

# State of Vermont

Buildings and General Services  
Office of Purchasing & Contracting  
10 Baldwin St  
Montpelier VT 05633-7501  
United States

# CONTRACT



**Vendor ID 0000304396**  
**ENA Services LLC**  
**1101 McGavock Street**  
**Nashville TN 37203**  
**United States**

<b>Contract ID</b> 0000000000000000000028347	<b>Page</b> 1 of 2	
<b>Contract Dates</b> 07/01/2015 to 06/30/2017	<b>Origin</b> CPS	
<b>Description:</b> CPS-BROADBAND ACCESS	<b>Contract Maximum</b> \$0.00	
<b>Buyer Name</b> Berini,Brian Jon	<b>Buyer Phone</b> 802/828-2217	<b>Contract Status</b> Approved

**Phone #:**

Line #	Item ID	Item Desc	UOM	Unit Price	Max Qty	Max Amt
1		To receive telecommunications connectivity on a very favorable terms as part of what is know as the E-Rate program created by the FCC and funded by portions of the federal Universal Service Fund. <a href="http://www.usac.org/sl/default.aspx">http://www.usac.org/sl/default.aspx</a>	JOB	0.01000	0.00	0.00

### CONTRACT TERMS AND ADDITIONAL INFORMATION

- Parties.** This is a contract for services between the State of Vermont, Department of Buildings and General Services (hereafter called "State" or "Owner"), and ENA SERVICES, LLC, with a principal place of business in Nashville TN, (hereafter called Contractor). Contractor's form of business organization is an LLC. It is the contractor's responsibility to contact the Vermont Department of Taxes to determine if, by law, the contractor is required to have a Vermont Department of Taxes Business Account Number.
- Subject Matter.** The subject matter of this contract is services generally on the subject of broadband access under the federal e-rate program. Services to be provided by the contractor are described in Attachment A.
- Maximum Amount.** In consideration of the services to be performed by Contractor, the Owner agrees to pay Contractor, in accordance with the payment provisions specified in Attachment B, a sum not to exceed \$0.00.
- Contract Term.** The period of contractor's performance shall begin on July 1, 2015, and end on June 30, 2017, with two renewal options, each option will be for a period of 12 months.
- Prior Approvals.** If approval by the Attorney General's Office or the Secretary of Administration is required, (under current law, bulletins, and interpretations), neither this contract nor any amendment to it is binding until it has been approved by either or both such persons.
  - Approval by the Attorney General's Office is required.
  - Approval by the Secretary of Administration is not required.
  - Approval by the CIO/Commissioner DII is not required.
- Amendment.** This agreement represents the entire agreement between the parties; No changes, modifications, or amendments in the terms and conditions of this contract shall be effective unless reduced to writing, numbered and signed by the duly authorized representative of the Owner and Contractor.
- Cancellation.** The State specifically reserves the right to cancel the contract, or any portion thereof, if, in the opinion of its commissioner of Buildings and General Services, the services or materials supplied by the contractor are not satisfactory or are not consistent with the terms of the contract.

This contract may be canceled by either party by giving written notice at least 45 days in advance.

- Attachments.** This contract consists of 21 pages including the following attachments which are incorporated herein:

ATTACHMENT A: Scope of Work Overview  
ATTACHMENT B: Payment Provisions  
ATTACHMENT C: Standard State Provisions for Contracts and Grants, a preprinted form (revision dated 09/02/2014)

- Order of Precedence.** Any ambiguity, conflict or inconsistency in the Contract Documents shall be resolved according to the following order of precedence:

- (1) Standard Contract
- (2) Attachment C (Standard Contract Provisions for Contracts and Grants)
- (3) Attachment A
- (4) Attachment B

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**CONTRACT**



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10. Confidential Information. Any and all information, the release of which is prohibited by state or federal law or regulation or which is subject to the protection of the Family Education Rights and Privacy Act (FERPA) obtained by the contractor in the performance of this contract constitutes confidential information. The Contractor shall not use or disclose any confidential information except as specifically permitted or required by this contract or as required by law.

IF YOU HAVE ANY QUESTIONS REGARDING THIS DOCUMENT PLEASE CONTACT:

Brian Berini  
Commodity Procurement Administrator  
802-828-2217  
FAX 802-828-2222  
Brian.berini@state.vt.us

**WE THE UNDERSIGNED PARTIES AGREE TO BE BOUND BY THIS CONTRACT**

**By the STATE of VERMONT**

**By the CONTRACTOR**

Date: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Title: \_\_\_\_\_

Email: \_\_\_\_\_

Email: \_\_\_\_\_

## **ATTACHMENT A – SCOPE OF SERVICES**

Contractor shall provide broadband service, and access to optional services for Vermont K-12 schools per the Federal E-rate Program.

The purpose of this agreement is to increase bandwidth availability and affordability for Vermont schools, and to enable Vermont school districts and supervisory unions to take full advantage of the Federal E-rate Program. E-rate is a federal program administered by Universal Service Administrative Company (“USAC”) that permits reimbursement to schools and libraries for telecommunications services and certain associated hardware.

