



## **Response to 50-00139813**

**Opening Date:10/20/2022**

Cox Business (Cox Louisiana Telcom, L.L.C.) is responding to  
Jefferson Parish  
Request for Proposal 50-00139813



9/21/2022

Donna Evans  
Jefferson Parish  
200 Derbigny Street  
Gretna, LA 70053

Dear Donna Evans:

Government entities face unique challenges. The public demands government efficiency and a host of services but tax dollars only stretch so far. Internal and external communications must be continually optimized, and technologies must be chosen that are ideal for the needs at hand. Cox Business recognizes Jefferson Parish needs solutions today—with strategies for the future.

We get it. We really do. Communication services are an integral part of Jefferson Parish's organization. It affects every facet of your operations. Cox looks forward to designing an effective, efficient plan to meet your communication needs.

Our team has studied and discussed your RFP. We've listened carefully during prior meetings. Cox knows the importance of Jefferson Parish's communication system to your staff and your constituents. In order of importance, we believe that your top goals are to:

- Manage changing technology for a competitive advantage
- Meet high standards for customer service.
- Productivity and protection of your reputation
- Healthy operating margins

Based upon these goals, Cox has prepared a solution designed to move Jefferson Parish to a new level of excellence. Our attached proposal describes the benefits you will realize from the following solutions.

- **Cox Optical Internet** which increases productivity by reducing the time to send and receive increasingly large data files
- **Cox Metro Ethernet** extends the reach of your network and provides simple and easy connectivity.

#### ***Fast Facts***

Government entities rely heavily on reliable, cost-effective solutions. Jefferson Parish depends on a technology provider to ensure that citizens are well-served and RFP specifications are met. Below are several facts which highlight Cox's experience serving the public sector.

- Nearly two decades of experience serving government accounts
- Listed in SAMs and understands government requirements
- Award winning customer service

Sincerely,

A handwritten signature in black ink that reads "Leigh D. King".

Leigh King  
Vice President, Cox Business  
(225) 237-5261  
Leigh.King@cox.com

## **Executive Summary**

Emergency response, public safety and constituent advisories are just a few examples of why telecommunications are vital in today's public sector. Communications support secure and efficient operating environments, reliable communications, and many other aspects of running a government agency.

### **The Goals You Want to Achieve**

Cox understands your business environment. We serve many customers with similar needs.

Communications is an integral part of the way you operate—and the way you serve your constituents. Your effectiveness depends on innovative, reliable, and cost-effective communications solutions. Working with the right service provider, Jefferson Parish has several key objectives.

#### **Managing changing technologies**

Technology has changed business for the better but keeping pace in an increasingly virtual world is difficult. You need to capitalize on technologies that improve efficiency and give you a competitive advantage.

#### **Enabling customer service**

Your success depends largely on creating an easy, seamless interface with your customers. You can't afford dropped calls, website downtime or disruptions to interacting with customers. Jefferson Parish needs to know that a communications provider has the experience to design solutions which support high customer service standards.

#### **Improving reliability and stability**

The complexity of communications networks leaves little room for error. You cannot compromise your productivity, or your reputation, by settling for insufficient technologies. Jefferson Parish needs to know their communication network is reliable and stable. You simply can't afford wasted work hours spent troubleshooting problems and restoring service.

#### **Increasing productivity and efficiency**

Although decreasing operating costs is important, at Jefferson Parish you also want to improve operating margins by maximizing productivity and efficiency. You need communications solutions that help employees work faster—and smarter. You also want to ensure your communications tools enhance your competitive advantage and provide the best experience for customers, vendors and other people you deal with.

## **Why Choose Cox**

Business customers choose Cox for a variety of reasons. We offer many business strengths; and listed below are several differentiators that we think are most relevant to Jefferson Parish.

### **Vertical Industry Focus**

With Cox, you won't waste time educating us about your industry-related challenges, issues and needs. We dedicate development, support, engineering and sales resources to industry-specific solutions. Jefferson Parish will rest assured that we come to the table prepared to meet your exact needs.

### **Local Resources**

Cox invests broad resources in our markets, so we have a truly locally identity. Multi-disciplinary teams know the customers and the communities in which we work. Jefferson Parish will have face-to-face contact with teams that engineer, sell, provision, and support our solutions. Our local presence, including VP-level and above, creates uncommon transparency and comfort knowing that we are there when you need us.

### **Network Excellence for the Highest Reliability**

With Cox, Jefferson Parish can conduct business with confidence no matter how demanding your network requirements are. We use the right technology, hardware and materials to build a sophisticated, homogenous network from the ground up. Just as important, we rigorously support and update our equipment. Our focus on these basic principles ensures your business continuity, protects your revenue, and delivers scalability for the future.

### **Customer-Driven Culture**

Cox Business is privately-owned; that's unique in our industry. Our conservative culture values customer satisfaction, diversity, environmental responsibility and employee well-being. We will serve Jefferson Parish with employees who are positive ambassadors Cox and who share our natural commitment to the customer experience.

## About Cox

### About Cox Business

As the commercial division of Cox Communications, Cox Business provides advanced high-speed Internet, voice, digital television, networking, security, cloud, and managed services solutions to more than 355,000 businesses and organizations over its nationwide IP network. Since 1998, 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 consistently has been recognized for its leadership among small/midsize business data service providers.



### Cox Louisiana

With a long history of providing telecommunications services, Cox is an established and trusted provider in the Southeast, including the state of Louisiana. Over the last five years, Cox has invested millions in its Southeast Region through infrastructure upgrades and more than 2,000 miles of fiber delivering video, phone and high-speed Internet service to homes and businesses.

Cox maintains more than 400,000 customer relationships nationwide and employs 1,235 local residents, contributing over \$8 million annually in payroll taxes and \$22 million in franchise fees. Cox

supports the local communities through cash, grants and in-kind contributions, providing more than \$2 million to local non-profit organizations.





**COX**

## Our commitment to New Orleans



**\$963.2 Million**

Economic Impact



**430**

Total Employees



**\$31.5 Million**

Total Payroll



**1,823**

Jobs Supported



**\$1.6 Million**

Charitable Contributions



**1,198**

Employee Volunteering (hours)



**\$1.7 Billion**

Infrastructure Investment  
(nationally)



**\$23 Million**

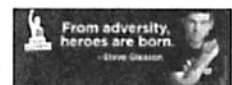
Taxes & Franchise Fees



**6,416**

Broadband Network (miles)

Economic indicators compiled and analyzed independently by Applied Analytics using averaged data from years 2019 and 2020



## **Our Recommended Solutions**

### **Cox Optical Internet**

We know the Internet is critical to your operations. Cox Business Optical Internet gives you a premium, dedicated connection rate for reliable business traffic. Fiber-optic reliability and scalable speeds up to 100 Gbps are ideal to meet the Internet access requirements of large businesses.

Cox Business Optical Internet consistently delivers equally fast upload and download speeds. This reduces the time to send and receive large data files, increasing your productivity.

Cox designed its 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 your Internet

traffic. Optical Internet scales to keep price and responsiveness in balance. As your bandwidth requirements change, Cox easily can keep the technology on pace with your needs, helping your employees stay productive and satisfied.

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

### **Cox Metro Ethernet**

Cox Business Metro Ethernet allows you to leverage the simplicity, scalability, and economies of Ethernet transport to increase productivity and connect multiple locations. Whether you’re a school system, healthcare organization, local government or business seeking a high-speed and cost-effective alternative to other private networking services, Cox Business Metro Ethernet offers you a powerful and reliable choice.

Cox Metro Ethernet is designed for medium to large businesses, government and educational entities, ISPs/ASPs, and IXCs/carriers in need of a high-quality, highly scalable Ethernet networking solution to support data and bandwidth-intensive applications, as well as 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. IT professionals can capitalize on this simplicity by applying the same technical expertise to both internal and external network connectivity.

Metro Ethernet can provide a higher bandwidth value than legacy technologies such as frame relay. With this solution, you eliminate the need to purchase and install expensive CPE, resulting in lower overall costs. The service easily interfaces with your existing network equipment, also reducing costs and complexity.

Our Ethernet connectivity solutions offer a range of high speeds and design configurations, ranging from fully meshed to hub-and-spoke. Cox Business Metro Ethernet’s speeds and topology choices allow your network to grow as the business grows.

