

## STANDARD CONTRACT FOR SERVICES

1. **Parties.** This is a contract for services between the State of Vermont, Office of Purchasing & Contracting (hereinafter called “State”), and Consolidated Communications Enterprise Services Inc., with a principal place of business in Mattoon, IL, (hereinafter called “Service Provider”). Service Provider’s form of business organization is a Corporation. It is Service Provider’s responsibility to contact the Vermont Department of Taxes to determine if, by law, Service Provider is required to have a Vermont Department of Taxes Business Account Number.
2. **Subject Matter.** The subject matter of this contract is services generally on the subject of Telecommunications, Networking and Internet services. Detailed services to be provided by Contractor are described in Attachment A.
3. **Maximum Amount.** In consideration of the services to be performed by the Service Provider, the State agrees to pay the Service Provider, in accordance with the payment provisions specified in Attachment B, a sum not to exceed \$1,000,000.00.
4. **Contract Term.** The period of Service Provider’s performance shall begin on January 15, 2023 and end on January 14, 2025. This Contract may be renewed for an additional (2) two 12-month periods at the discretion of the State.
5. **Prior Approvals.** This Contract shall not be binding unless and until all requisite prior approvals have been obtained in accordance with current State law, bulletins, and interpretations.
6. **Amendment.** 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 State and the Service Provider.
7. **Termination for Convenience.** This contract may be terminated by the State at any time by giving written notice at least thirty (30) days in advance. In such event, the Service Provider shall be paid under the terms of this contract for all services provided to and accepted by the State prior to the effective date of termination.
8. **Purchasing Entities.** This Contract may be used by (a) all departments, offices, institutions, and other agencies of the State of Vermont and counties (each a “State Purchaser”) according to the process for ordering and other restrictions applicable to State Purchasers set forth herein; and (b) political subdivisions of the State of Vermont and any institution of higher education chartered in Vermont and accredited or holding a certificate of approval from the State Board of Education as authorized under 29 V.S.A. § 902 (each an “Additional Purchaser”). Issues concerning interpretation and eligibility for participation are solely within the authority of the State of Vermont State Contract Administrator. The State of Vermont and its officers and employees shall have no responsibility or liability for Additional Purchasers. Each Additional Purchaser is to make its own determination whether this Contract are consistent with its procurement policies and regulations and negotiate supplemental terms necessary to comply with such Additional Purchaser’s requirements. For the avoidance of doubt, non-profit entities are not permitted to purchase under this Contract.

9. **Primary Contacts.** The Parties will keep and maintain current at all times a primary point of contact for this Agreement, which are presently as follows:

a. **For the Service Provider:**

Name: Regina Spillane

Phone: 802-310-2472

Email: [Regina.Spillane@consolidated.com](mailto:Regina.Spillane@consolidated.com)

b. **For the State:**

Name: Frank Costantino

Phone: 802-828-3670

Email: [Frank.Costantino@vermont.gov](mailto:Frank.Costantino@vermont.gov)

10. **Attachments.** This contract consists of 66 pages including the following attachments which are incorporated herein:

Attachment A - Statement of Work

Attachment B - Payment Provisions

Attachment C – “Standard State Provisions for Contracts and Grants” a preprinted form (revision date 12/15/2017)

“State of Vermont – Federal Terms Supplement (non-construction)”

Attachment D – Information Technology Professional Services Terms & Conditions

Attachment E – Carrier Ethernet Service Level Agreement (“SLA”)

Attachment F – Service Provider’s Work Order Form

11. **Order of Precedence.** Any ambiguity, conflict or inconsistency between the documents comprising this contract shall be resolved according to the following order of precedence:

- (1) Standard Contract
- (2) Attachment D
- (3) Attachment C (Standard Contract Provisions for Contracts and Grants)
- (4) State of Vermont – Federal Terms Supplement (non-construction)
- (5) Attachment E
- (6) Attachment A
- (7) Attachment B
- (8) Attachment F

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

By the State of Vermont:

By the Contractor:

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

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

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

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

Name: Jennifer M.V. Fitch

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

Title: BGS Commissioner

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

## ATTACHMENT A – STATEMENT OF WORK

The Service Provider shall provide the State of Vermont with Telecommunications, Network Data and Internet Services as outlined below.

These services must support the cost effective, highly reliable telecommunications and network infrastructure to meet the current and future needs of the State.

The Service Providers must demonstrate their ability to provide and support network and telecommunications services that improve or optimize existing solutions.

### Network:

- The State requires networking connectivity and services to connect State facilities, including datacenters, 3<sup>rd</sup> party providers, and the internet. Current examples include:
  - Ethernet (Ethernet Virtual Private Line)
  - Internet Connectivity (Ethernet-dedicated Internet Access, coax/cable, fiber, cellular, Wi-Fi and Satellite)
  - MPLS
  - VPLS
  - Point to Point
  - Dark Fiber
  - Wave Services (such as 10Gb)
  - Digital Subscriber Line Services (DSL)
  - Cable modem access and equipment
  - Dedicated data circuits – interstate and intrastate (Point to Point)
  - PRI
  - SIP Trunks
  - Public / Guest Wireless Internet
  - SDWAN

### Telecommunications:

- The State requires a range of telecom services to support its employees and the services provided to the citizens of the State. Current examples include:
  - ISDN: primary rate
  - Local exchange
  - Traditional Business (POTS) lines
  - Calling card)
  - Centrex
  - Voicemail
  - VoIP
  - Directory assistance: interstate and intrastate
  - Toll services: interstate, intrastate, and international
  - Toll free 8XX Service: switched, interstate and intrastate

Geographic Coverage as noted below:

**As of November 2022, the following table is the State's current locations with Service Provider's information regarding services that can provided at those locations.**

<b>Current State of Vermont Locations</b>				
<b>Universally Available Services</b>				
CloudSecure				
DDoS Mitigation (requires an EDIA circuit)				
* Centrex is grandfathered, new lines may be added to existing system, but no new systems will be created.				
** Availability & Speeds subject to loop qualification. FiberConnect Availability will expand through life of contract as fiber builds continue.				
<b>Address</b>	<b>Town</b>	<b>Service Category - Data</b>	<b>Service Category - Voice</b>	<b>Service Category - Broadband</b>
680 North Main	Alburgh	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
3985 Us Route 5	Ascutney	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
180 Industrial Ln	Barre	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
1979 Airport Rd	Barre	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
219 North Main	Barre	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
255 N Main	Barre	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
5 Perry St	Barre	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
60 Washington	Barre	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
107 N Main St	Barre City	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**

20 Auditorium Hl	Barre City	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
30 Washington St	Barre City	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
455 N Main	Barre City	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
1067 Glover Rd	Barton	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
96 Bellwater Ave	Barton	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
1 Hospital Ct	Bellows Falls	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
991 Rockingham Rd	Bellows Falls	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
100 Vt Route 279 E	Bennington	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
129 Elm St	Bennington	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
147 Dewey St	Bennington	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
15 Monument Cir	Bennington	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
1563 Walloomsac Rd	Bennington	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
200 Veterans Memorial Dr	Bennington	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
207 South Street	Bennington	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
230 Airport Rd. South	Bennington	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
310 Main St	Bennington	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
324 Main St	Bennington	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**

			ProConnect	
325 North St	Bennington	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
359 Bowen Rd	Bennington	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
530 Main St	Bennington	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
94 Hatchery Rd	Bennington	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
1311 Rte 302	Berlin	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
1756 Rte 302	Berlin	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
190 Junction Rd	Berlin	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
2178 Airport Rd	Berlin	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
322 Industrial Lane	Berlin	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
350 Fisher Road	Berlin	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
578 Paine Turnpike North	Berlin	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
2011 Route 107	Bethel	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
2902 Vt Route 102	Bloomfield	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
1295 Drake Rd	Bomoseen	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
1594 Waits River Rd	Bradford	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
551 Lower Pln	Bradford	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
I-91 Info Center	Bradford	CES. EDIA, MPLS,	POTS, Centrex*,	DSL**

		WAVE, Cloud Peer	PRI, SIP, ProConnect	
3 Case St	Brandon	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
307 Newton Rd	Brandon	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
3576 Lake Dunmore Rd	Brandon	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
13 Spring Tree Rd	Brattleboro	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
185 Main St	Brattleboro	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
230 Main Street	Brattleboro	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
232 Main St	Brattleboro	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
28 Vernon St	Brattleboro	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
30 Putney Rd	Brattleboro	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
41 Harmony Pl	Brattleboro	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
41 Spring Tree Rd	Brattleboro	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
464 Marlboro Rd	Brattleboro	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
50 Park Place	Brattleboro	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
3529 Vermont 105	Brighton	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
603 Railroad St	Brighton	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
30 Vt Route 65	Brookfield	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**



108 Cherry St	Burlington	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
11 Elmwood Av.	Burlington	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
110 Cherry St	Burlington	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
111 Colchester Ave	Burlington	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
150 S Winooski Ave	Burlington	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
16 North Ave	Burlington	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
175 Main St	Burlington	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
175 Main Street	Burlington	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
192 College Street	Burlington	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
32 Cherry Street	Burlington	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
392 S Prospect St	Burlington	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
85 S Prospect St	Burlington	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
39 Deer Crossing Ln	Cambridge	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
4001 N Cambridge Rd	Cambridge	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
8409 Vt Route 15	Cambridge	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
143 Vt Route 141	Canaan	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
288 Vt Route 114	Canaan	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP,	DSL**

			ProConnect	
143 Route 30 S	Castleton	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
577 Vt Route 4A W	Castleton	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
634 Point Of Pines Rd	Castleton	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
30 Upper Village Rd.	Chelsea	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
4 Vt Route 113	Chelsea	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
5 Court St	Chelsea	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
1002 Airport Rd	Clarendon	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
189 Troy Avenue	Colchester	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
259 S Park Dr	Colchester	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
26 Woodside	Colchester	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
274 Raymond Rd	Colchester	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
359 South Park	Colchester	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
382 Hercules Dr	Colchester	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
394 Hegeman Ave	Colchester	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
400 Us Route 7	Colchester	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
424 Hegeman Ave	Colchester	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
789 Vt National Guard	Colchester	CES. EDIA, MPLS,	POTS, Centrex*,	DSL**

Rd		WAVE, Cloud Peer	PRI, SIP, ProConnect	
I-89 Exit 16	Colchester	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
2850 Airport Rd	Coventry	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
1846 Route 2	Danville	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
1076 Interstate 91 S	Derby	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
35 Crawford Rd	Derby	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
143 Sugar House Rd	Dummerston	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
870 Us Rt 5	Dummerston	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
386 Scribner Rd	East Calais	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
18 Village St	East Dorset	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
35 Emerald Lake Ln	East Dorset	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
380 Emerald Lake Ln	East Dorset	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
1876 Vt Route 214	East Montpelier	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
756 Belvidere Rd	Eden	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
856 Vt Route 12	Elmore	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
275 Elm St	Enosburg	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
1000 River Rd	Essex Jct	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**

111 West Street	Essex Jct	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
60 Upper Main St	Essex Jct	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
189 Colchester Rd	Essex Town	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
26 Woodside Dr	Essex Town	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
1356 Prospect St	Fair Haven	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
1422 W Castleton Rd	Fair Haven	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
22 Cedar Mountain Rd	Fair Haven	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
3 North Park Place	Fair Haven	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
35 Lewis Ln	Fair Haven	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
787 Kingsland Bay State Park Rd	Ferrisburgh	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
233 State Pk Rd	Franklin	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
69 Station Rd	Franklin	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
508 Sodom Rd	Georgia	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
5200 Interstate 89 N	Georgia	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
5800 Interstate 89 S	Georgia	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
14 Fish Hatchery Rd	Grand Isle	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
75 Courthouse Dr	Guildhall	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP,	DSL**

			ProConnect	
1235 Broad Brook Rd	Guilford	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
517 Fort Dummer Park Dr	Guilford	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
118 Prospect Street	Hartford	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
145 Billings Farm Rd	Hartford	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
1501 Interstate 91 S	Hartford	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
221 Beswick Dr	Hartford	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
224 Holiday Dr	Hartford	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
5 South Main Street	Hartford	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
444 Airport Road	Highgate	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
687 Airport Rd	Highgate	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
1393 Green River Dam Rd	Hyde Park	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
154 Main St	Hyde Park	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
162 Commonwealth Ave	Hyde Park	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
179 Main St.	Hyde Park	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
212 Fitch Hill Rd	Hyde Park	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
252 Main Street	Hyde Park	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
1122 Vt Route 14	Irasburg	CES. EDIA, MPLS,	POTS, Centrex*,	DSL**