This Agreement between the State and Education Networks of America or ENA, (referred to as “contractor” from this point forward) is intended to provide a framework for schools in the State of Vermont to participate on an individual basis to purchase services from the contractor by filing a Form 471 with USAC. A school district or supervisory union which files a form 471 to purchase services from the contractor is hereinafter referred to as a “Participating School”. Each Participating School shall be responsible for paying for the services it purchases from the contractor under this Contract. The State has no legal or other obligation to pay the contractor for any such services, irrespective of the default by any Participating School.

Contractor shall:

1. Provide opportunities to all K-12 schools in the State of Vermont for purchasing basic broadband access and optional services. Said opportunities will be made available to the schools via communication from both Contractor and the State. Contractor will work closely on a case by case basis with each school district or supervisory union that has interest in contractor services. The State will refer school districts and supervisory unions to contractor with the understanding that each will be dealt with fairly and succinctly in developing a potential relationship. Contractor understands that while the State may refer school districts or supervisory unions to them, there is no obligation to the school district or supervisory union to partake of the services contractor offers.
2. Deliver to each Participating School such of the services described in Attachment B hereto as the Participating School may elect to purchase. Participating Schools are under no obligation to purchase optional services from contractor unless they choose to. The cost of such services shall be as set forth in Attachment B.

### **SCOPE OF WORK INCLUDES BUT IS NOT LIMITED TO:**

- a. **Internet Access Proposed Solution:** Contractor shall provide options for managed Internet access and wide area network (WAN) services for all of Vermont’s public and private schools, including connectivity from school sites to a SU/district aggregation site and from SU/district aggregation site to the Internet. Bandwidth options include service speeds ranging from 1.5 Mbps to 10 Gbps (and beyond) per site, with the expectation that average site bandwidth will continue to migrate from T1 and lower speed services to Ethernet speeds over time. Flexibility is also critical as service requirements change from year to year. Contractor understands that SUs/districts need the ability to increase service to accommodate growth without incurring large upfront expenditures as well as potentially

decrease service without bearing the cost of an asset that no longer provides value to the SU. Contractor shall offer a managed service that offers the most cost-effective and flexible way to continue to meet each SU's long-term connectivity and communication requirements as they change. Contractor shall also offer a network service that provides a variety of options to each school/SU, ranging from 1.5 Mbps to 10 Gbps with each entity able to specify its preference. Contractor shall also continue to work with SUs/districts to match the best connectivity options to their needs and review annually with technology coordinators and SU/district personnel to ensure adequate funds for the following year have been applied for through the E-Rate program.

- b. **WAN Technical Approach and Proposed Solution:** Contractor intends to continue to deliver a range of connectivity services to serve Vermont schools. Contractor has successfully implemented the following technologies in the contractor network nationwide: copper-based T1 and Ethernet services, fiber-based DS3 and 10/100 Mbps and 1 and 10 Gbps Ethernet services and licensed, high bandwidth wireless point-to-point and point-to-multipoint links. As new, lower cost technologies become available and are implemented in the network, they will be integrated into contractor's service delivery options and result in additional services available. Contractor intends to provide the maximum network access and services available given each participating school/SU's available funding and service needs, including the following transport options.
- i. **T1:** Also known as DS1, a T1 is a dedicated digital communication link provided by a carrier that offers 1.544 megabits per second (Mbps) of bandwidth. T1s are typically delivered over copper network facilities from the closest telephone company serving office to the school and are available statewide. Multiple T1s can be combined to provide additional service speeds in increments of 1.544 Mbps. In the contractor network these circuits are commonly used for carrying traffic from a school to either the school district aggregation point or to one of contractor's points of presence (POPs).
  - ii. **DS3:** Also known as a T-3, a DS3 is a dedicated digital communication link provided over fiber optic facilities that provides 44.736 Mbps of bandwidth. On the contractor network, DS3s are used to connect some school district aggregation points to an contractor POP. However, based on service availability, contractor has found that often it is possible to deliver 20 Mbps copper-based Ethernet and 100 Mbps or 1 Gigabits (Gbps) fiber-based Ethernet at a lower cost than using a DS3. DS3s can be used to provide connectivity in increments between 1 and 45 Mbps.
  - iii. **Wireless Technology:** Wireless telecommunications employ electromagnetic waves (rather than some form of wire) to carry the signal over part or the entire communication path. Wireless solutions use radio towers and antennae to transmit information. The strength of a wireless solution is that it can provide a large amount of bandwidth for a reasonable cost. The challenge of wireless is that difficulties in physical implementation, such as the amount of towers required in hilly and mountainous regions or delays caused by community opposition to the presence of radio towers, can negate or reverse the cost-effectiveness offered by wireless technology. Additionally, wireless solutions typically require longer times to repair as there are significantly more variables than in a typical wireline network, such as weather influences.

