.99% guaranteed under this SLA. Limits on the credit and the reporting procedures are detailed below.

Network Latency Guarantee

The Detel MPLS Network (as defined in the previous section) is guaranteed to have an average round-trip packet transit time within the Detel MPLS Network over a calendar month within the time frames stated in Table 1 below. The average latency is measured as the average of five-minute samples across the Detel MPLS Network taken throughout the month.

The Latency guarantee does not include the local access circuit (local loop), CPE or Customer's LAN, scheduled maintenance events, customer caused outages or disruptions, and force majeure events (defined in the relevant service contract).

If the Latency guarantee is not met in a calendar month, the customer will receive a credit of 1/30th of the monthly recurring charge (MRC) for that month for each full 1ms above the average maximum guaranteed under this SLA. Limits on the credit and the reporting procedures are detailed below.

Packet Delivery Objective

The Detel MPLS Network (as defined in the first section) is targeted to deliver Ethernet frames within the Detel MPLS Network at the percentages set forth in Table 1 below, averaged over a calendar month.

Class*	Latency	Packet Delivery	Jitter	Availability
Real time	48ms	99.99%	500us	99.99%
Critical	48ms	99.99%	800us	99.99%
Priority	48ms	99.90%	900us	99.99%

Standard	55ms	99.00%	1ms	99.99%
----------	------	--------	-----	--------

* Class of Service does not guarantee delivery of traffic in the event of over utilization of the port.

Mean Time to Repair (MTTR) Objective

The Detel MPLS Network (as defined above) is targeted to meet a MTTR objective of four (4) hours.

Credit Limits

Total credits under this SLA are limited to the monthly recurring charge for the affected IP VPN or Ethernet VPLS Service port or IP VPN/Ethernet VPLS + DIA port for the month in which the service does not meet the guarantees.

Reporting Procedures

Customer must call Detel Customer Care at **(318) 597-0303** to request an SLA credit.

Attachment I

Disaster Recovery Plan

1. GENERAL

The purpose of this plan is to provide an organized approach for bringing back into service following a disaster such as a fire, flood, hurricane, tornado, ice storm, or any other act of God or man that disables a daily operation and prevents the company from providing service to customers.

A number of events can bring about the necessity to execute the procedures found in this document. They can be natural or can be human-induced. This document provides critical information and procedures needed in the event of a disaster causing the impairment or loss of a service.

The objective of this document is to be able to quickly re-establish reliable service to our customers in the event of either a natural or human caused loss or impairment of a microwave site.

In the event of a natural disaster, DETEL will have reserved fibers which will be re-routed to Park Vista Elementary. Estimated time of completion will be 24 hours.

2. SCOPE

This document applies to all personnel who would be affected by a possible disaster, whether an act of God or man, that would destroy or impair a data site.

3. ATTACHMENTS

Attachment 1	Disaster Recovery Plan Preparedness
Attachment 2	Operational Preparedness
Attachment 3	Customer Networks
Attachment 4	Key Disaster Recovery Personnel
Attachment 5	Equipment for Deployment
Attachment 6	Site Logistics Duties
Attachment 7	Safety Equipment
Attachment 8	Damage Assessment
Attachment 9	Disaster Recovery Handbook
	Section 1 Critical Personnel / Contacts
	Section 2 Critical Information1

4. PREPARATION – Operations Plan

4.1 Planning for a "Significant Event" is always the first and most important step in recovering from any disaster. To that end, it is imperative that DETEL personnel know and understand the procedures in this document, and that the information contained in this document and the DETEL Handbook is maintained and updated as changes occur.

4.2 When anticipating and preparing for a disaster scenario and the actions/information that may be needed, key personnel should review and familiarize themselves with the information and questions posed in the attachments listed below:

- Disaster Recovery Plan Preparedness (Attachment 1)
- Operational Preparedness (Attachment 2)
- Equipment for Deployment (Attachment 5)
- Site Logistics Duties (Attachment 6)
- Safety Equipment (Attachment 7)
- Current Site Layout (Disaster Recovery Handbook) (Attachment 9)
- Directions to sites (Disaster Recovery Handbook) (Attachment 9)

4.3 It is critical to the success of a disaster recovery effort that a certain amount of data is made readily available to the Disaster Recovery Team (see Attachment 3). This information should include, but should not be limited to the following information:

- 4.3.1 Equipment Inventory (Disaster Recovery Handbook) (Attachment 9)
- 4.3.2 Equipment for Deployment (Attachment 5)
- 4.3.3 Site Logistics Duties (Attachment 6)
- 4.3.4 Safety Equipment (Attachment 7)

NOTE: In the lists of critical elements that will be required for recovery, any localized (i.e., special, quirky) information that would be beneficial to the recovery efforts should particularly be mentioned in the Disaster Recovery Handbook.