The Ethernet Performance Management Reporting tool allows you to oversee and monitor your network’s performance. This web-based portal offers a dashboard view into the health of your Ethernet circuits with:



## Cox Optical Internet<sup>SM</sup>

### A Reliable Business Needs a Reliable Network

You depend on fast, reliable Internet to maximize business productivity. Cox Business connects your business to the world over our robust, nationwide facilities-based fiber-optic network. Experience symmetrical bandwidth speeds up to 100 Gbps\*, local support and the ability to tailor the solution based on your business continuity and disaster recovery requirements. Leverage these powerful features to keep your business thriving:

#### Business Continuity, Disaster Recovery Options

Our resilient network architecture includes support for Border Gateway Protocol (BGP), diverse entrance facilities, and/or redundant CPE and power options.

#### Premium Dedicated Connectivity

Experience optimal availability and reliability during high traffic periods.

#### Flexible Billing Options

Receive a flat rate or 95<sup>th</sup> percentile burstable billing options.

#### IP Address Options

Block of 4 (/30) static IPv4 addresses at no charge. Larger IPv4 block configurations are also available depending on your local network's needs.

#### Performance Management Reporting

View circuit utilization and health statistics for visibility into your service.

#### Network Monitoring

Enjoy peace of mind knowing Cox technical support is available 24/7. Proactive monitoring by our Networks Operations Center (NOC).

\*Services may not be available in all areas.

[coxbusiness.com](http://coxbusiness.com)

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## Why Cox Optical Internet<sup>SM</sup>?

### Nationwide Facilities-Based Network

- COI traffic carried over our redundant MPLS self-healing network
- Extensive peering partnerships to other Tier 1 providers
- Supports Internet, Metro Ethernet, voice and video traffic

### Dedicated Account Team

- Assistance with network design
- Implementation
- Ongoing technical support

### Managed Router and Security & DDoS Mitigation (Optional)

- Detection and alerting
- Security Operations Center: Monitors, responds to threats
- Vulnerability scanning, router configuration

### MyAccount

- View Internet performance reporting
- View and manage billing
- Create trouble tickets

### Cox Business National IP Backbone



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## Cox Business® Metro Ethernet

### Seamless Connections Across Multiple Locations

Cox Business Metro Ethernet allows you to leverage the simplicity, scalability and economies of Ethernet transport to increase productivity and connect multiple locations. Whether a school system, healthcare organization, local government or business seeking a high speed and cost effective alternative to Carrier MPLS networking, Cox Business Metro Ethernet offers you a powerful and reliable choice.

#### Ethernet Simplicity

You are in control with Cox Business Metro-E, no need to coordinate with a carrier to make simple changes.

#### Secure

Your sensitive data traffic will run on a highly secure network that is immune to many security issues that public Internet based networks face.

#### Enhanced Application Performance

Cox Business Metro Ethernet allows critical applications to perform optimally based on your traffic tagging so it is simple and in your control.

#### Scalability and Flexibility

Ethernet connectivity services offer speeds and topology choices allowing your network to grow with your business.

#### Expert Support

Your network is monitored 24/7 from a U.S.-based Network Operations Center that provides responsive customer service your business deserves.

#### Availability

Served by Cox's fiber rich and coax networks, Cox Business Metro Ethernet provides a widely available, highly redundant and reliable metro network architecture to run your business.

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# Cox Business® Metro Ethernet Features and Options

## Topologies Supported

- E-Line Point-to-Point connectivity
- E-Line Hub-and-Spoke connectivity
- E-LAN Multipoint connectivity

## Bandwidth Options

- Speeds ranging from 2 Mbps to 100 Gbps or higher

## Class of Service (CoS) Options

- Single CoS or four CoS options with multiple prioritization profiles

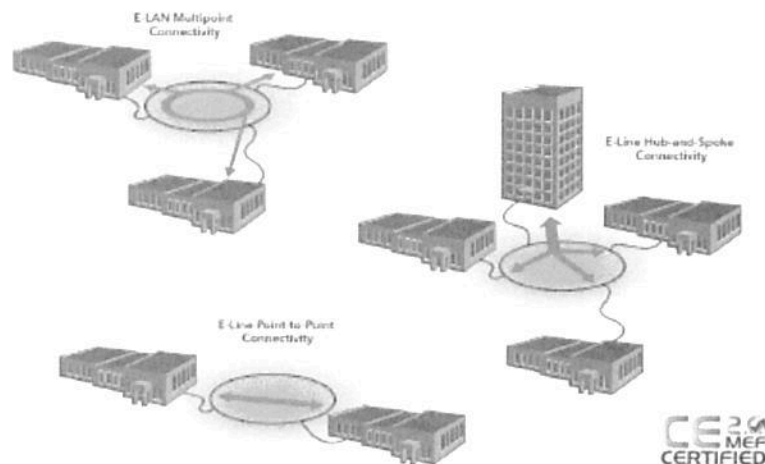
## Common Applications Additional Services

- Secure, high-speed connectivity to organizations with multiple local locations, including schools, healthcare organizations, local government, and retail or service firms
- Secure, high-speed tele worker connectivity to corporate LANs
- Monitoring of building security, traffic cameras or similar activity
- Disaster recovery /business continuity, particularly connectivity to redundant data centers

## Additional Services

- Optical Internet™
- Cox Business Internet™
- Cox MPLS IP-VPN
- Cox Wavelength Services
- Cox CloudPort
- Cox SD-WAN

## How Cox Metro Ethernet Works for Your Business



Equipment installed by Cox, and the installation of networks, may vary. LAN wiring and electronics are not included. Other restrictions apply. Services may not be available in all areas.  
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**Conclusion**

Cox gives you the tools and advice to effectively do your important work. We help your employees be more productive and make it easier for the public to interact with Jefferson Parish. Thank you for this opportunity to compete for your business. We look forward to the next stage in your selection process.

## Appendix A Cox Service Agreement

## Proposed Contract for Services

Cox attaches its standard Commercial Services Agreement as the proposed contract for services to be purchased by the District. Given the standard nature of the services requested, the terms of the attached agreement are proposed to be the only terms governing Cox's provision of services. Cox's proposal is expressly subject to the parties' negotiation and execution of a mutually agreeable final service agreement.



Commercial Services Agreement

\_\_ / \_\_ / 2022

<b>Cox Account Rep:</b>		<b>Cox System Address:</b>
<b>Phone Number:</b>		
<b>Fax Number:</b>		

Customer Information		Authorized Customer Representative Information	
<b>Legal Company Name:</b>		<b>Full Name:</b>	
<b>Street Address:</b>		<b>Billing Contact:</b>	
<b>City/State/Zip:</b>		<b>Fax:</b>	
<b>Billing Address:</b>		<b>Contact Number:</b>	
<b>City/State/Zip:</b>		<b>Email Address:</b>	
<b>Cox Account #:</b>			
<b>Merge Bill</b>			

Taxes and Fees Not Included					
Service Description	Quantity	Unit Price	Term (Months)	Service Charges	
				Monthly Recurring	One Time Activation & Setup Fees
<b>SAMPLE AGREEMENT - SERVICES AND FINAL TERM INFORMATION TO BE COMPLETED BASED ON SCOPE OF AWARD</b>					
<b>Totals:</b>					

<b>Equipment Charges</b>
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Description	Quantity	Unit Price	Total Fee

