

Alabama Community College System

RFB #ACCS-2022-01

PROPOSAL DUE DATE

February 11, 2022 | 4:00 P.M. CST

Alabama Community College System
135 South Union Street, Suite 135
Montgomery, AL 36104

ORIGINAL

Joint Purchase Agreement Initiative



Proposed by



A. Letter of Transmittal

February 11, 2022

Alabama Community College System
Attn: Joint Purchase Agreement Initiative
135 South Union Street, Suite 135
Montgomery, AL 36104

Re: Alabama Community College System, RFB #ACCS-2022-01 for Joint Purchase Agreement Initiative

ENA Services, LLC (ENA) empowers communities by bridging innovative technologies with exemplary customer care. Our team understands the critical importance of scalable technology solutions in today's digital environment. Since 1996, ENA has had the honor and privilege of serving customers with our advanced technology solutions, and we thank Alabama Community College System (ACCS) for your consideration of our innovative Unified Communications (UC) and hosted Voice over IP (VoIP) solutions, **ENA SmartUC** and **ENA SmartVoice**, and our Wi-Fi solutions, **ENA Air** and **ENA Air Flex**.

ENA's superb history of service distinguishes the value of our offerings from others you will review. Throughout this response, we provide concrete examples of our stellar customer service as well as evidence of successful long-term partnerships with the communities we serve. We are not a typical telecommunications company—we are **your service partner**.

Compliance Requirements

A. Identify the submitting organization

ENA Services, LLC, is the respondent of record and should be the named vendor on potential contracts.

B. Identify the name and title of the person authorized by the organization to contractually obligate the organization

Gayle Nelson, Chief Revenue Officer, is authorized to represent ENA and bind ENA relative to all matters contained in our response. We have provided an **Evidence of Authority to Bind Affidavit** in the **Exhibits** section.

C. Identify the name, title and telephone number of the person authorized to negotiate the contract on behalf of the organization

Gayle Nelson, Chief Revenue Officer, is authorized to represent ENA and bind ENA relative to all matters contained in our response.

Gayle Nelson – Chief Revenue Officer
Phone: (615) 312-6056 | E-mail: gnelson@ena.com

In addition, we have provided contact information for our General Counsel below:

Kathryn (Kitty) O'Connor
Phone: (615) 312-6145 | E-mail: koconnor@ena.com

D. Identify the names; titles and telephone numbers of persons to be contacted for clarification

The principal contact for ENA's response is:

Joe Street - Account Service Manager

Phone: (615) 312-6094 | E-mail: jstreet@ena.com

Joe will serve as the customer advocate and is the single point of operational and account contact for ACCS.

E. Explicitly indicate acceptance of the Conditions Governing the Procurement

ENA has read, understands, and will comply with the **Conditions Governing the Procurement**, as outlined in the RFB.

F. Be signed by the person authorized to contractually obligate the organization




The enclosed Letter of Transmittal has been signed by Gayle Nelson, ENA Chief Revenue Officer, who is authorized to represent ENA and bind ENA relative to all matters contained in our response.

G. Acknowledge receipt of any and all amendments to this RFB.

ENA acknowledges receipt of the **Vendor Questions and Answers** released February 8, 2022.

Key Differentiators

Our dedication to the communities we serve—combined with our passion for delivering excellent customer support—sets ENA apart. We encourage you to consider the following key differentiators as you review the enclosed response.

 <p>24x7x365</p>	<p>24x7x365 Expert Support and Assistance</p> <p><i>ENA's superior customer support begins with the Customer Technical Assistance Center (CTAC). Our customer support engineers (CSEs) are a dedicated staff available 24x7x365 for immediate customer assistance on all ENA service issues. While many other organizations staff their front-line team with clerical and/or referral support, ENA's CTAC is made up of highly trained, certified, U.S.-based engineers with experience addressing the unique needs of our customers. We are committed to delivering exceptional customer care and expedited resolutions: ninety-four percent of reported incidents and requests are resolved by the CTAC on the first contact.</i></p>
	<p>Personalized, Dedicated Account Service Throughout the Life of the Contract</p> <p><i>Every ENA customer is assigned an account service manager (ASM), throughout the life of the contract with ENA, who builds a trusted relationship with you and your team by working to maintain an understanding of your specific goals and needs.</i></p>
	<p>Proven History of Performance</p> <p><i>Our proposed solution leverages ENA's experience in successfully delivering robust, reliable, secure, and scalable technology solutions. The success of our service delivery model is reflected in our extremely high customer satisfaction scores. ENA's latest Net Promotor Score (NPS), the gold standard for measuring customer satisfaction, is 90 (anything above 70 is considered "world class"). ENA's NPS scores far exceed our competition's and we consistently endeavor to achieve world class status to meet and exceed your expectations.</i></p>

Financial Documentation

Please find the following financial documentation in the Exhibits section:

- State of Alabama Disclosure Statement
- Certificate of Compliance
- Immigration Status Form
- Current W-9
- E-Verify Memorandum of Understanding

Please note that termination for convenience is subject to ENA's standard termination conditions as set forth in ENA's Master Service Agreement. We have provided a copy of ENA's Master Service Agreement in the **Exhibits** section.

We appreciate your consideration of our response and look forward to the opportunity to work with you to implement our proposed solution and services. Please do not hesitate to contact Joe or me if you have any questions or need clarification of any portion of ENA's response.

Sincerely,

A handwritten signature in blue ink that reads 'Gayle Nelson'.

Gayle Nelson
Chief Revenue Officer

B. Evaluation Submission Form

Please find ENA's completed **Evaluation Submission Form** immediately following this page.

6.5 Appendix E - Evaluation Submission Form

The purpose of this form is to provide a single summary document per submitting vendor that references required materials. This document is intended to assist the Evaluation Committee easily find specific items of information during the evaluation process and to assist participating agency personnel in locating specific vendor information after the award of the bid.

Vendor Contact Information

This will be published for participating agencies to streamline the vendor contact process. Vendors may not have all of these departments/positions/titles. Please complete this information as accurately as possible. If the information below changes, please send a revised version of this page to jpa-notification@accs.edu

Vendor Name: ENA Services, LLC

Date: February 11, 2022

Website Address: www.ena.com

	Name(s)	Phone Number(s)	E-Mail Address(s)
Primary Contract Executive(s)	Gayle Nelson, Chief Revenue Officer	(615) 312-6056	gnelson@ena.com
Senior Account/Sales Manager(s) (by region if necessary)	John Sheehan, Director of Customer Services	(312) 229-0256	jsheehan@ena.com
Account/Sales Manager(s) (by region if necessary)	Joe Street, Account Service Manager	(615) 312-6094	jstreet@ena.com
Technical Support	ENA Customer Technical Assistance Center (CTAC)	(888) 612-2880	support@ena.com

BID INFORMATION INDEX

Please complete the following form to assist the Evaluation Committee in finding specific information as related to your bid response.

	Document Name	Page Number(s)
Product and Services Delivery Overview	ENA Technical Proposal	Pages 8-69 (Tab E. Response to General Requirements and Specifications, 2. Specifications)
Geographic Coverage	ENA Technical Proposal	Page 12 (Tab E. Response to General Requirements and Specifications, 2. Specifications – <i>ENA Qualifications</i>)
Availability of Technical Support	ENA Technical Proposal	Pages 59-60 (Tab E. Response to General Requirements and Specifications, 2. Specifications – <i>Service Support Commitment for Managed Services</i>)
Problem Resolution	ENA Technical Proposal	Pages 60-63 (Tab E. Response to General Requirements and Specifications, 2. Specifications – <i>Service Support Commitment for Managed Services</i>)
Customer Satisfaction	ENA Technical Proposal	Pages 13 (Tab E. Response to General Requirements and Specifications, 2. Specifications – <i>ENA Qualifications</i>) Pages 59 (Tab E. Response to General Requirements and Specifications, 2. Specifications – <i>Service Support Commitment for Managed Services</i>)

Value Added Services	ENA Technical Proposal	Pages 65-69 (Tab E. Response to General Requirements and Specifications, 2. Specifications – <i>Value Adds</i>)
Reporting	ENA Technical Proposal	Pages 70-73
Electronic Commerce	ENA Technical Proposal	Page 73
Breadth of Offering	ENA Technical Proposal	Pages 74-76
Primary Account Representative	ENA Technical Proposal	Page 77
References	ENA Technical Proposal	Pages 77-79
Pricing Level and Guarantee	ENA Technical Proposal	Page 79

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D. Bid Summary

In response to the Alabama Community College System (ACCS) **RFP #ACCS-2022-01 for Joint Purchase Agreement Initiative**, ENA proposes the following innovative solutions:

- **ENA Voice Solutions**
 - **ENA SmartVoice** – Hosted Interconnected VoIP service
 - **ENA SmartUC** – A desktop and mobile application that integrates seamlessly with ENA SmartVoice to enable advanced unified communications
 - **ENA SmartLink** – A Session Initiation Protocol (SIP)-based IP trunking solution
- **ENA Wi-Fi Solutions**
 - **ENA Air** – Managed Wi-Fi networking services
 - **ENA Air Flex** – Network management services

We have provided summaries of these solutions below. For comprehensive service overviews, please see our **ENA Voice Solutions Technical Proposal** and **ENA Wi-Fi Solutions Technical Proposal** in **Tab E. Response to General Requirements and Specifications**.

1. Why Select ENA Voice Solutions

ENA SmartVoice

ENA SmartVoice is our cloud-based, carrier-grade VoIP solution that can lower your total cost of ownership and ensure a seamless path to future growth—all while streamlining your communications and better preparing your campuses for emergencies. Highly scalable and fully hosted, ENA SmartVoice helps eliminate the high capital expenditures associated with purchasing, upgrading, managing, and maintaining on-premises telephony servers and equipment. ENA's goal is to ensure your telecommunications infrastructure grows with and adapts to your changing technology and communication needs.

ENA SmartUC

ENA SmartUC integrates seamlessly with ENA SmartVoice to provide advanced and fully integrated communications, including high-definition video and web conferencing, integrated presence, chat, and SMS texting.

ENA SmartLink

ENA SmartLink, an IP trunking solution, provides inbound and outbound calling for customers who already have their own installed PBX or phone systems. The comprehensive solution includes an extensive set of features and a variety of different interconnection methods to meet current and future needs at one cost-effective monthly fee.

By selecting ENA's communications services, in addition to receiving a high-quality voice service, you also receive the power of an enhanced communication and collaboration system that drives productivity and operational efficiencies today and in the future.

2. Why Select ENA Wi-Fi Solutions

ENA Air

Leveraging ENA's proven Infrastructure as a Service (IaaS) approach, **ENA Air** provides a complete, turnkey networking solution—reducing the administrative and maintenance burdens that self-managed wired and wireless networks entail. ENA's experienced and knowledgeable engineers work directly with you to design, implement, and manage an enterprise-class network that is tailored to your current needs, with the flexibility and capacity to handle what the future may hold.

ENA Air's service includes all necessary services: site surveys, design, installation, engineering, hosted management and monitoring, and post-activation heat mapping. The solution's online portal provides comprehensive visibility into your network—delivering full analytics, proactive monitoring, and in-depth reporting.

ENA is ultimately responsible for the ongoing management of the ENA Air service, but our comprehensive customer portal and dashboard gives you full visibility into your network—with operational control, real-time monitoring, and reporting analytics. Operational control allows you to manage devices and user access, adjust operations, and employ needed commands to ensure your network meets the demands of your users. ENA Air's reporting tools and real-time monitoring capabilities provide valuable insight into the operation and utilization of your network infrastructure.

ENA Air Flex

ENA Air Flex provides a complete, turnkey Wi-Fi networking solution—reducing the administrative and maintenance burdens that most self-managed Wi-Fi solutions entail. ENA's experienced and knowledgeable engineers work directly with you to design, build, and install a world-class, highly scalable network that is tailored to meet your specific needs.

ENA Air Flex includes all necessary services: site surveys, design, installation, engineering, multiple controller options, and post-activation heat mapping. ENA's optional managed service includes access to an online portal that provides comprehensive visibility into your network—delivering full analytics, proactive monitoring, and client utilization reporting. The design of each ENA Air Flex network seamlessly integrates with your IT resources to deliver an enterprise-class solution that meets your current technology requirements while simultaneously giving you the scalability required to meet your future needs.

As part of ENA Air Flex, ACCS is responsible for the ongoing management of your all-inclusive, future-ready Wi-Fi solution, but our optional managed service includes a comprehensive customer portal and dashboard that gives you complete visibility into your network—with operational control, real-time monitoring, and reporting analytics. Operational control allows you to manage devices and user access, adjust operations, and employ the necessary commands to ensure your Wi-Fi network meets the demands of your users. The solution's reporting tools, and real-time monitoring capabilities enable you to view and monitor what is happening on your Wi-Fi network.

E. Response to General Requirements and Specifications

1. General Requirements

ENA has read, understands, and will comply with the **General Requirements** found in **Sections 3.1 – 3.21** in the RFB.

2. Specifications

2.2 Product and Services Delivery Overview

Vendors must describe their ability to provide professional services, technology equipment including related products and support services to the System and the various authorized entities. The response to this requirement should, at a minimum, include a map with an indication of the locations where products may be delivered plus the number and type of support personnel or other resources that may be employed to service procuring entity purchase orders (a very basic example map for a fictitious company is provided in Appendix B). The narrative in response to this specification should include, at a minimum, a general overview of the proposed services and an overview of how the services are to be provided in the locations indicated.

Vendors must thoroughly describe their procedures for resolving customer problems and complaints including timelines and escalation measures.

Vendors must submit customer satisfaction statistics or survey results concerning the quality of the products and/or services offered.

Vendors must thoroughly describe their ability to provide value added technical services including installation, training or directly related optional services and the geographic area where the services may be provided.

Vendors should provide a map with an indication of the locations where each type of value-added service may be provided.

On the following pages, ENA has provided detailed overviews our proposed solutions and service support as outlined below:

- ENA Qualifications
- ENA Voice Solutions Technical Proposal
- ENA Wi-Fi Solutions Technical Proposal
- Service Support Commitment for Managed Services
- Value Adds

ENA Qualifications

1. Company Background

***"We empower communities by bridging innovative technologies
with exemplary customer care."***

For over 25 years, ENA has exclusively served community anchor institutions (education, library, healthcare, and government) with system-wide and statewide connectivity, communication, cloud, and collaboration services. Our mission reflects our commitment to provide trouble-free and reliable connectivity, communication, cloud, security, and software solutions. ENA has an impeccable history of delivering scalable, robust, secure, and cost-effective services to the customers we serve.

ENA specializes in providing industry-leading technology solutions, including:

- Wi-Fi and local area network (LAN) services including mobile Wi-Fi solutions
- Unified communications solutions (UCaaS) and Hosted Voice over IP (VoIP) services
- Highly scalable Internet, WAN, and SD-WAN broadband connectivity services, including managed and co-managed edge router options, 24/7 network monitoring, and cloud-based DDoS mitigation
- Private LTE networks, including EBS and CBRS spectrum solutions
- Cloud services including Infrastructure as a Service (IaaS), and off-site backup solutions
- Cybersecurity solutions to protect your network and your users, including firewall, unified threat management (UTM), endpoint protection, and virtual private network (VPN) solutions
- Video and web conferencing collaboration services
- Mobile connectivity solutions such as hotspots and bus connectivity

ENA understands the business and mission of the communities we serve. That's why our solutions are designed to allow for maximum flexibility while minimizing the burden on our customers' administrative and technical resources.

2. ENA's Service Approach

ENA's proposed solutions include numerous value-added benefits for our customers where every customer receives high-quality, turnkey services along with ENA's signature customer service. All ENA services include dedicated account management personnel, engineering excellence, exceptional service delivery, and exemplary customer care. All recurring ENA services include proactive 24x7x365 service monitoring, Customer Technical Assistance Center (CTAC) support, always available online support tools, robust safety and security features, and field service (if applicable).

When comparing ENA's offering with other service providers, you will quickly understand why ENA's solutions offer more value to our customers.



ENA's Suite of Enhanced Technology Solutions

Key Considerations for ENA's Service Approach

ENA is not a typical service provider—we consider ourselves your service partner. Our customer service, experience, demonstrated performance, innovation, and extensive suite of services are significant differentiators that distinguish us. Throughout our response we provide concrete examples of our excellent service history, capability to deliver the services requested, and evidence of successful, long-term partnerships with our customers. In your evaluation, we encourage you to consider the following unique benefits of ENA's solutions.