		WAVE, Cloud Peer	PRI, SIP, ProConnect	
102 State Park Rd	Island Pond	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
232 Vt Route 30	Jamaica	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
48 Salmon Hole Ln	Jamaica	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
628 Adams Rd	Jamaica	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
153 Church Street	Jeffersonville	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
127 Tarbox Rd	Jericho	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
90 Ethan Allen Rd	Jericho	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
34 Gifford	Killington	ICB	SIP, ProConnect - ICB	N/A
515 Vt Route 100	Killington	ICB	SIP, ProConnect - ICB	N/A
158 Derry Woods Rd	Londonderry	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
1756 Little Pond Rd	Londonderry	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
91 Route 100	Ludlow	ICB	SIP, ProConnect - ICB	N/A
31 Kimball Rd	Lunenburg	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
2107 Pudding Hill Rd.	Lyndonville	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
1700 I-91 South	Lyndonville	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
1713 Industrial Parkway	Lyndonville	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
243 Westside Lake Rd	Maidstone	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**

3588 Main St	Manchester Center	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
4952 Vt Route 9	Marlboro	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
636 Maple Hill Rd	Marshfield	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
5 Route 4	Mendon	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
5900 Us Route 4	Mendon	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
61 Valley View	Mendon	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
84 Us 4	Mendon	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
102 Court Street	Middlebury	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
156 South Village Green	Middlebury	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
1590 Route 7	Middlebury	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
341 Creek Road	Middlebury	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
35 Court St	Middlebury	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
467 Airport Rd	Middlebury	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
7 Mahady Court	Middlebury	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
1078 Us Route 2	Middlesex	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
30 Bailey Meadows Rd	Middlesex	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
409 Us Route 2	Middlesex	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**

			ProConnect	
416 Cadreact Rd	Milton	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
1 National Life Drive	Montpelier	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
10 Taylor Street	Montpelier	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
109 State St	Montpelier	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
111 State St	Montpelier	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
112 State	Montpelier	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
115 State St	Montpelier	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
12 Baldwin St	Montpelier	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
13 Baldwin Street	Montpelier	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
13 Green Mountain Drive	Montpelier	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
133 State St	Montpelier	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
149 State St	Montpelier	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
32 College Street	Montpelier	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
5 Green Mountain Dr	Montpelier	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
575 Stone Cutters Wy	Montpelier	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
58 E State St	Montpelier	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
65 State Street	Montpelier	CES. EDIA, MPLS,	POTS, Centrex*,	DSL**,



		WAVE, Cloud Peer	PRI, SIP, ProConnect	FiberConnect**
660 Elm St	Montpelier	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
7 Green Mountain Dr.	Montpelier	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
81 River St	Montpelier	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
89 Main St	Montpelier	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
121 Lower Main St	Morristown	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
16 Park St	Morristown	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
29 Sunset Dr	Morristown	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
49 Portland St	Morristown	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
643 Brooklyn Hts	Morristown	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
74 Portland St	Morristown	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
197 Harrel St	Morrisville	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
2305 Laporte Rd	Morrisville	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
63 Professional Dr	Morrisville	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
2490 Ethan Allen Hwy	New Haven	ICB	SIP, ProConnect - ICB	N/A
109 Abbott Hill Rd	Newark	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
249 Industrial Park Road	Newbury	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
7 Court Street	Newfane	CES. EDIA, MPLS,	POTS, Centrex*,	DSL**

		WAVE, Cloud Peer	PRI, SIP, ProConnect	
100 Main St	Newport	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
217 N Main St	Newport	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
2557 Glen Road	Newport	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
2559 Glen Road	Newport	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
2628 Airport Rd.	Newport	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
4611 Rte 5	Newport	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
100 Main St	Newport City	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
247 W Main St	Newport City	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
1002 Airport Rd	North Clarendon	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
1628 Route 7B	North Clarendon	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
31 Knights Pt Rd	North Hero	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
3677 Us Route 2	North Hero	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
59 Windridge Lane	North Hero	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
30 Reservoir Rd	Orange	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
38 Water St	Orleans	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
317 Academy Rd	Pittsford	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**

3830 Us Route 7	Pittsford	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
1541 Bartlett Brook Rd	Pomfret	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
308 Lake Saint Catherine Dr	Poultney	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
70 Lake Saint Catherine Dr	Poultney	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
100 Bettis Rd	Randolph	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
112 S S 89 Rest Access	Randolph	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
1538 Vt Route 66	Randolph	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
163 Admin Drive	Randolph	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
365 Furnace Road	Randolph	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
487 Furnace St	Randolph	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
50 Randolph Ave	Randolph	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
6 Hale St	Randolph	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
1961 Route 106	Reading	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
2844 Tyson Rd	Reading	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
1136 Vt Route 100	Readsboro	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
135 State Garage Rd	Rochester	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
1953 Vt Route 107	Royalton	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP,	DSL**

			ProConnect	
2011 Vt Route 107	Royalton	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
4266 Route 14	Royalton	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
67 S Windsor St	Royalton	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
1 Scale Ave.	Rutland	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
101 State Place	Rutland	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
108 Wales St.	Rutland	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
124 State Pl	Rutland	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
145 State St	Rutland	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
167 State Street	Rutland	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
25 Evelyn Street	Rutland	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
271 North Main	Rutland	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
56 Howe	Rutland	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
83 Center Street	Rutland	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
88 Merchants Row	Rutland	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
92 State St	Rutland	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
60 West St	Rutland City	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
280 Seward Rd	Rutland	CES. EDIA, MPLS,	POTS, Centrex*,	DSL**,

	Town	WAVE, Cloud Peer	PRI, SIP, ProConnect	FiberConnect**
2944 Karen Dr	Rutland Town	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
1098 Leland Rd	Salisbury	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
646 Lake Dunmore Rd	Salisbury	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
4319 East Rd	Shaftsbury	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
96 Airport Rd	Shaftsbury	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
1 Route 89 N	Sharon	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
1 Webster Rd	Shelburne	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
1302 Brand Farm Dr	South Burlington	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
141 Shamrock Rd	South Burlington	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
21 Gregory Drive	South Burlington	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
4 Market Street	South Burlington	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
490 Spear St	South Burlington	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
7 Farrell Street	South Burlington	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
75 San Remo Dr	South Burlington	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
100 Mineral St	Springfield	ICB	SIP, ProConnect - ICB	N/A
56 Main St	Springfield	ICB	SIP, ProConnect - ICB	N/A
700 Charlestown Rd	Springfield	ICB	SIP, ProConnect - ICB	N/A

71 Main St	Springfield	ICB	SIP, ProConnect - ICB	N/A
100 Lake St	St Albans	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
109 S Main St	St Albans	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
140 S Main Street	St Albans	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
17 Church Street	St Albans	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
2 N Main St	St Albans	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
27 Federal Street	St Albans	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
27 Fisher Pond Rd	St Albans	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
36 Lake Street	St Albans	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
3649 Lower Newton Road	St Albans	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
5 Lemnah Drive	St Albans	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
680 Lower Newton Rd	St Albans	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
142 S Main St	St Albans City	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
20 Houghton	St Albans City	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
86 N Main	St Albans City	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
140 Fisher Pond Rd	St Albans Town	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
2077 Lower Newton Rd	St Albans Town	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**

2714 Hathaway Point Rd	St Albans Town	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
9 Crest Rd	St Albans Town	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
1016 Route 5	St Johnsbury	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
1068 Us Route 5	St Johnsbury	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
107 Eastern Ave	St Johnsbury	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
1126 Main St	St Johnsbury	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
1153 Main Street	St Johnsbury	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
1197 Main Street	St Johnsbury	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
1229 Portland St	St Johnsbury	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
1270 Route 5	St Johnsbury	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
1998 Memorial Drive	St Johnsbury	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
23 Tilton Rd	St Johnsbury	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
323 Industrial Parkway	St Johnsbury	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
347 Emerson Falls Rd	St Johnsbury	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
67 Eastern Ave	St Johnsbury	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
6443 Mountain Rd	Stowe	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
444 Airport Rd	Swanton	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP,	DSL**

			ProConnect	
629 Airport Rd.	Swanton	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
1235 Vt Route 113	Thetford	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
2755 State Forest Rd	Townshend	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
6673 Vt Route 100	Troy	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
752 Vt Route 110	Tunbridge	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
441 Poker Hill Rd	Underhill	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
58 Harvey Rd	Underhill	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
17 Hillcrest Rd	Walpole	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
103 S Main	Waterbury	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
115 River Rd	Waterbury	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
152 So. Main St.	Waterbury	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
177 Reservoir Rd	Waterbury	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
22 Old Farm Rd	Waterbury	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
280 State Drive	Waterbury	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
3444 Little River Rd	Waterbury	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
43 Randall	Waterbury	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
434 Us Route 2	Waterbury	CES. EDIA, MPLS,	POTS, Centrex*,	DSL**



		WAVE, Cloud Peer	PRI, SIP, ProConnect	
46 S Main St	Waterbury	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
58 S Main	Waterbury	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
93 Pilgrim Park Rd	Waterbury	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
I-89 Exit 10	Waterbury	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
1270 Interstate 93 N	Waterford	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
638 Vt Route	Weathersfield	ICB	SIP, ProConnect - ICB	N/A
90 Betts Bridge Rd	West Pawlet	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
266 Loop Rd	Westfield	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
Westminster Heights Road	Westminster	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
74 Battell Dr	Weybridge	ICB	SIP, ProConnect - ICB	N/A
100 Railroad Row	White River Junction	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
221 Beswick Dr.	White River Junction	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
224 Holiday Drive	White River Junction	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
5800 Woodstock Rd	White River Junction	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
82 Railroad Row	White River Junction	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
61 Depot St	White River Junction	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
324 S Main St	White River Junction	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP,	DSL**

			ProConnect	
16 Zephyr Rd	Williston	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
188 Harvest Lane	Williston	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
201 Lawrence Pl	Williston	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
208 Hurrigan Lane	Williston	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
2777 Saint George Rd	Williston	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
289 Hurrigan Lane	Williston	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
3052 Interstate 89 S	Williston	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
312 Hurrigan Lane	Williston	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
380 Hurrigan Lane	Williston	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
426 Industrial Ave.	Williston	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
94 Harvest Lane	Williston	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
I-89 Exit 12	Williston	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
15 Higley Hill Rd	Wilmington	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
23 Haystack Rd	Wilmington	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
705 Vt Route 9 E	Wilmington	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**, FiberConnect**
1640 Us Route 5 N	Windsor	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
5 Mount Ascutney	Windsor	CES. EDIA, MPLS,	POTS, Centrex*,	DSL**

State Park Rd		WAVE, Cloud Peer	PRI, SIP, ProConnect	
546 State Farm Rd	Windsor	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
1 Abenaki Way	Winooski	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
158 State Park Rd	Woodford	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
12 The Green	Woodstock	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**
511 Woodstock Rd	Woodstock	CES. EDIA, MPLS, WAVE, Cloud Peer	POTS, Centrex*, PRI, SIP, ProConnect	DSL**

**Requirements for Ordering.**

- a. The Agency of Digital Services (ADS) is responsible for overseeing and incorporating the design, development and installation of flexible cabling infrastructures for all State of Vermont facilities that require voice, data, video and/or multimedia services. The State Contact and ADS Telecommunications shall work closely with the Service Provider and the Agency/Department end users requiring services.
- b. Cabling contractors will accept work requests only from ADS Telecommunications. No department/agency is authorized to contact vendors directly for services required.
- c. There is no designated re-occurring maintenance window. Installation schedules are established through agreements with ADS Telecommunications, contract vendor(s), and department/agency requesting cabling installations, upgrades and/or maintenance.
- d. All work shall be performed Monday through Friday during normal working hours (7:45am-4:30pm) unless an occasion may arise which would require work to be performed after normal working hours or on Saturday, Sunday or Holidays.
- e. During non-business hours (after 4:30 PM and weekends/holidays) will be redirected to Contact Communications, the State's after-hours answering service. Issues requiring immediate action will be forwarded to ADS Telecom standby personnel who attempt to restore services for department/agency locations.
- f. To obtain services please fill out the Work Order Form attached to this contract and submit an Ivanti ticket to the ADS Service Desk.
- g. Orders made under this Contract must include a Purchase Order for the Product and/or Services. Orders funded by federal funds may include additional terms as necessary to comply with federal requirements.
- h. All orders placed under this Contract must include the Contract Number on the Purchase Order.