**Special Conditions****Promotion Details**

This Commercial Services Agreement (the "Agreement") includes (i) this paragraph, the language above and Exhibit A (collectively, the "Service Terms"); (ii) the terms and conditions set forth at <http://ww2.cox.com/aboutus/policies/business-general-terms.cox> (the "General Terms") and (iii) any other terms and conditions applicable to the Services set forth above, including without limitation, the Cox tariffs, Service Guides set forth at <http://ww2.cox.com/business/voice/regulatory.cox> ("SG"), State and Federal regulations, the Cox Acceptable Use Policy (the "AUP"), and Cox's Internet Service Disclosures located at [www.cox.com/internetdisclosures](http://www.cox.com/internetdisclosures). Exhibit A is attached to and incorporated into this Agreement by this reference. Customer acknowledges receipt and acceptance of the Service Terms (including Exhibit A), the AUP, General Terms, and all other referenced terms and conditions by signing this Agreement. By signing this Agreement, Customer accepts that any and all disputes arising out of, relating to or concerning this Agreement and/or the Services shall be resolved through mandatory and binding arbitration unless Customer opts out pursuant to the Dispute Resolution Provision in the General Terms. This Agreement is subject to credit approval and Customer authorizes Cox to check credit. The prices above do not include applicable taxes, fees, assessments or surcharges which are additional and may change. This proposal is valid provided Customer signs and delivers this Agreement to Cox unchanged within thirty (30) days from the date above. By signing this Agreement, Customer acknowledges that if (i) the transport Service(s) (e.g. Private Line Type Services, Ethernet Services) cross state boundaries or (ii) at least 10% of traffic on said transport Service(s) is Interstate in nature or designated for Internet traffic, then the entire transport Service(s) is considered Interstate. Customer has reviewed the interstate/intrastate designation of the transport Service(s) listed in the Service Description above and attests that all such designations are correct. Each party may use electronic signature to sign this Agreement, provided the electronic signature method used by Customer is acceptable to Cox. This Agreement shall be effective upon execution by Customer and "Acceptance" by Cox. "Acceptance" of the Agreement by Cox shall occur upon the earlier of (i) Cox's countersignature of this Agreement or (ii) Cox's installation of Service at Customer's location. Customer acknowledges that it has read and understands the 911 disclosures in Section 1 of the Service Terms. By signing this Agreement, you represent that you are the authorized Customer representative.

<b>Customer Authorized Signature</b>	<b>&lt;&lt;Applicable Cox Entity Based on Scope of Award &gt;&gt;</b>
Signature:	Signature:
Print:	Print:
Title Position:	Title Position:
Date:	Date:

## Exhibit A

**1. 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>.

**2. Service Start Date and Term** The "Initial Term" shall begin upon installation of Service and shall continue for the applicable Term commitment set forth above in the Service Terms. 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. AFTER THE INITIAL TERM, THIS AGREEMENT SHALL AUTOMATICALLY RENEW FOR ONE (1) YEAR TERMS (EACH AN "EXTENDED TERM") UNLESS A PARTY GIVES THE OTHER PARTY WRITTEN TERMINATION NOTICE AT LEAST THIRTY (30) DAYS PRIOR TO THE EXPIRATION OF THE INITIAL TERM OR THEN CURRENT EXTENDED TERM. "Term" shall mean the Initial Term and Extended Term (s), if any. Cox reserves the right to increase rates for all Services by no more than ten percent (10%) during any Extended Term by providing Customer with at least sixty (60) days written notice of such rate increase. This limitation on rate increases shall not apply to video Services or Services for which rates, terms and conditions are governed by a Cox tariff or SG. 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. Customer's payment for Service after notice of a rate increase will be deemed to be Customer's acceptance of the new rate.

**3. Termination** Customer may terminate any Service before the end of the Term selected by Customer above in the Service Terms upon at least thirty (30) days written notice to Cox; 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 months, including partial months, remaining in the Term. Cox may terminate this Agreement without liability at any time prior to installation of Services if

Cox determines that Customer's location is not reasonably serviceable or there is signal interference with any Cox Service(s) according to Cox's standard practices. If Customer terminates or decreases any Service that is part of a bundle offering, the remaining Service(s) shall be subject to price increases for the remaining Term. If Customer terminates this Agreement prior to installation of Service by Cox, Customer shall be liable for Cox's costs incurred. This provision survives termination of the Agreement.

**4. 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.

**5. Service and Installation** Cox shall provide Customer with the Services identified above in the Service Terms and may also 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. If Cox Equipment is not returned to Cox after termination or disconnection of Services, Customer shall be liable for the Cox Equipment costs. 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 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.

**6. General Terms** The General Terms are hereby incorporated into this Agreement by reference. 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.

**7. LIMITATION OF LIABILITY** IN ADDITION TO ANY OTHER LIMITATIONS ON LIABILITY CONTAINED IN THE AGREEMENT, NEITHER COX NOR ANY COX RELATED PARTY SHALL BE LIABLE FOR DAMAGES FOR FAILURE TO FURNISH OR INTERRUPTION OF ANY SERVICES, OR FOR ANY LOSS OF DATA OR STORED CONTENT, IDENTITY THEFT, OR FOR ANY PROBLEM WITH THE SERVICES OR EQUIPMENT OF ANY THIRD PARTY, NOR SHALL COX NOR ANY COX RELATED PARTY BE RESPONSIBLE FOR FAILURE OR ERRORS OF ANY COX SERVICE, COX EQUIPMENT, SIGNAL TRANSMISSION, LICENSED SOFTWARE, LOST DATA, FILES OR SOFTWARE DAMAGE REGARDLESS OF THE CAUSE. NEITHER COX NOR ANY COX RELATED PARTY WILL BE LIABLE FOR DAMAGE TO PROPERTY OR FOR PHYSICAL INJURY TO ANY PERSON ARISING FROM THE INSTALLATION OR REMOVAL OF EQUIPMENT UNLESS CAUSED BY THE NEGLIGENCE OF COX. UNDER NO CIRCUMSTANCES WILL COX OR ANY COX RELATED PARTY BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES, INCLUDING LOST PROFITS, ARISING FROM THIS AGREEMENT OR PROVISION OF THE SERVICES.

**8. 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. COX DOES NOT GUARANTEE THAT SERVICE CAN BE PROVISIONED TO CUSTOMER'S LOCATION, OR THAT INSTALLATION OF SERVICE WILL OCCUR IN A SPECIFIED TIMEFRAME. COX DOES NOT WARRANT THAT ANY SERVICE OR EQUIPMENT WILL MEET CUSTOMER'S NEEDS, PERFORM AT A PARTICULAR SPEED, BANDWIDTH OR THROUGHPUT RATE, OR WILL BE UNINTERRUPTED, ERROR-FREE, SECURE, OR FREE OF VIRUSES, WORMS, DISABLING CODE OR THE LIKE. INTERNET AND WIFI SPEEDS WILL VARY. COX MAKES NO WARRANTY AS TO TRANSMISSION OR UPSTREAM OR DOWNSTREAM SPEEDS OF THE NETWORK.

**9. 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 performance licenses at Customer's expense. The Video Service that Cox provides under this Agreement does not include a public performance license.

## Appendix B Cox Service Level Agreement

Version 6/24/2019



## Cox Optical Internet Service Level Agreement

1. **Scope.** This Service Level Agreement ("SLA") is incorporated into the Commercial Services Agreement or Master Services Agreement ("Agreement") by and between Cox and Customer, each as defined in the Agreement. The performance standards and service levels set forth in this SLA are Cox's objectives with respect to the Cox Optical Internet Services ("COI Services") provided to the Customer.

2. **COI Service Availability.** Cox's objective is to make the COI Services available for Customer's use at least (i) Ninety-Nine and Ninety-Nine One-Hundredths Percent (99.99%) of the time with respect to the on-net portion of the circuit and (ii) Ninety-Nine and Nine-Tenths Percent (99.9%) of the time with respect to the portion of COI Services or circuits obtained by Cox from third party carriers, commonly known as "Type II" (collectively and individually, (i) and (ii) shall be referred to as "COI Service Availability"). COI Service Availability, is the ability to transmit data from the Cox demarcation point at the Customer location to a Regional Data Center ("RDC") on the Cox IP backbone. COI Service 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. The COI Service Availability is calculated by dividing the number of minutes that the COI Services are available for Customer's use by the total number of minutes in any calendar month multiplied by one hundred (100). Unavailability of the COI Services due to the reasons or causes set forth in Section 9 of this SLA shall not be included in determining whether Cox has met the COI Service Availability objective. For example, if the COI Services experience an outage for one (1) day due to a Force Majeure event, and otherwise experience no other outage or COI Service Interruption during the applicable month, Cox will be deemed to have met the COI Service Availability performance standard and no Service Credit(s) (as defined below) will be provided.

3. **COI Service Interruption.** A "COI Service Interruption" is a loss of signal to the Customer that results in a total disruption of COI Service beyond the COI Service Availability level. Any COI Service Interruption, outage, degradation of COI Service, or failure to meet any objective stated in this SLA is not a default or breach under the Agreement, but may entitle Customer to a Service Credit (as defined below) for a qualifying COI Service Interruption. A COI 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 7 of this SLA and ends when Cox restores the COI Services to Customer.