- **Personalized, Dedicated Account Service Throughout the Life of the Contract** – Every ENA customer is assigned an account service manager (ASM), who remains with the customer throughout the life of the ENA contract. The ASM builds a trusted relationship with you and your team by working to maintain an understanding of your specific goals and needs.
- **Exemplary Customer Care for 100% Customer Satisfaction** – ENA is solely accountable for the entire array of solutions we provide to you, and your 100% satisfaction and delight with our products, services, and service delivery is our goal. We have a laser focus on exemplary customer care and do not consider a project complete until the customer is 100% satisfied.
- **Exceptional On-time Service Delivery for Confidence and Peace of Mind** – ENA has a demonstrated track record of meeting and exceeding installation schedules with our customers. Whether providing services to a few sites or several hundred, ENA has the personnel, processes, and procedures to deliver on our committed installation timeframes.
- **Customer Technical Assistance Center Providing 24x7x365 Coverage and Support** – All calls to our Customer Technical Assistance Center (CTAC) are answered by a professional, trained person in the U.S. with the knowledge, experience, and capability to resolve your issue immediately—rather than simply taking a message or opening a new service ticket. With our proactive monitoring tools, ENA contacts our customers to alert them of a service-impacting issue – before the customer even knows there is an issue – over 99 percent of the time.
- **Engineering Excellence for Comprehensive and Full-Service Support Capability** – The engineering expertise and management focus needed to meet the performance levels required in today's technology infrastructure environments place a substantial burden on your valuable staff resources. ENA's service approach helps to remove this burden, so you can focus staff and resources on your organization's priorities.

- **Safety and Security Features to Protect Your Infrastructure, Data, and Community** – ENA understands the importance of embedding safety and security features in our products and services to protect your infrastructure, data, and users. From mitigating network intrusions or alerting students and staff about potentially harmful intruders, ENA is consistently working on protecting your environments.
- **Technology Innovation and Efficiency Keeping You Ahead of the Technology Curve** – ENA is constantly developing and launching innovative products and services to meet the evolving current and future needs of our customers. We listen to our customers and shape our solutions to bring best-of-breed technology services that meet and exceed your requirements.
- **Financial Advantages of a Managed Service Model Allowing You to Do More with Less** – With ENA, managed service means full service. Our comprehensive managed service model includes engineering design, service maintenance, and 24x7x365 service monitoring and support for all components over the life of the service. ENA's managed service model has an extensive history of providing cost-effective solutions that typically deliver enhanced service with improved total cost of ownership.

Our outstanding service history, coupled with our service delivery benefits outlined above, validate our ability to successfully deliver the services as requested.

3. ENA's Solution Delivery Experience

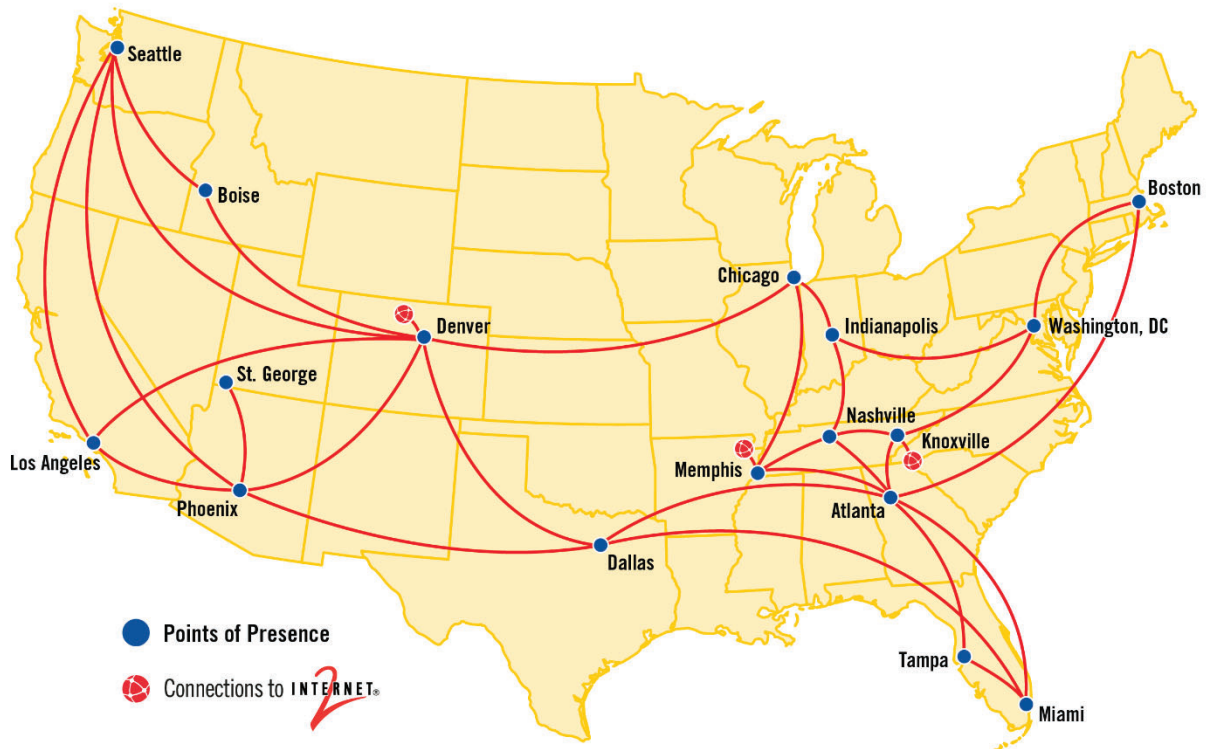
ENA is the nation's leader in providing statewide and system-wide solutions to meet the unique requirements of the communities we serve. Serving and supporting thousands of education, library, healthcare, and government locations across the nation with robust connectivity, communication, cloud, security, and software solutions, makes ENA the most qualified and uniquely positioned to provide the services requested.

Our understanding of your technology needs and challenges, coupled with our dedication and experience in providing the proposed services, clearly differentiates us from other service providers.

All ENA services, with the exception of some value-added security services, are available nationwide. We have provided an overview of service availability on the following page.

Join the ENA network!

Our services are available nationwide.



All ENA services are available nationwide with the exception of a few security services*
For a full list of ENA services visit www.ena.com/solutions

*POP locations that currently do not support ENA NetDefender and ENA WebSafe services:

ENA NetDefender - Los Angeles, Tampa, and Boston

ENA WebSafe - Atlanta, Chicago, Los Angeles, Miami, Tampa, Phoenix, St. George, and Washington, DC

Service Notes:

- Service availability is subject to change based on ENA's product roadmap and data center strategy.
 - For Category 1 E-rate eligibility, ENA NetShield basic firewall requires customer to have ENA Internet Access services.
 - ENA NetDefender and ENA WebSafe require customer have ENA Internet Access services.
 - Geographic location may impact delivery choices for ENA NetShield and ENA NetShield UTM services.
 - Service availability is ultimately determined by ENA POP connection, not physical location of the customer.
- This map should be considered general guidance.

Operating Locally and Nationally

4. World-Class Net Promoter Score

Our proposed solution leverages ENA's experience in successfully delivering robust, reliable, secure, and scalable technology solutions. The success of our service delivery model is reflected in our extremely high customer satisfaction scores. **ENA's latest Net Promoter Score (NPS), the gold standard for measuring customer satisfaction, is 90 (anything above 70 is considered "world class").** ENA's NPS scores far exceed our competition's and we consistently endeavor to achieve world class status to meet and exceed your expectations.

5. Personnel Qualifications

ENA is guided by experienced technology professionals, ensuring we remain on the cutting edge as a technology service provider while providing the highest standard of service delivery. Our entire company is focused on the common goal of providing extraordinary customer service.

Dedicated Account Management and Support

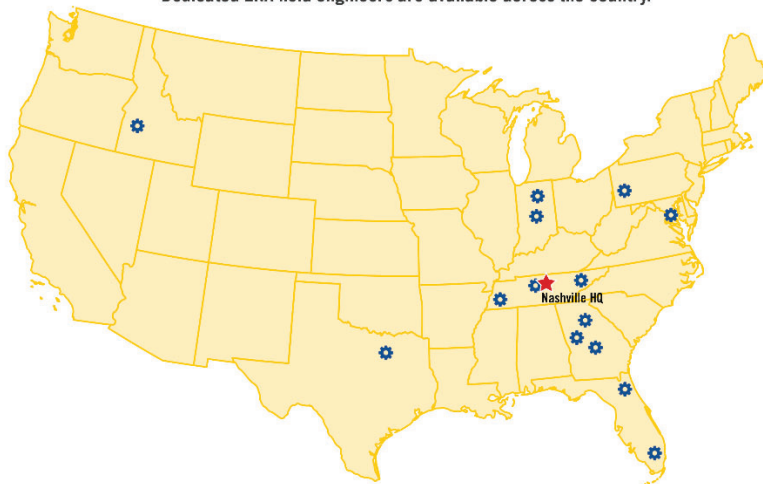
Alabama Community College System (ACCS) is well served by Joe Street, Account Service Manager. Joe will serve as the customer advocate and is the single point of operational and account contact for ACCS. Joe will manage the overall customer relationship and is supported by a team of highly qualified and experienced engineers, project managers, and senior executive management resources. This team is augmented by ENA's comprehensive Customer Technical Assistance Center (CTAC) as well as our customer support personnel resources. While ENA's corporate office and CTAC are based in Nashville, Tennessee, much of our workforce is distributed remotely across the United States.

Local Area Support

ENA has highly trained field technicians positioned across the United States to meet and exceed all service and support requirements.

Always there, always on.

Dedicated ENA field engineers are available across the country.




ENA has extensive experience utilizing local partners in conjunction with ENA remote support and engineering staff to provide exceptional customer service to our customers nationwide.

Local Area Support Personnel

Please see the **ENA Team** section below for additional information on ENA's account support.

The ENA Team

ENA employs highly qualified and technically skilled individuals who are dedicated to service support and superior performance in a number of disciplines. Each member of our team has extensive experience delivering high-quality services with excellence to our customers. The implementation of services described herein will require involvement of several ENA teams, including technical and non-technical groups. ENA assigns dedicated project management personnel resources to ensure each project is executed according to our commitments and your satisfaction. In addition, dedicated account management and support personnel are assigned to guarantee ongoing end-to-end service delivery implementation and coordination. **Our engineers also apply their extensive knowledge, skills, and experience in consulting with our customers to provide reliable services.**



ENA Engineers possess over 230 technical certifications covering our solution suites ensuring you are in knowledgeable hands.

Industry certifications include:

NETWORKING:	SECURITY:	WIRELESS:	VOICE/UC:	CLOUD/DATA CENTER:
Cisco CCIE CCNP CCNA Extreme EDE Carrier Ethernet	CISSP CWSP CEH CHFI Fortinet-NSE 7	CWNE CWNP Aerohive Aruba Cisco Extreme ECE Mist Ruckus	Metaswitch Polycom	AWS Apache Foundation PMCs Apache Foundation Committers Microsoft MCSE MCP Redhat RHCE Linux LPIC VMWare

Advanced Technical Certifications

The entire ENA team strives to delight each customer by providing superior customer service. From the initial installation through ongoing support needs, this team of professionals works hand-in-hand with our customers to provide the following services:

- **ENA Customer Technical Assistance Center (CTAC):** Our 24x7x365 single point of contact for all customer support issues.
- **Field Engineering Team:** Deployed throughout our service geography, assuring that ENA managed equipment is maintained even in the event of a failure.
- **Dedicated Account Service Manager (ASM):** Assigned to ensure customer satisfaction, identify and understand customer's specific needs, as well as manage his or her customer contracts. ASMs meet with customers on a regular basis and participate in the technology-planning process, as appropriate, to ensure current and future requirements are met.
- **Client Services Team:** Communicates regularly with customers and seeks customer feedback on areas for improvement.
- **Finance Team:** Provides invoice and billing support and expertise.
- **Service Delivery Team:** Supports a systematic roll out of ENA solutions from purchase to implementation.
- **Technology and Innovation Team:** Manages ENA's overall technology architecture and current suite of products and services as well as envisions and designs innovative new products and services.
- **Administrative Team:** Provides business strategy and leadership with a commitment to diversity and compliance with all local, state, and federal employment laws.

For information on ENA's leadership, please visit www.ena.com/company/leadership/.

Key Personnel

ENA is led by individuals with a deep understanding of, experience in, and commitment to education and technology. The following is a list of all key personnel who will perform the work outlined in our response.

Senior Management Team

- David M. Pierce, Chief Executive Officer (CEO)
- Michael McKerley, President
- Matthew Turner, Chief Operating Officer
- Gayle Nelson, Chief Revenue Officer
- Stebbins (Steb) B. Chandor, Chief Financial Officer
- Rex Miller, Senior Vice President
- Ruth Braun, Chief People Officer (CPO)
- Kitty O'Connor, General Counsel

Customer Support Teams

- **Customer Services**
 - Rod Houpe, Director of Business Development
 - John Sheehan, Director of Customer Services
 - Joe Street, Account Service Manager, Higher Education
 - Brian Dalhover, Director of Solutions Engineering and Healthcare Services
 - Zak Willis, Manager of Solutions Engineering
 - Amanda Yoders, Principal Solutions Engineer, Voice Services
 - Dan Crowley, Principal Solutions Engineer
- **Operations**
 - Dana Briggs, Senior Director, Customer Experience
 - Orlando Martin and Quinton Dorris – CTAC Managers
 - Courtney Hulsey, Director of Service Delivery
 - Patrick Connor, Charles May, and Ty Wales – Service Delivery Managers
 - Service Delivery Team
 - Joe Temple, Director of Project and Proposal Management
 - Jamie Johnson, Project Management Office Manager
 - Project Management Teams
 - Jody Osmun, Lead Project Manager
 - Michael Dubose, Project Manager
 - Laura Brady, Program Manager, Learning Solutions
- **Technology and Innovation**
 - Simon Weller, Vice President of Technology
 - Cory Ayers, Chief Architect
 - David Mabry, Senior Director of Technology
 - Travis Wales, Senior Director of Engineering
 - Hamid Zahrir, Director of Data Architecture & Business Intelligence
 - Colleen Hoy, Director of Product Management
 - Ken Bryant, Senior Manager of Software Delivery
 - Brian Summers, Manager of Engineering
 - Brian Powers, Wireless Architect
 - Wireless Engineering Teams
 - Chris Wallace, Voice Architect
 - Voice Engineering Teams
- **Client Services**
 - Kylie McGee, Senior Director of Client Services
 - Monica Cougan, Manager of Strategic Relationships and Initiatives

6. ISO 9001 Certification



ENA is ISO 9001 certified. ISO 9001, the world's most recognized quality management standard, provides a framework for the eight globally recognized principles of quality management: customer focus, leadership, involvement of people, process approach to management, continual improvement, factual approach to decision making, and mutually beneficial supplier relationships.

The ISO 9001 certification assures customers that ENA employs a Quality Management System (QMS). This QMS is used to continually monitor and manage excellence in execution across all areas of operations, culminating in delivering outstanding service to our customers every day. As part of this certification, ENA remains focused on continuous process improvement to "raise the bar" against which we measure our service quality.

We have provided our **ISO 9001 Certification** in the **Exhibits** section. We will provide any additional certification information, as needed, upon request.

7. Invoicing

Benefits of ENA's Billing Methodology



- ✓ Simplified billing
- ✓ Easy to understand
- ✓ Minimizes time and resources
- ✓ Single point of contact
- ✓ No hidden fees

ENA considers delivery of a simple, easy to understand invoice that meets customer's needs to be integral to our customer-centric delivery model.

With ENA, you will have a single point of contact for all invoice management and billing requirements and a simple, easy to understand invoice.

8. Organizational Structure

ENA Services, LLC, a Delaware limited liability company, has been in business since 1996, successfully delivering services of the same type and scope as has been requested. ENA Services, LLC is a licensed telecommunications company and a wholly owned subsidiary and is a disregarded entity for tax purposes of Education Networks of America, Inc., a Delaware corporation (FEIN: 62-1805864). **ENA Services, LLC, is the respondent of record and should be the named vendor on potential contracts.** ENA Services, LLC's Federal Employer Tax Identification Number (FEIN) is: 20-4221094.

9. Financial Strength and Stability

ENA has the financial strength and capacity to perform the required services. We have a 25-year successful financial track record working with all our customers on long-term contracts, and we have served thousands of customers throughout the life of all contracts. Additionally, ENA has a surety bond facility with Berkley Surety Company providing an additional level of financial security. Copies of our audited financial statements are available on request.

10. Commitment to Diversity

ENA leverages the talents of minority, women, and veteran-owned businesses to help deliver our transformative and innovative solutions to the customers we serve. As an equal opportunity employer, ENA is committed to promoting diversity in all aspects of our business, and we have a strong corporate commitment to establishing and maintaining supplier diversity in support of minority, women, and veteran business enterprise program goals. ENA is a proud member of one of the largest minority (MWBE) supplier networks in the nation, National Minority Supplier Development Council Inc. (NMSDC). This network connects us with thousands of MWBE organizations and provides resources and tools to further our commitment to engage a diverse network of suppliers.

ENA Voice Solutions Technical Proposal

1. ENA Telecommunications Suite

ENA provides a number of carrier-class, next-generation communications services, including **ENA SmartVoice**, a hosted Interconnected VoIP service; **ENA SmartUC**, a desktop and mobile application that integrates seamlessly with ENA SmartVoice to enable advanced unified communications; and **ENA SmartLink**, a Session Initiation Protocol (SIP)-based IP trunking solution. With any of these solutions, all customers receive ENA's award-winning 24x7x365 live customer support, and most customers have the ability to transfer or port current telephone numbers to ENA.