5 DISASTER CONDITIONS

Four (4) levels will categorize disaster conditions:

- Hazardous Condition 0-HAZCON-0 – All Clear or restoration is completed
- Hazardous Condition 1-HAZCON-1 – Risk of Disaster (Watch)
- Hazardous Condition 2-HAZCON-2 – Imminent Threat of Disaster (Warning)
- Hazardous Condition 3-HAZCON-3 – Deployment (Disaster has occurred)

5.1 All Clear / Restoration is Complete (HAZCON-0)

If the Site(s) have no major damage after the disaster (complete restoration is not needed) or if the site was impaired or destroyed and the restoration has been completed, then the assigned field service personnel will contact the Network Operations Center (NOC) 844-338-356634-1374 and notify them of the return to HAZCON-0.

5.1.1 An All Clear Broadcast email sent to all key personnel by the DETEL NOC.

5.2 Risk of Disaster (HAZCON-1)

- 5.2.1 At the first sign of a risk of impending disaster, the local DETEL personnel will contact the NOC at (844-338-3563) with as much information as is available as an FYI, (i.e., a hurricane watch for the Louisiana Gulf Coast from _____ to _____).
- 5.2.2 The NOC will notify the DETEL Management Team as well as Operations/Field Supervisors of the risk and together they will monitor the situation and keep the NOC apprised.
- 5.2.3 If the risk becomes an imminent threat, the Field Supervisors/Field Engineers for the targeted disaster will contact the NOC immediately.
- 5.2.4 A HAZCON-1 Broadcast email set to all key personnel by the DETEL NOC.

5.3 Imminent Threat of Disaster (HAZCON-2)

- 5.3.1 When there is an imminent threat of disaster, the local Operations/Field Supervisors will immediately contact the NOC (844-338-3563). When contacted by the NOC, Customer Service Personnel will at this time contact the DETEL Management Team and apprise them of the imminent threat.
- 5.3.2 The DETEL Management Team will also be notified at this time and become "on alert". The NOC, along with the Management Team and local Operations/Field Supervisors will be in frequent contact.
- 5.3.3 The CEO and Key Staff will meet to analyze the potential impact and develop a response and resource plan along with priorities. These plans will be aligned and communicated with Local and Federal Government Entities, utility companies and customers as appropriate.
- 5.3.4 A HAZCON-2 Broadcast email sent to all key personnel by the DETEL NOC.

5.4 Damage Evaluation (HAZCON-3)

- 5.4.1 When the disaster has officially occurred, the Site Manager and a local field engineer will go to the site to assess the damage (see Attachment 8).
- 5.4.2 The Site Manager will report this information back to the NOC. It will be determined at this time if the Disaster Recovery Team (DRT) is needed.

5.4.3 Deployment (HAZCON-3)

- 5.4.3 At this time, the Disaster Recovery Team will be deployed to the designated operations site. The Site Manager will be the head of this team.
- 5.4.4 The Site Manager will contact the NOC (844-338-3563) and the DETEL Management Team and inform them of the situation.
- 5.4.5 The Disaster Restoration Team, as designated in Attachment 3, will be deployed to the base operations site. The main function of this team will be to bring the site back to a minimal operating status.
- 5.4.6 A HAZCON-3 Broadcast email sent to all key personnel by the DETEL NOC.

6 DISASTER PLAN DETAILS

6.1 A Disaster Recover Manager, with the authority to activate the disaster recovery plan, will be designated. This person will be part of the DETEL Management Team.