- iv. **Ethernet Services:** Wide area Ethernet services offer speeds of 5-100 Mbps and 1-10 Gbps, and are typically the most cost-effective and flexible means of providing school to district aggregation and district aggregation to Internet connectivity. Wide area Ethernet services may be provided over either copper or fiber-based facilities, with services less than 20 Mbps generally provisioned over multiple copper pairs and those in excess of 20 Mbps provisioned using fiber-optic facilities.

While copper facilities have met many Vermont AOE participants' needs in the past, our experience in providing service to schools in Vermont has taught us that when fiber-based facilities are available or affordable, they are often the best choice. Because fiber is more complex and costly to install than previous technologies, it is not yet available to all Vermont communities. No one transport provider can deliver fiber-optic connections statewide. In order to improve availability, contractor has established relationships with a number of transport providers, including cable, utility (power and water providers), territorial and alternative telephone carriers, municipal networks, cellular/wireless carriers and emerging higher education fiber-optic networks to leverage their networks to provide fiber-optic connectivity for a greater number of SUs/districts.

- c. **Contractor shall offer Managed Internet Access and WAN Standard Services—Customer Premises Equipment:** In delivering Infrastructure as a Service (IaaS), contractor focuses on the need to deliver a fully managed Internet and WAN solution, including all required customer premises equipment (CPE) for network routing along with installation and support in the monthly pricing as a bundled service. **A core benefit of contractor's Category 1 E-rate eligible, turnkey IaaS WAN offering is that it encompasses the provisioning, installation and ongoing maintenance of all circuits and network equipment and hardware and includes network design, monitoring, maintenance, support, security, performance evaluation and E-rate filing assistance.** This approach allows customers to fully leverage and maximize E-rate funding for broadband connectivity services, including necessary components and infrastructure to deliver enhanced service.

The contractor shall provide a Customer Technical Assistance Center (CTAC) as the single point of contact and accountability for contractor-provided equipment and services. In the event that any of the contractor-owned devices fail, we will configure and install a replacement. Contractor's field staff will stock an inventory of spare equipment to ensure immediate availability in the event they are needed. This spare inventory will allow contractor to ensure rapid resolution of any service-affecting condition.

- d. **Contractor shall provide Network Security:** Contractor understands that network security is critical to a safe, productive environment especially at a time when education is leveraging broadband networks for mobile learning, assessments and cloud connectivity. To safeguard enhanced services and provide valuable support to our customers, **we use a number of security measures for multilayer protection** including:
  - Contractor's core network utilizes carrier best practices to filter access attempts using spoofed traffic at the Internet edge or originating from within the contractor network as well as limiting unwanted protocols used in well-known attack vectors.

- Secure access, authentication and authorization of all contractor managed devices guard against unwanted access while utilizing private monitoring networks to ensure closed control access inaccessible from unauthorized local and external sources.
  - Comprehensive centrally hosted firewall service via contractor's NetShield, an optional solution including all hardware, software and support. NetShield provides an IaaS solution leveraging resilient data center infrastructure and contractor's historical experience supporting education and library customers with security solutions.
  - Daily engineering audits and software validations to ensure approved code trains and configurations are employed alleviating bug exploitation and configuration vulnerabilities.
  - Proactive network monitoring and notification via real-time monitoring of key performance metrics for all edge equipment on contractor's National Network including site mapping to compare inclement weather against regional power availability.
  - Utilization of private telecommunication topologies as defined by the Metro Ethernet Forum carrier design best practices for customer traffic segmentation and protection of private data within the WAN environment.
  - Access control on all equipment local ports including serial access for local vulnerability restriction and prevention.
- e. **Contractor shall provide IP Assignments and DNS:** Contractor provisions static public IP addresses with an overall strategy that provides all participants with a scalable IP addressing schema that meets and exceeds their minimum requirements, while at the same time following the American Registry for Internet Numbers (ARIN) guidelines. Contractor is registered with ARIN for use of its IPv4 and IPv6 net blocks, and as such will maintain reverse (or PTR) DNS entries for those IP blocks. Contractor will work with SUs/districts to verify and modify any reverse entries they may need for proper operation of applications and services. As an optional service upon request, contractor will host their DNS forwarding zone(s), at no additional charge, facilitating easy management and support of all your Internet access needs.
- f. **Contractor shall provide a flexible network configuration:** Contractor's IaaS network solution provides flexibility in the network design because we are not limited to a particular technology or delivery method. Some service providers build their solution based on one technology, thereby limiting the flexibility of the network. Contractor recognizes that new technologies will become viable over the course of this project, while other technologies may become obsolete and our flexible approach can accommodate these changes.
- g. **Contractor shall provide scalability:** Focusing on fiber Ethernet connectivity through our managed service approach permits us to deliver extremely flexible, scalable and interoperable WAN services and allows us to increase capacity and capability without the delays and costs related to installing a new circuit, buying new equipment or scheduling a site visit. Contractor's managed service offers the ability to provide continuous improvement which will be a component of the service offering from day one through the life of the contract.