4. **COI Service Response and Resolution.** In the event Cox receives a Trouble Report (defined below) from Customer, Cox will initiate action to clear the trouble within approximately thirty (30) minutes. If the Trouble Report is the result of an electronic component failure, the estimated restoration time is four (4) hours. If the Trouble Report is the result of a cable or fiber failure or any other issue, the estimated restoration time is eight (8) hours.

5. **Service Credits.** The following are each types of "Service Credits" which may be available to Customer as described below and subject to all limitations in the SLA, including Section 9:

(a) **COI Service Interruption Service Credit.** The available Service Credit for a COI Service Interruption is identified in the table below as a percentage of the monthly recurring charge ("MRC") for the portion of the affected COI Services experiencing a qualifying COI Service Interruption. Service Credits are not cumulative (e.g. if a qualifying COI Service Interruption lasted 20 hours, Customer will receive a credit equal to 20% of the MRC for the portion of the COI Services experiencing a COI Service Interruption, but Customer does not also receive a separate Service Credit for the "≥ 30 min. to < 4 hours", "≥ 4 hours to < 8 hours" and "≥ 8 hours to < 16 hours" timeframes identified in the table below.) The amount of the Service Credit shall be as follows:

<i>COI Services Interruption Length</i>	<i>Credit of the MRC for the portion of COI Services experiencing a COI Service Interruption</i>
≥ 30 min. to < 4 hours	5% of applicable MRC
≥ 4 hours to < 8 hours	10% of applicable MRC
≥ 8 hours to < 16 hours	15% of applicable MRC
≥ 16 hours to < 24 hours	20% of applicable MRC
≥ 24 hours	25% of applicable MRC

(b) **Network Latency Service Credit.** Network Latency, as it relates to COI Services, 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 across all RDCs and IP peering locations on the Cox IP backbone network ("Network Latency"). The average monthly round-trip delay is measured in milliseconds. The Cox Network Latency Service Level for COI Service is Fifty (50) milliseconds or less. Network Latency due to the reasons or causes set forth in Section 9 of this SLA shall not be included in determining whether Cox has met the applicable performance standard for Network Latency. Network performance statistics and methodology related to the Cox Network Latency for COI Service are posted at the following location:

<https://www.cox.com/business/networking/svpn.html>

If the Cox Network Latency Service Level for COI Service is greater than fifty (50) milliseconds in a calendar month, the available Service Credit equals Ten Percent (10%) of the MRC for the affected COI Services for any Network Latency in a calendar month.

(c) **Data Delivery Service Credit.** Data Delivery Rate, as it relates to COI Services, is defined by Cox as the percentage of packets delivered during a transmission between two RDCs on the Cox IP backbone, averaged on a monthly basis across all RDCs and IP peering locations on the Cox IP backbone network.



("Data Delivery Rate"). The average monthly packet delivery is measured in percentage of packets delivered per One Hundred (100) and shall be Ninety-Nine and Nine-Tenths Percent (99.9%) or greater, averaged on a monthly basis. Non-delivery of packets due to the reasons or causes set forth in Section 9 of this SLA shall not be included in determining whether Cox has met the applicable performance standard for Data Delivery Rate.

Network performance statistics and methodology related to the Cox Data Delivery Rate for COI Services are posted at the following location:

<https://www.cox.com/business/networking/svpn.html>

If the Data Delivery Rate for COI Services in a calendar month is less than Ninety-Nine and Nine-Tenths Percent (99.9%), the available Service Credit equals Ten Percent (10%) of the MRC for portion of the affected COI Services for any Data Delivery Rate issues in a calendar month.

6. **Chronic Outage.** If three (3) or more separate times during a thirty (30) consecutive day period, the COI Services experience a COI Service Interruption for a period greater than eight (8) consecutive hours, ("Chronic Outage") subject to Section 9 below, Customer may terminate the affected circuit(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 6. Within thirty (30) days of the occurrence of the third Chronic Outage, Customer shall notify Cox in writing of its election to terminate the circuit(s) and the circuit(s) shall be terminated upon Cox's receipt of such notice. If Customer fails to notify Cox within thirty (30) days of the third Chronic Outage, of its intent to terminate the circuit(s), then Customer shall be deemed to have waived its right to terminate the circuit(s) under this Section 6 until the occurrence of a subsequent Chronic Outage, if any. Upon termination under this Section 6, neither party shall have any further rights, obligations, or liabilities to the other party with respect to such terminated affected circuit(s), except those accrued through the termination date, and that expressly survive termination of this Agreement.

7. **Customer Responsibilities / Trouble Reports.** Cox will maintain a twenty-four (24) hour, seven (7) day a week point-of-contact for Customer to report COI Service troubles, including COI Service Interruptions, Network Latency, and Data Delivery Rate issues. Customer shall call Trouble Reports to the telephone number provided by Customer's local market sales representative. A "Trouble Report" means any report made by Customer to Cox relating to the COI Services or the equipment provided by Cox.

Cox will investigate the Trouble Report and assign a trouble ticket number. To qualify for any Service Credit(s), Customer must request, in writing, a Service Credit within thirty (30) calendar days of a qualifying Trouble Report. Cox will be the only party to determine (in its sole discretion) whether Cox has not met any of the SLA terms specified herein and whether a Service Credit is to be issued. Customer shall cooperate with Cox at all times in testing, determining and verifying that a qualifying COI Service Interruption, Network Latency, and/or Data Delivery Rate issue has occurred.

## 8. **COI Service Installation Delays**

(a) **COI Service Installation and Availability.** Cox will make commercially reasonable efforts to install, provision and make the COI Services available for Customer's use within ten (10) business days of the installation date if explicitly defined in the Agreement, if any ("Estimated Install Date"). COI Service shall be deemed as available upon Cox's installation of the equipment and facilities necessary to provide Customer the COI Services.

(b) **Installation Delay Credit.** Cox shall provide Customer with an Installation Delay Credit if the COI Services are not available for Customer's use within ten (10) business days of the Estimated Install Date. In this event, Cox will provide an "Installation Delay Credit" of One Hundred Percent (100%) off the standard nonrecurring charge ("NRC") paid by Customer for the portion of the COI Service that was unavailable. This Installation Delay Credit shall apply only to Cox standard NRCs and shall not apply to construction or other non-standard charges billed to Customer that are associated with providing COI Services to Customer.

(c) **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 disabilities or difficulties of Cox to access Customer's premises; (iii) due to the public utility company restricting Cox's access to necessary conduits or wiring in Customer's building or property; (iv) due to any delays in obtaining any necessary permits, licenses, pole attachment agreements, rights of way, or other access or property rights; (v) due to any causes addressed in Section 9; or (vi) due to Force Majeure events.

## 9. **Exceptions and Limitations to Service Credit**

(a) **Exceptions.** Service Credits shall not be provided for any COI Service Interruptions or failures to meet the COI Service Availability, Data Delivery Rate, or Network Latency objectives, estimated restoration time, Estimated Install Date, or any other term specified in this SLA: (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 or any misconduct or accident of the Customer; (vi) caused by a loss of service or failure of the Customer's internal wiring or other Customer equipment; (vii) due to Customer's failure to release the COI Service for testing and/or repair to Cox; or (viii) 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 COI 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 COI Services provisioning, or (viii) any other causes beyond the



reasonable control of Cox. In addition, Service Credits shall not apply (a) if Customer is entitled to any other available credits, compensation or remedies under the Agreement for the same COI Service Interruption, deficiency, degradation, delay, or issue (b) for COI Service Interruptions, deficiencies, degradations, delays, or issues not reported by Customer to Cox within a reasonable period of time, not to exceed thirty (30) days from when it started, (c) where Customer reports a COI Service Interruption, Network Latency and/or Data Delivery Rate issue, but Cox does not find any such issue, (d) to any Service locations served via a third party (i.e. Type-II site), or (e) to any service not provided under the Agreement even if the service is provided by a Cox affiliate or subsidiary. For any COI Service locations served via a third party, Cox may pass through any COI Service credits it receives from the third party associated with any COI Service Interruption not to exceed the Service Credit amount.