Key Benefits of ENA SmartVoice

ENA focuses on providing tailored voice services that meet the unique needs of education and library institutions. When evaluating cloud-based services to address their needs, our customers find ENA's voice services offer an affordable, high-quality way to address many of the challenges they face. Key benefits experienced with our telecommunications product suite include:

- Lower total cost of ownership
- Scalability to meet changing needs
- Carrier-class reliability
- 24x7x365 peace of mind
- Improved communications
- Enhanced security and disaster preparedness

In addition to these key benefits, ENA provides professional and experienced personnel throughout the implementation and post-implementation project cycle to ensure project success.

A clear distinction of ENA's voice services is our enhanced call quality monitoring. With our monitoring service, ENA is able to monitor the overall quality of experience for calls made to and from ENA's voice solutions. This monitoring ability enables ENA to quickly pinpoint where a call problem lies—whether on the customer's LAN or on our own telecommunications network—thereby enabling us to resolve issues in a more efficient and effective manner.

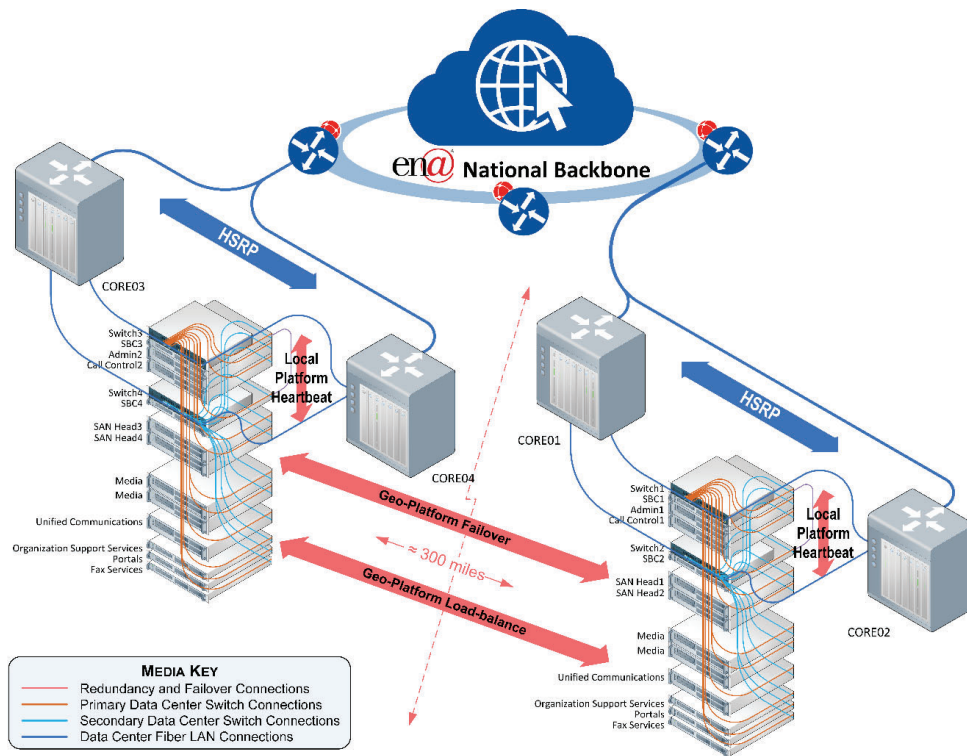
“During my 20-year tenure with Prince George's, I worked with a lot of partners and ENA was one of the best.

They do what they say they are going to do and deliver on their promises.”

—W. Wesley Watts Jr., Retired CIO/CTO
Prince George's County Public Schools

Redundant Configuration Means Increased Reliability

The ENA cloud infrastructure, upon which ENA's voice services have been built, utilizes carrier-class equipment and is designed for 99.999 percent reliability in real world implementations—drastically increasing customer access while simultaneously significantly reducing downtime. Our geographically resilient platforms are housed in highly secure carrier facilities with built-in redundancy for utility power, backup battery and diesel power, IP connectivity to ENA's network backbone, and multiple external telecommunications connections. The architecture design of each platform uses multiple levels of fault-tolerance and scalable architecture designed to allow for multiple component failures with no degradation in service.



ENA Resilient Cloud Architecture

The ENA national backbone supporting delivery of ENA SmartVoice and ENA SmartLink is an integral part of our service. ENA provides stable low-latency service due to geographically resilient access to the Public Switched Telephone Network (PSTN), ENA's MPLS-based fiber topology, carrier-grade resilient backbone, presence in major peering facilities, and end-to-end quality of service (QoS). **Our network includes core peering POPs in major Internet exchange facilities across the United States ensuring every Internet request uses an optimum path to reach its destination.** Enhanced with MPLS Fast Reroute, or MPLS Local Protection, ENA's national network can reduce the time it takes to route around network outages from several minutes to less than a second, ensuring continued delivery of service.




ENA National Network Map

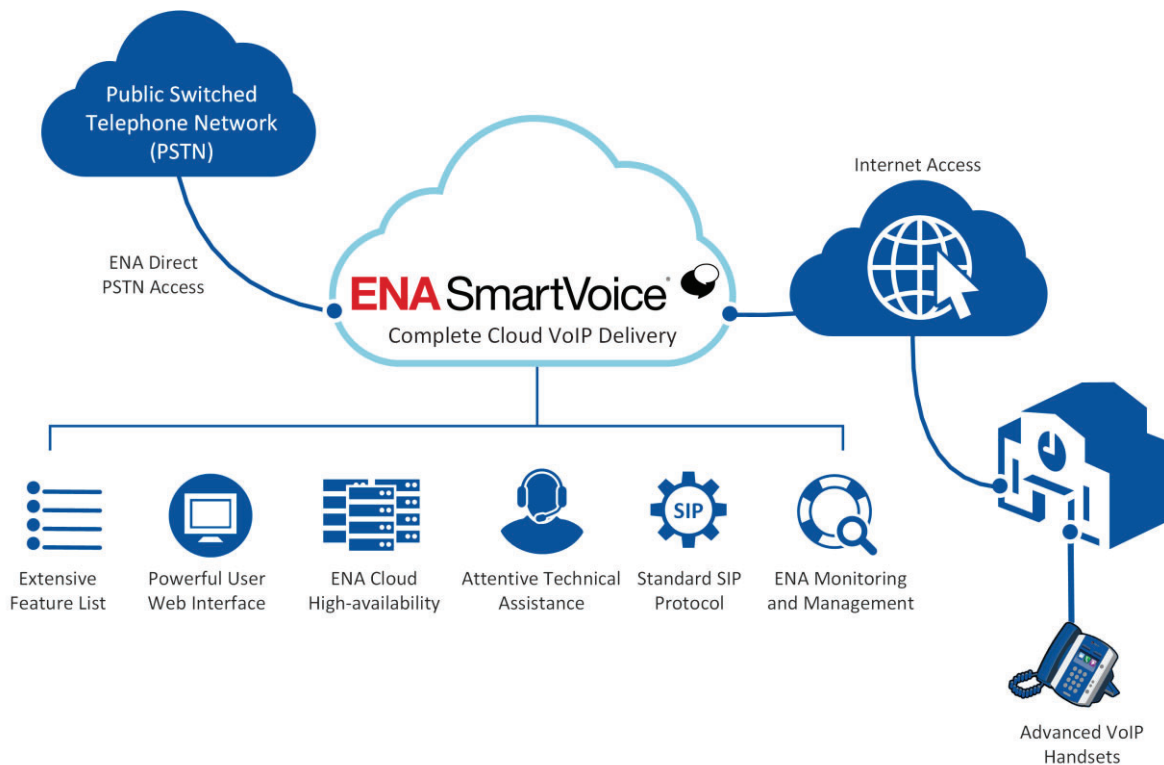
Modem-based Technologies and ENA Voice Services

Since ENA's telecommunications solutions utilize VoIP technology, ENA does not recommend nor support the use of modem-based services on ENA SmartVoice or ENA SmartLink service. For service to modem-based devices (e.g., postage machines, HVAC monitoring devices), as well as service to alarm or other monitoring systems that need to be able to communicate during prolonged power outages, ENA recommends the use of true, CO-powered POTS lines. For faxing, ENA recommends ENA SmartFax, which is described later in this response.

2. ENA SmartVoice Solution Description

ENA SmartVoice  The ENA SmartVoice VoIP suite is a highly reliable, fully hosted, and managed service that is designed to meet the unique needs of our customers. ENA SmartVoice delivers features like voicemail and abbreviated dialing directly to individual handsets and combines those features with unlimited local and contiguous U.S. long-distance calling. ENA SmartVoice is a true PBX replacement, with dozens of valuable calling features included in each package with a simple, monthly, flat-rate bill.

The following diagram illustrates the ENA SmartVoice cloud-based solution.



ENA SmartVoice Cloud-Based VoIP Solution

ENA SmartVoice provides flexibility to support the needs and desired service methods of your organization and offers the following three options for delivery:

1. **ENA SmartVoice delivered using ENA Internet Access.** In this method, ENA will deliver ENA SmartVoice utilizing existing or new ENA Internet access service to your location. VoIP traffic and data traffic will share (non-dedicated) bandwidth, while VoIP traffic will be prioritized for reliable delivery.
2. **ENA SmartVoice delivered by ENA dedicated managed voice connectivity.** If an organization does not use ENA for Internet access, ENA can offer direct connectivity to the ENA National Network used solely for ENA SmartVoice transit to support the solution. ENA dedicated managed voice connectivity is helpful in supporting large volumes of traffic or providing resiliency.
3. **ENA SmartVoice without dedicated connectivity to the ENA National Network.** If requested, ENA SmartVoice may be delivered using a customer's third-party Internet access connection. Using a customer-provided connection, ENA SmartVoice routes VoIP traffic across your connectivity to the ENA SmartVoice platforms. Along with the useful ENA Internet access testing tool, described below, we work with you to determine the feasibility of using customer-provided connectivity to deliver our ENA SmartVoice service.

ENA's goal is to provide a high-quality VoIP experience for your users. In order to determine if we can provide you a consistent level of experience using ENA SmartVoice service over your third-party Internet access connection, ENA recommends that your circuit meet the following criteria:

- Round Trip Time (RTT) latency less than 70ms
- Jitter less than 25ms
- Packet loss less than 1%
- Available bandwidth to support expected VoIP traffic

Powerful and Adaptive Administrative Control

Although ENA SmartVoice is a managed service, you remain in charge. Each ENA SmartVoice implementation includes an online administrative interface, where administrators can perform their own moves, adds, and changes (MACs). From any connected web browser, authorized personnel can perform real-time user management, see call logs for any extension, create new call groups, manage hunt groups, update the telephone directory, and perform almost any other administrative task.

For larger implementations, customers can even create departmental or site administrators to split administrative tasks between multiple essential personnel. As part of each ENA SmartVoice implementation, ENA offers administrative training sessions to cover all the details of the intuitive but powerful ENA SmartVoice administrative interface.

Convenient Extension Types for Flexible Service

ENA SmartVoice is available in a variety of extension types to meet the needs of every end user in your organization. Extension types are outlined below and are priced on a per-extension basis. Each site can have as many or as few ENA SmartVoice extension types as desired.

ENA SmartVoice

AVAILABLE EXTENSION CLASSES AND FEATURES

ENA SmartVoice Essential

- Unlimited Local and Contiguous U.S. Long Distance
- 911 Service and Notification (E911)
- Visual Voicemail
- Voicemail
- Message Waiting Indicator
- Forward to Email
- Flat-Rate Billing
- Local Number Portability (if applicable)
- Caller ID & Caller Name Display
- Call Waiting
- Call Transfer
- Call Forward to Voicemail
- Call Hold
- Call Forwarding
- Call Park/Pickup
- Directed/Group Pickup
- Anonymous Call Blocking
- Local Call Recording (only supported on the Poly VVX 250/350/450/501/600/601 phones and Yealink SIP-T42S/T43U/T46S/T46U/T48S/T53W/T54W/T58A/T58V phones)
- Do Not Disturb
- Last Call Return
- Last Number Redial
- 3-Way Conferencing
- Call Groups
- Speed Dialing
- Online Interface
- Music on Hold
- Enhanced Network Call Quality Monitoring
- Click-to-Call
- Distinctive Ring
- Station-to-Station Dialing (Abbreviated Dialing)
- Direct Inward Dial (DID)
- Hunt/Rollover Groups (additional charges apply)
- Auto-Attendant (additional charges apply)
- One-to-One Paging
- One-to-Many Paging

ENA SmartVoice Essential + Mobile

ENA SmartVoice Essential + Mobile includes all the features above plus **ENA SmartUC** for mobile devices. Please see **ENA SmartUC Features-at-a-Glance** for more information.

ENA SmartVoice Enhanced

All the features of ENA SmartVoice Essential PLUS...

- Busy Lamp Field/Monitored Extension
- Outbound Caller ID Block/Unblock
- User-Controlled Caller ID Restriction
- Find Me Follow Me
- Call Forking (Up to Six (6) Registrations)
- ENA SmartUC App
- Voicemail Transcription
- ENA SmartUC features (see **ENA SmartUC Features-at-a-Glance**)

ENA SmartVoice Executive

All the features of ENA SmartVoice Enhanced PLUS...

- Call Scheduling (Time of Day/Day of Week)
- ENA SmartUC App with Call Jump
- Live Message Screening
- Remote Click-to-Call
- Smart Call Forwarding
- ENA SmartUC features (see **ENA SmartUC Features-at-a-Glance**)

ENA SmartVoice Extension Classes

Please see the **Exhibits** section for our ENA SmartVoice brochure.

3. ENA SmartUC Solution Description

Our ENA SmartUC application enhances the carrier-grade features of our ENA SmartVoice service by extending your desktop phone capabilities to your desktop and smartphone and by enabling true unified communications with additional features like integrated presence, chat, SMS texting, and robust video and web conferencing. Most ENA SmartUC features are available to all ENA SmartVoice Essential+Mobile (smartphone only) and ENA SmartVoice Enhanced and Executive extension classes (desktop and smartphone). The web and video conferencing capabilities of ENA SmartUC are available as optional add-ons to ENA SmartVoice Enhanced and Executive extensions. ENA SmartUC users will be able to:

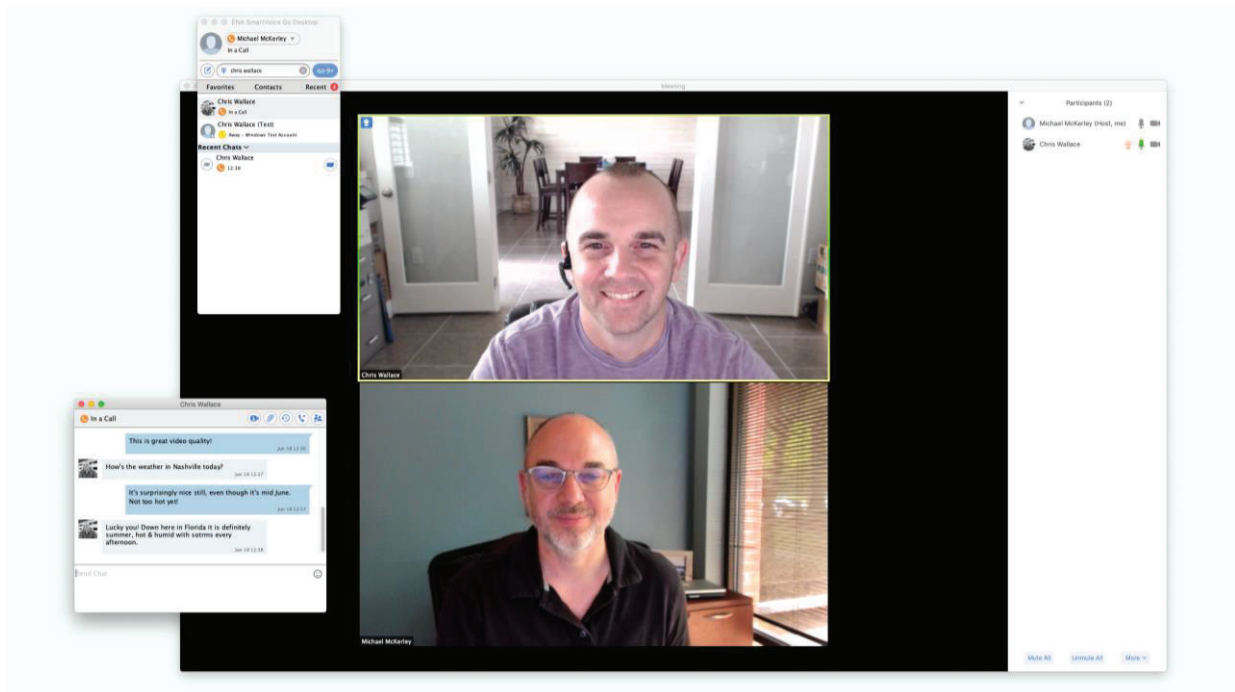
- Make and receive calls on your smartphone and/or desktop using your ENA SmartVoice phone number.
- Utilize Wi-Fi/3G/4G/LTE calling that extends the range of your ENA SmartVoice service
- Check call logs and audio and visual voicemail.
- Receive push notifications that alert you when you have a new voicemail and provide play-back functionality.
- Change Call Forwarding settings.
- Enjoy integrated presence across all ENA SmartUC and ENA SmartVoice apps and devices.
- Exchange person-to-person and group chat messages with other ENA SmartUC users in your organization.
- Exchange SMS text messages from your organizational phone number, thereby allowing you to communicate via text with community members without revealing your personal cell phone number.
- Seamlessly transfer from desk phone to smartphone or vice versa using the call jump feature (available with ENA SmartVoice Executive extensions only).