**Work Order Initiation; Integration; and Delays.**

Verbal or written orders shall only be accepted from the State's Network Engineering team along with a confirming State of Vermont work order issued after the initial request. All new services and existing services under the applicable Attachments will be ordered either (1) orally; or (2) through e-mail; (3) through Service Provider's on-line portal; or (4) via an Order Form. In any event, it shall be memorialized by the Service Provider in the parties' Workbook, which will be reviewed periodically on a schedule set by the parties and include, without limitation, the Monthly Recurring Charges, Non-Recurring Charges, Location and Quantity (the "Workbook"). All Services in the Workbook will continue for the Contract Term (including any renewals). Any estimated installation schedule agreed to by the parties is subject to any unforeseen problems such as crushed conduit, ITC issues, etc., at any particular site, and may result in a delay and charges to the State. Other than payment for amounts due hereunder, neither party is liable for any delay or failure in performance under the Contract (including SLA credits) arising out of a Force Majeure event.

**Contractor Personnel**

The Contractor shall provide a dedicated support team that will provide account general management, technical management, sales engineering, order provisioning, end to end installation support and invoicing services support, it being understood that State shall contact Contractor's applicable support centers for service-related issues (e.g., service interruptions).

**Changes in Contractor Personnel.** Contractor shall use reasonable efforts to make available all "Key Personnel" (those listed in table directly above) for the entire life of this Contract. Contractor shall provide the State with written notice should it change any of the Key Personnel. Notwithstanding the foregoing, the State acknowledges that Key Personnel may become unavailable due to termination of employment for any reason, through disability or death, illness, or through leave of absence such as FMLA or National Guard duty for example. In such circumstances, Contractor shall promptly notify the State in writing of the impending or actual departure of any Key Personnel and of the qualifications and identity of proposed replacement Key Personnel. The State has the right to reasonably disapprove of any replacement Key Personnel.

**Control of Contractor Personnel.** Contractor shall be fully responsible for the management, compensation, and performance of all its employees, and the filing of any and all returns and reports and the withholding and/or payment of all applicable federal, State, and local wage tax, or employment-related taxes, including, but not limited to, income taxes, gross receipt taxes, taxes measured by income, social security taxes, and unemployment taxes for Contractor and Contractor's employees. Notwithstanding the foregoing, Contractor's employees shall adhere to the State's reasonable policies and procedures, of which Contractor is made aware while on State premises and shall behave and perform in a professional manner. The State, may, in its reasonable discretion, require Contractor to replace any Contractor employee, including but not limited to Key Personnel, working hereunder who does not adhere to, behave, and perform consistent with the State's reasonable policies and procedures or a significant and material personality conflict arises with a Contractor employee and employee of the State by written notice to Contractor of the requirement of replacement. Contractor shall use reasonable efforts to promptly and expeditiously replace Key Personnel and replace all other personnel within thirty (30) days of receipt of the written notice of a failure to comply with the State's reasonable

policies and procedures or a significant and material personality conflicts arises with a Contractor employee and a State employee, unless otherwise mutually agreed.

All intellectual property of each party shall remain with the respective owner(s) and no right, title or interest will transfer to either party as a result of this Contract or the provision or receipt of services hereunder.

### **State Facilities**

During the term of this Contract, the State may make available to Contractor space in any State facility applicable to the Services, subject to the conditions that Contractor: (i) other than incidental general Contractor obligations, shall only use such space solely and exclusively for and in support of the Services; (ii) other than incidental general Contractor obligations, shall not use State facilities to provide goods or services to or for the benefit of any third party; (iii) shall comply with the leases and reasonable security, use, rules and agreements applicable to the State facilities provided to Contractor by State in writing; (iv) shall not use State facilities for any unlawful purpose; (v) shall comply with all reasonable policies and procedures governing access to and use of State facilities that are provided to Contractor in writing; (vi) except as may be required to perform the Services, shall not photograph or record, duplicate, disclose, transmit or communicate any State information, materials, data or other items, tangible or intangible, obtained or available as a result of permitted use of State facilities; and (vii) return such space to the State in the same condition it was in at the commencement of this Contract, ordinary wear and tear excepted.

### **Early Termination Liability**

Unless otherwise set forth in the pricing notes, any Services that are terminated by the State for convenience within the first twelve (12) months of the Contract Term applicable to such Services will not be subject to an early termination fee greater than (i) the monthly recurring charge applicable to such Service multiplied by the number of months remaining in the first twelve (12) months of the Service Term plus (ii) 100% of any remaining, unpaid Custom Installation Fees.

Termination for convenience of Services, after the first twelve (12) months of the Contract Term, shall not be subjected to the early termination fees outlined above. The State remains responsible to pay for all Services provided up to the date of any termination in one lump sum within thirty (30) days of billing.

For the avoidance of doubt, no early Termination Charges set forth in this Section or elsewhere will apply to a Service that is terminated due to a Chronic Outage (as defined in the Service Level Agreement), as a result of Contractor's failure to cure a material breach within thirty (30) days of Contractor's receipt of written notice of such failure, or due to non-appropriation in accordance with Attachment C Section 27.

### **General Expectations**

The Service Provider will be required to attend Monthly Service Support meetings with the Network Engineering personnel. The account should be primarily staffed with individuals dedicated to and preferably based in the State of Vermont. The Service Provider will be expected to present performance statistics, chronic problem situations and status, proactive reviews and solutions, and current project status.

The Service Provider will also be expected to present bi-weekly coordination meetings where all requested work orders from the State Network Engineering group will be reviewed for completeness, accuracy and status.

The Service Provider shall submit quarterly reports detailing the State of Vermont accounts active under this Contract. The reports shall be submitted electronically and sent as an attachment to [ADS.ITPurchasing@vermont.gov](mailto:ADS.ITPurchasing@vermont.gov). Reports shall contain accurate information of account numbers, services rendered, service locations and the costs associated with them for the quarter. Any exception to this mandatory requirement or failure to submit complete reports, or in the format required, may result in corrective action.

<b><u>Reporting Period</u></b>	<b><u>Report Due</u></b>
January 1 - March 31	April 30
April 1 - June 30	July 31
July 1 - September 30	October 31
October 1 - December 31	January 31

  

<b><u>Reporting Period</u></b>	<b><u>Report Due</u></b>
January 1 - March 31	April 30
April 1 - June 30	July 31
July 1 - September 30	October 31
October 1 - December 31	January 31

### **Account Management**

The Service Provider must provide a team of representatives to work in conjunction with the State regarding the management of equipment, new installations, service relocations, and functional changes. The team should include members in the following disciplines, all reachable via email and current cell phone or office telephone numbers, with backup resources available in the event of illness or vacation.

Account General Management: Review contract requirements and ensure that all terms and conditions are enforced.

Account Technical Management: Provide general management responsible to ensure continuous network operations and coordinate service installations, moves and changes.

Sales Engineering: Pre-order support staff, knowledgeable in-service engineering consulting, who can provide detailed itemized quotes for all services when requested.

Order Provisioning: Service Provider staff must be available to interpret State work order requests, work with State contacts to define service needs, and complete any necessary documentation for the Service Provider in order to complete the service implementation. Management of installation due dates, service progress and past dated services will be provided by this area.

Installation Support: Service Provider must provide support, personnel, and equipment for end-to-end connectivity, turn-up and operational verification of all services provided by the Service Provider.

Invoice Services Support: The Service Provider must provide financial representatives who can assist the State in understanding the invoicing system and take corrective actions to resolve billing issues.

### **Maintenance Notification**

**Scheduled Maintenance:** The Service Provider shall provide, to the extent known (if at all), a yearly calendar of scheduled maintenance window with reminder notification one week prior to each window.

**Customer Notification:** The Service Provider shall state its standard customer notification process for planned network maintenance.

**Non-critical Maintenance:** Non-critical maintenance that does not fall within the published yearly scheduled windows must be communicated to the State two weeks prior to the event.

**Planned Maintenance Notification:** The State desires a minimum 72-hour advanced notification for planned network maintenance

**Emergency Maintenance:** The State desires 24-hour notice of emergency maintenance to the extent practical under the emergency circumstances at issue.

**Redundancy Testing:** The State reserves the right to request Redundancy testing prior or post any scheduled or non-scheduled maintenance or upgrades.

**Availability:** The State requests 99.95% availability, excluding scheduled maintenance. Preference is given to those Service Providers that hold to these standards.

### **Service Order Procedure**

**Service Installation Process:** The State expects service to be installed within the time from the receipt of the State order. The Service Provider shall be solely responsible for the installation, maintenance, and administrative servicing of all services, during the life of the contract.

**Service Testing:** The Service Provider shall be responsible for end-to-end testing. Billing for an individual circuit will only start upon the successful completion of the installation and achievement of the service level agreement.

**Installation and Coordination and Collaboration:** For all services ordered for the State, the Service Provider shall notify and collaborate with the Network Engineering team of the anticipated and actual installation dates along with the appropriate circuit number, installation contact and contact information.

**Work Order Initiation:** Verbal or written orders should not be accepted from agencies or departments other than the Network Engineering team along with a confirming State of Vermont work order issued after the initial request.

### **Delivery Times/Repair**

**Service Delivery Quality Assurance:** Service Provider shall ensure that orders shall be tested and fully operational prior to hand-off.

**Service Delivery Intervals:** Service Provider shall provide its standard turn up interval(s) for designated interconnection points.

**Expedited Delivery Process:** Service Provider shall explain the applicability of expedite fees for the interconnection service. Service Provider shall provide the options for the State if the standard interval cannot be met, i.e. can the State cancel the order without charge.

Service Procurement or Modification Process: Service Provider shall provide any requirements or procedures to the State to order moves, adds or changes or service disconnect. The Service Provider shall include all required order forms or an on-line portal.

### **Service Level Guarantees**

Service Guarantees: Will be measured on a per unit level basis within each service (i.e. per circuit) with measurement over a monthly interval. These will not be based on a Statewide or network wide average.

Technical Performance Service Levels: These will be based on service availability, network latency, throughput, etc. Measurement methodology would be specific to each service and technology.

Service Delivery Performance: These would be based on standard order lead times, service installation and completion dates, testing and documentation provided at service turn-up, formal acceptance testing and verification of service quality, and delivery integrity against order specifications.

Operational Performance Service Levels: These would be based on performance of Mean time to Repair (MTTR) and Mean time Between Failures (based on analysis of trouble tickets) as well as overall problem responsiveness, escalation, and service monitoring.

Invoice Services Levels: These should be based on billing timeliness, accuracy and completeness as well as timely billing corrections and adjustments.

Reporting Requirements: Ensure compliance with monthly reporting requirements including technical performance requirements, service delivery requirements, operational requirements, and billing performance.

Initial Service Performance Validation (Probationary Period): For a fixed time period at the beginning of the contract term for each service, performance will be verified against the SLA requirements. The Service Provider shall be considered in breach of the contract if the agreed upon performance criteria are not met. After the initial validation period, material or frequent violation of the contract service level guarantees must allow for contract termination by the State without further liability.

### **Data Compliance**

In connection with its provision of the Services under this Agreement, the Service Provider shall comply with applicable data security and privacy laws (including any applicable laws pertaining to Contractor's handling of Personally Identifiable Information (PII), notification of security breaches, social security number protection. With respect to Contractor's Ethernet Dedicated Internet Services, Ethernet Transport Services and Business Internet Services provided hereunder, Contractor shall adhere to the standards set forth in:

Type of Data	Applicable State & Federal Standards, Policies, and Laws
X Publicly available information	<ul style="list-style-type: none"> <li>▪ <a href="#">NIST 800-171</a></li> </ul>
X Confidential Personally Identifiable Information (PII)	<ul style="list-style-type: none"> <li>▪ <a href="#">State law on Notification of Security Breaches</a></li> <li>▪ <a href="#">State Law on Social Security Number Protection</a></li> <li>▪ <a href="#">State law on the Protection of Personal Information</a></li> <li>▪ National Institute of Standards &amp; Technology: <a href="#">NIST SP 800-53</a> Revision 4 "Moderate" risk controls</li> </ul>



	<ul style="list-style-type: none"><li>▪ <a href="#">Privacy Act of 1974, 5 U.S.C. 552a.</a></li></ul>
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**ATTACHMENT B – PAYMENT PROVISIONS**

The maximum dollar amount payable under this contract is not intended as any form of a guaranteed amount. The Contractor will be paid for products or services actually delivered or performed, as specified in Attachment A, up to the maximum allowable amount specified on page 1 of this contract.