6.2 The Disaster Recovery Team will consist of (responsibilities defined in subsequent paragraphs):

- Safety Officer
- Disaster Recovery Manager
- Site Manager
- Logistics Manager
- Public Relations Manager
- Tower Crew
- Fiber Restoration Team
- Construction Manager
- Procurement Manager
- Engineering Manager

These team members have specific responsibilities, as outlined below, to direct the implementation of activities to restore the affected service/site(s) back to operation.

6.3 The DETEL Site Restoration Team will be formed and will consist of a minimum of an Operations/Field Supervisor, Construction Manager and any other persons deemed necessary for the immediate restoration and subsequent reconstruction of the affected location(s). The team leaders will ensure all handoffs meet expectations.

6.4 The Disaster Recovery team will ensure all Site Restoration goals have been met. Maintenance plans will be put in place and discussions will begin on restructuring the location(s).

7 DISASTER RECOVERY TEAM RESPONSIBILITIES

7.1 Safety Officer. The DETEL Safety Officer will give all DETEL personnel a safety briefing that is appropriate and relative to the Disaster. DETEL will work within all Federal, Local, and DETEL safety laws and directives. All DETEL personnel will be responsible for safety.

7.2 Disaster Recovery Manager. The Disaster Recovery Manager has the responsibility of:

7.2.1 Informing DETEL Management of the risk of a disaster (HAZCON-1), the imminent threat of a disaster (HAZCON-2), or that a disaster has occurred (HAZCON-3), and when the situation is back to normal/no major damage has occurred (HAZCON-0).

7.2.2 NOC Leadership, this will be based at 2028 Hwy. 115, Mansura, LA.

7.2.3 Main Point of Contact with customer to exchange general information with the customer and overall coordination of disaster preparedness and recovery as needed.

7.2.4 Deploying the Disaster Recovery personnel and equipment. The Disaster Recovery Manager will be the key contact with the Site Manager.

7.3 Site Manager. The Site Manager has the responsibility of:

7.3.1 Deploying the Disaster Restoration Team, with all the necessary tools to conduct daily business, to the disaster site and the overall coordination of the work at the affected site(s). The Site Manager will direct the Disaster Restoration Team to a designated base site for operations.

7.3.2 On-Site Point of Contact with customer to exchange general information with the customer and overall coordination of disaster preparedness and recovery as needed.

7.3.3 Initial site and service evaluations, for coordination of the on-site restoration team and for all communications into and out of the site back to the Disaster Recovery Manager.

7.3.4 Ensuring that other aspects of the site restoration are not in conflict with restoration activities (such as site clearance, utility restoration work or other activities not directly related to restoration of customer service).

7.3.5 The overall coordination (with the Tower Crew) of repair and restoration of the Microwave Equipment and/or Fiber Network

7.3.6 The safety and well-being of the Disaster Restoration Team. The Site Manager will be the Safety Manager on-site and will provide safety equipment for use by the Disaster Restoration Team at the disaster site. The Site Manager will have an available list of doctors, hospitals near the base site.

7.3.7 Ensuring all PR questions from Media, Press, and other outside sources are directed to DETEL Public Relations Office.

7.3.8 Ensuring that services are restored with most critical services being restored first.

7.4 Logistics Manager. The Logistics Manager has the responsibility of:

7.4.1 Ensuring that any equipment is readily accessible to the Disaster Restoration Team. When alerted of an imminent threat of disaster, the Logistics Manager should have all equipment ready for shipment to the designated site.

7.4.2 Work with Procurement Manager having Purchase Orders ready for immediate release for additional equipment as needed.

7.4.3 Preparing transportation, lodging, and food for Disaster Restoration Team.

7.4.4 Immediately working with the EOC and/or local law enforcement to allow DETEL personnel access to disaster site(s).

7.5 Public Relations Manager

The Public Relations Manager will be located in Mansura, LA and will be the **ONLY** person to give information to be released to the media. The Public Relations Manager will also be responsible for updating the PUC, FCC, and any other applicable agencies.

7.6 Construction Manager. The Construction Manager has the responsibility of:

- 7.6.1 The overall coordination (along with the Site Manager) of repair and restoration of the affected site(s).
- 7.6.2 Working with the Site Manager to restore most critical services first.