h. **Contractor shall provide project management:** Contractor considers a contract with a customer as a lifecycle project, and our business processes, people and skills are geared to that business model. Within that model, we have a set of rigorous processes and disciplines to ensure successful deployment across the contractor services portfolio. This model scales very effectively, from delivery of a single new or upgraded site or Internet access link to a system-wide or statewide network, video or voice services implementation. A highly skilled and experienced contractor Project Manager (PM) will be assigned and dedicated to manage the installation of any new, migrated or upgraded contractor services. The PM has full authority to bring contractor skills, resources and intellectual capital to bear to ensure project success. The PM will have the support and oversight of the contractor's Senior Director of Implementation Services and the Senior Vice President of Operations for a successful project execution. contractor PMs have provided oversight and management for the deployment of thousands of site connections and have a full appreciation for the level of attention to detail and rigorous follow-up required to ensure on-time delivery and a smooth site-level transition. The process begins with a formal on-site project kickoff meeting led by the contractor PM, during which several key activities occur:

- Identify project team members along with roles and responsibilities
  - It is highly recommended that the SU/district name a project lead who will be the primary point of contact with the contractor PM
- Validate the list of included sites, including physical address, site contacts, services required, and any unique requirements or restrictions
- Review overall architecture of solution and initial logical and physical design documents detailing:
  - Aggregation sites location and configuration
  - End sites connectivity
  - Handoff to SU/district Internet connection point(s)
  - Design for resiliency and scalability
- Request key information such as site drawings and SU/district policy regarding site visits
- Determine critical milestone dates and deliverables
  - Define overall project communications strategy and protocol
  - Determine frequency, content and participation in SU's/district's executive status update meetings
- Discuss the SU's/district's change management policy and practice
- Identify contacts and agree upon escalation criteria and procedures
- Identify key application(s) to be validated during site turn ups
- Agree upon definition of successful project completion
- Establish recurring project status meetings schedule

The PM will engage highly-skilled contractor-based supporting personnel to assure seamless implementation and transition to contractor services. As an integral element of the plan, the contractor project team will lay the foundation for ongoing reliable operations and the ability for the network to scale and evolve as needed to meet future needs. **All personnel operate under the coordinated leadership of the PM.** Contractor PMs have provided oversight and management for the deployment of thousands of site connections and have a full appreciation for the level of attention to detail and rigorous follow-up required to

ensure on-time delivery and a smooth site-level transition. The PM will ensure all commitments and customer expectations are met, and that we execute to the SU's/district's satisfaction.

- i. **Contractor shall develop an Implementation Plan:** The project plan will include all activities required to ensure success in the wide area network (WAN) and Internet access (IA) implementation, including site survey activities, equipment orders, required site preparation and construction, underlying supplier circuit delivery, equipment configuration and installation, circuit turn-up and test, LAN/WAN transition and full deployment into contractor's monitoring and management systems. Contractor will be responsible to ensure all of these activities take place in a timely and efficient manner. The project plan will also encompass the necessary planning for a seamless transition to contractor steady-state operations following initial implementation. In this area of the plan, the customer and contractor will engage in extensive discussion regarding incident and request procedures, change management policy and coordination of first point of contact (FPOC) functions between the customer and contractor, including cross-system ticketing for appropriate referential tracking and management. Upon customer review and approval of the project plan, contractor will initiate circuit and equipment orders. All equipment necessary to light the fiber and provide a point of demarcation (router or switch) in each location in scope will be ordered and tracked to receipt and installation. Contractor will create router and/or switch configurations tailored to the unique requirements of the aggregation location(s), and standard router configurations to be replicated to each end site. All device software and configurations will be tested in the contractor lab and deployed initially in pilot mode under a robust testing regimen in the field. From the moment circuit orders are placed by contractor with the underlying supplier(s), the contractor PM will work with the underlying supplier(s) to ensure all necessary permits are obtained and surveys performed to enable timely completion of circuit delivery to each building on the project site list. Contractor's project management methodology is predicated upon transparency relative to our underlying suppliers' key process milestones, which enables us to assure we stay on track to meet our committed delivery timeframes. Equipment installation, configuration and testing will be timed to coincide with the underlying circuit delivery. The individual circuits will be required to pass underlying supplier performance tests, and then will be subjected to contractor performance tests prior to accepting the circuits and initiating site transition to the contractor-managed solution.
3. All pricing will be agreed upon between contractor and the Participating School before services are installed. Certain services may require minimum purchase levels statewide. Certain services (such as voice) may not be initially available statewide.
4. Contractor pricing is based on best available information and will be confirmed prior to signing an opt-in letter to this Contract with underlying Participating Schools. Certain remote sites may require higher pricing to cover initial construction costs or higher broadband services may not be initially available. These additional costs would be clearly negotiated to the satisfaction of both contractor and the Participating School before any actual construction would take place.
5. Contractor expects that each site will be ready to receive higher broadband services including applicable conduit, backer board, electrical power, etc. Contractor will work with the Participating Schools to minimize any such requirements and charges.