1. Prior to commencement of work and release of any payments, Contractor shall submit to the State:
  - a. a certificate of insurance consistent with the requirements set forth in Attachment C, Section 8 (Insurance), and with any additional requirements for insurance as may be set forth elsewhere in this contract; and
  - b. a current IRS Form W-9 (signed within the last six months).
2. Payment terms are Net 30 days from the date of invoice with all necessary and complete supporting documentation. Invoices shall itemize all work performed during the invoice period, including, as applicable, the dates of service, rates of pay, hours of work performed, and any other information and/or documentation appropriate and sufficient to substantiate the amount invoiced for payment. As applicable, a copy of the notice(s) of acceptance shall accompany invoices submitted for payment.
3. Invoices shall be sent to the address identified on the State Purchasing Entity's Purchase Order and shall specify the address to which payments will be sent. The State of Vermont Contract Number and State Purchasing Entity's Purchase Order Number shall appear on each invoice for all purchases placed under this Contract.
4. Contractor shall submit invoices to the State in accordance with the schedule set forth in this Attachment B. Unless a more particular schedule is provided herein, invoices shall be submitted not more frequently than monthly.
5. The payment schedule for delivered products, or rates for services performed, and any additional reimbursements, are as follows:

## Carrier Ethernet Service

Service	Speed / Bandwidth	Costs					Minimum Term
		Installation Charge	Monthly Recurring Charge	Move Charge	Early Termination	Discounts (Volume)	
Carrier Ethernet Service / Ethernet Dedicated Internet Access (See Pricing Notes)	Port & Access Circuit (Mbps)						
	1	Waived	\$18.79	NA	See Pricing Notes	NA	1 Month
	1.5	Waived	\$28.23	NA	See Pricing Notes	NA	1 Month
	3	Waived	\$47.13	NA	See Pricing Notes	NA	1 Month
	5	Waived	\$68.11	NA	See Pricing Notes	NA	1 Month
	10	Waived	\$94.35	NA	See Pricing Notes	NA	1 Month
	20	Waived	\$142.79	NA	See Pricing Notes	NA	1 Month
	30	Waived	\$159.21	NA	See Pricing Notes	NA	1 Month
	40	Waived	\$175.62	NA	See Pricing Notes	NA	1 Month
	45	Waived	\$195.89	NA	See Pricing Notes	NA	1 Month
	50	Waived	\$191.07	NA	See Pricing Notes	NA	1 Month
	60	Waived	\$225.83	NA	See Pricing Notes	NA	1 Month
	70	Waived	\$243.21	NA	See Pricing Notes	NA	1 Month
	80	Waived	\$258.85	NA	See Pricing Notes	NA	1 Month
	90	Waived	\$270.15	NA	See Pricing Notes	NA	1 Month
	100	Waived	\$247.08	NA	See Pricing Notes	NA	1 Month
	150	Waived	\$257.82	NA	See Pricing Notes	NA	1 Month
	200	Waived	\$277.51	NA	See Pricing Notes	NA	1 Month
	300	Waived	\$289.70	NA	See Pricing Notes	NA	1 Month
	400	Waived	\$298.14	NA	See Pricing Notes	NA	1 Month
	500	Waived	\$302.83	NA	See Pricing Notes	NA	1 Month
	600	Waived	\$317.83	NA	See Pricing Notes	NA	1 Month
	700	Waived	\$329.09	NA	See Pricing Notes	NA	1 Month
	800	Waived	\$333.21	NA	See Pricing Notes	NA	1 Month
	900	Waived	\$344.65	NA	See Pricing Notes	NA	1 Month
	1000	Waived	\$356.28	NA	See Pricing Notes	NA	1 Month
2000	Waived	\$444.54	NA	See Pricing Notes	NA	1 Month	
2500	Waived	\$460.91	NA	See Pricing Notes	NA	1 Month	
3000	Waived	\$496.94	NA	See Pricing Notes	NA	1 Month	
4000	Waived	\$598.95	NA	See Pricing Notes	NA	1 Month	
5000	Waived	\$649.03	NA	See Pricing Notes	NA	1 Month	
10000	Waived	\$342.00	NA	See Pricing Notes	NA	1 Month	
20000	Waived	\$456.00	NA	See Pricing Notes	NA	1 Month	
25000	Waived	\$469.20	NA	See Pricing Notes	NA	1 Month	

40000	Waived	\$570.00	NA	See Pricing Notes	NA	1 Month
50000	Waived	\$710.00	NA	See Pricing Notes	NA	1 Month
100000	Waived	\$1,020.00	NA	See Pricing Notes	NA	1 Month
ELINE/ELAN EVC (Mbps)						
1	Waived	\$6.43	NA	See Pricing Notes	NA	1 Month
1.5	Waived	\$9.66	NA	See Pricing Notes	NA	1 Month
3	Waived	\$16.12	NA	See Pricing Notes	NA	1 Month
5	Waived	\$23.30	NA	See Pricing Notes	NA	1 Month
10	Waived	\$32.28	NA	See Pricing Notes	NA	1 Month
20	Waived	\$48.77	NA	See Pricing Notes	NA	1 Month
30	Waived	\$54.37	NA	See Pricing Notes	NA	1 Month
40	Waived	\$59.98	NA	See Pricing Notes	NA	1 Month
45	Waived	\$66.90	NA	See Pricing Notes	NA	1 Month
50	Waived	\$72.51	NA	See Pricing Notes	NA	1 Month
60	Waived	\$85.70	NA	See Pricing Notes	NA	1 Month
70	Waived	\$92.29	NA	See Pricing Notes	NA	1 Month
80	Waived	\$98.22	NA	See Pricing Notes	NA	1 Month
90	Waived	\$102.51	NA	See Pricing Notes	NA	1 Month
100	Waived	\$105.48	NA	See Pricing Notes	NA	1 Month
150	Waived	\$110.19	NA	See Pricing Notes	NA	1 Month
200	Waived	\$118.61	NA	See Pricing Notes	NA	1 Month
300	Waived	\$123.82	NA	See Pricing Notes	NA	1 Month
400	Waived	\$127.43	NA	See Pricing Notes	NA	1 Month
500	Waived	\$129.43	NA	See Pricing Notes	NA	1 Month
600	Waived	\$135.85	NA	See Pricing Notes	NA	1 Month
700	Waived	\$140.66	NA	See Pricing Notes	NA	1 Month
800	Waived	\$142.42	NA	See Pricing Notes	NA	1 Month
900	Waived	\$147.31	NA	See Pricing Notes	NA	1 Month
1000	Waived	\$152.28	NA	See Pricing Notes	NA	1 Month
2000	Waived	\$190.74	NA	See Pricing Notes	NA	1 Month
2500	Waived	\$197.76	NA	See Pricing Notes	NA	1 Month
3000	Waived	\$213.22	NA	See Pricing Notes	NA	1 Month
4000	Waived	\$256.99	NA	See Pricing Notes	NA	1 Month
5000	Waived	\$278.48	NA	See Pricing Notes	NA	1 Month
10000	Waived	\$228.00	NA	See Pricing Notes	NA	1 Month
20000	Waived	\$304.00	NA	See Pricing Notes	NA	1 Month
25000	Waived	\$0.00	NA	See Pricing Notes	NA	1 Month
40000	Waived	\$570.00	NA	See Pricing Notes	NA	1 Month
50000	Waived	\$710.00	NA	See Pricing Notes	NA	1 Month
100000	Waived	\$1,020.00	NA	See Pricing Notes	NA	1 Month

E-DIA EVC (Mbps)							
1	Waived	\$10.83	NA	See Pricing Notes	NA	1 Month	
1.5	Waived	\$15.67	NA	See Pricing Notes	NA	1 Month	
3	Waived	\$26.54	NA	See Pricing Notes	NA	1 Month	
5	Waived	\$37.14	NA	See Pricing Notes	NA	1 Month	
10	Waived	\$52.03	NA	See Pricing Notes	NA	1 Month	
20	Waived	\$84.50	NA	See Pricing Notes	NA	1 Month	
30	Waived	\$95.01	NA	See Pricing Notes	NA	1 Month	
40	Waived	\$104.19	NA	See Pricing Notes	NA	1 Month	
45	Waived	\$116.18	NA	See Pricing Notes	NA	1 Month	
50	Waived	\$126.57	NA	See Pricing Notes	NA	1 Month	
60	Waived	\$149.93	NA	See Pricing Notes	NA	1 Month	
70	Waived	\$161.55	NA	See Pricing Notes	NA	1 Month	
80	Waived	\$171.12	NA	See Pricing Notes	NA	1 Month	
90	Waived	\$178.74	NA	See Pricing Notes	NA	1 Month	
100	Waived	\$183.55	NA	See Pricing Notes	NA	1 Month	
150	Waived	\$253.74	NA	See Pricing Notes	NA	1 Month	
200	Waived	\$308.79	NA	See Pricing Notes	NA	1 Month	
300	Waived	\$351.44	NA	See Pricing Notes	NA	1 Month	
400	Waived	\$389.09	NA	See Pricing Notes	NA	1 Month	
500	Waived	\$421.74	NA	See Pricing Notes	NA	1 Month	
600	Waived	\$444.14	NA	See Pricing Notes	NA	1 Month	
700	Waived	\$460.35	NA	See Pricing Notes	NA	1 Month	
800	Waived	\$477.37	NA	See Pricing Notes	NA	1 Month	
900	Waived	\$498.38	NA	See Pricing Notes	NA	1 Month	
1000	Waived	\$526.60	NA	See Pricing Notes	NA	1 Month	
2000	Waived	\$755.72	NA	See Pricing Notes	NA	1 Month	
2500	Waived	\$783.54	NA	See Pricing Notes	NA	1 Month	
3000	Waived	\$844.80	NA	See Pricing Notes	NA	1 Month	
4000	Waived	\$1,018.22	NA	See Pricing Notes	NA	1 Month	
5000	Waived	\$1,103.35	NA	See Pricing Notes	NA	1 Month	
10000	Waived	\$818.00	NA	See Pricing Notes	NA	1 Month	
20000	Waived	\$784.00	NA	See Pricing Notes	NA	1 Month	
25000	Waived	\$790.80	NA	See Pricing Notes	NA	1 Month	
40000	Waived	\$1,130.00	NA	See Pricing Notes	NA	1 Month	
50000	Waived	\$1,210.00	NA	See Pricing Notes	NA	1 Month	
100000	Waived	\$1,340.00	NA	See Pricing Notes	NA	1 Month	
VoIP EVC (Mbps)							
1	Waived	\$8.58	NA	See Pricing Notes	NA	1 Month	
1.5	Waived	\$12.89	NA	See Pricing Notes	NA	1 Month	

	3	Waived	\$21.51	NA	See Pricing Notes	NA	1 Month
	5	Waived	\$31.09	NA	See Pricing Notes	NA	1 Month
	10	Waived	\$43.07	NA	See Pricing Notes	NA	1 Month
	20	Waived	\$66.51	NA	See Pricing Notes	NA	1 Month
	30	Waived	\$74.16	NA	See Pricing Notes	NA	1 Month
	40	Waived	\$81.81	NA	See Pricing Notes	NA	1 Month
	45	Waived	\$91.25	NA	See Pricing Notes	NA	1 Month
	50	Waived	\$98.89	NA	See Pricing Notes	NA	1 Month
	60	Waived	\$116.88	NA	See Pricing Notes	NA	1 Month
	70	Waived	\$125.88	NA	See Pricing Notes	NA	1 Month
	80	Waived	\$133.97	NA	See Pricing Notes	NA	1 Month
	90	Waived	\$139.82	NA	See Pricing Notes	NA	1 Month
	100	Waived	\$143.87	NA	See Pricing Notes	NA	1 Month

**Pricing Notes:**

1. ELAN is generally priced with one UNI, pointed to a large EVC at a hub site
2. ELINE is generally priced with one UNI and one ELINE EVC
3. EDIA is generally priced with one UNI and one EDIA EVC
4. Most VOIP services (SIP, ProConnect) require a CES UNI and VOIP EVC bandwidth dependent on trunk/seat number
5. Pricing does not include construction on private property or work required to augment building infrastructure necessary to support the delivery of Consolidated Communications products and services. This can include, but is not limited to, conduit placement, coring or drilling of concrete walls or floors, installation of wooden backboard, relay rack, and/or equipment cabinets, installation of electrical outlets and required grounding and bonding, etc.
6. Additional taxes, fees and surcharges may apply unless otherwise exempt.
7. Early Termination: Services terminated within the first twelve (12) months of the Effective Date hereof, or during the first 12 months of a service installed after the Effective Date hereof shall be subject to an early termination fee equal to the number of months remain in said twelve (12) month period multiplied by the monthly recurring charge for the terminated service.