(b) Limitations. With respect to all Service Credits under this SLA, no Service 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 Service Credits for Network Latency and Data Delivery Rate shall not exceed ten percent (10%) of the MRC for the affected COI Services. Furthermore, in any calendar month, Customer's combined Service Credits for any and all issues, including, without limitation, Network Latency, Data Delivery Rate, Service Interruptions, and Installation Delay Credits shall be no more than one (1) full MRC for the affected COI Services. The calculation of credits under this SLA are exclusive of any applicable taxes, fees, or surcharges charged to the Customer or collected by Cox. All claims for Service Credits must be initiated by the Customer and are subject to review and verification by Cox. Cox reserves the right to change or modify the SLA program rules and regulations at any time without notice. For the avoidance of doubt, Cox and Customer agree that Customer's sole and exclusive remedy for any COI Service Interruptions, installation delays, missed Data Delivery Rate, missed Network Latency, missed repair objectives, service degradations, or any other outages or issues related to the COI Services provided under the Agreement shall be strictly limited to the Service Credits or the Installation Delay Credit, as applicable, as set forth in this SLA.



## Cox Metro-Ethernet and CloudPort Service Level Agreement

1. **Scope.** This Service Level Agreement ("SLA") is incorporated into the Commercial Services Agreement or Master Services Agreement ("Agreement") by and between Cox and the Customer, each as defined in the Agreement. The performance standards and service levels set forth in this SLA are Cox's objectives with respect to the Cox Layer 2 VPN services which is inclusive of Cox Metro-Ethernet Service and Cox CloudPort Service (collectively, the "Layer 2 VPN Services").
2. **Layer 2 VPN Services Description**
  - (a) **Layer 2 VPN Service Elements:** The Layer 2 VPN Services consists of a port (Metro-Ethernet Port or CloudPort respective to each Service's particular branding) ("Port"), Ethernet Virtual Circuit ("EVC"), and a User to Network Interface ("UNI"). A UNI may be a Cox provided physical interface or a logical point of demarcation as defined by Cox.
  - (b) **Network Segments:** For purposes of SLA, there are three defined network segments for the Layer 2 VPN Services:
    - (i) **Core Network:** A provider edge router to provider edge router segment whose metrics consist of all EVCs within a given a geographic boundary for a multipoint service topology. Core network segment metrics for point to point service topologies are circuit specific measurements. Geographic boundaries include metro, state, regional and national as shown in Table 2.0 in Section 7.
    - (ii) **Access to Core:** A customer edge UNI to provider edge Core Network segment, commonly referred to as a "local loop". Access to Core segment metrics are circuit specific measurements.
    - (iii) **Type-II:** Any portion of the Layer 2 VPN Services or circuits obtained by Cox from third party carriers are not subject to any Service Quality (as defined below) or any other SLA terms.
  - (c) **Service Topology:** Services are configured in either a multipoint (ELAN) or a point to point (ELINE) configuration.
  - (d) **"End to End" SLA:** For purposes of "End to End" SLA Service calculation for Metro-Ethernet Services, the concatenation of access to core, core network and access to core can be used. Specifically:
    - "End to End" Delay = Access to core Delay + Core Delay + Access to core Delay
    - "End to End" DDR = Access to core DDR \* Core DDR \* Access to core DDR
    - "End to End" Jitter = Higher value Jitter metric for either Access to core Jitter or Core Jitter

For purposes of SLA Service calculation for CloudPort Service, the concatenation of access to core and core network can be used. Specifically:

    - "End to End" Delay = Access to core Delay + Core Delay
    - "End to End" DDR = Access to core DDR \* Core DDR
    - "End to End" Jitter = Higher value Jitter metric for either Access to core Jitter or Core Jitter
3. **Layer 2 VPN Service Availability:** "Layer 2 VPN Service Availability" is defined by Cox as the ability to send or receive Ethernet Service Frames via a given Port inclusive of the local loop and UNI. Cox's objective is to make the Port available for Customer's as set forth in Table 2.0 in Section 7 with respect to the Cox Network Core and Access to the Core. This parameter is calculated by dividing the number of minutes a Port is available for Customer's use by the total number of minutes in any calendar month and multiplying by one hundred (100). Unavailability of the Layer 2 VPN Services due to the reasons or causes set forth in Section 11 of this SLA shall not be included in determining whether Cox has met the applicable performance standard for Layer 2 VPN Service Availability objective. For example, if a Port experiences an outage for one (1) day due to a Force Majeure event, and otherwise experiences no other outage or Service Interruption during the applicable month, Cox will be deemed to have met the Layer 2 VPN Service Availability performance objective and no Service Credit(s) (as defined below) will be provided.
4. **Layer 2 VPN Service Interruption:** A "Layer 2 VPN Service Interruption" is an interruption of a Port ("Affected Port") that results in the total disruption of the Layer 2 VPN Services delivered over the Affected Port beyond the Layer 2 VPN Service Availability level. Any Layer 2 VPN Service Interruption, outage, degradation of Layer 2 VPN Service, or failure to meet any objective stated in this SLA is not a default or breach under the Agreement, but may entitle Customer to a Service Credit (as defined below) for a qualifying Layer

2 VPN Service Interruption. A Layer 2 VPN 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 9 of this SLA and ends when Cox restores the Layer 2 VPN Services to Customer.

5. **Service Interruption Credits.** The available "Service Credit" for a Layer 2 VPN Service Interruption is identified in the table below as a percentage of the monthly recurring charge ("MRC") associated with the Affected Port experiencing a qualifying Layer 2 VPN Service Interruption. Service Credits are not cumulative (e.g. if a qualifying Layer 2 VPN Service Interruption lasted 20 hours, Customer will receive a Service Credit equal to 20% of the MRC for the portion of the Layer 2 VPN Services experiencing a Layer 2 VPN Service Interruption, but Customer does not also receive a separate Service Credit for the "≥30 min. to <4 hours", "≥ 4 hours to < 8 hours" and "≥ 8 hours to < 16 hours" timeframes identified in the table below). The amount of the Service Credit shall be as follows:

Table 1.0  
Cox – Layer 2 VPN Services

<i>Layer 2 VPN Services Interruption Length</i>	<i>Credit of the MRC for the portion of Affected Port experiencing a Layer 2 VPN Service Interruption</i>
> 30 min. to < 4 hours	5% of MRC
> 4 hours to < 8 hours	10% of MRC
> 8 hours to < 16 hours	15% of MRC
> 16 hours to < 24 hours	20% of MRC
> 24 hours	25% of MRC

6. **Chronic Outage.** If three (3) or more separate times during a thirty (30) consecutive day period, an Affected Port experiences a Layer 2 VPN Service Interruption for a period greater than eight (8) consecutive hours, ("Chronic Outage"), subject to Section 11 below, Customer may terminate the Affected Port(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 6. Within thirty (30) days of the occurrence of the third Chronic Outage, Customer shall notify Cox in writing of its election to terminate the Affected Port(s) and the Affected Port(s) shall be terminated upon Cox's receipt of such notice. If Customer fails to notify Cox within thirty (30) days of the third Chronic Outage, of its intent to terminate the Affected Port(s), then Customer shall be deemed to have waived its right to terminate the Affected Port(s) under this Section 6 until the occurrence of a subsequent Chronic Outage, if any. Upon termination under this Section 6, neither party shall have any further rights, obligations, or liabilities to the other party with respect to such terminated Affected Port(s), except those accrued through the termination date, and that expressly survive termination of this Agreement.

7. **Service Quality.** "Service Quality" is defined as the measurement of network performance characteristics which include, Latency, Data Delivery Ratio and Jitter (each as defined below for both the Network Core and Access to the Core). Service Quality is influenced by both the distance classification of the offering and the Class of Service ("CoS") provisioned and are measured for a given network segment. Measurement is only included for "in-profile" (conform to the performance attributes of the Layer 2 VPN Services) at both the ingress and egress UNIs of any given EVC. All "Service Quality" metrics in this Section 7 are objectives only.