7.7 Procurement Manager. Procurement Manager has the responsibility of:

- 7.7.1 Ensuring disaster recovery funds are available
- 7.7.2 Working with the Logistics manager to ensure Purchase orders are approved.

7.8 Engineering Manager. Engineering Manager has the responsibility to:

- 7.8.1 Determine best uses for FCC Licensed and License exempt radios
- 7.8.2 Whether we rebuild or relocate equipment
- 7.8.3 If necessary engineer new paths.

7.9 Site Restoration Team. The Site Restoration Team has the responsibility of:

Bringing DETEL services back to operating status. Members of the Site Restoration Team should bring their laptops with them to the recovery effort.

8.0 UPDATES

This SOP will be reviewed annually and updated as needed. Questions should be directed to Michael Hukins, (318-597-0303) or via email mike@detel.com.

Attachment 1

Disaster Recovery Plan Preparedness

1. Have DR funds been identified in the current and next year's budget?
2. Do you have an overall DR planning coordinator? Who is it?
3. Is someone assigned to maintain the overall and technology plans? Who is it?
4. Are roles and responsibilities outlined in the plan?
5. Are the names and phone numbers updated regularly?
6. Is everyone aware that a DR plan exists? Do they know how to access it?
7. Are the appropriate associates aware of their responsibilities, as documented in the plan, in case of a disaster?
8. How frequently are plans updated?
9. Will the plan be exercised on a regular basis? (Tabletop exercises are an economical way to ensure that the plan meets objectives.)
10. Is the plan updated as a result of testing?
11. Do the plans provide instructions for:
 - Emergency procedures?
 - Organizational structure following the disaster?
12. Does the plan address the protection of corporate information assets?
13. Do vendors have disaster capabilities in place to support us?
 - Test capabilities
 - Asses their performance
 - View their disaster recovery plan to make sure it fits yours
 - After hours contacts

Attachment 2
Operational Preparedness

1. Is there an emergency booklet located at each office that provides procedures for:

- | | | |
|-----------------------|-----|----|
| • Medical emergency | YES | NO |
| • Fire emergency | YES | NO |
| • Evacuation | YES | NO |
| • Security violations | YES | NO |
| • Bomb threats | YES | NO |
| • Electrical failures | YES | NO |

2. Is someone assigned to provide information, instruction and supervision for the above list?

YES NO

3. Are hand held fire extinguishers readily available?

YES NO

4. Are employees trained to use them?

YES NO

**Attachment 3
Customer Networks**

Network Location	Field Representative
<i>North West Region</i>	
Red River	
Natchitoches	
*Natchitoches C/O	
<i>North East Region</i>	
Ouachita	
*Ouachita C/O	
Madison	
LaSalle	
<i>South West Region</i>	
Avoyelles	
*Marksville C/O	
*Bunkie C/O	
Beauregard	
*Merryville C/O	
*Deridder C/O	
Allen	
Evangeline	
**Ville Platte Regen	
St. Landry	
Jeff Davis	

*Jennings C/O	
*Lake Arthur C/O	
**Roanoke Regen	
Acadia	
Lafayette	
*Lafayette C/O	
St. Mary	
*Baldwin C/O	
*Franklin C/O	
*Morgan City C/O	
Vermillion	
*Abbeville C/O	
*Gueydan C/O	
Iberia	

*Loreauville C/O	
*New Iberia C/O	
*Jeanerette C/O	
<i>South East Region</i>	
Pointe Coupee	
*New Roads C/O	
*Rougon C/O	
Iberville	
**Ramah	
City of Baker	
*C.O.B. C/O	
East Baton Rouge	
*EBR C/O	
**Airline Regen	
Livingston	
St. John	
*St. John C/O	
DETEL NOLA POP	
<i>TEXAS</i>	
Dallas POP	