## MPLS

Service	Speed/Bandwidth	Costs					Minimum Term
		Installation Charge	Monthly Recurring Charge	Move Charge	Early Termination	Discounts (Volume)	
MPLS (Mbps) (See Pricing Notes)	3	Waived	\$66.00	NA	See Pricing Notes	NA	1 Month
	5	Waived	\$81.00	NA	See Pricing Notes	NA	1 Month
	10	Waived	\$99.00	NA	See Pricing Notes	NA	1 Month
	15	Waived	\$117.00	NA	See Pricing Notes	NA	1 Month
	20	Waived	\$135.00	NA	See Pricing Notes	NA	1 Month
	30	Waived	\$171.00	NA	See Pricing Notes	NA	1 Month
	40	Waived	\$207.00	NA	See Pricing Notes	NA	1 Month
	50	Waived	\$243.00	NA	See Pricing Notes	NA	1 Month
	100	Waived	\$297.00	NA	See Pricing Notes	NA	1 Month
	150	Waived	\$351.00	NA	See Pricing Notes	NA	1 Month
	200	Waived	\$405.00	NA	See Pricing Notes	NA	1 Month
	300	Waived	\$459.00	NA	See Pricing Notes	NA	1 Month
	400	Waived	\$513.00	NA	See Pricing Notes	NA	1 Month
	500	Waived	\$567.00	NA	See Pricing Notes	NA	1 Month
	1000	Waived	\$645.00	NA	See Pricing Notes	NA	1 Month
	2000	Waived	\$900.00	NA	See Pricing Notes	NA	1 Month
	4000	Waived	\$1,590.00	NA	See Pricing Notes	NA	1 Month
	5000	Waived	\$1,830.00	NA	See Pricing Notes	NA	1 Month
	10000	Waived	\$940.50	NA	See Pricing Notes	NA	1 Month
	20000	Waived	\$1,254.00	NA	See Pricing Notes	NA	1 Month
25000	Waived	\$1,278.00	NA	See Pricing Notes	NA	1 Month	
40000	Waived	\$1,881.00	NA	See Pricing Notes	NA	1 Month	
50000	Waived	\$2,236.50	NA	See Pricing Notes	NA	1 Month	
100000	Waived	\$3,213.00	NA	See Pricing Notes	NA	1 Month	

**Pricing Notes:**

1. Pricing does not include construction on private property or work required to augment building infrastructure necessary to support the delivery of Consolidated Communications products and services. This can include, but is not limited to, conduit placement, coring or drilling of concrete walls or floors, installation of wooden backboard, relay rack, and/or equipment cabinets, installation of electrical outlets and required grounding and bonding, etc.
2. Additional taxes, fees and surcharges may apply unless otherwise exempt.
3. Early Termination: Services terminated within the first twelve (12) months of the Effective Date hereof, or during the first 12 months of a service installed after the Effective Date hereof shall be subject to an early termination fee equal to the number of months remain in said twelve (12) month period multiplied by the monthly

## SD-WAN

Service	Speed/Bandwidth	Costs					Minimum Term
		Installation Charge	Monthly Recurring Charge	Move Charge	Early Termination	Discounts (Volume)	
SD-WAN - Note: Does not include transport circuit. BW is Total of inbound/outbound, Example a 100MB Circuit requires a 200MB SD-WAN (See Pricing Notes)	Advanced (Mbps)						
	10	Waived	\$84.00	No Cost	See Pricing Notes	See Pricing Notes	1 Month
	30	Waived	\$121.00	No Cost	See Pricing Notes	See Pricing Notes	1 Month
	50	Waived	\$168.00	No Cost	See Pricing Notes	See Pricing Notes	1 Month
	100	Waived	\$237.00	No Cost	See Pricing Notes	See Pricing Notes	1 Month
	200	Waived	\$368.00	No Cost	See Pricing Notes	See Pricing Notes	1 Month
	350	Waived	\$510.00	No Cost	See Pricing Notes	See Pricing Notes	1 Month
	500	Waived	\$667.00	No Cost	See Pricing Notes	See Pricing Notes	1 Month
	750	Waived	\$867.00	No Cost	See Pricing Notes	See Pricing Notes	1 Month
	1000	Waived	\$1,045.00	No Cost	See Pricing Notes	See Pricing Notes	1 Month
	2000	Waived	\$1,465.00	No Cost	See Pricing Notes	See Pricing Notes	1 Month
	5000	Waived	\$1,948.00	No Cost	See Pricing Notes	See Pricing Notes	1 Month
	10000	Waived	\$2,883.00	No Cost	See Pricing Notes	See Pricing Notes	1 Month
	Premium (Mbps)						



10	Waived	\$135.00	No Cost	See Pricing Notes	See Pricing Notes	1 Month
30	Waived	\$166.00	No Cost	See Pricing Notes	See Pricing Notes	1 Month
50	Waived	\$216.00	No Cost	See Pricing Notes	See Pricing Notes	1 Month
100	Waived	\$310.00	No Cost	See Pricing Notes	See Pricing Notes	1 Month
200	Waived	\$462.00	No Cost	See Pricing Notes	See Pricing Notes	1 Month
350	Waived	\$615.00	No Cost	See Pricing Notes	See Pricing Notes	1 Month
500	Waived	\$793.00	No Cost	See Pricing Notes	See Pricing Notes	1 Month
750	Waived	\$1,150.00	No Cost	See Pricing Notes	See Pricing Notes	1 Month
1000	Waived	\$1,297.00	No Cost	See Pricing Notes	See Pricing Notes	1 Month
2000	Waived	\$1,848.00	No Cost	See Pricing Notes	See Pricing Notes	1 Month
5000	Waived	\$2,489.00	No Cost	See Pricing Notes	See Pricing Notes	1 Month
10000	Waived	\$3,534.00	No Cost	See Pricing Notes	See Pricing Notes	1 Month
High Availability Add On						
10	Waived	\$37.00	No Cost	See Pricing Notes	See Pricing Notes	1 Month
30	Waived	\$41.00	No Cost	See Pricing Notes	See Pricing Notes	1 Month
50	Waived	\$44.00	No Cost	See Pricing Notes	See Pricing Notes	1 Month

100	Waived	\$59.00	No Cost	See Pricing Notes	See Pricing Notes	1 Month
200	Waived	\$77.00	No Cost	See Pricing Notes	See Pricing Notes	1 Month
350	Waived	\$91.00	No Cost	See Pricing Notes	See Pricing Notes	1 Month
500	Waived	\$107.00	No Cost	See Pricing Notes	See Pricing Notes	1 Month
750	Waived	\$163.00	No Cost	See Pricing Notes	See Pricing Notes	1 Month
1000	Waived	\$173.00	No Cost	See Pricing Notes	See Pricing Notes	1 Month
2000	Waived	\$250.00	No Cost	See Pricing Notes	See Pricing Notes	1 Month
5000	Waived	\$270.00	No Cost	See Pricing Notes	See Pricing Notes	1 Month
10000	Waived	\$294.00	No Cost	See Pricing Notes	See Pricing Notes	1 Month

**Pricing Notes:**

1. SD-WAN bandwidth options are based on the sum of ingress & egress bandwidths terminating in the SD-WAN access device.
2. CCI does not offer a specific volume discount, however additional discount may be negotiated at time of purchase based on the circumstance of the solution being delivered.
3. Additional taxes, fees and surcharges may apply unless otherwise exempt.
4. Early Termination: Services terminated prior to the initial twenty fourth (24th) month of the of the contract term shall be subject to an early termination fee equal to the number of months remaining in the initial twenty-four (24) month contract term at the time of termination.

## WAVE

		Costs						
		Installation	Monthly	Move	Early	Discounts	Minimum	
Service	Speed / Bandwidth	Charge	Recurring Charge	Charge	Termination	(Volume)	Term	
Wave Service	10Gb*	NA	\$2,450	NA	See Pricing Notes	NA	1 Month	

**Pricing Notes:**

1. Additional speeds priced on ICB basis
2. Pricing does not include construction on private property or work required to augment building infrastructure necessary to support the delivery of Consolidated Communications products and services. This can include, but is not limited to, conduit placement, coring or drilling of concrete walls or floors, installation of wooden backboard, relay rack, and/or equipment cabinets, installation of electrical outlets and required grounding and bonding, etc.
3. Additional taxes, fees and surcharges may apply unless otherwise exempt.
4. Early Termination: Services terminated within the first twelve (12) months of the Effective Date hereof, or during the first 12 months of a service installed after the Effective Date hereof shall be subject to an early termination fee equal to the number of months remain in said twelve (12) month period multiplied by the monthly recurring charge for the terminated service.

## CloudPeer Connect

		Costs						
		Installation	Monthly	Move	Early	Discounts	Minimum	
Service	Speed / Bandwidth	Charge	Recurring Charge	Charge	Termination	(Volume)	Term	
CloudPeer Connect	50	\$250.00	\$517.29	N/A	See Pricing Note	N/A	1 Months	
	100	\$250.00	\$610.27	N/A	See Pricing Note	N/A	1 Months	
	500	\$250.00	\$677.52	N/A	See Pricing Note	N/A	1 Months	
	1000	\$250.00	\$1,183.50	N/A	See Pricing Note	N/A	1 Months	

**Pricing Note:**

1. Pricing for other bandwidths, providers & datacenters available upon CloudPeer Connect - Example pricing to Microsoft or AWS at Ashburn VA Equinix or GovCloud Equinix Primary datacenters. Note: Pricing for other bandwidths, providers & datacenters available upon request

2. CES transport circuit is included in CloudPeer pricing. Notes 5 & 6 are also applicable to CloudPeer
3. Early Termination: Services terminated prior to the initial twenty fourth (24th) month of the of the contract term shall be subject to an early termination fee equal to the number of months remaining in the initial twenty-four (24) month contract term at the time of termination.

## Security Services

		Costs					
		Installation	Monthly	Move	Early	Discounts	
Service	Speed / Bandwidth	Charge	Recurring Charge	Charge	Termination	(Volume)	Term
CloudSecure (Mbps) - Note: Requires MPLS circuit at Customer location(s).  Pricing Notes: 1. Requires MPLS circuit at 1 or more customer locations 2. Early Termination: Services terminated prior to the initial twenty fourth (24th) month of the of the contract term shall be subject to an early termination fee equal to the number of months remaining in the initial twenty four (24) month contract term at the time of termination.	10	Waived	\$221.25	N/A	See Pricing Note	N/A	1 Months
	15	Waived	\$243.75	N/A	See Pricing Note	N/A	1 Months
	20	Waived	\$255.00	N/A	See Pricing Note	N/A	1 Months
	30	Waived	\$292.50	N/A	See Pricing Note	N/A	1 Months
	40	Waived	\$326.25	N/A	See Pricing Note	N/A	1 Months
	50	Waived	\$363.75	N/A	See Pricing Note	N/A	1 Months
	60	Waived	\$397.50	N/A	See Pricing Note	N/A	1 Months
	70	Waived	\$446.25	N/A	See Pricing Note	N/A	1 Months
	80	Waived	\$487.50	N/A	See Pricing Note	N/A	1 Months
	90	Waived	\$517.50	N/A	See Pricing Note	N/A	1 Months
	100	Waived	\$588.75	N/A	See Pricing Note	N/A	1 Months
	150	Waived	\$712.50	N/A	See Pricing Note	N/A	1 Months
	200	Waived	\$795.00	N/A	See Pricing Note	N/A	1 Months
	300	Waived	\$963.75	N/A	See Pricing Note	N/A	1 Months
	400	Waived	\$1,128.75	N/A	See Pricing Note	N/A	1 Months
	500	Waived	\$1,293.75	N/A	See Pricing Note	N/A	1 Months
1000	Waived	\$1,500.00	N/A	See Pricing Note	N/A	1 Months	
2000	Waived	\$2,625.00	N/A	See Pricing Note	N/A	1 Months	

DDoS Mitigation Pricing Notes: 1. Required CCI EDIA service							1 Months
	100	Waived	\$62.50	N/A	N/A	N/A	1 Months
	200	Waived	\$62.50	N/A	N/A	N/A	1 Months
	300	Waived	\$62.50	N/A	N/A	N/A	1 Months
	400	Waived	\$62.50	N/A	N/A	N/A	1 Months
	500	Waived	\$62.50	N/A	N/A	N/A	1 Months
	1000	Waived	\$187.50	N/A	N/A	N/A	1 Months
	2000	Waived	\$312.50	N/A	N/A	N/A	1 Months
	5000	Waived	\$500.00	N/A	N/A	N/A	1 Months
	6000	Waived	ICB	N/A	N/A	N/A	1 Months
	7000	Waived	ICB	N/A	N/A	N/A	1 Months
	8000	Waived	ICB	N/A	N/A	N/A	1 Months
	9000	Waived	ICB	N/A	N/A	N/A	1 Months
10000	Waived	ICB	N/A	N/A	N/A	1 Months	