**Service Quality Measurement Network Segments:**

**(a) Core Network Measurements:**

- (i) "Core Latency", as it relates to the Layer 2 VPN Services, is a measure of Cox Network Core delay within a given network segment, region or distance band, as the average round trip interval of time it takes during the applicable calendar month for Ethernet Service Frame to transverse between all selected pairs of Cox network nodes within a given Network Core region. The Core Latency objective designated by CoS traffic is set forth in Table 2.0, averaged on a monthly basis.
- (ii) Core Data Delivery Ratio ("Core DDR"), as it relates to the Layer 2 VPN Services, is the average round trip data delivery percentage for a given Network Core segment, calculated by dividing data received by data delivered and multiplying by 100. Data delivered is the number of Ethernet Service Frames delivered in a given calendar month by Cox from an ingress router at a Cox network device in the given Network Core segment for delivery to an egress router at another specific Cox network node in the region and returned to the same ingress router. The Core DDR objective designated by CoS traffic is set forth in Table 2.0, averaged on a monthly basis.
- (iii) "Core Jitter", as it relates to the Layer 2 VPN Services, is a measure of the Cox Ethernet Service Frames delay variation within a given Network Core region during a given calendar month, as is the average difference in the interval of time for selected pairs of Ethernet Service Frames that transverse between pairs of Cox network nodes in a given core network segment. The Core Jitter objective designated by CoS is set forth in Table 2.0, averaged on a monthly basis.

## (b) Access to Core Network Measurements:

- (i) "Access Latency" as it relates to the Layer 2 VPN Services, is the time elapsed from when the first bit of an Ethernet Service Frame enters the UNI to when the last bit returns to the same UNI after the Ethernet Service Frame has traversed the Access to Core network on a round trip basis. The Access Latency objective designated by CoS is set forth in Table 2.0, averaged on a monthly basis.
- (ii) Access Data Delivery Ratio ("Access DDR"), as it relates to the Layer 2 VPN Services, is the percentage of Ethernet Service Frames that successfully traverse the Access to Core network segment on a round trip basis. The Access DDR objective designated by CoS is set forth in Table 2.0, averaged on a monthly basis.
- (iii) "Access Jitter" as it relates to the Layer 2 VPN Services, is a measure of the Cox Ethernet Service Frame delay variation within an Access to Core network segment during a given calendar month, and is the average difference in the interval of time for selected pairs of Ethernet Service Frames that transverse the Access to Core network segment on a round trip basis. The Access Jitter objective designated by CoS is set forth in Table 2.0, averaged on a monthly basis.

(c) Service Quality Objectives ("Table 2.0"). The following table sets forth Cox network objectives for Layer 2 VPN Service Availability, Data Delivery Ratio, Latency and Jitter for four (4) regional classifications and three (3) access to core network segments objectives based upon CoS:

Table 2.0

Network Segment	Region / Distance band	CoS	Service Availability	Data Delivery Ratio (two way)	Latency (two way)	Jitter (two way)
Access to Core	Fiber based VPN access	Real Time	99.99% ( < 4 min/mo)	99.9%	10 ms.	2 ms.
		Interactive			12 ms.	3 ms.
		Priority Data			16 ms.	N/A
		Best Effort			N/A	N/A
	HFC based VPN access	Priority Data	99.9% ( < 43 min/mo)	99.75%	16 ms.	N/A
	TYPE II	Priority Data	99.9% ( < 43 min/mo)	N/A	N/A	N/A
Network Core	Metro (<155 miles)	Real Time	99.995% ( < 2 min/mo)	99.99%	10 ms.	2 ms.
		Interactive			12 ms.	3 ms.
		Priority Data			16 ms.	N/A
		Best Effort			N/A	N/A
	State (<400 miles)	Real Time	99.995% ( < 2 min/mo)	99.99%	20 ms.	2 ms.
		Interactive			22 ms.	3 ms.
		Priority Data			26 ms.	N/A
		Best Effort			N/A	N/A
	Regional (<755 miles)	Real Time	99.995% ( < 2 min/mo)	99.99%	30 ms.	2 ms.
		Interactive			32 ms.	3 ms.
		Priority Data			36 ms.	N/A
		Best Effort			N/A	N/A
	National (<4,340 miles)	Real Time	99.99% ( < 4 min/mo)	99.985%	50 ms.	2 ms.
		Interactive			52 ms.	3 ms.
		Priority Data			56 ms.	N/A
		Best Effort			N/A	N/A

8. **Layer 2 VPN Service Response and Resolution.** In the event Cox receives a Trouble Report (defined below) from Customer, Cox will initiate action to clear the trouble within approximately thirty (30) minutes. If the Trouble Report is the result of an electronic component failure, the estimated restoration time is four (4) hours. If the Trouble Report is the result of a cable or fiber failure or any other issue, the estimated restoration time is eight (8) hours.

9. **Customer Responsibilities / Trouble Reports.** Cox will maintain a twenty-four (24) hour, seven (7) day a week point-of-contact for Customer to report Layer 2 VPN Service issues, including troubles, outages or Layer 2 VPN Service Interruptions. Customer shall call Trouble Reports to the telephone number provided by Customer's local market sales representative. A "Trouble Report" means any report made by Customer relating to the Layer 2 VPN Services or the equipment provided by Cox.

Service Interruptions, installation delays, Service Quality issues, missed repair objectives, service degradations, or any other outages or issues related to the Layer 2 VPN Services provided under the Agreement shall be strictly limited to the Service Credits or the Installation Delay Credit, as applicable, as set forth in this SLA.



Cox will investigate the Trouble Report and assign a trouble ticket number. To qualify for any Service Credit(s), Customer must request, in writing, a Service Credit within thirty (30) calendar days of a qualifying Trouble Report. Cox will be the only party to determine (in its sole discretion) whether Cox has not met any of the SLA terms specified herein and whether a Service Credit is to be issued. Customer shall cooperate with Cox at all times in testing, determining and verifying that a qualifying Layer 2 VPN Service Interruption or other issue related to this SLA has occurred.

**10. Layer 2 VPN Service Installation Intervals.**

- (a) Layer 2 VPN Service Installation and Availability. Cox will make commercially reasonable efforts to install, provision and make the Layer 2 VPN Services available for Customer's use within ten (10) business days of the installation date if explicitly defined in the Agreement, if any ("Estimated Install Date"). Layer 2 VPN Service shall be deemed as available upon Cox's installation of the equipment and facilities necessary to provide Customer the Layer 2 VPN Services.
- (b) Installation Delay Credit. Cox shall provide Customer with an Installation Delay Credit if the Layer 2 VPN Services are not available for Customer's use within ten (10) business days of the Estimated Install Date. In this event, Cox will provide an "Installation Delay Credit" of One Hundred Percent (100%) off the standard nonrecurring charge ("NRC") paid by Customer for the portion of the Layer 2 VPN Service that was unavailable. This Installation Delay Credit shall apply only to Cox standard NRCs and shall not apply to construction or other non-standard charges billed to Customer that are associated with providing Layer 2 VPN Services to Customer.
- (c) 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 inabilities or difficulties of Cox to access Customer's premises; (iii) due to the public utility company restricting Cox's access to necessary conduits or wiring in Customer's building or property; (iv) due to any delays in obtaining any necessary permits, licenses, pole attachment agreements, rights of way, or other access or property rights; (v) due to any causes addressed in Section 11; or (vi) due to Force Majeure events.

**11. Exceptions and Limitations to Service Credit**

- (a) Exceptions. Service Credits shall not be provided for any Layer 2 VPN Service Interruptions or failures to meet the Layer 2 VPN Service Availability, Service Quality objectives, estimated restoration time, Estimated Install Date, or any other term or objective specified in this SLA: (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 or any misconduct or accident of the Customer; (vi) caused by a loss of service or failure of the Customer's internal wiring or other Customer equipment; (vii) due to Customer's failure to release the Layer 2 VPN Service for testing and or repair to Cox; or (viii) 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 Layer 2 VPN 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 Layer 2 VPN Services provisioning, or (viii) any other causes beyond the reasonable control of Cox. In addition, Service Credits shall not apply (a) if Customer is entitled to any other available credits, compensation or remedies under the Agreement for the same Layer 2 VPN Service Interruption, Service Quality issue, deficiency, degradation, delay, or any other issue (b) for Layer 2 VPN Service Interruptions, Service Quality issues, deficiencies, degradations, delays, or issues not reported by Customer to Cox within a reasonable period of time, not to exceed thirty (30) days from when it started, (c) where Customer reports a Layer 2 VPN Service Interruption, Service Quality, or any other issue or failure of Cox to meet any other objective in this SLA, but Cox does not find any such issue, (d) to any Service locations served via a third party (i.e. Type-II site), or (e) to any service not provided under the Agreement even if the service is provided by a Cox affiliate or subsidiary. For any Layer 2 VPN Service locations served via a third party, Cox may pass through any Layer 2 VPN Service credits it receives from the third party associated with any Layer 2 VPN Service Interruption not to exceed the Service Credit amount.
- (b) Limitations. With respect to all Service Credits under this SLA, no Service 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 Service Credits for any and all issues and any failure to meet any objective in this SLA, including, without limitation, Layer 2 VPN Service Interruptions, Service Quality issues, and Installation Delay Credits shall be no more than one (1) full NRC for the affected Layer 2 VPN Services. The calculation of credits under this SLA are exclusive of any applicable taxes, fees, or surcharges charged to the Customer or collected by Cox. All claims for Service Credits must be initiated by the Customer and are subject to review and verification by Cox. Cox reserves the right to change or modify the SLA program rules and regulations at any time without notice. For the avoidance of doubt, Cox and Customer agree that Customer's sole and exclusive remedy for any Layer 2 VPN