**Attachment 4
DETEL Key Disaster Recovery Personnel**

DR Responsibility	Name	Phone Number(s)
DR Manager (Prim)	Daryl A. Deshotel	C: 318-447-2000
DR Manager (Alt 1)	Thad Roy	C: 318-792-0752 H: 318-964-2637
Site Manager	Travis Guillory Chris Juneau	C: C: 337-207-2886
Public Relations Manager	Lydia Lambert	C: 318-359-5953
Construction Manager	Daryl D. Deshotel	C: 318-240-0101 H: 318-346-4144
Logistics Manager (Primary)	Megan Doucet	C: 318-359-0474
Logistics Manager (Secondary)	Suzanne Ducote	C: 318-715-5835
Tower Crew	Brady Veade	C: 318-359-5953
Tower Crew	Cody Lemoine	C: 318-359-1991
Tower Crew Contractor	Deep South - Rhett	W: 225-293-5700
Fiber Restoration Manager	Chad Baham	C: 337-331-4778 C: 337-331-0840 (alt)
Fiber Restoration Team	Paul Laborde	W: 318-359-9225 H: 318-964-2740
Procurement Manager	Laine Dugas	C: 318-447-8837
Safety Manager	Michael Hukins	W: 318-880-7062 C: 318-452-3423
IT Manager/Data Network Mgr.	Josh Roy	C: 318-305-0777
Engineer Manager	Dustin Brooks	C: 337-781-4506

**Attachment 5
Deployment Equipment**

EQUIPMENT	FROM WHERE MIGHT EQUIPMENT BE PROCURED?
Test Equipment	
Tools	
Telephones	
Lights	
Microwave Equipment	
Fiber	
Fiber restoration kit	
Antennas	
Antenna mount(s)	
Food	
Cabling	
Grounding	

**Attachment 6
Site Logistics Duties**

DUTY	PERSON RESPONSIBLE
Manage installation of equipment and arrange for acceptance testing before connecting service	
Coverage if alarms are not operative	
Security Services	
Obtain and implement critical office data	
Obtain data and manage implementation, site drawings, wiring diagrams, cabinet data	

Attachment 7

Safety Equipment/Personal Equipment:

EQUIPMENT	Checklist	
Goggles		
Flares		
Hard Hats		
Reflective Vests		
Gloves		
Flashlights/Batteries		
Temporary Lights		
First Aid Kit		
"Do Not Enter" Safety Tape		
Steel Toe Boots/Protectors		
Orange Cones		
Tarps		
Glow sticks		
Rain suits		

Insect Repellant		
Insecticide		

Personal Gear:

Food (MRE's)	
Water	
Sleeping bag	
Medications (if applicable)	
Change of clothes	
Phone Charger	

**Attachment 8
Damage Assessment**

Record the following:

Extent of cabinet/Rack damage	
Extent of physical equipment damage	
Extent of customer service disruption	
Extent of Antenna Damage	
Extent of Cable damage	
Extent of Power damage	
Pole/Tower structure	
Extent of Fiber Route damage	

Assess availability of:

Power	
Transport	
Switching	
Cable plant	
Access to other common carriers	

Determine initial safety issues:

Power	
Hazardous Materials	
Fire	

2719 Airline Dr.
Bossier City, Louisiana 71111
Telephone (318) 549-6200
FAX (318) 549-6178

**Bossier
Schools**
Bossier Instructional Center

Curriculum K-12
Professional Library
Public Relations
Staff Development
Technology

August 23, 2013

To Whom It May Concern:

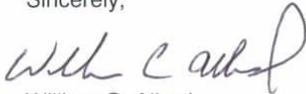
The Bossier Parish School System recently completed the process of upgrading our Internet connection, through the Erate process. We received many proposals, but DETEL provided a proposal superior in price and guaranteed reliability and support for the internet connection.

DETEL committed to having the connection up and running for the July 1, 2013, and they delivered on that commitment. We made a plan to have the connection in place in mid-June for a July 1 cutover. They kept us informed through each step of the process and worked very well with my staff as questions arose.

We made our preparations to cut over in the last week of June and selected an afternoon after business hours to complete the swap. We had no issues and completed the whole process virtually without any noticeable interruption. The connection has performed as advertised since day one and now through the beginning of a new school year.

We are pleased to be a partner with a provider like DETEL and look forward to continuing a relationship with them.