## Voice Services

		Costs					Minimum
		Installation	Monthly	Move	Early	Discounts	
Service	Speed/Bandwidth	Charge	Recurring Charge	Charge	Termination	(Volume)	Term
<b>SIP Trunking</b>  <b>Pricing Notes:</b> 1. Additional Surcharges apply & are subject to change. 2. Requires appropriately sized CES P&A circuit and VoIP EVC for delivery	<b>SIP trunking, per concurrent call path</b>	n/a	\$8.95	n/a	n/a	n/a	1 Month
	<b>SBC IP Gateway</b>	n/a	varies	n/a	n/a	n/a	1 Month
<b>Analog Line Services</b>  <b>Pricing Notes:</b> 1. Additional Surcharges apply & are subject to change. 2. Centrex is a grandfathered service, new lines may be added to existing system, but no new systems may be created.	Traditional Business Line (POTS includes EUCL)	n/a	\$24.25	n/a	n/a	n/a	1 Month
	Analog Centrex (includes EUCL)	n/a	\$9.95	n/a	n/a	n/a	1 Month
	Caller ID (Number Only)	n/a	\$0.00	n/a	n/a	n/a	1 Month
	Caller ID w/ Name	n/a	\$5.50	n/a	n/a	n/a	1 Month
	Call Waiting ID w/ Name	n/a	\$5.50	n/a	n/a	n/a	1 Month
	Call Hold	n/a	\$0.00	n/a	n/a	n/a	1 Month
	Call Answering Basic	n/a	\$2.85	n/a	n/a	n/a	1 Month
	Call Answering Expanded	n/a	\$4.64	n/a	n/a	n/a	1 Month
	Information Only Announcement (1 minute length)	n/a	\$1.77	n/a	n/a	n/a	1 Month
	Information Only Announcement (3 minute length)	n/a	\$2.85	n/a	n/a	n/a	1 Month
	Call Processor (Auto Attendant) 1 minute	n/a	\$1.55	n/a	n/a	n/a	1 Month
	Call Processor (Auto Attendant) 3 minute	n/a	\$2.85	n/a	n/a	n/a	1 Month
	Voicemail Port (includes EUCL)	n/a	\$9.95	n/a	n/a	n/a	1 Month
	Centrex Automatic UCB	n/a	\$0.00	n/a	n/a	n/a	1 Month
	BRI ISDN Centrex (includes EUCL)	n/a	\$19.14	n/a	n/a	n/a	1 Month
Secondary Directory Number	n/a	\$1.35	n/a	n/a	n/a	1 Month	
<b>ISDN PRI</b>	ISDN-PRI	n/a	\$210.75	n/a	n/a	n/a	1 Month

<b>Pricing Notes:</b> 1. Additional Surcharges apply & are subject to change.	Caller ID (per PRI)	n/a	Included above	n/a	n/a	n/a	1 Month
	DID Block (5-100 consecutive numbers)	n/a	Included above	n/a	n/a	n/a	1 Month
	DID Block -additional 5 - 100 consecutive numbers	n/a	\$5.00	n/a	n/a	n/a	1 Month
	DID Block (single number)	n/a	\$1.00	n/a	n/a	n/a	1 Month
	Additional Telephone Number Directory Listing (1st free)	n/a	\$4.20	n/a	n/a	n/a	1 Month
	Local usage per minute (Peak)	n/a	\$0.022/minute	n/a	n/a	n/a	1 Month
	Local usage per minute (Off Peak)	n/a	\$0.005/minute	n/a	n/a	n/a	1 Month
	Intralata/Interstate Toll per minute	n/a	\$0.018/minute	n/a	n/a	n/a	1 Month
	Toll free number	n/a	\$12.00	n/a	n/a	n/a	1 Month
	Interstate Toll (Dedicated/Switched)	n/a	\$0.018/minute	n/a	n/a	n/a	1 Month
	Directory Assistance - 411 (VT listings)	n/a	\$0.64 per call	n/a	n/a	n/a	1 Month
	Directory Assistance - 411 (interstate listings)	n/a	\$1.25 per call	n/a	n/a	n/a	1 Month
	International	n/a	Rate based on country	n/a	n/a	n/a	1 Month
	<b>ProConnect UCaaS</b>	ProConnect VOIP Service					
<b>Pricing Notes:</b> 1. Additional Surcharges apply & are subject to change. 2. Additional service elements, features and functions available 3. Early Termination: Services terminated prior to the initial twenty fourth (24th) month of the of the contract term shall be subject to an early termination fee equal to the number of months remaining in the initial twenty four (24) month contract term at the time of termination.	Seats						
		n/a	Convenience	\$7.48	See Pricing Notes	n/a	1 Month
		n/a	Primary	\$14.98	See Pricing Notes	n/a	1 Month
		n/a	Executive	\$19.98	See Pricing Notes	n/a	1 Month
		n/a	Virtual	\$7.48	See Pricing Notes	n/a	1 Month
	Long Distance	n/a	500 Minutes	\$17.50	See Pricing Notes	n/a	1 Month
		n/a	1000 Minutes	\$28.00	See Pricing Notes	n/a	1 Month
		n/a	2500 Minutes	\$65.00	See Pricing Notes	n/a	1 Month
	Misc Features	n/a	Auto Attendant	\$5.00	See Pricing Notes	n/a	1 Month

		n/a	Receptionist	\$5.00	See Pricing Notes	n/a	1 Month
		n/a	Meet Me Conference	\$10.00	See Pricing Notes	n/a	1 Month
		n/a	Webex Prem Agent	\$130.00	See Pricing Notes	n/a	1 Month
	Phones	n/a	Polycom	varies	See Pricing Notes	n/a	1 Month
		n/a	Cisco	varies	See Pricing Notes	n/a	1 Month
		n/a	Yealink	varies	See Pricing Notes	n/a	1 Month



## Broadband Internet Services

		Costs					
		Installation	Monthly	Move	Early	Discounts	Minimum
Service	Speed/Bandwidth	Charge	Recurring Charge	Charge	Termination	(Volume)	Term
BizConnect - ADSL / VDSL Services (see Pricing Notes)	768k/128k	Waived	34.99	N/A	\$129	N/A	1 Months
	1.5M/384k	Waived	34.99	N/A	\$129	N/A	1 Months
	3M/768k	Waived	34.99	N/A	\$129	N/A	1 Months
	7M/1M	Waived	34.99	N/A	\$129	N/A	1 Months
	10M/1M	Waived	34.99	N/A	\$129	N/A	1 Months
	15M/1M	Waived	34.99	N/A	\$129	N/A	1 Months
	20M/1.5M	Waived	34.99	N/A	\$129	N/A	1 Months
	25M/2M	Waived	34.99	N/A	\$129	N/A	1 Months
	20M/5M	Waived	34.99	N/A	\$129	N/A	1 Months
	30M/10M	Waived	34.99	N/A	\$129	N/A	1 Months
	40M/2M	Waived	34.99	N/A	\$129	N/A	1 Months
	40M/10M	Waived	34.99	N/A	\$129	N/A	1 Months
	50M/20M	Waived	44.99	N/A	\$129	N/A	1 Months
	60M/10M	Waived	44.99	N/A	\$129	N/A	1 Months
	70M/20M	Waived	44.99	N/A	\$129	N/A	1 Months
	80M/20M	Waived	44.99	N/A	\$129	N/A	1 Months
100M/40M	Waived	54.99	N/A	\$129	N/A	1 Months	
FiberConnect - GPON Services (See Pricing Notes)	100M/100M	Waived	54.99	N/A	\$129	N/A	1 Months
	250M/250M	Waived	54.99	N/A	\$129	N/A	1 Months
	500M/500M	Waived	94.99	N/A	\$129	N/A	1 Months
	1G/1G	Waived	144.99	N/A	\$129	N/A	1 Months
Static IP	1 usable Address	N/A	\$4.00	N/A	N/A	N/A	N/A

Addressing for Business Broadband (See Pricing Notes)	5 usable Addresses	N/A	\$20.00	N/A	N/A	N/A	N/A
	13 usable Addresses	N/A	\$52.00	N/A	N/A	N/A	N/A

**Pricing Notes:**

1. Broadband Services are subject to availability
2. Bandwidth speeds are ""best effort"" and not guaranteed
3. DSL speeds are asymmetrical
4. FiberConnect speeds are symmetrical
5. Additional charge for Static IPs

**ATTACHMENT C: STANDARD STATE PROVISIONS  
FOR CONTRACTS AND GRANTS  
REVISED DECEMBER 15, 2017**

“Attachment C: Standard State Provisions for Contracts and Grants” (revision version dated December 15, 2017) constitutes part of this Agreement and is hereby incorporated by reference as if fully set forth herein and shall apply to the purchase of all goods and/or services by the State under this Agreement. A copy of this document is available online at: <https://bgs.vermont.gov/purchasing-contracting/forms>.

**STATE OF VERMONT- FEDERAL TERMS SUPPLEMENT (Non-Construction)**  
**for all Contracts and Purchases of Products and Services Using Federal Funds**  
(Revision date: *June 27, 2022*)

**PROCUREMENT OF RECOVERED MATERIALS**

In the performance of this contract, the Contractor shall make maximum use of products containing recovered materials that are EPA-designated Items unless the products cannot be acquired-

1. Competitively within a time frame providing for compliance with the contract performance schedule;
2. Meeting contract performance requirements; or
3. At a reasonable price

Information about this requirement, along with the list of EPA-designated items, is available at the EPA's Comprehensive Procurement Guidelines web site, <https://www.epa.gov/smm/comprehensive-procurement-guideline-cpg-program>.

The Contractor also agrees to comply with all other applicable requirements of section 6002 of the Solid Waste Disposal Act.

**CLEAN AIR ACT AND FEDERAL WATER POLLUTION CONTROL ACT**

1. The contractor agrees to comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act, as amended, 42 U.S.C. § 7401 et seq.
2. The contractor agrees to report each violation to the State of Vermont and understands and agrees that the State of Vermont will, in turn, report each violation as required to assure notification to the Federal Emergency Management Agency, and the appropriate Environmental Protection Agency Regional Office.
3. The contractor agrees to include these requirements in each subcontract exceeding \$150,000 financed in whole or in part with Federal assistance provided by FEMA.
4. The contractor agrees to comply with all applicable standards, orders, or regulations issued pursuant to the Federal Water Pollution Control Act, as amended, 33 U.S.C. 1251 et seq.
5. The contractor agrees to report each violation to the State of Vermont and understands and agrees that the State of Vermont will, in turn, report each violation as required to assure notification to the Federal Emergency Management Agency, and the appropriate Environmental Protection Agency Regional Office.
6. The contractor agrees to include these requirements in each subcontract exceeding \$150,000 financed in whole or in part with Federal assistance provided by FEMA. **a.** Standard. Non-Federal entities and contractors are subject to the debarment and suspension regulations implementing Executive Order 12549, *Debarment and Suspension* (1986) and Executive Order 12689, *Debarment and Suspension* (1989) at 2 C.F.R. Part 180 and the Department of Homeland Security's regulations at 2 C.F.R. Part 3000 (Nonprocurement Debarment and Suspension).

**CONTRACTOR BREACH, ERRORS AND OMISSIONS**

1. Any breach of the terms of this contract, or material errors and omissions in the work product of the contractor must be corrected by the contractor at no cost to the State,.
2. Neither the States' review, approval or acceptance of nor payment for, the services required under this contract shall be construed to operate as a waiver of any rights under this contract or of any cause of action arising out of the performance of this contract.
3. The rights and remedies of the State provided for under this contract are in addition to any other rights and remedies provided by law or elsewhere in the contract.

**TERMINATION FOR CONVENIENCE**

## 1. General

- a. Any termination for convenience shall be effected by delivery to the Contractor an Order of Termination specifying the termination is for the convenience of the Agency, the extent to which performance of work under the Contract is terminated, and the effective date of the termination.
- b. In the event such termination occurs, without fault and for reasons beyond the control of the Contractor, all completed or partially completed items of work as of the date of termination will be paid for in accordance with the contract payment terms.
- c. No compensation will be allowed for items eliminated from the Contract.
- d. Termination of the Contract, or portion thereof, shall not relieve the Contractor of its contractual responsibilities for work completed and shall not relieve the Contractor's Surety of its obligation for and concerning any just claim arising out of the work performed.