6. Contractor shall provide assistance to Participating Schools on E-rate reimbursement filing to the extent that contractor may do so under the rules for E-rate reimbursement. Contractor's E-rate program assistance to Participating Schools will include, but is not limited to:
  - a. Ascertaining the amount of reimbursement a school or entity may be eligible to receive (especially in cases where they have not filed in the past).
  - b. Ascertaining services and equipment that are eligible for reimbursement.
  - c. Providing assistance and advice with filing forms and documents with the USAC to the extent that contractor, as a "vendor", can do so. Within this framework, Participating Schools must provide the following:
    - d. Reasonable access to school network equipment for the purposes of site assessment in ascertaining the services and equipment that can be eligible for reimbursement.
    - e. An individual that can act as liaison with contractor in the provision of documents and materials that are necessary for USAC filing. This individual may also be asked to attend training provided by contractor around aspects of the E-rate filing system.
7. Contractor shall work with Participating Schools to maximize E-Rate funding on its optional voice services. Monthly service charges for voice services are E-Rate eligible. One-time and hourly charges for hosted PBX service configuration are also E-Rate eligible. Charges for handsets (including installation and configuration), site assessments, training, and LAN/Demarc assistance are not E-Rate eligible.
8. Contractor shall keep abreast of and notify Participating Schools about E-rate Modernization changes as the FCC/USAC continue with steps to update the E-rate program. Contractor shall work with the Agency of Education and assist in providing on a timely basis, relevant professional development opportunities for both Participating Schools as well as other interested school personnel, (via webinar, workshop or other means) concerning changes to the E-rate process.

**ATTACHMENT B - Payment Provisions**

1. Payment for services that are acquired from ENA shall come directly from each Participating School. The State shall have no financial obligation to ENA for ENA's provision of services to any school.
2. The State shall not be responsible for the expenses of the contractor.
3. Progress Payments per annual area of acquisition:
  - a. All invoices and correspondence shall indicate the contract title and the contract number from page 1 of this contract. One original is required. Contractor will submit an invoice on company letterhead to the Participating School for review and approval. The Vermont Department of Education does not desire to be a party in the negotiation of contractual agreements between the Participating School and ENA.
  - b. The following tables designate the general pricing for all of the products being requested under this contract. As stated in the contract, each site will be handled on a case by case basis and pricing may change depending on services requested and available access within the service area.

4. Pricing:

a. **Base Services:**

**WAN**

CIR	Port speed	WAN (MRC)	Ingress Managed WAN (MRC)	NRC	Other
50 Mbps	50 Mbps	N/A	\$800	\$0	\$0
100 Mbps	100 Mbps	N/A	\$1,200	\$0	\$0
1,000 Mbps	1,000 Mbps	N/A	\$4,000	\$0	\$0

**Internet Access**

CIR	Port speed	Egress Internet (MRC)	NRC	Other
50 Mbps	50 Mbps	\$1,250	\$0	\$0
100 Mbps	100 Mbps	\$2,150	\$0	\$0
200 Mbps	200 Mbps	\$4,000	\$0	\$0
500 Mbps	500 Mbps	\$10,000	\$0	\$0
1,000 Mbps	1,000 Mbps	\$15,000	\$0	\$0

**Maintenance and Technical Support:**

ENA delivers a fully managed Internet Access solution that encompasses ongoing maintenance and support as a bundled service. The WAN and Internet Access cost proposal pricing includes maintenance and technical support for ENA's managed solution. ENA's Optional Services Pricing Section provides additional Engineering Support Services for support services/consulting beyond ENA's managed Internet Access Service.

**Static IP**

ENA delivers a fully managed Internet access solution that encompasses Static IPs. The WAN and Internet Access cost proposal includes Static IP address for ENA's managed solution.

**Domain Name Registration - DNS**

ENA delivers a fully managed Internet access solution that encompasses DNS services. The WAN and Internet Access cost proposal pricing includes DNS services as part of ENA's managed solution.

**E-mail**

E-mail is available upon request.

**Notes**

- WAN (MRC) is listed as N/A (not applicable) as ENA does not offer WAN services without management.
- Internet (MRC) pricing only covers the Internet portion of service costs - a Managed WAN loop service may also be required.
- Additional WAN speeds below 50 Mbps and above 1,000 Mbps (up to 10,000 Mbps) are available upon request.
- Additional Internet speeds from 1.5 Mbps to 10,000 Mbps are available upon request.
- ENA pricing is based on best available information and on average pricing for services to school system. Pricing will be confirmed prior to providing service to underlying SU/district. Certain remote sites may require higher pricing to cover initial construction costs or higher broadband services may not be initially available.
- Service pricing is based on an expected five year contract life. Service pricing may be required to be adjusted for school systems joining contract with less than five year's remaining on the statewide contract.
- Service pricing assumes that no government fees or taxes are applicable to these services (for example - sales tax, USF, etc.). In the event that such government fees or taxes are applicable or government regulations change during the life of the contract, such government fees or taxes will be added to the service charges listed above.