## Appendix D: Cox Standard Insurance form

		<b>CERTIFICATE OF LIABILITY INSURANCE</b>		DATE (MM/DD/YYYY) 12/27/2021	
THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.					
IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).					
<b>PRODUCER</b> Arthur J. Gallagher Risk Management Services, Inc. 1050 Crown Pointe Pkwy, Suite 600 Atlanta GA 30338			<b>CONTACT NAME:</b> Linda Smith <b>PHONE (A/C No. Ext):</b> 678-393-5228 <b>FAX (A/C No.):</b> 678-393-5240 <b>E-MAIL ADDRESS:</b> linda_smith@aig.com		
<b>INSURED</b> Cox Communications, Inc. Cox Communications Louisiana, LLC PO Box 105357 Atlanta GA 30348			<b>INSURER(S) AFFORDING COVERAGE</b> <b>INSURER A:</b> National Union Fire Insurance Company of Pittsburgh <b>NAIC #</b> 19445 <b>INSURER B:</b> Allstate Insurance Company <b>19399</b> <b>INSURER C:</b> <b>INSURER D:</b> <b>INSURER E:</b> <b>INSURER F:</b>		
COVERAGES		CERTIFICATE NUMBER: 1724187727		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	ADDL INSR	SUBR WOV	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> XS of \$500,000 <input checked="" type="checkbox"/> SELF INSURED RET GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PROJECT <input type="checkbox"/> LOC <input type="checkbox"/> OTHER	Y		GL3980251	1/1/2022
					1/1/2023
					LIMITS
					EACH OCCURRENCE \$4,500,000
					DAMAGE TO RENTED PREMISES (Ea occurrence) \$4,500,000
					MED EXP (Any one person) \$5,000
					PERSONAL & ADV INJURY \$4,500,000
					GENERAL AGGREGATE \$30,000,000
					PRODUCTS - COMP/OP AGG \$5,000,000
					\$
A	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY			CA4888803 (AOS) CA4888804 (VA)	1/1/2022 1/1/2022
					1/1/2023 1/1/2023
					COMBINED SINGLE LIMIT (Ea accident) \$10,000,000
					BODILY INJURY (Per person) \$
					BODILY INJURY (Per accident) \$
					PROPERTY DAMAGE (Per accident) \$
					\$
	UMBRELLA LIAB <input type="checkbox"/> OCCUR EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED <input type="checkbox"/> RETENTION \$				EACH OCCURRENCE \$
					AGGREGATE \$
					\$
B	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	WC065885934 (AOS) WC065885935 (CA) WC065885936 (NY) WC065885937 (WI)	1/1/2022 1/1/2022 1/1/2022 1/1/2022
					1/1/2023 1/1/2023 1/1/2023 1/1/2023
					X PER STATUTE <input type="checkbox"/> OTHER <input type="checkbox"/>
					E.L. EACH ACCIDENT \$1,000,000
					E.L. DISEASE - EA EMPLOYEE \$1,000,000
					E.L. DISEASE - POLICY LIMIT \$1,000,000
DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required) Jefferson Parish Government is Additional Insured as respects General Liability policy, pursuant to and subject to the policy's terms, definitions, conditions and exclusions.					
CERTIFICATE HOLDER			CANCELLATION		
Jefferson Parish Government Attn: Melissa Ovalle 200 Derbigny St Gretna LA 70053			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 		

**ENDORSEMENT**

This endorsement, effective 12:01 A.M. 01/01/2022 forms a part of

policy No. GL 398-02-81 issued to COX ENTERPRISES, INC.

By NATIONAL UNION FIRE INSURANCE COMPANY OF PITTSBURGH, PA

*This endorsement modifies insurance provided under the following:*

AUTO DEALERS COVERAGE FORM  
COMMERCIAL GENERAL LIABILITY COVERAGE FORM  
BUSINESS AUTO COVERAGE FORM  
LIQUOR LIABILITY COVERAGE  
FORM MOTOR CARRIER COVERAGE  
FORM  
OWNERS AND CONTRACTORS PROTECTIVE LIABILITY COVERAGE FORM  
PRODUCTS-COMPLETED OPERATIONS LIABILITY COVERAGE FORM  
RAILROAD PROTECTIVE LIABILITY COVERAGE FORM

**EXTENSION SCHEDULE OF NAMED INSURED**

This policy provides coverage for the first Named Insured shown on the declarations page and the following Named Insureds:

COX COMMUNICATIONS, INC.

**ENDORSEMENT**

This endorsement, effective 12:01 A.M. 01/01/2022 forms a part of

policy No. CA 488-88-03 issued to COX ENTERPRISES, INC.

By NATIONAL UNION FIRE INSURANCE COMPANY OF PITTSBURGH, PA

*This endorsement modifies insurance provided under the following:*

AUTO DEALERS COVERAGE FORM  
COMMERCIAL GENERAL LIABILITY COVERAGE FORM  
BUSINESS AUTO COVERAGE FORM  
LIQUOR LIABILITY COVERAGE  
FORM MOTOR CARRIER COVERAGE  
FORM  
OWNERS AND CONTRACTORS PROTECTIVE LIABILITY COVERAGE FORM  
PRODUCTS-COMPLETED OPERATIONS LIABILITY COVERAGE FORM  
RAILROAD PROTECTIVE LIABILITY COVERAGE FORM

**EXTENSION SCHEDULE OF NAMED INSUREDS**

This policy provides coverage for the first Named Insured shown on the declarations page and the following Named Insureds:

COX COMMUNICATIONS, INC.

Appendix E - Cox Signature Authority

Tom Schedler  
SECRETARY OF STATE

September 26, 2012

State of Louisiana  
Secretary of State



COMMERCIAL DIVISION  
225.925.4704

Administrative Services

225.932.5317 Fax

Corporations

225.932.5314 Fax

Uniform Commercial Code

225.932.5318 Fax

The attached document of COX LOUISIANA TELCOM, L.L.C. was received and filed on September 24, 2012.

JG 34564985Q

Rev 09/09

Mailing Address: P. O. Box 94125, Baton Rouge, LA 70804-9125  
Office Location: 8585 Archives Ave., Baton Rouge, LA 70809  
Web Site Address: [www.sos.la.gov](http://www.sos.la.gov)

Tom Schedler  
SECRETARY OF STATE

09/26/2012

JONATHAN FORBES  
2973 HARDMAN CT.  
ATLANTA, GA 30305

State of Louisiana  
Secretary of State



COMMERCIAL DIVISION  
225.925.4704

Administrative Services

225.932.5317 Fax

Corporations

225.932.5314 Fax

Uniform Commercial Code

225.932.5318 Fax

DEAR SIR/MADAM:

COX LOUISIANA TELCOM, L.L.C.

It has been a pleasure to approve and place on file your state contract bidders. The appropriate evidence is attached for your files.

Payment of the filing fee is acknowledged by this letter.

Online filing options are available if changes are necessary to your registration or you need to file an annual report. Please visit our website at **GeauxBiz.com** for your future business needs.

Sincerely,

JG

Rev 09/09

Mailing Address: P. O. Box 94125, Baton Rouge, LA 70804-9125  
Office Location: 8585 Archives Ave., Baton Rouge, LA 70809  
Web Site Address: [www.sos.la.gov](http://www.sos.la.gov)



Non-Public Works Bid

AFFIDAVIT

STATE OF LOUISIANA

PARISH/COUNTY OF EAST BATON ROUGE

BEFORE ME, the undersigned authority, personally came and appeared: LEIGH

D. KING, (Affiant) who after being by me duly sworn, deposed and said that  
he/she is the fully authorized REPRESENTATIVE of COX BUSINESS (Entity),  
the party who submitted a bid in response to Bid Number JPP-50-00139813, to the Parish of  
Jefferson.