Sincerely,



William C. Allred,

Director of Technology

BOSSIER PARISH SCHOOL SYSTEM
"An Equal Opportunity Educational Agency"

DETEL 69

ALLEN PARISH SCHOOL BOARD

Mrs. Carolyn Manuel, President, District 6

Mrs. Alma W. Johnson, District 1

Mrs. Cathy Farris, District 2

Mr. Steven Sumbler, District 3

P. O. Drawer C
1111 West Seventh Avenue
Oberlin, Louisiana 70655
Phone (337) 639-4311
Fax (337) 639-2346

Mr. Michael Doucet, Superintendent

Mr. Jason Turner, District 4

Mr. Gregory Monceaux, District 5

Mr. Brett Fawcett, District 7

To Whom It May Concern:

Allen Parish Schools have been doing business with Detel for the last ten years. We purchase high quality technology hardware and installation through Detel. We have recently contracted them for our VoIP phones system, video conferencing network and our state of the art WAN and internet access. The network we have from Detel works very efficiently and effectively. We are 100% happy with our relationship with Detel and can highly recommend Detel. The support and service cannot be better.

It is a pleasure to do business with Detel. More companies need to model after Detel's professionalism and efficiency.

Sincerely,

David Hooper
Maintenance Technology Manager
Allen Parish School Board

GINGER GRIFFIN
PRESIDENT

DONALD W. AGUILLARD, PH.D.
SUPERINTENDENT

MICHAEL TAYLOR
VICE PRESIDENT

St. Mary Parish School Board

Tuesday, September 22, 2015

To Whom It May Concern:

The St. Mary Parish School board issued an RFP last October to upgrade our Wide Area Network to a 1GB network with a 1GB Internet connection. We received many proposals but DETEL's proposal stood out on price but more importantly the reliability and speed of a point to point fiber network.

DETEL was committed to having the network up and running for July 1, 2013 which gave DETEL a brief time-frame of about seven months. The time-frame seemed short given the large size of the district, many municipalities and the varied geographic topography. DETEL was able to maneuver through the various permits and right of ways to deliver the network on time.

We approached the actual turn-up with trepidation due to past experiences with our previous provider. DETEL made the switch over seamless and with minimal headaches. DETEL was a true partner with us every step of the way.

Now in our third year, DETEL continues to provide excellent service. I continue to look forward to a long lasting partnership between the St. Mary Parish School Board and DETEL in serving the students and teachers of St. Mary Parish.

Sincerely,



Kevin P. Derise
Chief Technology Officer
St. Mary Parish School Board
337-836-9661
kderise@stmaryk12.net

P.O. BOX 170, CENTERVILLE, LA 70522-0170
(337) 836-9661

FAX NUMBER
(337) 836-5461

474 HIGHWAY 317, CENTERVILLE, LA
www.stmary.k12.la.us



Jefferson Davis Parish Technology Center
1628 S. Thibodeaux Road
Jennings, LA 70546
Phone: 337-824-6360 Fax: 337-824-8425

Karen R. Guidry,
1628 S. Thibodeaux Road
Jennings, LA 70546
September 9, 2011

To Whom It May Concern:

It is with great pleasure that I recommend the Detel Company for technology services and equipment. The Jeff Davis schools have been customers of Detel since 2006.

Detel has always presented a high quality of service and products. We have been very pleased with our WAN and our internet access services with Detel. The degree of integrity and responsibility exhibited by their staff is remarkable. One aspect of working with Detel is that you will always get a live, friendly voice when you call. Repair requests are met with a positive and prompt response.

Whether dealing with Internet access, setting up a WAN, Video Conferencing, or other equipment, all of their staff is highly professional and it is a pleasure to do business with Detel.

As a result, I offer my recommendation of Detel for technology solutions.

Sincerely,

Karen R. Guidry
District Technology Coordinator
Jefferson Davis Parish School Board



ACADIA PARISH SCHOOL BOARD

Incorporated July 11, 1887

2402 North Parkerson Avenue
Post Office Drawer 309
Crowley, LA 70527-0309
337-783-3664 Phone
337-783-3761 Fax

Mr. Douglas J. JaCombe
President

Mr. James Higginsotham
Vice-President

Mr. John L. Bourque
Superintendent

September 17, 2015

To Whom It May Concern,

This letter is written to recommend DETEL Wireless, LLC for Internet access and Wide Area Networking Services. Acadia Parish School District entered into a contract with DETEL on January 14, 2008 to provide 50 Mb of fiber connectivity for Internet and 1 Gb of WAN services to 29 sites throughout our school district. Two new contracts were signed with Detel in February & March of 2015 to increase our WAN speed to 10 GB & Internet to 1 GB.