ENA SmartUC on Android and iOS Devices

In addition to all the ENA SmartUC features above, organizations can also take advantage of our optional ENA SmartUC Meet functionality, which includes:

- Instant and/or scheduled video and web conference meetings
- Screen/document sharing
- Document annotation
- Computer and dial-in audio
- Recording
- Customizable, personal meeting URLs



ENA SmartUC Meet Video Conferencing with Chat and Presence

Please see the **Exhibits** section for our ENA SmartUC brochure.

*Features Included with ENA SmartVoice**

911 Dial Notification

Any time an emergency (911) call is made from an ENA SmartVoice extension in your organization, specific personnel can be immediately notified by email. The notification includes the exact time the call was made, the extension or line that made it, and our current location information associated with the extension. This information lets you know immediately of any emergency in your organization and be able to respond to the emergency as quickly and efficiently as possible. A sample of the notification email is included below.

ENA SMARTVOICE

```
From: support@ena.com
Sent: [DATE] [TIME]
To: ENA Support
Subject: 911 EMERGENCY CALL HAS BEEN PLACED

Call Time: [DATE] [TIME]
Source Extension: XXXXX
Source Phone Number: XXXXXXXXXX
Phone Number Presented to PSAP: Pending (see call completion notification) Subscriber: XXXXXXXXXX
Organization: [CUSTOMER]
Location: [SITE]
Sub Location: [LOCATION INFO]
```

ENA SmartVoice 911 Dial Sample Email Notification

Once the call has been completed, we provide a second email notification detailing the duration of the call. This second notification will help identify potential misdials versus true emergency calls.

This feature can be set up organization-wide, so designated personnel will receive notification of all 911 calls made throughout your organization. Notifications can also be set up on a site-by-site basis if you would prefer designated personnel at a site to only receive notification of 911 calls from their site.

One-to-Many/Zone Paging Over the Handsets

Given the increased focus on security, ENA offers a one-to-many paging function. This feature provides the ability for customers to set up 25 zones per site with Poly (formerly Polycom) phones and 10 zones per site with Yealink phones, so you have the flexibility to set up zones for different areas of your building (e.g., east wing) or break it down by role (e.g., faculty), into whatever configurations meet your needs. We also offer an emergency page capability that can be used to alert all staff of a possible intruder and to announce the site is in lockdown.

One-to-One Paging/Intercom

The Poly and Yealink phones offer the ability to directly page another phone. This feature is useful for staff to communicate directly into a specific classroom or office. When a user pages another phone, the paged phone's microphone automatically opens and allows staff to respond, hands-free. Poly VVX phones can initiate a one-to-one page to a Poly SoundPoint phone.

Weather Alerts

ENA SmartVoice offers the ability to display weather alerts on Poly IP phones. Downloaded directly from the National Weather Service (based on customers' individual weather zones), the weather information refreshes every five minutes. Due to screen size limitations, this feature is not available on all phone models.

ENA SmartVoice: Features-at-a-Glance				
Features	Essential	Essential + Mobile	Enhanced	Executive
Unlimited Local and Long Distance*	■	■	■	■
911 Service (E911)	■	■	■	■
Visual Voicemail	■	■	■	■
Voicemail	■	■	■	■
Message Waiting Indicator	■	■	■	■
Forward to Email	■	■	■	■
Local Number Portability	■	■	■	■
Caller-ID	■	■	■	■
Call Waiting	■	■	■	■
Call Transfer	■	■	■	■
Call Park and Call Pick Up	■	■	■	■
Call Forward to Voicemail	■	■	■	■
Call Hold	■	■	■	■
Call Forwarding	■	■	■	■
Redial	■	■	■	■
3-Way Conference	■	■	■	■
Speed Dial	■	■	■	■
Online Interface	■	■	■	■
Messaging/Music on Hold	■	■	■	■
Enhanced Network Call Quality Monitoring	■	■	■	■
Click-to-Call	■	■	■	■
Last Call Return	■	■	■	■
Hunt/Rollover Groups**	■	■	■	■
Auto Attendant**	■	■	■	■
Station-to-Station Dial	■	■	■	■
One-to-One Paging	■	■	■	■
One-to-Many Paging	■	■	■	■
Distinctive Ring	■	■	■	■
Directed Call Pick Up	■	■	■	■
Group Call Pick Up	■	■	■	■
Anonymous Call Blocking	■	■	■	■
Local Call Recording***	■	■	■	■
Busy Lamp Field/Monitored Extension			■	■
Outbound Caller-ID Block/Unblock			■	■
User-Controlled Caller ID Restriction			■	■
Voicemail Transcription			■	■
Find Me Follow Me			■	■
Call Forking (Up to Six (6) Registrations)			■	■
ENA SmartUC App [†]			■	■
ENA SmartUC App with Call Jump				■
Call Scheduling (Time of Day/Day of Week)				■
Live Message Screening				■
Remote Click-to-Call				■
Smart Call Forwarding				■
ENA SmartUC (see ENA SmartUC Features)		■	■	■
<p>*Long Distance is contiguous U.S. **Additional charges apply.</p> <p>***Only supported on the Poly VVX 250/350/450/501/600/601 phones and Yealink SIP-T42S/T43U/T46S/T46U/T48S/T53W/T54W/T58A/T58V phones .</p> <p>[†]For an additional charge, ENA SmartUC can be added to ENA SmartVoice Essential packages. Users will only have access to the mobile version of ENA SmartUC, not the desktop client.</p>				

ENA SmartVoice Features-At-A-Glance

ENA SmartUC: Features-at-a-Glance				
ENA SmartUC Features	Essential	Essential + Mobile	Enhanced	Executive
ENA SmartUC Mobile App		■	■	■
ENA SmartUC Desktop App			■	■
Cloud Calling – Audio and Video		■	■	■
Corporate Directory		■	■	■
Wi-Fi/4G/LTE Calling		■	■	■
SMS Text Messaging*		■	■	■
Instant Messaging – 1:1 and Group Chat		■	■	■
Chat History/Archiving		■	■	■
Filesharing in Chat Client		■	■	■
Presence (Availability Status)		■	■	■
Calendar Integration**			■	■
Call Jump				■
ENA SmartUC Meet			ADD-ON PACKAGE	ADD-ON PACKAGE
Virtual Meeting Room (10 or 25-Person Room)			■	■
HD Video Conferencing			■	■
Local Meeting Recording			■	■
Filesharing in Meeting Client			■	■
Screen Sharing			■	■
Whiteboard and Annotation			■	■
*SMS text messaging feature requires a DID (Direct Inward Dial).				
**Calendar integration is only available for desktop client on Windows devices.				

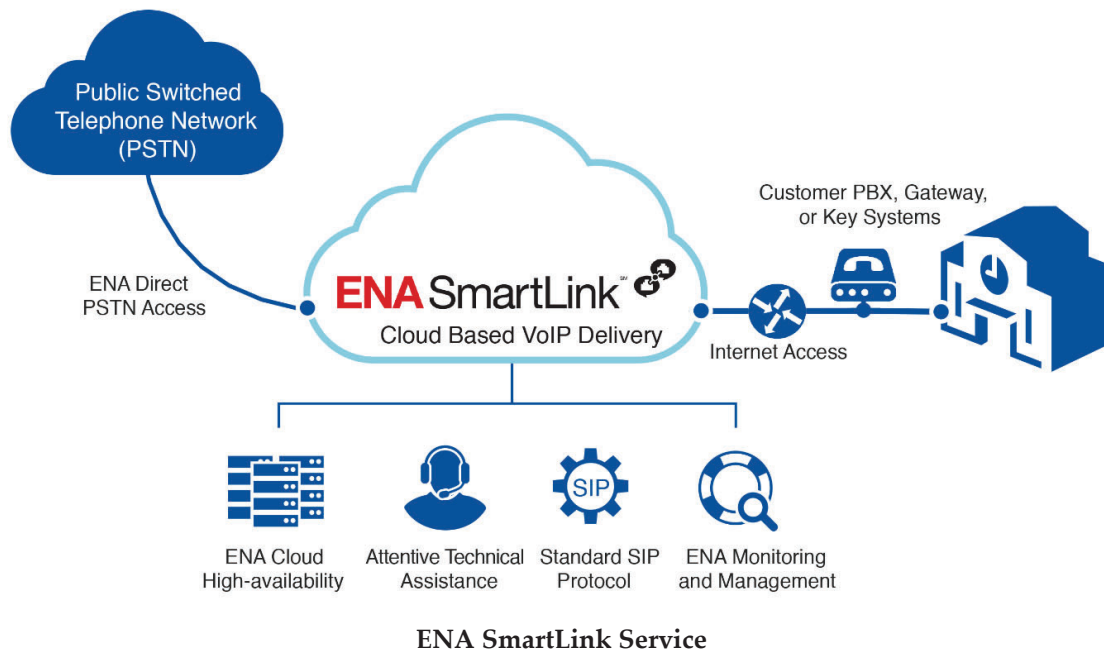
ENA SmartUC Features-at-a-Glance

4. ENA SmartLink Solution Description



ENA SmartLink is an IP trunking solution designed to provide inbound and outbound calling for customers who already have their own installed PBX or phone systems. ENA SmartLink functions similarly to your current telephone line service but offers a set of features and a variety of different interconnection methods to meet current and future needs, all delivered for a single, cost-effective monthly fee. This solution replaces existing PRI and analog phone lines and extends the life of your existing PBX equipment while bundling multiple enhanced features and generous calling plans.

The following diagram illustrates the ENA SmartLink cloud-based solution.



ENA understands that not all customers interested in our ENA SmartLink service may be using Internet access provided by ENA. ENA SmartLink provides flexibility to support the needs and desired service methods of your organization and offers the following three options for delivery:

1. **ENA SmartLink delivered using ENA Internet Access.** In this method, ENA will deliver ENA SmartLink utilizing existing or new ENA Internet access service to your location. VoIP traffic and data traffic will share (not dedicated) bandwidth, while VoIP traffic will be prioritized for reliable delivery.
2. **ENA SmartLink delivered by ENA dedicated managed voice connectivity.** If an organization does not use ENA for Internet access, ENA offers direct connectivity to the ENA National Network used solely for ENA SmartLink transit to support the solution. ENA managed voice connectivity is helpful in supporting large volumes of traffic or providing resiliency.
3. **ENA SmartLink without dedicated connectivity to the ENA National Network.** If requested, ENA SmartLink may be delivered using a customer's third-party Internet access connection. Using a customer-provided connection, ENA SmartLink routes VoIP traffic across your connectivity to the ENA SmartLink platforms. Along with the helpful ENA testing tool, described below, we work with you to determine the feasibility of using customer-provided connectivity to deliver our ENA SmartLink service.

ENA's goal is to provide a high-quality VoIP experience for your users. In order to determine if we can provide you a consistent level of experience using ENA SmartLink service over your third-party Internet access connection, ENA recommends that your circuit meet the following criteria.

- Round Trip Time (RTT) Latency less than 70ms
- Jitter less than 25ms
- Packet loss less than 1%
- Available bandwidth to support expected VoIP traffic

Using ENA SmartLink over your existing third-party Internet access connection will require configuration coordination between you and ENA's voice engineers. ENA will be deploying a voice gateway to your location(s) which will require a public static IP address (including Subnet Mask and Gateway) outside of any customer owned/managed firewall and/or content filter. You will also need to provide a dedicated switch port and/or router interface configured with the same IP information. The switch port should be configured as 100 Mbps/full-duplex (no auto-negotiate).

With ENA SmartLink, customers can typically keep their current telephone numbers and do not need to upgrade or change their internal telephone equipment. ENA SmartLink offers crystal-clear voice clarity and carrier-class reliability. ENA SmartLink includes full E911 emergency calling capabilities, 411 information services and standard single line directory listings. Complex directory listings are available in certain markets for an additional charge. **Unlike traditional telephone company offerings, ENA SmartLink includes generous inbound and outbound local and contiguous U.S. long distance calling plans, local number portability, anonymous call blocking, call waiting, caller-ID, and hunting/line rollover at no additional charge.** ENA customers also appreciate our simple, easy to review monthly billing.

ENA SmartLink Features

Environments with an existing PBX system will immediately benefit from the rich feature set and lower cost approach of our dial tone service. Please note, the use of certain features requires the support of the PBX.

MOST POPULAR FEATURES*

✓	Bundled Packages of Minutes **
✓	Call Waiting
✓	Local Number Portability
✓	Caller ID
✓	Caller ID Block/Unblock
✓	Telephone Number
✓	User-Controlled Caller ID Restriction
✓	Hunting Rollover

*Features vary based on delivery method.

**Includes inbound calling and local and contiguous U.S. outbound calling.

ENA SmartLink provides dial tone service directly to your existing PBX or key systems. ENA SmartLink can be configured to deliver both one-way and two-way trunks and can utilize analog, PRI, or SIP handoff. We support all common North American PRI signaling methods. We provide full 23 channel PRI service and partial PRI service allowing you to purchase only the capacity you need.

ENA SmartLink is Offered in Three Different Connection Classes

1. **ENA SmartLink Analog** – Inbound/outbound calls are delivered over your IP infrastructure and translated to a standard analog connection to terminate to your PBX or key system.
2. **ENA SmartLink PRI** – Inbound/outbound calls are delivered over your IP infrastructure and translated to either a full or fractional PRI to terminate to your PBX.
3. **ENA SmartLink IP** – If your organization uses an IP PBX capable of SIP trunking, such as Cisco Call Manager, ENA offers ENA SmartLink IP that creates a direct SIP trunk between your IP PBX and ENA's voice platforms. Calls between your locations and the external world are delivered directly over these SIP trunks, which allow for more scalability. ENA SmartLink IP is also much more cost-effective, as it does not require the purchase of expensive line cards or gateways.

The point of demarcation for ENA SmartLink service is generally in the same room where your Internet access enters your building. With ENA SmartLink Analog and ENA SmartLink PRI, we install an ENA-managed, ENA-owned gateway that provides the handoff to your PBX or key system. For ENA SmartLink Analog, we will install a 66 block (also called M-block) to provide interconnection to premises equipment. For ENA SmartLink PRI, an industry-standard RJ-48 will be provided. When installing ENA SmartLink IP, there is no other ENA premises-based equipment needed outside of our router.

Please see the **Exhibits** section for our ENA SmartLink brochure.

Features Included with ENA SmartLink

911 Dial Notification

Any time an emergency (911) call is made from an ENA SmartLink line in your organization, specific personnel can be immediately notified by email. The notification includes the exact time the call was made, the line that made the call, and our current location information associated with the line. This notification alerts you immediately of any emergency in your organization and allows you to respond to the emergency as quickly and efficiently as possible. A sample of the notification email is included below.

ENA SMARTLINK

From: support@ena.com <support@ena.com>
 Sent: Thursday, August 1, 2019 7:25 PM
 To: ENA Support <support@ena.com>
 Subject: 911 EMERGENCY CALL HAS BEEN PLACED

Call Time: 08/01/2019 7:25:27 PM US/Eastern Source Extension:
 Source Phone Number: XXXXXXXXXX
 Phone Number Presented to PSAP: Pending (see call completion notification) Subscriber : XXXXXXXXXX
 Organization: [CUSTOMER]
 Location: [SITE]
 Sub Location: [LOCATION]




ENA SmartLink 911 Dial Sample Notification



Once the call has been completed, we provide a second email notification detailing the duration of the call. This second notification will help identify potential misdials versus true emergency calls.

This feature can be set up organization-wide, so designated personnel will receive notification of all 911 calls made throughout your organization. Notifications can also be set up on a site-by-site basis, if you would prefer designated personnel at a site to only receive notification of 911 calls from their site.