- ENA expects that each site will be ready to receive higher broadband services including applicable conduit, backer board, electrical power, etc. ENA will work with the SU/district to minimize any such requirements and charges.
  - See Implementation schedules for discussion of installation timing and installation charges.
- b. **Optional Services Pricing:** Standard Price List – certain conditions and/or discounts may apply depending on location.

<b>ENA Connectivity Services Pricing</b>		
<b>ENA Connectivity Services</b>		
Service	Monthly Fee Per Site (unless otherwise indicated)	Note
<b>Fully Managed WAN Services – Various Speeds</b>	Case-by-case basis	1
<b>Site Moves</b>	Actual Carrier Cost + ENA Consulting Hours	
<b>Make Ready Services - ENA Assisted</b>	Actual Vendor Cost + ENA Consulting Hours	
<b>Managed District-Owned Fiber</b>		
100 Mbps	\$500.00	
Managed Fiber Upgrade to 1 Gbps	\$700.00	2
<b>ENA Air Managed Wi-Fi Services (Only available with ENA managed Internet Access and Wi-Fi capable devices)</b>	\$50.00 per individual user, per year	5, 7
<b>Customized ENA WebSafe Content Filtering</b>	\$1.00 per individual user, per year	5, 7
ENA WebSafe Pro	\$2.00 per individual user, per year	5, 7, 8
<b>Customer-Owned Firewall or Appliance Integration</b>		
Small	\$100.00	
Medium	\$300.00	
Large	\$500.00	
<b>ENA NetShield Basic Firewall Protection (Only available with ENA managed Internet Access)</b>		6
Up to 50 Mbps	\$500	
51 Mbps to 100 Mbps	\$750	
101 Mbps to 500 Mbps	\$1,500	
501 Mbps to 1 Gbps	\$2,500	
Up to 10 Gbps	\$5,000	
<b>Engineering Support Services (Beyond directly supporting proposed connectivity services)</b>	\$125.00 per hour	3
<b>QoS and Traffic Management Services</b>	\$25.00 per configuration, per device	
<b>Training Services</b>		4
Half-day	\$600.00	
Full-day	\$1,000.00	

### ENA Connectivity Services - Continued

**Notes:**

1. WAN pricing is subject to evaluation of specific site and pricing is subject to availability.
2. Higher broadband service pricing is subject to evaluation of specific site and pricing is subject to availability.
3. For support services/consulting beyond ENA's managed WAN service. Project-based pricing and bulk purchase discounts are available.
4. Additional travel and expense charges may apply.
5. Not available in all markets.
6. Firewall pricing based on Internet speed from district aggregation point. Specific pricing for a statewide service is also available.
7. Minimum quantities may apply. Site survey required.
8. ENA WebSafe Pro has a minimum price of \$200.00 per month or \$2,400.00 per year.

**Please note:**

- Pricing for optional services is for basic configurations and services for the category and are subject to change and availability.
- Customization and advanced configurations are available.
- All pricing will be agreed upon between ENA and the customer before services are installed.
- Prices listed above are not to exceed prices – pricing may be lower based on specific location review and quote.
- Government taxes and fees may apply as applicable and may change over the term of the contact.

## ENA Voice Services Pricing

ENA's voice service is designed to be flexible. The price list shown below includes all our voice options. Many of these options can be combined to create a customized service bundle that meets your specific needs.

**ENA SmartVoice**

All ENA SmartVoice services include the following: Online User Interfaces, Administrator's Portal and Local Number Portability (LNP) at no extra charge.

Service	Description	One-time Fee	Monthly Fee
<b>Interconnected VoIP Extension Types</b>			
ENA SmartVoice Prime			\$12.50
ENA SmartVoice Prime + DID			\$13.50
ENA SmartVoice Plus			\$30.00
ENA SmartVoice Plus			\$35.00
ENA SmartVoice Pro			\$45.00
ENA SmartVoice Loud Ringer			\$17.50
ENA SmartVoice Auto Attendant			\$40.00
Multi Line Hunt Group			\$20.00
<b>Extension for Integration with Existing Intercom/Paging/Door Locks</b>			\$30.00
ENA SmartFax			\$25.00
ENA SmartFax to E-mail Add-on	Requires purchase of ENA SmartFax service. This feature allows for one e-mail address per fax number.		\$5.00
<b>Installation and Configuration of Interconnected VoIP</b>			
Enhanced PinPoint 911	Required per site	\$500.00	
	Requires DID per extension and all extensions at a given site must include this feature, if it is desired for a site.		\$1.50

**ENA SmartVoice Services - Continued**

All ENA SmartVoice services include the following: Online User Interfaces, Administrator's Portal and Local Number Portability (LNP) at no extra charge.