DETEL has been working throughout our district with different crews to ensure that this Internet project is completed at a very quick pace. DETEL has gone above and beyond to adhere to their contract working consistently with professionalism and dependability.

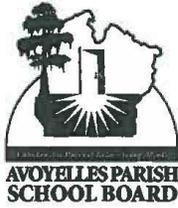
Our central office personnel, school administrators and staff have commented on the speed and reliability that is now possible since "lighting" up their paths to the Internet using fiber. We, in Acadia Parish School District, have been very pleased with DETEL's team effort in providing an Internet /WAN solution that affords our teachers and students enough bandwidth to obtain 21st Century Skills.

Please do not hesitate to contact me should you have any questions about our fiber project with DETEL Wireless, LLC.

Sincerely,

Supervisor of Technology/Media/Textbooks

REACHING EVERY CHILD EVERY DAY



Avoyelles Parish School Board

221 Tunica Drive West
Marksville, LA 71351

March 11, 2013

Dwayne Lemoine, Superintendent
Thelma Prater, Assistant Superintendent

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Bunkie (318) 346-2994
Cottonport (318) 876-3391
Marksville (318) 253-5982

FAX: (318) 253-9680
FAX: (318) 253-5178

**An Equal Opportunity
Employer**

To Whom It May Concern:

Detel Wireless is the sole provider for technology for the Avoyelles Parish School System. The company provides us with professionalism, courtesy and exemplary customer service at all times.

Detel is timely in presenting us with any needed information or documentation. More importantly, their response time to technical issues is better than expected. Its employees are knowledgeable in the areas for which they are responsible.

Over the years, we have developed an excellent business relationship with Detel. All employees with whom we have dealt offer quality service to us. Detel has gained the respect of the staff and employees of the Avoyelles Parish School System. They are very pleased with Detel's service and are very comfortable around its employees.

We look forward to many more years of service from this growing company.

Contact me with any questions or concerns,

Sincerely,

Irma Andress
Director of Federal Programs
Technology Department
318-240-0216
iandress@avoyellespsb.com

Evangeline Parish Schools

"Our Children, Our Schools, Our Future"

Toni Hamlin, Superintendent

1123 Te Mamou Road, Ville Platte, LA 70586
Tel 337-363-6651 Fax 337-363-8086
Website: www.epsb.com

March 14, 2013

Re: DETEL Wireless

To Whom It May Concern:

Evangeline Parish School District has had a business relationship with DETEL Wireless for over a decade. In the five years that I have served as Title II, REAP, E-RATE and Instructional Technology Coordinator, I have worked with DETEL on many of the districts' technology needs for WAN, internet access, email and distance learning. DETEL constantly proves to be a dependable, reliable and knowledgeable vendor.

Utilizing both E-Rate and the district's general fund, Evangeline Parish contracted with DETEL to establish a true, secure wireless network using appropriately 400 Aruba Access Points and 10 WAP Controllers to all schools. DETEL worked with staff members in a professional manner that we have seen throughout our business relationship. DETEL provided Evangeline Parish with a schedule for when work would be underway at each school so that district, school administrators and teachers were aware of workers on campus. DETEL employees worked tirelessly around teacher's planning periods to minimize disturbances during instructional time.

We recently entered into a new contract with DETEL to create a network infrastructure capable of supporting the demands of PARCC Assessment and EOC for our 6,000 plus students. The district appreciates that DETEL is knowledgeable about ongoing changes in state assessments and provide opportunities that allow us to expand our network as the demand increases.

During the years of service with DETEL, the district has always experienced wonderful service. All requests, technical and others are addressed in a timely manner. In the event that a problem arises, their website is available for reporting the issue and a technician is sent to the site in a timely approach.

If you have any questions or concerns, please do not hesitate to call or email.