5. Optional Services for ENA SmartVoice

The following optional services are available for purchase with the ENA SmartVoice solution:

Optional Services for ENA SmartVoice	
Auto Attendant	<ul style="list-style-type: none"> The Auto Attendant will prompt callers to make selections to be routed to the appropriate party. Customer Administrators can record their own greetings and prompts and can set up different greetings/options for different times of the day.
Hosted Call Recording	<ul style="list-style-type: none"> Sold on a per-extension basis. Automatically record all calls for a specific extension. Authorized personnel can access the recordings via an easy-to-use website. Recordings are stored for 30 days. Can be added to any user, not dependent on phone model or feature package.
Stand-Alone Voicemail Boxes	<ul style="list-style-type: none"> For users who do not have a handset but need their own voicemail box.
Intercom System Integration	<ul style="list-style-type: none"> ENA SmartVoice can integrate with a wide range of analog and IP-based intercom systems. As each system is unique, we handle each intercom integration request separately from a consultation and pricing perspective.
Voicemail Transcription	<ul style="list-style-type: none"> Users may elect to have their voicemails transcribed into text, so they can read voicemail messages rather than listen to them. Voicemails will be transcribed and emailed to the user and visible in their portal. Add-on feature for ENA SmartVoice Essential. Included with ENA SmartVoice Enhanced and Executive extension classes.
SIP Paging Extension 	<ul style="list-style-type: none"> Algo 8180 Audio Alerter, Algo 8188 SIP Ceiling Speaker, or 8186 SIP Indoor/Outdoor Paging Horn. Can be configured as a paging extension, where device will automatically go off-hook when called, allowing the user on the receiving end to respond without having to answer or touch the device. Paging is separate from the desk phone and will provide a much louder volume level. Requires purchase of the SIP Paging and Integration package and Algo 8180 Audio Alerter, 8188 SIP Ceiling Speaker or 8186 SIP Indoor/Outdoor Paging Horn.
SIP Door Phone 	<ul style="list-style-type: none"> Algo 8028 SIP Door Phone/IP Intercom. The Algo 8028 SIP Door Phone enables visitors to press a button to initiate a call to a predetermined phone(s) in the front office or building. Staff members can communicate with the visitor via the device's IP intercom and enter a code on their ENA SmartVoice phone to unlock the door. This device will interface with a customer-provided door lock/unlock mechanism. Requires the purchase of the SIP Paging and Integration package and Algo 8028 SIP Door Phone.
SIP Video Door Phone 	<ul style="list-style-type: none"> Algo 8039 SIP Video Door Phone. The Algo 8039 enables visitors to utilize the keypad to initiate a call to users in the building. The camera allows the staff to see the visitor before using a code on their ENA SmartVoice phone to grant them access. This device will interface with a customer provided door lock/unlock mechanism. Requires the purchase of the SIP Paging and Integration package and Algo 8039 SIP Video Door Phone.

Optional Services for ENA SmartVoice	
Voice Paging Adapter and Bell Scheduler 	<ul style="list-style-type: none"> The Algo 8301 provides an easy-to-use web interface, allowing you to manage your school's bell schedule. The device also offers the ability to create up to nine customized pre-recorded alerts/announcements. The announcements can be triggered to play by dialing an extension associated with the desired announcement. The announcements can be played over the Algo 8180/8186/8188 paging speakers and/or the Poly VVX and Yealink phones.
SIP Strobe Light 	<ul style="list-style-type: none"> The Algo 8128 SIP Strobe Light is a versatile alert option which can be used as a call notification tool in noisy areas and for hearing-impaired employees. The strobe light can also be used in an "in use" mode where the light stays solid to notify users that someone is on the line. When used as an incoming call alerter, it requires the purchase of an ENA SIP Loud Ringer package and Algo 8128 SIP Strobe Light.
ENA SmartVoice SIP Loud Ringer	<ul style="list-style-type: none"> ENA SmartVoice SIP Loud Ringer is ideal for noisy areas like cafeterias, bus garages, and gymnasiums. This package includes all the features of the ENA SmartVoice Essential package plus the Call Forking feature. Use with the Algo 8180 SIP Audio Alerter or Algo 8186 SIP Indoor/Outdoor Paging Horn.
ENA SmartVoice Analog Loud Ringer	<ul style="list-style-type: none"> ENA SmartVoice Analog Loud Ringer is ideal for noisy areas like cafeterias, bus garages, and gymnasiums, where customers may have existing analog notification devices installed. This package includes all the features of the ENA SmartVoice Essential package plus the Call Forking feature and an Analog Telephony Adapter (ATA). Customers are responsible for providing the loud ringer equipment.
Handsets	<ul style="list-style-type: none"> ENA partners with Poly and Yealink to provide industry-leading, feature-rich handsets at affordable prices. We offer a wide range of Poly and Yealink handsets specifically configured to work seamlessly with ENA SmartVoice.
Handset Acquisition	<ul style="list-style-type: none"> The Poly and Yealink handsets are factory-configured, tested to work with ENA SmartVoice, and are currently only available from ENA. ENA continues to evaluate new handsets to add to our portfolio. Only those IP handsets purchased from ENA can be used with ENA SmartVoice services. Please see the Exhibits section for our catalog of handset options.
Warranty and Advance Replacement	<ul style="list-style-type: none"> All handsets purchased through ENA carry a one-year factory warranty. If a problem with an ENA SmartVoice handset occurs, the customer may contact the ENA CTAC for service. A new IP handset will be shipped to match the specifications of the handset that is being returned and the customer will return the original handset in the packaging provided by ENA. If the handset is not under warranty, the additional unit is billed to the customer.


6. Additional Services for ENA SmartVoice


ENA SmartFax  For Fax over IP (FoIP), ENA recommends ENA SmartFax, a highly reliable, carrier-grade solution that seamlessly delivers fax transmissions to and from the Public Switched Telephone Network (PSTN) over ENA's managed network connectivity. Unlike many other FoIP solutions, ENA SmartFax buffers faxes locally before dispatching a fax into the ENA fax network for transmission. We prevent many of the frustrations associated with faxing over an IP network by using SSL over HTTP to transmit faxes instead of G.711 or other codecs designed primarily for voice communication. Upon completion of transmission, the ENA SmartFax service sends back a completion notice to the sending fax machine.

ENA SmartFax to email can be purchased as a receive only fax service for users that would like to receive faxes directly in their email inbox. One email address can be associated with each fax number.

In addition to our traditional ENA SmartFax service, we also offer an option for those that wish to fax directly from their desktop computer and/or mobile device. This ENA SmartFax option supports sending faxes using the following methods:

- **Web Portal** – Send faxes using the web browser on your desktop computer and/or mobile device.
- **Email to fax** – Send faxes from your email client with a supported attachment type.
- **Print to fax** – Install the print to fax driver and send faxes from applications just as if you were printing (Microsoft Windows only).

ENA Toll-Free  ENA provides a cost-effective toll-free service that can be used in conjunction with either ENA SmartVoice or ENA SmartLink voice services. ENA can provide toll-free directory and 411 information listings as part of the ENA Toll-Free service for an additional charge.

ENA SmartConference  Conference calling is an indispensable tool especially considering tight budgets and packed schedules. IP-based, audio conferencing services from ENA make a great tool even better. Offering increased convenience and advanced features at a flat-rate monthly fee, ENA SmartConference is a productive, cost-effective alternative to in-person meetings, training sessions and more. The ENA SmartConference moderator portal provides an easy way to control conference sessions, including the ability to see who has joined the call, mute callers, change call volumes, and remove callers from the conference call. The ENA SmartConference portal also includes call recording functionality, with the ability to download recordings later as an industry standard .wav file.

ENA SmartConference comes in two packages, a 10-port bridge and a 25-port bridge. The number of ports indicates the maximum number of simultaneous callers that can participate on a single conference call. For customers that may have numerous employees with access to the same bridge, simply maintain an internal schedule to ensure multiple employees do not host calls at the same time.

Please see the **Exhibits** section for our ENA Voice Additional Services brochure.

7. Superior Project Management

For 24 years, ENA has worked with customers to effectively transition services, including complex installations and transition projects, such as fiber connectivity, and large phone system replacements and upgrades.

ENA considers a contract with a customer as a lifecycle project, and our business processes, people, and skills are geared to that business model. Within this model, we have a set of rigorous processes and disciplines to ensure successful deployment across the ENA services portfolio. This model scales effectively from small, single-site implementations to large, system-wide or statewide service implementations.

With each ENA voice service implementation, ENA works closely with your team to manage the entire transition. We provide a dedicated project manager (PM) and conduct customer satisfaction surveys to ensure that each transition to our voice service occurs smoothly and with minimal interruption to your users. For ENA SmartVoice implementations, ENA also offers:

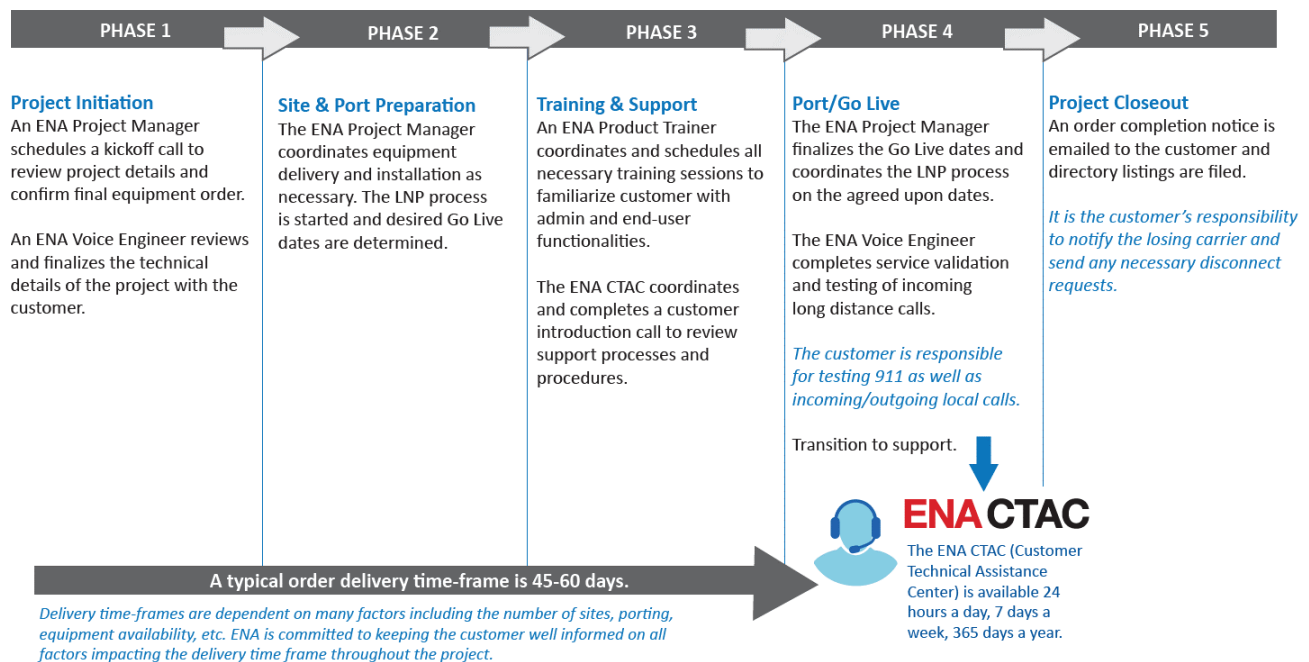
- Administrative training for your phone system managers
- Live webinar training for end users

The PM is responsible for driving all aspects—including all participants—of the project to on-time completion, while keeping all parties informed of the project status. The PM is also responsible for quickly escalating any issues to obtain full support for timely resolution. ENA's PMs communication and resolution-management processes ensure customer expectations are met.

The PM will engage appropriate support staff to design and plan the technical aspects of the service and to address specific technical issues that may arise. Due to the complexity and specificity required in today's telephony environment, we assign multiple technical personnel resources to implement concurrent project elements. **All personnel operate under the coordinated leadership of the PM.** All direct account team participants are local or regional to our customers and are deployed on-site as required to provide superior customer care.

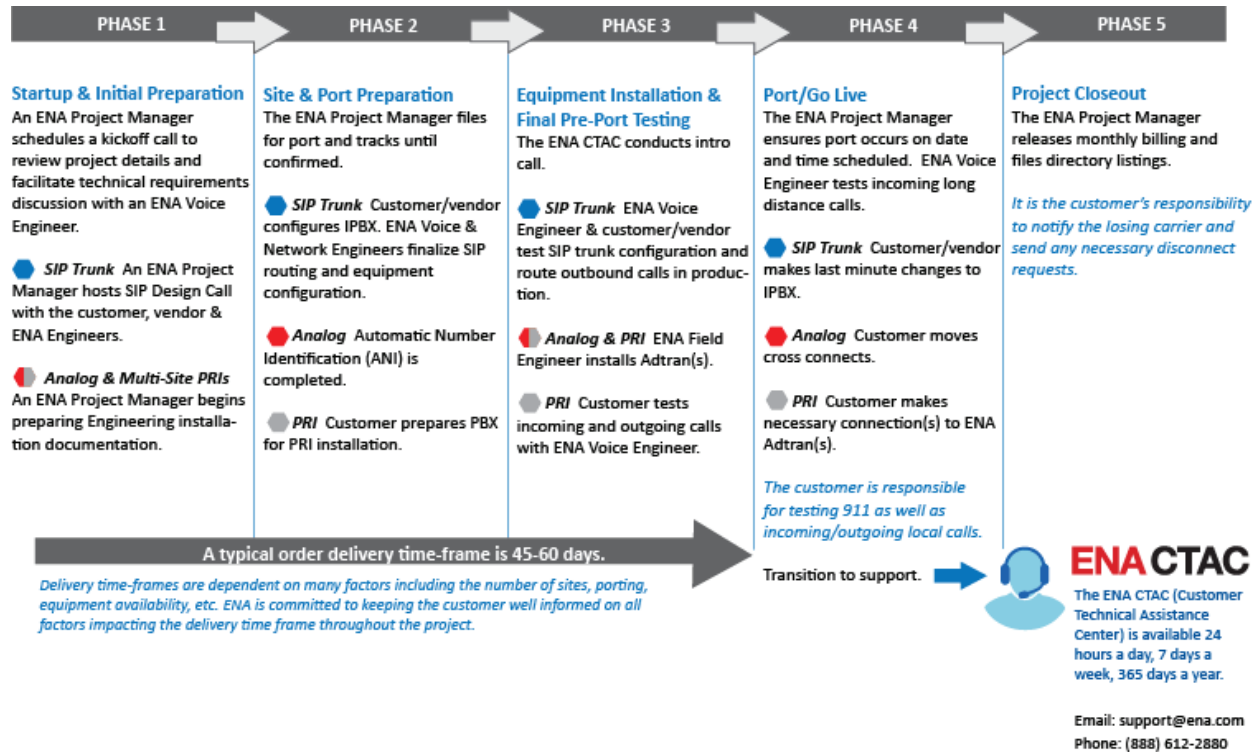
For voice services, ENA has developed a detailed methodology reflecting our years of experience and the specific requirements of voice service. The methodology outlined in the illustration below is based on a sample implementation period and is designed to provide an overview of the steps necessary for a successful transition to ENA's voice services.

ENA SmartVoice Implementation Process



ENA SmartVoice Implementation Process

ENA SmartLink Implementation Process



ENA SmartLink Implementation Process

Implementation Timeframe

Each implementation is unique, and ENA works with each customer to determine a mutually agreeable implementation timeframe. Based on projects of similar size and scope, ENA expects to be substantially complete with all implementation-related activities within 60 days of contract signature. Timeframe estimates are based on ENA's extensive experience and are subject to change based on hardware availability and delivery lead times, porting requirements, customer site readiness (including completion of customer designated make-ready work), timely access to in-scope locations, and other circumstances beyond ENA's control.

8. ENA Voice Service Level Agreement

This Service Level Agreement ("SLA") is provided to Alabama Community College System ("Customer"), who may purchase managed network, voice, and/or security services from ENA Services, LLC ("ENA").

Overall Availability

- Target availability for ENA's hosted voice platform infrastructure is 99.99% for primary voice service and functions.¹
- ENA Voice services are dependent on customer's underlying network, including WAN, Internet access and the customer's LAN switching infrastructure.²
- In the event a failure to ENA's hosted voice platform infrastructure, ENA will attempt to restore services within four (4) hours.

- ENA relies on multiple partners to route calls to/from the Publicly Switched Telephone Network (PSTN). In the event of an outage with a PSTN partner ENA will address and restore service in a timely manner. On-net calls within ENA's voice network would continue to route properly.
- ENA will provide a web-based, real-time view into ENA's trouble ticket system to track the status of reported incidents and requests.

Measurement and Service Impacting Events

Definitions

Service/Feature Requests

Customer requests information or assistance regarding one or more ENA Voice services:

- Customer need for move, add, change, deletion, or other modification to service.

Minor (Priority 3/4)

An incident or service request with the Customer's ENA Voice service would be considered a "Minor incident" if service is degraded but available, service is functionally impaired, but business operations are not impacted. The following incidents with ENA Voice service are considered "Minor incidents":

- A single endpoint is offline; however, service is still available via other endpoints.
- Affects a single feature but service is still available.
- Affects one or a few users in a single location.
 - Users are experiencing intermittent call quality issues

Major (Priority 2)

An incident with the Customer's ENA Voice service at any given end site would be considered a "Major incident" if service is severely degraded, resulting in significant impact to customer business operations and a significant group of users is impacted. The following incidents with ENA Voice service are considered "Major incidents":

- A major component of the ENA Voice platform is offline, but customers are still able to make/receive calls.
 - Examples: Voicemail, Auto Attendant, or Music on Hold not working properly.
- Customer's main numbers are not routing properly.

Critical (Priority 1)

An incident with the Customer's Voice service at any given end site or core site would be considered a "Critical incident" if the ENA Voice service is hard down (not available), critically impacting customer business operations, or a problem or outage is identified via ENA which is not due to issues with customer provided network. The following incidents with ENA Voice service are considered "Critical incidents":

- All endpoints at a site are unreachable.
- On-premises or upstream equipment managed by ENA providing the service are not available.
- Impact to our ability to provide 911 service to customer's local PSAP.