Affiant further said:

Campaign Contribution Disclosures

(Choose A or B, if option A is indicated please include the required attachment):

Choice A \_\_\_\_\_ Attached hereto is a list of all campaign contributions, including the date and amount of each contribution, made to current or former elected officials of the Parish of Jefferson by Entity, Affiant, and/or officers, directors and owners, including employees, owning 25% or more of the Entity during the two-year period immediately preceding the date of this affidavit or the current term of the elected official, whichever is greater. Further, Entity, Affiant, and/or Entity Owners have not made any contributions to or in support of current or former members of the Jefferson Parish Council or the Jefferson Parish President through or in the name of another person or legal entity, either directly or indirectly.

Choice B ☒ there are NO campaign contributions made which would require disclosure under Choice A of this section.

Debt Disclosures

(Choose A or B, if option A is indicated please include the required attachment):

Choice A ☐ Attached hereto is a list of all debts owed by the affiant to any elected or appointed official of the Parish of Jefferson, and any and all debts owed by any elected or appointed official of the Parish to the Affiant.

Choice B ☒ There are NO debts which would require disclosure under Choice A of this section.

Affiant further said:

That Affiant has employed no person, corporation, firm, association, or other organization, either directly or indirectly, to secure the public contract under which he received payment, other than persons regularly employed by the Affiant whose services in connection with the construction, alteration or demolition of the public building or project or in securing the public contract were in the regular course of their duties for Affiant; and

*[The remainder of this page is intentionally left blank.]*

That no part of the contract price received by Affiant was paid or will be paid to any person, corporation, firm, association, or other organization for soliciting the contract, other than the payment of their normal compensation to persons regularly employed by the Affiant whose services in connection with the construction, alteration or demolition of the public building or project were in the regular course of their duties for Affiant.

Leigh D. King  
Signature of Affiant

Leigh D. King  
Printed Name of Affiant

SWORN AND SUBSCRIBED TO BEFORE ME

ON THE 18<sup>th</sup> DAY OF October, 2022.

Evin Monroc Wesley  
Notary Public

Evin Monroc Wesley  
Printed Name of Notary

28157  
Notary/Bar Roll Number

My commission expires At Death

## Appendix F Cox Bid Form

BID NO.: 50-00139813

BID FORM  
Non Public Works

All Public Work Projects are required to use the Louisiana Uniform Public Work Bid Form

All prices must be held firm unless an escalation provision is requested in this bid. Jefferson Parish will allow one escalation during the term of the contract, which may not exceed the U.S. Bureau of Labor Statistics National Index for all Urban Consumers, unadjusted 12 month figure. The most recently published figure issued at the time an adjustment is requested will be used. A request must be made in writing by the vendor, and the escalation will only be applied to purchases made after the request is made.

Are you requesting an escalation provision?

YES \_\_\_\_\_ NO ☒

MAXIMUM ESCALATION PERCENTAGE REQUESTED \_\_\_\_\_%

INITIAL BID PRICES WILL REMAIN FIRM THROUGH THE DATE OF \_\_\_\_\_

For the purposes of comparison of bids when an escalation provision is requested, Jefferson Parish will apply the maximum escalation percentage quoted by the bidder to the period to which it is applied in the bid. The initial price and the escalation will be used to calculate the total bid price. It will be assumed, for comparison of prices only, that an equal amount of material or labor is purchased each month throughout the entire contract.

DELIVERY: FOB JEFFERSON PARISH

INDICATE DELIVERY DATE ON EQUIPMENT AND SUPPLIES \_\_\_\_\_

LOUISIANA CONTRACTOR'S LICENSE NO.: (if applicable) \_\_\_\_\_

THIS SECTION MUST BE COMPLETED BY BIDDER:

FIRM NAME:	Cox Louisiana Telcom, L.L.C				
Address:	2121 Airline Drive				
City:	Metairie	State	LA	ZIP	70001
Telephone	(504) 358-6308			FAX	
Email Address:	clay.callaghan@cox.com				

In the event that addenda are issued with this bid, bidders MUST acknowledge all addenda on the bid form. Bidder must acknowledge receipt of an addendum on the bid form by placing the addendum number as indicated. Failure to acknowledge any addendum on the bid form will result in bid rejection.

Acknowledge Receipt of Addenda:	NUMBER:	#1
	NUMBER:	
	NUMBER:	
	NUMBER:	

TOTAL PRICE OF ALL BID ITEMS: \$ 290,880.00

Authorized Signature: <u>Leigh D. King</u>	Leigh King, Vice President Printed Name
Title: _____	

BID NO.: 50-00139813

SEALED BID

ITEM NUMBER	QUANTITY	U/M	DESCRIPTION OF ARTICLES	UNIT PRICE QUOTED	TOTALS
1	36.00	MO	<p>THREE (3) YEAR CONTRACT TO PROVIDE JEFFERSON PARISH OPTICAL INTERNET AND METRO ETHERNET FOR THE JEFFERSON PARISH DEPARTMENT OF ELECTRONIC INFORMATION SYSTEMS</p> <p>001O - Jefferson Parish Optical Internet and metro ethernet Contract for</p> <p>3 Years. Respondents must meet the following criteria:</p> <ul style="list-style-type: none"> <li>-Tier 1 Telecommunications Provider.</li> <li>-Symmetrical Enterprise-class fiber Internet circuit.</li> <li>-Carrier network distribution/switching centers must have backup generators.</li> <li>-The connection must be Dedicated, not a shared connection.</li> <li>-Optical Fiber Internet delivered into the building, no copper.</li> <li>-Over 85% of the path must be underground, not aerial. * Cox is willing to have further discussions of aerial versus underground and also provide maps.</li> <li>-Jefferson Parish will not pay Construction costs.</li> </ul> <p>Service Addresses</p> <p>1. JP Emergency Operation Center - 910 3rd St., Gretna, LA 70053</p> <p>2. Joseph S. Yenni Building - 1221 Elmwood Park Blvd, Jefferson, LA 70121</p> <p>The Recurring Monthly Cost shall include Both sites combined</p> <p>Metro ethernet 1: 1 Gbps</p>	\$865.00	\$32,220.00

			<p>metro Ethernet connecting locations A &amp; B below</p> <p>Metro ethernet option 1: 1 Gbps metro ethernet point to point connection between A &amp; B locations</p> <p>(A) Jefferson Parish Joseph S. Yenni Building 1221 Elmwood Park Blvd. Jefferson, LA 70123</p> <p>(B) Emergency Operations Center 910 3rd Street Gretna, LA 70053</p>		
2	36.00	MO	<p>0020 - Metro ethernet option 2:</p> <p>2 Gbps metro ethernet</p> <p>Option 2: 2 Gbps Point to point metro ethernet connection between A &amp; B locations</p> <p>(A) Jefferson Parish Joseph S. Yenni Building 1221 Elmwood Park Blvd. Jefferson, LA 70123</p> <p>(B) Emergency Operations Center 910 3rd Street Gretna, LA 70053</p>	\$1,090.00	\$39,240.00
3	36.00	MO	<p>0030 - Metro ethernet option 3: 3 Gbps metro ethernet</p> <p>Option 3: 3 Gbps Point to point metro ethernet connection between A &amp; B locations</p> <p>(A) Jefferson Parish Joseph S. Yenni Building 1221 Elmwood Park Blvd. Jefferson, LA 70123</p> <p>(B) Emergency Operations Center 910 3rd Street Gretna, LA 70053</p>	\$1,380.00	\$49,680.00
4	36.00	MO	0040 - Contiguous /27 IPv4 Block	\$0	\$0
5	36.00	MO	<p>0050 - Internet option 1: 1 Gbps Internet</p> <p>Emergency Operations Center 910 3rd Street Gretna, LA 70053</p>	\$1,255.00	\$45,180.00



6	36.00	MO	0060 - Internet option 2: 2 Gbps Internet  Emergency Operations Center 910 3rd Street Gretna, LA 70053	\$1,615.00	\$58,140.00
7	36.00	MO	0070 - Internet option 3: 3 Gbps Internet  Emergency Operations Center 910 3rd Street Gretna, LA 70053	\$1,845.00	\$66,420.00