Sincerely,



Connie Bertrand
Evangeline Parish Schools
Technology Coordinator
337-363-6605
connie.bertrand@epsb.com

School Board Members:

Lonnie Sonnier
District One

Dr. Bobby Deshotel
District Two

Jerry L. Thompson
Vice-President
District Three

Wayne Dardeat
President
District Four

Peggy Forman
District Five

David Landreneau
District Six

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District Ten

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District Twelve

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District Thirteen

"An Equal Opportunity Employer"



Red River Parish School Board

*P. O. Box 1369
Coushatta, Louisiana 71019*

Kary J. Easterly
Superintendent

March 11, 2013

Valerie Cox
Board President

Valerie Cox - President
P.O. Box 1292
Coushatta, LA 71019
District 6

Richard Cannon - Vice President
P.O. Box 1269
Coushatta, LA 71019
District 2

Gene Longino
7306 Highway 71
Coushatta, LA 71019
District 1

Karen Womack
1546 Highway 507
Ringgold, LA 71068
District 3

Cleve Miller
P.O. Box 1097
Coushatta, LA 71019
District 4

Kasandria W. White
P.O. Box 1224
Coushatta, LA 71019
District 5

Don Birdsong
P.O. Box 403
Coushatta, LA 71019
District 7

To Whom It May Concern:

Red River Parish has been doing business with Detel Wireless since 2002.

Red River uses Detel for our Wireless WAN, Internet access, and Basic Network Maintenance. Detel constantly monitors the network and will often notify us that they are working on a problem before we are aware that an issue exists. Not only has our uptime increased, but also our speed.

From configuring network servers, switches, and routers to troubleshooting cabling problems, the Detel technicians are very professional and knowledgeable. We have been very pleased with Detel Wireless. If a problem does occur, the company owner can be contacted personally and he will work quickly to help resolve any issues. Red River wholeheartedly recommends Detel Wireless.

If you have any questions or concerns, please contact me by phone or email.

Sincerely,

Carey Prosperie
Technology Coordinator
318-932-4081 x 12
carey@rrpsb.com

To promote achievement and accountability as we educate today for the challenges of tomorrow.

The Red River Parish School Board is an equal opportunity agency dedicated to a policy of nondiscrimination regarding Title VI, the Civil Rights Act of 1964, Title IX, and Section 504 of the Rehabilitation Act of 1973.

Customers

LIST OF CUSTOMERS

Acadia Parish School Board

WAN and Internet Access

Tina Atkinson

Technology Supervisor
P.O. Drawer 309
Crowley, LA 70527-0309
337-783-3664, Ext 283
tatkinson@acadia.k12.la.us

Allen Parish School Board

Distance Learning, WAN and VOIP Services

David Hooper

Chief Technology Officer
P.O. Drawer C
Oberlin, LA 70655
337-639-4311
dhooper@allen.k12.la.us

Avoyelles Parish School

WAN, Internet Access, and VOIP

Irma Andress

Director of Federal Programs
221 Tunica Drive West
Marksville, LA 71351
318-240-0200, Ext 0216
iandress@avoyellespsb.com

Avoyelles Public Charter School

Internet Access and Webfiltering

Julie Roy

Director of Technology
201 Longfellow Road
Mansura, LA 71350
318-240-9991
julieroy@apcs.us

Beauregard Parish School Board

WAN, Internet Access, and Firewall

Dean Hieronymus

Chief Technology Officer
202 W. Third St.
Deridder, LA 70634
337-462-3357, Ext 117
dhieronymus@beau.k12.la.us

Evangeline Parish School Board

WAN, Internet Access, and Email

Connie Guillory

Director
1123 Te Mamou Rd.
Ville Platte, LA 70586
337-831-2165
cbertrand@epsb.com

Iberia Parish School Board

WAN and Internet Access

Dianne Leblanc

Technology Supervisor
1204 Le Marie Street
New Iberia, LA 70560
337-364-7641
dleblanc@iberia.k12.la.us

Iberia Parish Library

WAN and Internet Access

Kathleen Miles

Director
445 E. Main Street
New Iberia, LA 70560
337-364-7024
kmiles@state.lib.la.us

Lafayette Parish School Board

Internal Connections

LaShona Dickerson

Director of Instructional Technology
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Livingston Parish School Board

WAN and Internet Access

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Livingston Parish Library

WAN and Internet Access

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Teurlings Catholic High School

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Ouachita Parish School Board

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Bossier Parish School Board

Internet Access

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