Monitoring and Response

- ENA will ticket and automatically notify the designated contact of an ENA Voice service interruption within ENA's hosted infrastructure, whether Major, or Critical.
- For all service interruptions, whether detected via monitoring or via Customer call to the ENA CTAC to report a problem, the following target timelines apply:

ENA Voice SLA Tier Response/Resolution

Incident Level	Target Response ³ Time*	Target Resolution ⁴ Time**
Critical	2 hours	4 hours
Major	4 hours	12 hours
Minor	16 hours	30 hours or within next maintenance window

*Response Time is defined as trouble isolation with communication back to the customer and appropriate dispatch as required.

**Resolution Time designates the timeframe in Service Hours in which the underlying problem is fixed. In some cases, this may require a hardware or software vendor to develop and provide a permanent fix which can be applied to resolve the problem; and, could exceed expected Resolution Time.

Catastrophic Incident Response Times

In the event of a hurricane, earthquake, fire, or other catastrophic incident, ENA will respond within four hours of cessation of the event with a situation assessment and service restoral plan. This plan may include efforts to restore partial or alternate services according to conditions, as well as new or upgraded services at alternate locations as dictated by the situation.

Additional Conditions

- Service availability measures do not apply in the event that ENA is unable to perform any of its obligations due to lack of access to Customer facilities or Customer personnel, failure of Customer equipment or network, damage to ENA equipment or facilities due to act of Customer, its personnel or third parties, failure or interruption of utilities or services provided by either Customer or third parties, which are not the fault of ENA or other force majeure events.
- ENA's standard maintenance windows are Tuesdays and Thursdays from 11:00 PM – 5:00 AM local time. ENA will provide email notification to the designated maintenance point of contact in advance of such maintenance (typically 48 hours).
- All time intervals in this document are expressed in Service Hours (7:00 AM – 5:00 PM local time, Monday through Friday).
- Affected Site is defined as the single site at which each unique trouble event begins; in a multi-site, single incident trouble, only one site will be designated the Affected Site and penalties shall apply to only that site, not all end sites that are affected by the single incident.
- During implementation, Customer must provide access to all sites where service has been requested from 7:00 AM – 5:00 PM local time, Monday through Friday, excluding holidays.

- Failures to ENA's hosted platform infrastructure that impacts all voice service availability, lasting longer than three (3) hours, and does not require a hardware or software vendor to develop and provide a permanent fix which can be applied to resolve the problem. ENA agrees to credit Customer's account by the percentage of time where service was interrupted based on ENA's records, multiplied by the total monthly charges associated with the service interrupted at the site of the trouble as liquidated damages and not as a penalty.
- If Customer is entitled to multiple credits under this section, such credits shall not be cumulative beyond a total of credits for one (1) calendar month's service cost in any one (1) calendar month in any event at the affected site. Customer must notify ENA within seven (7) calendar days from the time Customer becomes eligible for a credit. Failure to comply with this requirement will forfeit Customer's right to receive a credit.
- Credits do not apply to failure to meet targeted response times, only to service interruptions.
- Credits shall apply to the site of the original service interruption, not at all affected sites.
- Customer's sole and exclusive remedy for any failure by ENA to provide adequate service levels, including but not limited to any outages or ENA network congestion is detailed herein. Customer agrees to not use ENA's services for unlawful purposes. In such case, ENA reserves the right to suspend or modify service after notification to Customer. Such suspension or modification shall not be deemed to be a failure of ENA to provide adequate service levels under this Contract. In no event shall Customer be entitled to any credit if it violates the terms of service or ENA's then-current Acceptable Use Policy (posted at <http://www.ena.com/aup>).
- Credits will be applied to the total monthly service cost. If Customer site has requested E-rate funding for the service at the affected site, then credits will be applied to the service before calculating the Customer's non-discountable liability.

Footnotes

¹Core voice services and functions are defined as the ENA Voice platform that enables an ENA customer to originate and terminate calls. ENA may at times perform standard maintenance to the ENA Voice platform. This work could cause a temporary loss of voice service during a scheduled maintenance window. ENA will proactively communicate maintenance with a minimum of 48-hour notice for standard work or upon identification for emergency needs. Scheduled downtime will be excluded from the SLA obligations when pro-actively communicated to the prescribed maintenance contacts of our customer base.

²For customers who do not utilize ENA's managed network services (Internet access, WAN and/or LAN managed services), it will be the responsibility of the customer to work with their network services providers and/or internal network technical staff to resolve technical issues once ENA has determined that the ENA Voice platform is functioning properly.

³Target Response Time will be defined as trouble isolation, ticket generation, and communication back to the Customer.

⁴Target Resolution Time includes remote or on-site assistance to restore service to pre-incident functional status.

ENA Wi-Fi Solutions Technical Proposal

1. ENA Air Fully Managed Wi-Fi Solution

ENA Air leverages ENA's proven Infrastructure as a Service (IaaS) solution model to provide comprehensive Wi-Fi networking for K-12 school districts, libraries, higher education, and community anchor institutions across the United States. This fully managed comprehensive Wi-Fi suite enables you to select the specific services you need to create sustainable and high-quality wireless environments throughout your campus.

ENA Air Wi-Fi Service

Our fully managed service model provides flexible, high-quality Wi-Fi networking to your organization while also minimizing the administrative and management burden of deploying and maintaining an enterprise-grade solution.

- **End-to-End Service:** The ENA Air service includes all necessary site surveys, design, installation, engineering, hosted management and monitoring services, and post-activation heat mapping to verify your ENA Air Wi-Fi service meets and exceeds the needs of your technical team and your users.
- **Design Excellence:** The ENA Air service includes the physical layer design of the wireless spectrum as well as the design and engineering of your SSIDs, Wi-Fi security, and network access policies, including integration with your local user database and ENA Air's captive portal.
- **Complete Installation and Implementation:** ENA will supervise all installation of access points (APs), cabling, and switching devices associated with the implementation of ENA Air service. All installation work performed as part of the ENA Air implementation will be completed by licensed professionals.
- **Ongoing Monitoring, Management, and Support:** As part of our IaaS approach, the ENA Air solution, includes ongoing monitoring, management and support which means we're always available to help ensure your network is working at its peak. ENA provides 24x7x365 monitoring of all APs and Power over Ethernet (PoE) switches, ENA-tested firmware and software upgrades of all ENA-managed components as required, ongoing troubleshooting, and full ENA service support of all Wi-Fi issues.
- **Robust Reporting and Data Analytics Tools:** ENA Air's online analytics and reporting tools let you know exactly what is happening on your Wi-Fi network with our ENA Air solution.

ENA Air's Wi-Fi option offers exceptional flexibility and scalability, along with the expertise and support of ENA, a trusted service provider and technology partner. We know that technology teams are overburdened, with limited budgets but increased expectations for high-quality technology delivery. We also understand the urgency to provide ubiquitous access to educational curriculum and content, operational applications, and online resources. With ENA fully managed infrastructure as a service (IaaS), we design, manage, monitor, and maintain your Wi-Fi network to ensure everything is running optimally so you and your staff can stay ahead of the curve. Each ENA Air implementation is designed to integrate seamlessly with your local network and meet your specific Wi-Fi coverage and access requirements.

ENA's highly specialized Wi-Fi engineers design, implement, and manage a network tailored to meet the needs of today's learners as well as the security and performance needs of your technical leaders. Transform your campus connectivity experience with these key capabilities:

Turnkey Infrastructure Design and Installation

- Leverage a team of highly certified engineers with deep experience specifically serving educational environments to design a reliable, high performing network
- Full wireless coverage for all areas to be served
- Highly available, geographically diverse, redundant data centers for cloud-based Wi-Fi management and control. Each ENA Air implementation is designed to function even if connectivity to ENA's redundant core is lost
- Automatic software updates to all ENA-managed components of the service
- PoE and wired Ethernet connectivity provided to the locally installed Wi-Fi APs
- Integration of the ENA Air WLAN service with the LAN, for access to local resources such as printers and file servers, as required
- All necessary cabling to each ENA-managed and installed AP, if cabling is not provided by the organization (minimum cabling standard is Cat 5e)
- All necessary service set identifiers (SSIDs), Wi-Fi security, and network policy design, implementation, and management, as required

Achieve Operational Simplicity

- Reduce the time required of local staff to oversee WLAN and LAN solutions, instead relying on a team of highly credentialed engineers for network management
- Single pane of glass with an easy-to-use user interface for all network management capabilities, troubleshooting, and analytics
- Integration with local or shared user credentials database, including ENA Air captive portal, for Wi-Fi network authentication
- Integration with local dynamic host configuration protocol (DHCP), including whichever layer 2 or 3 integration is required to provide routing between WLAN and LAN subnets
- A single-pane of glass for you to co-manage your network, if desired. Manage devices, user access, adjust operations, and employ needed commands to meet the demands of your users.
 - Operational control gives you the ability to manage wireless LAN SSIDs, modify traffic policies, prioritize applications with quality of service, user access, client blacklisting, WLAN renaming, WLAN status (enable/disable), WLAN pre-shared key change, and bandwidth throttling

Smarter Wi-Fi for Reliability, Visibility, and Security

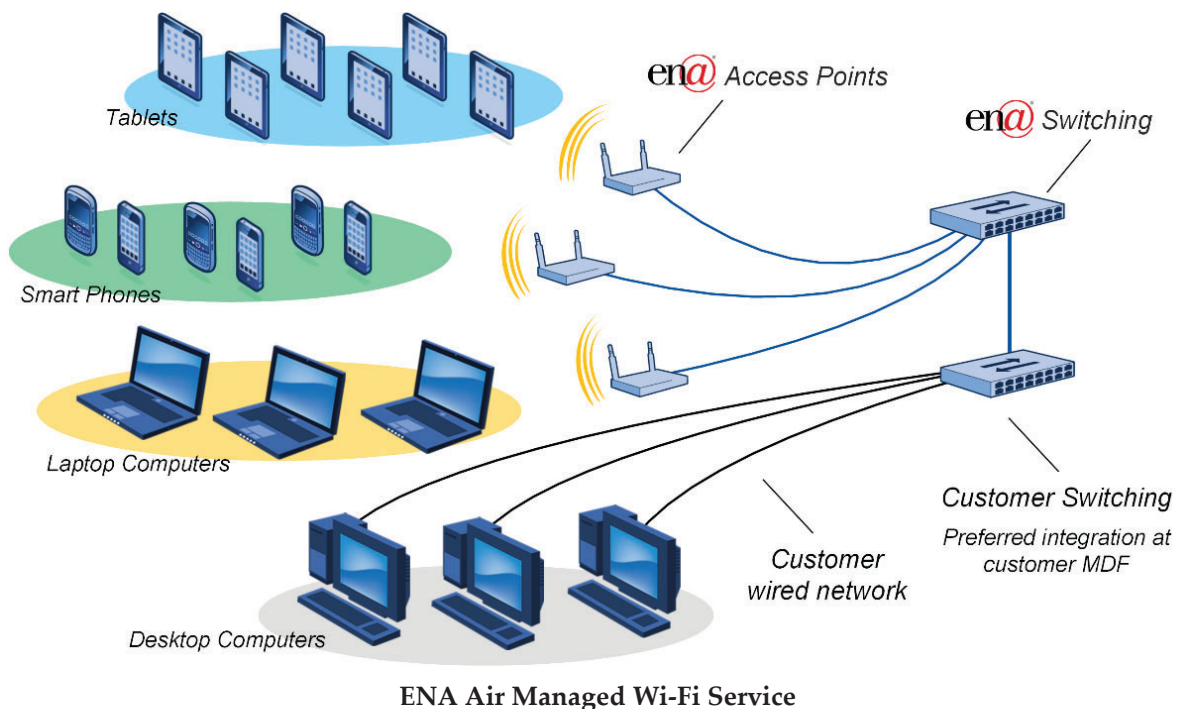
- Technology-driven contact tracing to support safe returns to campus
- Template-based configuration for optimal efficiency and consistency for bulk site rollouts, coupled with customizable policies
- Optional rogue AP detection and mitigation
- Real-time monitoring providing up to date information on access points and clients coupled with a user-centric dashboard to modify and troubleshoot user downtime issues

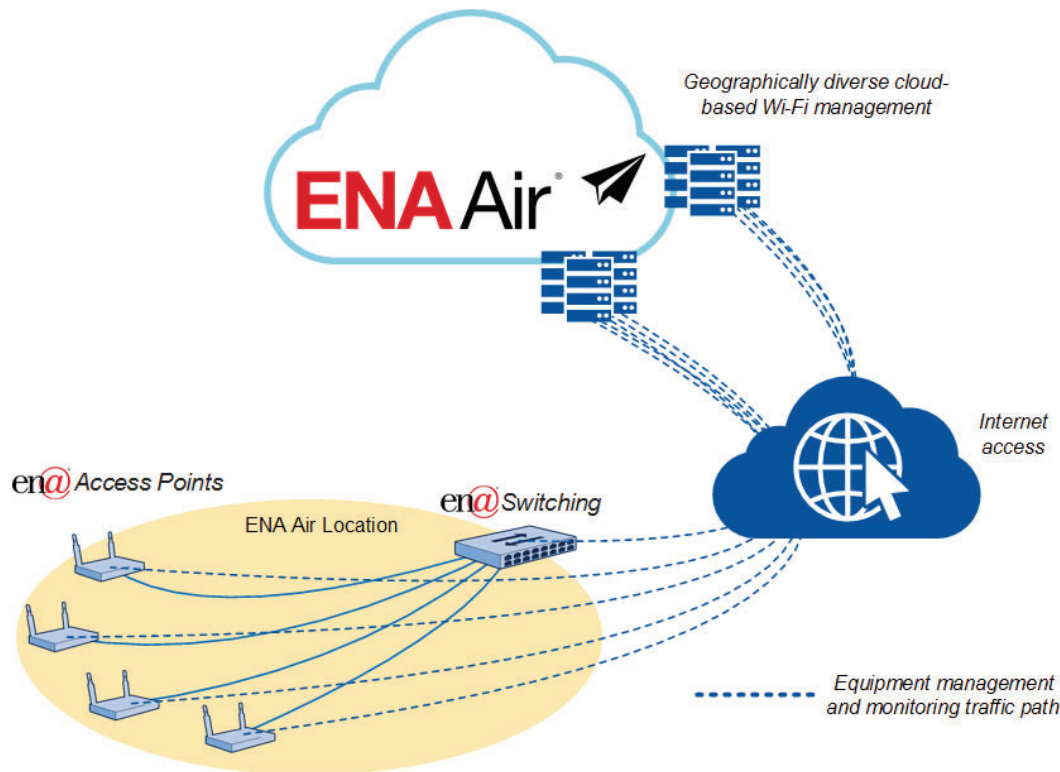
- Intelligent analytics and insights to drive efficient network management and decisions, including:
 - Data utilization by day, week, month, and year, available by radio frequency (RF) (2.4 vs. 5 GHz), SSID, and AP
 - Top users, top APs, data utilization, and concurrent connected clients by SSID, AP, operating system, and across the total network by day, week, month, and year
 - Application visibility and operating system analysis capabilities
 - Detailed search options to drill down to specific client, user SSID, or AP data

Peace of Mind

- Comprehensive online visibility into your Wi-Fi network for authorized staff
- Smarter software for more predictable, reliable, and measurable networks
- Future-proof against the need for costly rip-and-replace upgrades through ENA's use of architectures built on open, standardized EVPN-VXLAN technologies
- Ongoing engineering, policy, and configuration changes as part of the ENA Air service
- 24x7x365 proactive monitoring and maintenance
 - With a deployment of 20 or more APs includes a spare on-site AP for immediate advance replacement of any failed or degraded AP managed by ENA as part of the ENA Air service
 - In addition to the on-site spare AP available as part of our service, if any ENA-managed switch malfunctions during the service contract, ENA will not only replace, but will deploy on-site personnel as quickly as possible to install a replacement for the malfunctioning switch

The diagrams below depict a graphical interpretation of our ENA Air Wi-Fi solution, and the geographically resilient monitoring and management platforms.