## 2. Contractor Obligations

After receipt of the Notice of Termination and except as otherwise directed by the State, the Contractor shall immediately proceed to:

- a. To the extent specified in the Notice of Termination, stop work under the Contract on the date specified.
  - b. Place no further orders or subcontracts for materials, services, and/or facilities except as may be necessary for completion of such portion(s) of the work under the Contract as is (are) not terminated.
  - c. Terminate and cancel any orders or subcontracts for related to the services, except as may be necessary for completion of such portion(s) of the work under the Contract as is (are) not terminated.
  - d. Transfer to the State all completed or partially completed plans, drawings, information, and other property which, if the Contract had been completed, would be required to be furnished to the State.
  - e. Take other action as may be necessary or as directed by the State for the protection and preservation of the property related to the contract which is in the possession of the contractor and in which the State has or may acquire any interest.
  - f. Make available to the State all cost and other records relevant to a determination of an equitable settlement.
3. Claim by Contractor

After receipt of the Notice of Termination from the state, the Contractor shall submit any claim for additional costs not covered herein or elsewhere in the Contract within 60 days of the effective termination date, and not thereafter. Should the Contractor fail to submit a claim within the 60-day period, the State may, at its sole discretion, based on information available to it, determine what, if any, compensation is due the Contractor and pay the Contractor the determined amount.

## 4. Negotiation

Negotiation to settle a timely claim shall be for the sole purpose of reaching a settlement equitable to both the Contractor and the State. To the extent settlement is properly based on Contractor costs, settlement shall be based on actual costs incurred by the Contractor, as reflected by the contract rates. Consequential damages, loss of overhead, loss of overhead contribution of any kind, and/or loss of anticipated profits on

work not performed shall not be included in the Contractor's claim and will not be considered, allowed, or included as part of any settlement.

ATTACHMENT D  
INFORMATION TECHNOLOGY PROFESSIONAL SERVICES  
TERMS AND CONDITIONS (rev. 07/14/2022)

**1. OWNERSHIP AND LICENSE IN DELIVERABLES**

**1.1 Contractor Intellectual Property.** Contractor shall retain all right, title and interest in and to any work, ideas, inventions, discoveries, tools, methodology, computer programs, processes and improvements and any other intellectual property, tangible or intangible, that has been created by Contractor prior to entering into this Contract (“Contractor Intellectual Property”). Should the State require a license for the use of Contractor Intellectual Property in connection with the development or use of the items that Contractor is required to deliver to the State under this Contract, including Work Product (“Deliverables”), the Contractor shall grant the State a royalty-free license for such development and use. For the avoidance of doubt, Work Product shall not be deemed to include Contractor Intellectual Property, provided the State shall be granted an irrevocable, limited in time to the duration of the Contract, non-exclusive royalty-free license to use any such Contractor Intellectual Property that is incorporated into Work Product.

**1.2 State Intellectual Property.** The State shall retain all right, title and interest in and to (i) all content and all property, data and information furnished by or on behalf of the State or any agency, commission or board thereof, and to all information that is created under this Contract, including, but not limited to, all data that is generated under this Contract as a result of the use by Contractor, the State or any third party of any technology systems or knowledge bases that are developed for the State and used by Contractor hereunder, and all other rights, tangible or intangible; and (ii) all State trademarks, trade names, logos and other State identifiers, Internet uniform resource locators, State user name or names, Internet addresses and e-mail addresses obtained or developed pursuant to this Contract (collectively, “State Intellectual Property”).

Contractor may not use State Intellectual Property for any purpose other than as specified in this Contract. Upon expiration or termination of this Contract, Contractor shall return or destroy all State Intellectual Property and all copies thereof, and Contractor shall have no further right or license to such State Intellectual Property.

Contractor acquires no rights or licenses, including, without limitation, intellectual property rights or licenses, to use State Intellectual Property for its own purposes. In no event shall the Contractor claim any security interest in State Intellectual Property.

**2. CONFIDENTIALITY AND NON-DISCLOSURE; SECURITY BREACH REPORTING**

**2.1** For purposes of this Contract, confidential information will not include information or material which (a) enters the public domain (other than as a result of a breach of this Contract); (b) was in the receiving party’s possession prior to its receipt from the disclosing party; (c) is independently developed by the receiving party without the use of confidential information; (d)

is obtained by the receiving party from a third party under no obligation of confidentiality to the disclosing party; or (e) is not exempt from disclosure under applicable State law.

**2.2 Confidentiality of Contractor Information.** The Contractor acknowledges and agrees that this Contract and any and all Contractor information obtained by the State in connection with this Contract are subject to the State of Vermont Access to Public Records Act, 1 V.S.A. § 315 et seq. The State will not disclose information for which a reasonable claim of exemption can be made pursuant to 1 V.S.A. § 317(c), including, but not limited to, trade secrets, proprietary information or financial information, including any formulae, plan, pattern, process, tool, mechanism, compound, procedure, production data, or compilation of information which is not patented, which is known only to the Contractor, and which gives the Contractor an opportunity to obtain business advantage over competitors who do not know it or use it.

The State shall immediately notify Contractor of any request made under the Access to Public Records Act, or any request or demand by any court, governmental agency or other person asserting a demand or request for Contractor information. Contractor may, in its discretion, seek an appropriate protective order, or otherwise defend any right it may have to maintain the confidentiality of such information under applicable State law within three business days of the State's receipt of any such request. Contractor agrees that it will not make any claim against the State if the State makes available to the public any information in accordance with the Access to Public Records Act or in response to a binding order from a court or governmental body or agency compelling its production. Contractor shall indemnify the State for any costs or expenses incurred by the State, including, but not limited to, attorneys' fees awarded in accordance with 1 V.S.A. § 320, in connection with any action brought in connection with Contractor's attempts to prevent or unreasonably delay public disclosure of Contractor's information if a final decision of a court of competent jurisdiction determines that the State improperly withheld such information and that the improper withholding was based on Contractor's attempts to prevent public disclosure of Contractor's information.

The State agrees that (a) it will use the Contractor information only as may be necessary in the course of performing duties, receiving services or exercising rights under this Contract; (b) it will provide at a minimum the same care to avoid disclosure or unauthorized use of Contractor information as it provides to protect its own similar confidential and proprietary information; (c) except as required by the Access to Records Act, it will not disclose such information orally or in writing to any third party unless that third party is subject to a written confidentiality agreement that contains restrictions and safeguards at least as restrictive as those contained in this Contract; (d) it will take all reasonable precautions to protect the Contractor's information; and (e) it will not otherwise appropriate such information to its own use or to the use of any other person or entity.

Contractor may affix an appropriate legend to Contractor information that is provided under this Contract to reflect the Contractor's determination that any such information is a trade secret, proprietary information or financial information at time of delivery or disclosure.

**2.3 Confidentiality of State Information.** In performance of this Contract, and any exhibit or schedule hereunder, the Party acknowledges that certain State Data (as defined below), to



which the Contractor may have access may contain individual federal tax information, personal protected health information and other individually identifiable information protected by State or federal law or otherwise exempt from disclosure under the State of Vermont Access to Public Records Act, 1 V.S.A. § 315 et seq (“State Data”). Before receiving or controlling State Data, the Contractor will have an information security policy that protects its systems and processes and media that may contain State Data from internal and external security threats and State Data from unauthorized disclosure, and will have provided a copy of such policy to the State.

State Data shall not be stored, accessed from, or transferred to any location outside the United States.

The Contractor agrees that (a) it will use the State Data only as may be necessary in the course of performing duties or exercising rights under this Contract; (b) it will provide at a minimum the same care to avoid disclosure or unauthorized use of State Data as it provides to protect its own similar confidential and proprietary information; (c) it will not publish, reproduce, or otherwise divulge any State Data in whole or in part, in any manner or form orally or in writing to any third party unless it has received written approval from the State and that third party is subject to a written confidentiality agreement that contains restrictions and safeguards at least as restrictive as those contained in this Contract; (d) it will take all reasonable precautions to protect the State’s information; and (e) it will not otherwise appropriate such information to its own use or to the use of any other person or entity. Contractor will take reasonable measures as are necessary to restrict access to State Data in the Contractor’s possession to only those employees on its staff who must have the information on a “need to know” basis. The Contractor shall not retain any State Data except to the extent required to perform the services under this Contract.

Contractor shall not access State user accounts or State Data, except in the course of data center operations, response to service or technical issues, as required by the express terms of this Contract, or at State’s written request.

Contractor may not share State Data with its parent company or other affiliate without State’s express written consent.

The Contractor shall promptly notify the State of any request or demand by any court, governmental agency or other person asserting a demand or request for State Data to which the Contractor or any third-party hosting service of the Contractor may have access, so that the State may seek an appropriate protective order.

### **3. SECURITY OF STATE INFORMATION.**

**3.1 Security Standards.** To the extent Contractor has access to, processes, handles, collects, transmits, stores or otherwise deals with State Data, the Contractor represents and warrants that it has implemented and it shall maintain during the term of this Contract the highest industry standard administrative, technical, and physical safeguards and controls consistent with NIST *Special Publication 800-53* (version 4 or higher) and *Federal Information Processing Standards Publication 200* and designed to (i) ensure the security and confidentiality of State Data; (ii) protect against any anticipated security threats or hazards to the security or integrity of the State Data; and (iii) protect against unauthorized access to or use of State Data. Such measures shall

include at a minimum: (1) access controls on information systems, including controls to authenticate and permit access to State Data only to authorized individuals and controls to prevent the Contractor employees from providing State Data to unauthorized individuals who may seek to obtain this information (whether through fraudulent means or otherwise); (2) industry-standard firewall protection; (3) encryption of electronic State Data while in transit from the Contractor networks to external networks; (4) measures to store in a secure fashion all State Data which shall include multiple levels of authentication; (5) dual control procedures, segregation of duties, and pre-employment criminal background checks for employees with responsibilities for or access to State Data; (6) measures to ensure that the State Data shall not be altered or corrupted without the prior written consent of the State; (7) measures to protect against destruction, loss or damage of State Data due to potential environmental hazards, such as fire and water damage; (8) staff training to implement the information security measures; and (9) monitoring of the security of any portions of the Contractor systems that are used in the provision of the services against intrusion on a twenty-four (24) hour a day basis.

**3.2 Security Breach Notice and Reporting.** The Contractor shall have policies and procedures in place for the effective management of Security Breaches, as defined below, which shall be made available to the State upon request.

In the event of any actual security breach or reasonable belief of an actual security breach the Contractor either suffers or learns of that either compromises or could compromise State Data (a “Security Breach”), the Contractor shall notify the State within 24 hours of its discovery. Contractor shall immediately determine the nature and extent of the Security Breach, contain the incident by stopping the unauthorized practice, recover records, shut down the system that was breached, revoke access and/or correct weaknesses in physical security. Contractor shall report to the State: (i) the nature of the Security Breach; (ii) the State Data used or disclosed; (iii) who made the unauthorized use or received the unauthorized disclosure; (iv) what the Contractor has done or shall do to mitigate any deleterious effect of the unauthorized use or disclosure; and (v) what corrective action the Contractor has taken or shall take to prevent future similar unauthorized use or disclosure. The Contractor shall provide such other information, including a written report, as reasonably requested by the State. Contractor shall analyze and document the incident and provide all notices required by applicable law.

In accordance with Section 9 V.S.A. §2435(b)(3), the Contractor shall notify the Office of the Attorney General, or, if applicable, Vermont Department of Financial Regulation (“DFR”), within fourteen (14) business days of the Contractor’s discovery of the Security Breach. The notice shall provide a preliminary description of the breach. The foregoing notice requirement shall be included in the subcontracts of any of Contractor’s subcontractors, affiliates or agents which may be “data collectors” hereunder.

The Contractor agrees to fully cooperate with the State and assume responsibility at its own expense for the following, to be determined in the sole discretion of the State: (i) notice to affected consumers if the State determines it to be appropriate under the circumstances of any particular Security Breach, in a form recommended by the AGO; and (ii) investigation and remediation associated with a Security Breach, including but not limited to, outside investigation, forensics, counsel, crisis management and credit monitoring, in the sole determination of the State.

The Contractor agrees to comply with all applicable laws, as such laws may be amended from time to time (including, but not limited to, Chapter 62 of Title 9 of the Vermont Statutes and all applicable State and federal laws, rules or regulations) that require notification in the event of unauthorized release of personally-identifiable information or other event requiring notification.

In addition to any other indemnification obligations in this Contract, the Contractor shall fully indemnify and save harmless the State from any costs, loss or damage to the State resulting from a Security Breach or the unauthorized disclosure of State Data by the Contractor, its officers, agents, employees, and subcontractors.