Service	Description	One-time Fee	Monthly Fee
<b>Voicemail</b>	Per mailbox		\$7.50
<b>Engineering Consulting</b>			
LAN/WAN/PBX Integration w/ Premises Systems	Hourly rate	\$125.00	
<b>Training<sup>2</sup></b>			
Admin/End User/ Portal/Phone Training	Half day training	\$600.00	
Admin/End User/ Portal/Phone Training	Full day training	\$1,000.00	
<b>Configuration</b>			
Basic PBX/Extension - Configuration or Change	Service is available via Administrator's Portal at no charge. ENA can perform this service, if requested by the customer, for this one-time charge, per request.	\$10.00	
<b>Integration with Customer Firewall</b>			Individual Case Basis
<b>USF and Government Fees Estimate<sup>3</sup></b>	Estimate based on monthly voice service		4.00%
<b>911/E-911 Local Government Fees<sup>3</sup></b>	Based on location		\$1.00

Service	One-time Fee	One-time Fee
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**Phones/Handsets \*\*\***

IP Handsets - Price includes configuration and testing

**POE-Only Powered Handsets**

**Handsets - AC Power Adapter Included**

**No AC Adapter Included**

ENA SmartVoice Polycom 321 or equivalent	\$90.00	ENA SmartVoice Polycom 321 or equivalent	\$105.00
ENA SmartVoice Polycom 331 or equivalent	\$100.00	ENA SmartVoice Polycom 331 or equivalent	\$125.00
ENA SmartVoice Polycom 335 or equivalent	\$120.00	ENA SmartVoice Polycom 335 or equivalent	\$145.00
ENA SmartVoice Polycom 450 or equivalent	\$210.00	ENA SmartVoice Polycom 450 or equivalent	\$225.00
ENA SmartVoice Polycom 550 or equivalent	\$210.00	ENA SmartVoice Polycom 550 or equivalent	\$220.00
ENA SmartVoice Polycom 560 or equivalent	\$260.00	ENA SmartVoice Polycom 560 or equivalent	\$275.00
ENA SmartVoice Polycom 650 or equivalent	\$260.00	ENA SmartVoice Polycom 650 or equivalent	\$270.00
ENA SmartVoice Polycom 670 or equivalent	\$355.00	ENA SmartVoice Polycom 670 or equivalent	\$380.00
ENA SmartVoice Polycom IP 6000 Conference Phone	\$600.00	ENA SmartVoice Polycom 6000 IP Conference Phone	\$675.00

\*\*\* Phone models and pricing subject to change

Service	Description	One-time Fee	Monthly Fee
ENA SmartVoice Analog Telephony Adapter	For analog phone use with ENA SmartVoice		\$5.00
On Site Phone Installation	Minimum of 20 phones, price per phone	\$15.00	

~ All service endnotes are located at the end of the pricing charts

**ENA SmartVoice Services - Continued**

Service	Description	One-time Fee	Monthly Fee
<b>Accessory Items</b>			
ENA Polycom Expansion Module for 650 (backlit)		\$180.00	
ENA Polycom Expansion Module for 670 (color)		\$280.00	
Power Supply for Polycom IP 320/330/550/650		\$15.00	
Power Supply for Polycom IP 321/331/335/450		\$20.00	
Power Supply for Polycom IP 560/IP 670		\$30.00	
Power supply for Polycom IP 6000 Conference Phone		\$95.00	
Microphone Extenders for IP 6000	Includes two extension microphones	\$280.00	
Plantronics Electronic Switch Hook Adapter for Headset (price includes ground shipping)		\$70.00	
<b>Warranties</b>			
1 Year Advanced Replacement Warranty		Included	

**ENA SmartLink Services**

All ENA SmartLink connections (Analog and PRI and IP Trunk) include the following: Unlimited local and domestic Long Distance<sup>4</sup> at no extra charge. Annoyance Call Trace, Call Waiting, Caller ID, Caller ID Block/Unblock, DID, Hunting and user-controlled Caller ID Restriction all included at no extra charge.

Service	Description	One-time Fee	Monthly Fee
<b>ENA SmartLink Analog</b>	Includes one analog line equivalent and one phone number per line. Local Number Portability (LNP) included at no extra charge. Cannot be used for fax, modem or alarm lines.		\$45.00
<b>ENA SmartLink PRI</b>	Full 23-channel PRI; 23 numbers included at no extra charge; LNP included at no extra charge.		\$575.00
<b>ENA IP SmartLink</b>	Minimum 100 ports/channels - price per channel		\$22.00
<b>Demarc Extensions</b>	From ENA Demarc to PBX/key system - hourly rate	\$125.00	
<b>Additional Telephone Numbers<sup>5</sup></b>	Please see endnote		\$0.80
<b>USF and Government Fees Estimate<sup>3</sup></b>	Estimate - based on monthly voice service		4.00%
<b>911/E-911 Local Government Fees<sup>3</sup></b>	Based on location		\$1.00
<b>ENA SmartConference Services</b>			
10 Port Bridge, Unlimited Usage			\$30.00
25 Port Bridge, Unlimited Usage			\$50.00
<b>ENA Toll Free</b>	First 100 minutes included; extra minutes at \$0.04 per minute		\$10.00
<b>Toll Free Directory Listing</b>			\$15.00
<b>Initial Foreign Directory Listing</b>			\$8.00
<b>Caption Set Directory Listing</b>			\$6.00
<b>CO-Powered POTS Line</b>			\$65.00