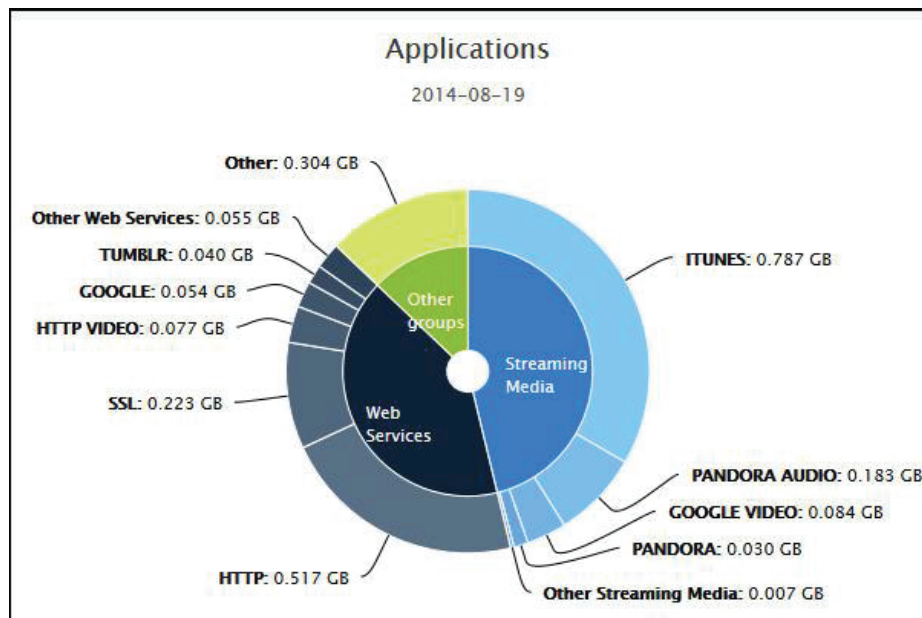




ENA Air Cloud Management and Monitoring

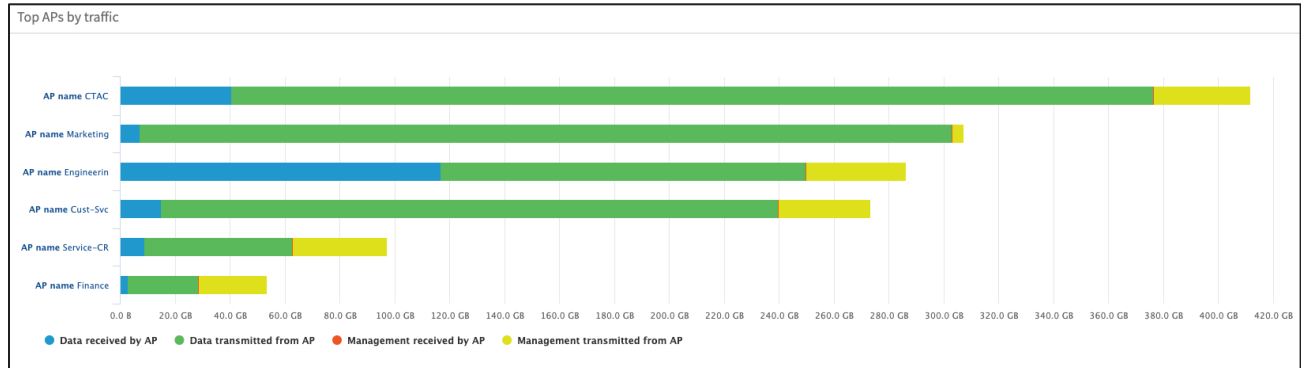
Analytics and Reporting

As part of our ongoing fully managed Wi-Fi services, authorized personnel will have access to robust and comprehensive analytics and diagnostic tools, available 24x7x365 at my.ena.com. These analytics include:



Online Application Visibility Reporting

Monitoring and Operational Control Dashboard Examples



ENA Air Top APs by Total Traffic

SSID	Description	Encryption	Notices	Status	Actions
ENA-Guest-WiFi	Grassmere Corporate Guest WiFi	None	RL QoS	On	Details

General

Status * ☐ ON ☐ OFF

QoS ☐ ON ☐ OFF

Password / PSK [Change / Show](#)

* Turning the WLAN on/off might take a while.

Advanced options

per AP uplink rate limiting* ☐ OFF Mb/s

per AP downlink rate limiting* ☐ OFF Mb/s

QoS Settings [Edit](#)

* Only numbers between 1 and 650 are allowed.
Rate limiting is recommended for guest access networks only.

SSID	Description	Encryption	Notices	Status	Actions
ENA-WiFi	Grassmere Corporate WiFi	WPA2 AES	RL QoS	On	Details
Grassmere-AV	Grassmere AV Wireless	WPA2 AES	RL QoS	On	Details
Grassmere-AppleTV	Grassmere Apple TV Wireless	WPA2 AES	RL QoS	On	Details

ENA Air WLAN Configuration and Control

Connected clients

Connected clients list last updated 00h 00m 31s ago.

MAC address [Search](#)

you can enter a full or partial (at least 3 groups) MAC address.

[Refresh](#)

IP	MAC	Host name	OS type	User	Radio mode	SSID	AP name	Total traffic	Actions
10.64.0.61	F0C3:71:57:10:48	iPhone11Pro	iOS	rhaviland	11a/n/ac	ENA-WiFi	CTAC	16.97 MB	Details Add to blacklist
10.64.0.62	ACBC:32:82:61:6D	WENG-8CAMP-RH4V	Unknown	ENA\rhaviland	11a/n/ac	ENA-WiFi	CTAC	1.25 GB	Details Add to blacklist
10.64.0.65	60:57:18:91:7F:DA	Fin-T450-MWinte	Unknown	ENA\mwinters	11a/n/ac	ENA-WiFi	CTAC	478.02 kB	Details Add to blacklist
10.8.0.75	00:16:EB:37:A6:A9	CTAC-INTEL-TV1	Unknown	-	11g/n	Grassmere-AV	CTAC	31.86 MB	Details Add to blacklist
10.8.0.65	00:16:EB:35:81:71	CTAC-INTEL-TV2	Unknown	-	11g/n	Grassmere-AV	CTAC	29.45 MB	Details Add to blacklist
10.8.0.59	1C:1B:85:96:5F:7D	CTAC-INTEL-TV4	Unknown	-	11g/n	Grassmere-AV	CTAC	835.45 MB	Details Add to blacklist
10.8.0.177	9C:94:F8:D0:DA:4F	BP-Desk	iOS	-	11g/n	Grassmere-AV	CTAC	4.09 MB	Details Add to blacklist
10.8.0.11	68:64:4B:3C:09:51	FitnesscenterTV22	iOS	-	11g/n	Grassmere-AV	Service-CR	8.61 MB	Details Add to blacklist
10.64.0.219	E4:82:FB:F3:74:A9	JazzminesPhone	iOS	jcunningham	11a/n/ac	ENA-WiFi	Marketing	820.31 MB	Details Add to blacklist
10.64.0.178	10:41:7F:78:EF:E1	BrittanyiPhone	iOS	bmcburnie	11a/n/ac	ENA-WiFi	Marketing	823.86 MB	Details Add to blacklist

ENA Air Realtime Client Visibility and Control

Please see **Exhibits** for our ENA Air brochure.

Customer Responsibilities

Although ENA Air is designed to be as comprehensive a service as possible, providing high-quality Wi-Fi networking while removing much of the implementation and management burden on customer technology staff, there are certain customer responsibilities during a successful implementation, some of which are outlined below.

- **Power and rack space:** The ENA Air solution uses customer power, and we require rack space for the power over Ethernet (PoE) switches and potential patch panels associated with ENA Air in both intermediate distribution frame (IDF) and main distribution frame (MDF) locations.
- **Fiber between IDF and MDF locations:** The ENA Air solution includes pricing options for all structured copper cabling required between the data closets and the Wi-Fi access points (APs) ENA installs and manages as part of the ENA Air service; however, we assume fiber uplinks are available between IDF and MDF and that these fiber runs are capable of sustaining the necessary Ethernet throughput capacity to support the anticipated network demands of the Wi-Fi clients. If such fiber is not available, ENA can install it for an additional charge. Pricing for this installation is provided in the pricing section.

Service Implementation Plan

A highly skilled and experienced ENA project manager is assigned and dedicated to managing the ENA Air implementation for you. The project manager is directly accountable to the ENA Manager, Project Management Office, and the Director, Project and Proposal Management for a successful project execution. ENA project managers provide oversight and management for the successful deployment of hundreds of complex network service implementations and have a full appreciation for the level of attention to detail and meticulous follow-up required to ensure on-time delivery and a smooth transition to steady state operations. Additionally, ENA project managers work extensively on various technology implementation projects for schools, institutions, and libraries throughout the nation and are familiar with your expectations for seamless technology delivery.

The process for receiving ENA Air begins with a formal project kickoff meeting led by the ENA project manager including customer stakeholders, during which several important activities occur:

- Identify project team members along with roles and responsibilities
- Validate the list of sites in scope, including physical address, site contacts, access hours, and any unique requirements or restrictions
- Review the overall requirements for the Wi-Fi service and definition of success
 - Proposed wireless local area network (WLAN) design, including planned equipment
 - The approach to place and connect wireless APs to achieve required network access coverage and capacity
 - Wi-Fi infrastructure management approach
- Request key information to support detailed project planning, if not already provided:
 - Blueprints of target sites to identify all areas requiring Wi-Fi service, including classrooms, library spaces, administrative areas, and common areas
 - Building layouts of telecommunications closets
 - Guidelines for site visits, badging requirements, and protocol for activity coordination with the sites

- Standards for hardware shipments, delivery and storage
- Critical milestone dates and deliverables
- Define overall project communications strategy, frequency, agendas, and stakeholders
- Discuss requirements for change management policy and practice
- Agree upon escalation criteria and procedures
- Identify key test and validation criteria for all aspects of the solution
- Confirm and establish bi-weekly or greater follow-up project status meeting cadence

Following final requirement clarification and decisions reached during the kickoff meeting, the ENA project manager finalizes and baselines the initial project plan. The plan encompasses site-specific timelines consisting of the following:

- Site survey activities
- Equipment, cabling, and supply orders
- Required site preparation and validation
- Installation of switching equipment and Wi-Fi APs
- Quality control (QC) check and validation of cabling, AP and/or switch installations
- WLAN activation and integration with the local LAN
- WLAN validation and testing to ensure optimal performance
- Project closeout activities to include completed customer documentation

Each implementation is unique, and ENA works with each customer to determine a mutually agreeable implementation timeframe. Based on projects of similar size and scope, ENA expects to be substantially complete with all implementation-related activities within 120 days of contract signature. Timeframe estimates are based on ENA's extensive experience and are subject to change based on hardware and materials availability and delivery lead times, customer site readiness (including completion of customer designated make-ready work), timely access to in-scope locations, and other circumstances beyond ENA's control.

Order and Change Management

ENA's process for receiving requests for new orders and changes to existing orders is very flexible. Orders can be submitted via ENA's web-based customer service ticket tracker, email, fax, by calling the ENA Customer Technical Assistance Center (CTAC), or by speaking with your account service manager (ASM).

Order Management

ENA's ordering process for moves, adds, changes, and deletes (MACDs) is streamlined to ensure placing a product order or service change is easy and efficient for our customers. All orders for new service or for changes to existing services are logged and tracked in ENA's online Case Management system, which is always accessible and allows customers to open new tickets and view or update existing tickets. Upon verification of order installation/fulfillment, the order ticket is assigned to ENA's finance department to verify the customer invoice is updated to reflect the change in service.

Change Management

Change management is a key element in ensuring integrity in all facets of a customer's network. ENA works with your network support team to obtain the appropriate documentation, then schedules and implements service installations, moves, and changes in coordination with the customer.

Clean, accurate, available, and organized data is the hallmark of change management. Our standard operating procedures for fault management, performance management, and change management all feed into a unified management database, from which any event can be traced back to the originating request or configuration modification, thereby providing a clear audit trail..

Key Components of Change Management



Change Management Process

ENA consistently works to increase the automation of change documentation to save time, eliminate human error, and increase reliability. ENA uses a number of customized and open-source products to regularly monitor a device's configuration information for changes, including software and hardware (cards, serial numbers, etc.). These tools log into each of the devices required, gather the relevant configuration data, identify any differences, and then store those differences from the previous collection. Engineers have immediate access to the latest configuration information while in the field.

Additionally, ENA's change management processes take into account the importance of timing when planning for changes that affect schools, institutions, and libraries. We understand service needs to proceed uninterrupted during normal hours, but that certain activities (e.g., teacher training, classes, events, or meetings) often occur after normal operating hours. We address this challenge by scheduling proactive upgrades and substantive configuration changes only during our planned maintenance windows, which occur 11:00 PM through 5:00 AM local time Tuesday and Thursday. To the extent practical considering customer urgency, we schedule emergency changes outside our normal change windows, but attempt to adhere to the 11:00 PM to 5:00 AM period to minimize impact.

ENA Air Service Level Objectives

Overall Availability

- Target availability for ENA's network management, monitoring, and on-line reporting infrastructure is 99.999 percent¹
- Local implementations of ENA Air will continue to provide full Wi-Fi service, including the ability to accept and authenticate new clients, even if connectivity to the ENA Air core network management infrastructure is unavailable
- If the customer utilizes the optional ENA Air hosted captive portal guest solution, it would not be accessible if connectivity to the ENA Air core network management infrastructure is unavailable

Service Impacting Events

Service Incident Definitions

Service Requests

Customer requests information or assistance regarding one or more services:

- Customer need for move, add, change, deletion, or other modification to service

Minor (Priority 3/4)

An incident or service request with the Customer's ENA Air service would be considered a "Minor incident" if service is degraded but available, service is functionally impaired, but business or educational operations are not impacted. The following incidents with ENA Air service are considered "Minor incidents":

- A single onsite component is offline; however, service is still available via other components
- A single feature is affected but full service is still available
- A few users are affected at a single location, but not all users at that location

Major (Priority 2)

An incident with the Customer's ENA Air service at any given end site would be considered a "Major incident" if service is severely degraded, resulting in significant impact to customer business or educational operations and a significant group of users is impacted. The following incidents with ENA Air service are considered "Major incidents":

- One or more switches are offline resulting in a lack of service availability to a significant area of a facility
- A significant group of users is affected in a single location
- More than three access points are offline at the same time

Critical (Priority 1)

An incident with the Customer's Wireless LAN network at any given end site or core site would be considered "Critical incident" if service is hard down (not available), critically impacting customer business operations, or a problem or outage is identified via ENA monitoring or management system not due to incidents with customer provided network. The following incidents with ENA Air service are considered "Critical incidents":

- One or more entire customer facilities are offline
- All on-premises or upstream equipment managed by ENA providing the service are not available

Monitoring and Response

- ENA will ticket and automatically notify the designated contact of an ENA Air service interruption, whether Minor, Major, or Critical
- For all service interruptions, whether detected via monitoring or via Customer call to the ENA CTAC to report a problem, the following target timelines apply:

ENA Air SLO Tier Response/Restoration²

Incident Level	Target Response Time	Target Restoration ³ Time (Customer Replacement)	Target Restoration ³ Time (ENA Replacement)
Critical	2 hours	4 hours	24 hours
Major	4 hours	8 hours	24 hours
Minor	8 hours	24 hours	48 hours

Catastrophic Incident Response Times

In the event of a catastrophic incident, ENA will respond within four hours of cessation of the event with a situation assessment and service restoration plan. This plan may include efforts to restore partial or alternate services according to conditions, as well as new or upgraded services at alternate locations as dictated by the situation.

On-Site Service:

On site response times for ENA field resources will vary somewhat based on location, but generally speaking, we expect to be on site with within 24 hours of notification for locations in major metropolitan areas, and within 48 hours for most other locations. Please note the following:

- ENA Air service includes an on-site spare AP with instructions on how to use in case of failure of an ENA Air access point on site. It is ENA's expectation that local customer staff will work with ENA CTAC to install the on-site spare. If local staff cannot install the on-site spare, and ENA must dispatch resources, additional charges may apply. Please see SOW for more details.
- ENA Air service includes re-installation of any failed or degraded switch installed as part of the ENA Service without additional charge.

Additional Conditions

Service availability measures do not apply in the event that ENA is unable to perform any of its obligations due to lack of access to Customer facilities or Customer personnel, failure of Customer equipment or network, damage to ENA equipment or facilities due to act of Customer, its personnel or third parties, failure or interruption of utilities or services provided by either Customer or third parties, which are not the fault of ENA or other force majeure events.

Footnotes

¹ENA will perform standard maintenance to the ENA Air monitoring platform to enhance service availability. This work could prevent temporary loss of service during a scheduled maintenance window. ENA will proactively communicate maintenance with a minimum of 48-hour notice for standard work or upon identification for emergency needs. Scheduled downtime will be excluded from SLA or SLO obligations when pro-actively communicated to the prescribed maintenance contacts of our customer base.

²Target Response Time will be defined as trouble isolation, ticket generation and communication back to the Customer.

³Target Restoration Time includes remote or onsite assistance to restore service to pre-incident functional status. If ENA dispatch is required, see On-Site Service section for additional service level considerations and associated charges.

2. ENA Air Flex Wi-Fi Solution

ENA Air Flex has been designed to provide comprehensive Wi-Fi networking for schools, institutions, and libraries across the United States with flexible controller and management options. Available as either a fully managed or self-managed service, this comprehensive Wi-Fi suite enables you to select the specific services needed to create sustainable and high-quality wireless environments throughout your campus.

ENA Air Flex Service

ENA Air Flex is ENA's solution for organizations who want a turnkey, enterprise-grade wireless and/or wired LAN that the organization will self-manage after implementation, or that management is only needed for a short term. Built on our experience deploying Wi-Fi and LAN solutions nationwide, the ENA Air Flex service includes premium-quality hardware as well as ENA Wi-Fi and LAN Professional Services to ensure the quality and ultimate success of your new network. Whether it be to add new equipment, completely replace and design a new network, or refresh your current design, ENA Air Flex is your solution.