#### **4. CONTRACTOR'S REPRESENTATIONS AND WARRANTIES**

**4.1 General Representations and Warranties.** The Contractor represents, warrants and covenants that:

- (i) The Contractor has all requisite power and authority to execute, deliver and perform its obligations under this Contract and the execution, delivery and performance of this Contract by the Contractor has been duly authorized by the Contractor.
- (ii) There is no pending litigation, arbitrated matter or other dispute to which the Contractor is a party which, if decided unfavorably to the Contractor, would reasonably be expected to have a material adverse effect on the Contractor's ability to fulfill its obligations under this Contract.
- (iii) The Contractor will comply with all laws applicable to its performance of the services and otherwise to the Contractor in connection with its obligations under this Contract.
- (iv) The Contractor (a) owns, or has the right to use under valid and enforceable agreements, all intellectual property rights reasonably necessary for and related to delivery of the services and provision of the services as set forth in this Contract; (b) shall be responsible for and have full authority to license all proprietary and/or third party software modules, including algorithms and protocols, that Contractor incorporates into its product; and (c) none of the services or other materials or technology provided by the Contractor to the State will infringe upon or misappropriate the intellectual property rights of any third party.
- (v) The Contractor has adequate resources to fulfill its obligations under this Contract.
- (vi) Neither Contractor nor Contractor's subcontractors has past state or federal violations, convictions or suspensions relating to miscoding of employees in NCCI job codes for purposes of differentiating between independent contractors and employees.

**4.2 Contractor's Performance Warranties.** Contractor represents and warrants to the State that:

- (i) Each and all of the services shall be performed in a timely, diligent, professional and skillful manner, in accordance with the highest professional or technical standards applicable to such services, by qualified persons with the technical skills, training and experience to perform such services in the planned environment.
- (ii) Any time software is delivered to the State, whether delivered via electronic media or the internet, no portion of such software or the media upon which it is stored or delivered will have any type of software routine or other element which is designed to facilitate unauthorized access to or intrusion upon; or unrequested disabling or erasure of; or

unauthorized interference with the operation of any hardware, software, data or peripheral equipment of or utilized by the State. Without limiting the generality of the foregoing, if the State believes that harmful code may be present in any software delivered hereunder, Contractor will, upon State's request, provide a new or clean install of the software. Notwithstanding the foregoing, Contractor assumes no responsibility for the State's negligence or failure to protect data from viruses, or any unintended modification, destruction or disclosure.

- (iii) To the extent Contractor resells commercial hardware or software it purchased from a third party, Contractor will, to the extent it is legally able to do so, pass through any such third party warranties to the State and will reasonably cooperate in enforcing them. Such warranty pass-through will not relieve the Contractor from Contractor's warranty obligations set forth herein.

## **5. PROFESSIONAL LIABILITY AND CYBER LIABILITY INSURANCE COVERAGE**

In addition to the insurance required in Attachment C to this Contract, before commencing work on this Contract and throughout the term of this Contract, Contractor agrees to procure and maintain (a) Technology Professional Liability insurance for any and all services performed under this Contract, with minimum third party coverage of \$1,000,000.00 per claim, \$2,000,000.00 aggregate. To the extent Contractor has access to, processes, handles, collects, transmits, stores or otherwise deals with State Data, Contractor shall maintain first party Breach Notification Coverage of not less than \$1,000,000.00.

Before commencing work on this Contract the Contractor must provide certificates of insurance to show that the foregoing minimum coverages are in effect.

- 6. REMEDIES FOR DEFAULT.** In the event either party is in default under this Contract, the non-defaulting party may, at its option, pursue any or all of the remedies available to it under this Contract, including termination for cause, and at law or in equity.

## **7. TERMINATION**

**7.1** Contractor shall reasonably cooperate with other parties in connection with all services to be delivered under this Contract, including without limitation any successor provider to whom State Data, State Intellectual Property or other State information and materials are to be transferred in connection with termination. Contractor shall assist the State in exporting and extracting any and all State data, in a format usable without the use of the Services and as agreed to by State, at no additional cost. Any transition services requested by State involving additional knowledge transfer and support may be subject to a contract amendment for a fixed fee or at rates to be mutually agreed upon by the parties.

If the State determines in its sole discretion that a documented transition plan is necessary, then no later than sixty (60) days prior to termination, Contractor and the State shall mutually prepare a Transition Plan identifying transition services to be provided.

**7.2 Return of Property.** Upon termination of this Contract for any reason whatsoever, Contractor shall immediately deliver to State all State Intellectual Property and State Data (including without limitation any Deliverables for which State has made payment in whole or in part), that are in the possession or under the control of Contractor in whatever stage of development and form of recordation such State property is expressed or embodied at that time.

**8. DESTRUCTION OF STATE DATA.** At any time during the term of this Contract within thirty days of (i) the State's written request or (ii) termination or expiration of this Contract for any reason, Contractor shall securely dispose of all copies, whether in written, electronic or other form or media, of State Data according to National Institute of Standards and Technology (NIST) approved methods, and certify in writing to the State that such State Data has been disposed of securely. Further, upon the relocation of State Data, Contractor shall securely dispose of such copies from the former data location according to National Institute of Standards and Technology (NIST) approved methods and certify in writing to the State that such State Data has been disposed of securely. Contractor shall comply with all reasonable directions provided by the State with respect to the disposal of State Data.

**9.** This contract includes provision of broadband Internet access service to the State. Provider hereby certifies that, as required in 3 V.S.A. § 349, except and to the extent it has been granted a waiver from the Secretary of Administration, it is in compliance with the consumer protection and net neutrality standards established in 3 V.S.A. § 348 in providing broadband Internet access service in the State of Vermont.

**10. SOV Cybersecurity Standard Update 2022-01:** Contractor confirms that all products and services provided to or for the use of the State under this Agreement shall be in compliance with *State of Vermont Cybersecurity Standard 22-01*, which prohibits the use of certain branded products in State information systems or any vendor system that is supporting State information systems, and is available on-line at:

<https://digitalservices.vermont.gov/cybersecurity/cybersecurity-standards-and-directives>

**CARRIER ETHERNET  
SERVICE LEVEL  
AGREEMENT (“SLA”)**

**POLICY**

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Consolidated Communications Enterprise Services, Inc. (“Consolidated”) is committed to providing a reliable, high- quality network to support its Carrier Ethernet Service (“Service”). The key component of the Service is Service Availability. If an Eligible Customer (as defined below, also referred to herein as a “Customer”) experiences a failure of this Service parameter, Consolidated Communications will provide Customer with an SLA Credit as described herein.

**DEFINITIONS**

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**“Consolidated Network”** refers to our Service network from the Customer’s site to the Consolidated Communications network provider edge. The Consolidated Network includes the Consolidated side from the point of demarcation at the Customer’s site or premises (as specified in the corresponding Schedule), Consolidated Provided Local Access Circuits purchased directly through Consolidated, Consolidated customer premises equipment and networks and network equipment and Ethernet circuits owned or controlled by Consolidated. The Consolidated Network does not include the Consolidated service network at locations utilizing underlying network service providers or services utilizing network service providers outside of the operating territory of the Consolidated affiliate local exchange company (each referred to hereinafter as “Type II arrangements”).

**“Eligible Customer”** means any Customer who has purchased Service from Consolidated, excluding any Customer (i) whose connection terminates at a Customer edge router which is inactive, (ii) who is blocking, or who during the period in question, has blocked Consolidated from sending Internet control message protocol (“ICMP”) and simple network management protocol (“SNMP”) traffic to their Customer-premises router, (iii) who does not provide, or who during the period in question, has not provided the necessary access to personnel and facilities at the customer premises to enable Consolidated to perform comprehensive service troubleshooting, (iv) whose current contract term is not at least one (1) year in length (v) whose account is, or during the period in question, was not in good financial standing with Consolidated, or (iv) whose Service is provided using Type II arrangements.

**“Consolidated Provided Local Access Circuit”** means any leased circuit connecting a Customer's router to a Consolidated edge network that was ordered and is managed by Consolidated.

**“Outage”** means a time period during which the demarcation point UNI port (Ethernet

hand-off) is unable to send or receive ICMP traffic.

**“Service Availability”** is determined by metrics associated with the availability of the network elements under Consolidated’s control.

**“SLA Credits”** are defined as the credits to be provided to Customer by Consolidated for an outage under this Service Level Agreement.

**Service Availability Agreement:** The Consolidated Network will support up to 99.9% availability for a Consolidated provided local access circuit.

**Committed Information Rate “CIR”:** Consolidated provides 100% Committed Information Rates (CIR) on its Service. Each Service will be configured and provisioned to operate to the full CIR specified for the product. The Consolidated Next Generation Network is engineered to ensure that even during peak network load, the Service will be capable of transmitting or receiving network traffic (IP packets including data and packet overhead) within a 10% maximum variance of the CIR as averaged over a calendar month. Committed Information Rate does not apply to performance outside of the Consolidated Network. If the subscribed bandwidth throughput is not met, Consolidated will have 5 days to restore the throughput to specification. If Consolidated is unable to restore bandwidth throughput to the subscribed level, the Customer may elect 1) to terminate the service without early termination fees or other penalty by providing Consolidated with written notice of its desire to terminate, or 2) to downgrade without penalty to the service bandwidth rate that is being received.

Service interruptions caused by Consolidated’s planned network maintenance activities, maintenance at the Customer premises, failure or misconfiguration of Customer premises hardware, equipment or software, failures of Customer-managed or Independent Telephone Company-managed local access circuits, breach of the Service Agreement, and Force Majeure events will be ineligible for SLA Credits hereunder and shall not be included in the definition of “Outage”.

In order to be eligible for SLA Credits, Customer must report an Outage by opening a trouble ticket with Consolidated. The length of an outage is calculated based on outage information contained in trouble tickets (close date/time minus open date/time less any stop clock time).

**SLA Credits:** Customer is eligible for SLA Credit if Consolidated fails to meet its Service Availability goal. The credit the Customer is entitled to is determined by multiplying the applicable percentage shown in the below table by the monthly recurring charge (“MRC”) for the particular affected/non-performing Service.

Per Service Outage	Percentage Credit
Less than 43 minutes	No Credit
43 minutes up to 4 hours	10% of the MRC
4 hours up to 8 hours	25% of the MRC
8 hours up to 12 hours	40% of the MRC
Greater than 12 hours	50% of the MRC

A maximum SLA Credit of fifty percent (50%) of the monthly recurring charges for port and Consolidated Provided Local Access Circuits may be provided during any single month for non-redundant access circuit configurations and one hundred percent for redundant access circuit configurations

**Chronic Outage.** Should Customer's Service experience an outage on three (3) or more separate occasions totaling more than twelve (12) hours or of more than fifteen (15) hours on one (1) occasion during any single standard billing period (a "Chronic Outage"), Customer may terminate the subject Services prior to the end of the Service Term without incurring early termination charges.

Customer must notify Consolidated of any election to terminate pursuant to this SLA in writing within thirty (30) days of any Chronic Outage giving rise to a right of such election. Customer may only terminate Service that experiences a Chronic Outage as described above.

This SLA sets forth Customer's sole and exclusive remedy for Chronic Outages or any outages of Service.

## SLA Credits

### **SERVICE CREDIT PROCESS**

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**Filing Period:** Claims for SLA Credits must be submitted to Consolidated within one (1) week of the outages occurrence.

### **Required Information**

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The claim for SLA Credit must include the following information:

- Customer name
- Customer's Contact's name, telephone number and e-mail address



- Customer Billing Account Number
- Circuit Identification Number
- Date and beginning/end time of outage
- Trouble Ticket Number
- Brief description of the characteristics of the outage

### **Claim Process**

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Customer must submit the required information above in writing to [stvorders@consolidated.com](mailto:stvorders@consolidated.com). Consolidated will acknowledge all claims within two (2) business days and will review all claims within five (5) business days of receipt. Customer will be informed by email or telephone whether the claim for SLA Credit will be granted or rejected. If rejected, the notification will specify the basis for rejection.

### **Credit Process**

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Approved SLA Credits will be applied to the Customer's billing during the billing cycle following the approval of the claim for SLA Credits.

### **Policy Change**

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Consolidated reserves the right to change, amend or revise this policy at any time.

SOV Circuit Order Form

Circuit Provider:	CCI
Location:	Click or tap here to enter text.
Circuit Type:	

Agency / Department:	Click or tap here to enter text.	
Bill To Code:	Click or tap here to enter text.	(for any charges not covered in the ADS allocation)

Approved by:	Click or tap here to enter text.
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Order Type:

- New Circuit
- Upgraded Circuit
- Terminated Circuit
- Moved Circuit

From Location:	Click or tap here to enter text.
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New, Moved or Upgraded Circuit:

One-time installation charges:	\$
Expected Service Date:	
MRC:	
Term:	

Replaced / Terminated Circuit:

Circuit Type:	
Provider:	
Service Termination Date:	
MRC:	
Term:	