~ All service endnotes are located at the end of the pricing charts

**Miscellaneous Per Use Charges - ENA SmartVoice and ENA SmartLink**

Service	Description	One-time Fee	Monthly Fee
<b>International and Domestic Long Distance to Alaska, Hawaii, and US Territories</b>			Tariff rate / per minute
<b>411/Directory Information Calls - Per Call</b>			\$1.00
<b>Phone Services - Changes, Replacement, Returns – Per Incident</b>			
	Phone/Handset Configuration Change	\$10.00	
	Replacement Shipping and Handling	\$25.00	

**Service Endnotes**

- <sup>1</sup> Service not available in all markets, service check required.
- <sup>2</sup> Additional travel and expense charges may apply.
- <sup>3</sup> USF fees and taxes, 911 local county taxes, 411 (Directory Assisted) Calls, International and non-Continental US LD calls are billed in addition to the flat monthly rate. See miscellaneous charges for per call and per minute charges not included.
- <sup>4</sup> By default, service comes with International LD and 900/976 Calls disabled. International LD can be re-enabled upon customer request. 411 Calls can be disabled upon customer request.
- <sup>5</sup> Availability of additional telephone numbers vary per LATA. Please see your ENA Account Services Manager for more details. Additional numbers are available with ENA SmartLink PRI and IP SmartLink service.

**Please note:**

- ENA’s voice services are subject to our master service agreement and tariffs, and are provided by our subsidiary ENA Services, LLC.
- ENA’s voice services are available only to customers with ENA’s Internet access.
- ENA SmartVoice services require the customer’s LAN environment to meet certain specifications.
- ENA will work to minimize any additional costs or fees to the customer.
- All pricing is contingent upon service availability.

**ENA Live Pricing**

**ENA Live Services**

*Unlimited HD videoconferencing, desktop sharing, multipoint or single-point connection, Interoperability with H323 systems.*

Service	One-time Fee	Monthly Fee
<b>ENA Live</b>		
<b>8 Endpoint Service Option</b> - Provides 8 Endpoint Videoconference Call Capability		\$300.00
<b>4 Endpoint Service Option</b> - Provides 4 Endpoint Videoconference Call Capability		\$100.00
<b>3 Endpoint Service Option</b> - Provides 3 Endpoint Videoconference Call Capability		\$70.00
<b>Single Endpoint Option</b> - Provides a Single Videoconference Call Capability (User has the ability to connect to a single PC or H323 device)		\$20.00
<b>Software License</b>		
Software clients to be installed on workstations and mobile devices. Valid for as long as the customer maintains service (Minimum of 10)	\$2.00 price per download	
<b>Additional On-site and Remote Training<sup>1</sup></b>		
Half-day	\$600.00	
Full-day	\$1,000.00	

**ENA Live Services - Continued**

Service	One-time Fee	Monthly Fee
<b>ENA Live Equipment Options<sup>2</sup></b>		
<i>Various equipment and room options used with ENA Live services:</i>		
<b>Desktop Headset Bundle</b>	\$160.00	
Includes Logitech c920 HD Web Cam, Plantronics DSP USB Headset		
<b>Desktop Speakerphone Bundle</b>	\$235.00	
Includes a Logitech c920 HD Web Cam and ClearOne CHAT 50		
<b>Classroom Bundle</b>	\$460.00	
Includes a Logitech c920 HD Web Cam and ClearOne CHAT 150		
<b>Large Classroom Bundle</b>	\$950.00	
Includes a Logitech c920 HD Web Cam and ClearOne CHATAttach. Also includes one cable from the computer to unit 1 and 20 USB cable that attaches between unit 1 and unit 2.		
<b>Room System</b>	\$6,000.00	
Includes VidyoRoom HD-100 Video Processor, HD Pan Tilt Zoom Camera with six presets and a ClearOne CHAT 150 speakerphone.		

<sup>1</sup>Additional travel and expense charges may apply.

<sup>2</sup>Equivalent equipment models may be substituted based on manufacturer changes over time. ENA will discuss any substitutions with customer before confirming order.

**Partner Program Pricing**

**Partner Program Products**

*Pricing is contingent upon service availability. Please see your Account Service Manager for availability and pricing.*

Service
Big Universe Online Reading and Writing Community
BrainPOP Animated Curriculum Content
CILC Professional Development and Interactive Video Content
ClassLink LaunchPad Device-agnostic Cloud-based Virtual Desktop
Gaggle Student E-Mail and Collaboration Tools
Grade Results Online Courses and Credit Recovery
Learn360 Streaming Media
Standard Deviants Accelerate