ENA Air Flex provides you and your staff turnkey deployment and comprehensive documentation about your network, ensuring a design and implementation approach that adheres to best-practices while ensuring effective, long-term operation. With experience providing Wi-Fi assessment, design, implementation, activation, and validation service for school districts, libraries, statewide contracts, higher education institutions, and nationally recognized projects, ENA has the skills to deliver the technical services your project demands. The ENA Professional Services described herein are an included component of our proposed ENA Air Flex solution.

The ENA Air Flex service was designed to offer customers flexible options to suit the needs of your users, your network, and your technical teams:

- For customers seeking to manage their own network after successful implementation, ENA can provide network management system (NMS) options deployed on premises, for customers seeking entirely dedicated internal solution, or deployed in the public cloud or a virtualized platform for those customers seeking greater ease of use.
- For customers seeking resource-saving assistance managing the Wi-Fi and LAN solution following implementation, ENA offers managed Wi-Fi and LAN services. By engaging ENA to manage your Wi-Fi and LAN solution, your team can invest more deeply in other priority projects while entrusting management and troubleshooting of the network to ENA's specialized engineers.

Hardware purchased with ENA Air Flex consists of the latest generation Wi-Fi and switching equipment to enable ubiquitous access and seamless technology delivery. Leveraging best-of-breed solutions, ENA Air Flex includes Wi-Fi access points (APs) that meet the latest IEEE ratified standards for wireless throughput and performance. Switching equipment available with ENA Air is highly configurable, supporting a wide range of features and connectivity speeds from 1 Gbps, 10 Gbps, and higher to support demanding environments.

Our proposed ENA Air Flex solution includes:

- **Management Flexibility:** ENA Air Flex provides flexibility in network management to meet customer needs in a variety of scenarios. ENA provides options for network management system (NMS) that can be deployed on-premises, virtualized or in the public cloud, and/or include ENA Air Flex managed Wi-Fi and LAN services for an ENA-driven management overlay to your network. Migration between on-premises, public cloud, and managed service solutions is also available to adapt to changing customer needs throughout the lifecycle of the network. ENA also offers our **ENA Professional Services** as a standalone solution without hardware. We have provided a chart depicting our access layer solution approaches below.
- **Latest Generation Wi-Fi Equipment:** ENA uses Wi-Fi access points that meet the latest IEEE ratified standards to provide the highest performance, superior coverage, and signal quality for modern mobile computing environments and 1:1 initiatives.
- **High Performance:** Gigabit-capable Wi-Fi APs provide high performance and high client density handling to support mobile computing initiatives. Dual-5 GHz capable AP models leverage the additional capacity available in the 5 GHz band to cost-effectively increase network performance.
- **Indoor and Outdoor Deployments:** Multiple AP models provide flexibility in antenna selection, plenum rating, operating temperature range, and industrial certification for deployments in a variety of both indoor and outdoor environments.
- **Smart Switching:** ENA Air Flex switching solutions provide connectivity options supporting 1 Gbps, 10 Gbps, and higher. Extensive feature sets are available including base features capable of supporting multiple virtual local area networks (VLANs), Power over Ethernet (PoE), load balancing, loop prevention, and optical fiber connection options.
- **Smarter Wi-Fi:** ENA Air Flex Wi-Fi solutions provide rich features that enable customers to tailor the deployment to their needs, including application visibility and control, identity management, directory integration, contact tracing, advanced security for guest networking segmentation with integrated firewall capabilities, mobility management for fast roaming, dynamic radio management to intelligently avoid and adapt to external sources of interference, and quality of service (QoS) to prioritize business-critical applications.

Please see the **Exhibits** for our ENA Air Flex brochure.

ENA Professional Services – An Overview


ENA Professional Services leverages ENA's engineering expertise to provide Wi-Fi and local area network (LAN) networking assessment, design, and implementation for schools, institutions, and libraries across the United States. Our proposed solution and services include:

- **Comprehensive Service:** All necessary project management, network assessment, design, engineering, installation, activation, validation, site surveys, and heat mapping to verify your network meets and exceeds your expectations.
- **Design Excellence:** Physical and logical design of the wired and wireless network, including network segmentation, security, fault tolerance, load balancing, user authentication, integration with your local directory service, policy controls, guest access, and radio frequency (RF) engineering to ensure optimal coverage, capacity, and performance of the network.

- **Complete Installation and Implementation:** Installation supervision of access points (APs), cabling, and switching devices associated with the implementation of the network. All installation work performed as part of the implementation will be completed by licensed personnel.
- **Detailed Deliverables and Documentation:** Comprehensive documentation of all services performed, including technical details of network architecture and design to serve as a historical record and baseline for the customer.
- **Ongoing Network Maintenance:** Local field engineering support, as needed, for additional on-site or remote network maintenance after installation and customer handoff for routine upgrades, optimization, or troubleshooting.
- **Training:** Technical training for customer IT staff on network management and monitoring to ensure a successful handoff.

We know that technology teams are overburdened with limited budgets but increased expectations for seamless technology delivery. We also understand the urgency to provide ubiquitous access to educational curriculum and content, operational applications, and online resources for every student, administrator, faculty, staff, and library patron. With ENA Professional Services, ENA takes the headache out of Wi-Fi and LAN networking assessment, design, implementation, and activation, while providing you and your staff comprehensive documentation about your network.

ENA offers multiple service options, encompassing Wi-Fi and LAN network components. Service options and benefits are described in detail on the following pages.



**Professional and proactive
with great product range.**

**-Greg Connors, Chief Technology Officer
Greater Rutland County
Supervisory Union, Vermont**

ENA Wi-Fi Professional Services

Wi-Fi Network Assessment

A Wi-Fi network assessment yields an inspection and gap analysis of an existing Wi-Fi network to identify opportunities for performance optimization, coverage improvement, and capacity enhancement to meet customer requirements. An ENA engineer visits the customer site to collect data on the facility, including building layout and construction materials, and gather Wi-Fi network requirements for coverage, capacity, and mobility. The engineer performs a radio frequency (RF) site survey of the existing wireless local area network (WLAN) and analyzes the findings to provide a list of high-level recommendations.

Recommendations cover 10 critical aspects impacting WLAN performance and stability, including:

1. Access point (AP) hardware capabilities
2. AP mounting and antenna orientation
3. Coverage and signal strength
4. Capacity
5. Co-channel interference (CCI)
6. Channel planning and assignment
7. WLAN performance features
8. Mobility and roaming features
9. Neighboring WLAN interference
10. Non-Wi-Fi interference

Deliverable: ENA provides a WLAN assessment report, which includes observations, gap analysis, and high-level recommendations.

Facility Assessment

A facility assessment provides an inspection of a building facility to identify network closets, racking, cabling, cable pathway, building layout, construction materials, and AP mounting requirements for installation of a new wireless network. An ENA engineer visits the customer site to collect this data and prepare a bill of materials (BOM) for physical cable and network installation.

The assessment includes customer interviews, facility walkthrough, documentation of closets, existing low-voltage copper cabling for APs, existing fiber cabling type, number of pairs between closets, connectors, and required AP mounting details. The assessment also includes finalizing a BOM for WLAN installation.

Deliverable: ENA provides a BOM for cabling, switch, and access point installation.

Wi-Fi Design

A Wi-Fi network design includes a detailed blueprint of the proposed WLAN to meet identified customer requirements for coverage, capacity, user density, and mobility needs. A specially trained and Wi-Fi certified ENA engineer visits the customer site to perform a facility walkthrough, gather customer requirements from IT staff, and collect data on the unique RF characteristics of the facility based on building layout and construction materials. The engineer then creates a detailed WLAN design based on the RF data gathered on-site. The WLAN design includes the AP quantity, placement, appropriate channel plan, and power plan required to meet customer requirements.

A new WLAN design is based on a previously completed facility assessment. A remedial WLAN design for an existing WLAN is based on a previously completed WLAN assessment gap analysis and attempts to work within existing constraints for AP placement and mounting if possible, but AP moves and new AP additions may be required.

Deliverable: ENA provides a detailed WLAN design report, including AP placement, AP radio settings for channel and power, predictive RF heat maps for coverage and CCI, and descriptions of design

considerations relating to each coverage area to provide context surrounding design constraints and decisions. Please see heat map and CCI heat map examples below.

Network Implementation

Network implementation involves the physical installation of new or moved APs, AP cabling, labeling, mounting, and patching. All installation work performed as part of the implementation will be completed by licensed personnel and conforming to national, state, and local requirements.

Deliverable: ENA will provide the customer with all cable test reports.

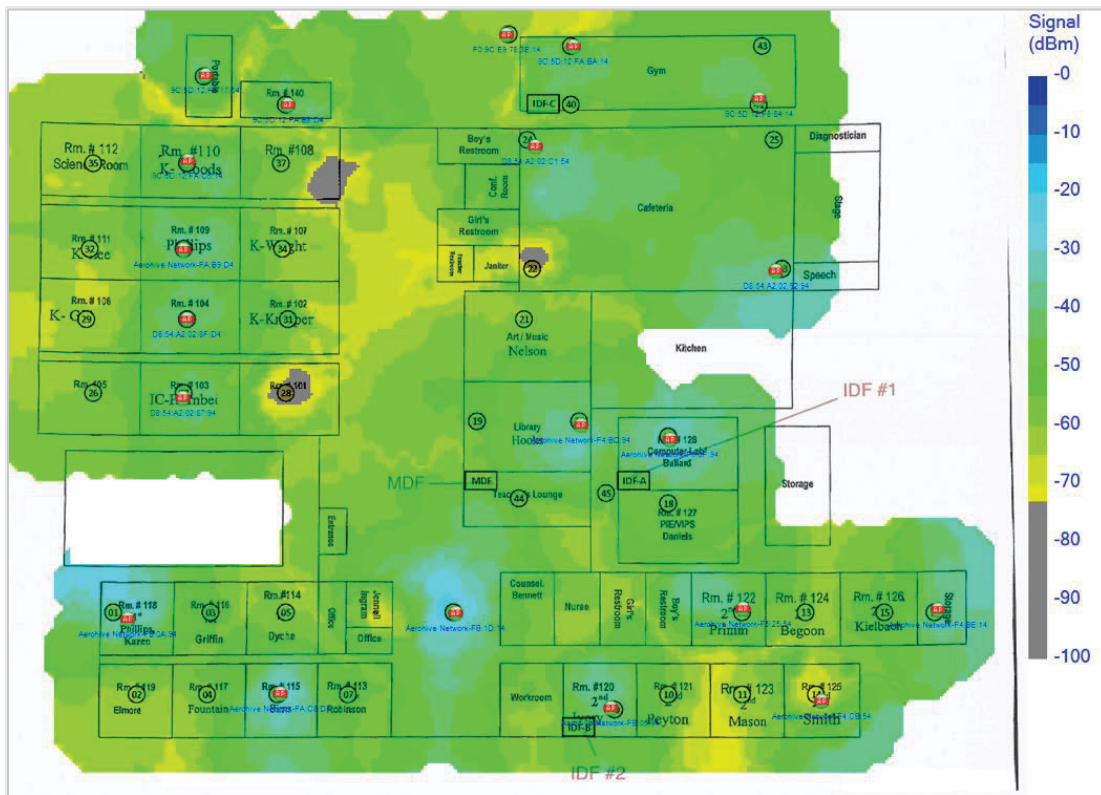
Activation and Validation

WLAN activation provides the configuration of all network equipment in accordance with design specifications to seamlessly integrate with your local network, as well as the go-live network turn-up. Validation is performed to verify correct network operation, including user access, roaming, and a final RF site survey to ensure desired coverage and minimal CCI. An ENA engineer visits the customer site to configure and activate the customer WLAN and validate RF coverage matches the WLAN design created by ENA. WLAN configuration is performed either remotely prior to activation or on-site during activation.

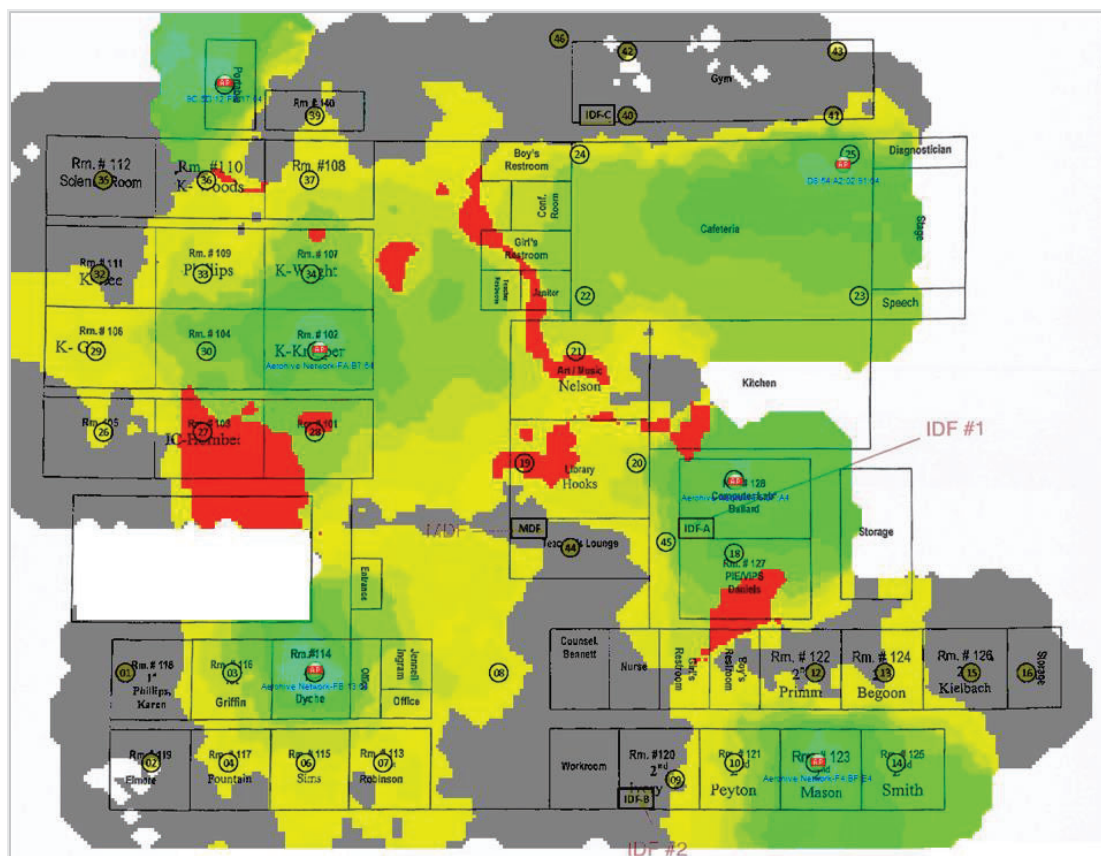
Deliverable: ENA provides a WLAN activation report that builds on the WLAN design report with all details related to new wired and wireless network installation and operation, including updated RF heat maps for coverage and CCI.

Network Maintenance

Network maintenance enables customers the ability to augment in-house IT staff with ENA experts on an ongoing basis for routine maintenance, upgrades, performance optimization, growth, and troubleshooting. Ongoing network maintenance assures customers that a trusted expert is available to ensure a high level of network performance and stability is maintained throughout the lifecycle of a network as demands change. An ENA engineering resource can be assigned to your account for recurring engagements when ongoing maintenance is purchased in advance or can be made available on an as-needed basis for shorter term engagements.



ENA Wi-Fi Coverage Heat Map Example



ENA Wi-Fi Co-Channel Interference Heat Map Example

ENA LAN Professional Services

Local Area Network Assessment

A LAN assessment includes an inspection and gap analysis of an existing local area network to identify opportunities for improvement across four categories: facilities, cable plant, network best practices, and network performance. An ENA engineer will travel on-site to document the physical and logical LAN topology, main distribution frame (MDF)/intermediate distribution frame (IDF) closets, equipment makes and models, gather equipment configurations, document any unmanaged switches or unique features, and provide high-level observations and recommendations.

Recommendations cover critical aspects impacting LAN performance and stability across four categories.

Facilities	Cable Plant
<ul style="list-style-type: none"> ● Network equipment grounding ● Uninterruptable Power Supply (UPS) ● Network closet physical security ● Climate controlled environment in closets ● Best practice cable management ● Rack organization & equipment mounting 	<ul style="list-style-type: none"> ● Verifying cable type(s) (copper and fiber) ● Fiber patch panels in use ● Fiber cabling properly terminated ● Fire stop penetrations (spot-check) ● Outdoor penetrations properly sealed ● Proper installation of outdoor cabling (if present) ● Cabling installation uses J-hooks or is properly supported ● Patch cabling organization ● Proper labelling for patch panels & termination points
Best Practices	Network Performance*
<ul style="list-style-type: none"> ● Network topology ● Network Time Protocol (NTP) ● User access control and security ● Authentication, authorization, & accounting AAA ● Access layer network security ● VLAN segmentation and broadcast control ● Spanning tree and loop prevention ● High availability and failover 	<ul style="list-style-type: none"> ● Ports with speed and duplex issues ● Ports with errors ● Spanning tree blocked ports ● Inter-switch links with high utilization ● CPU utilization concerns ● General observations about switch manufacturer(s) <ul style="list-style-type: none"> ○ Unmanaged switches being used ○ Multiple manufacturers ○ Switches that lack necessary capabilities/features (Cisco only) ● Switch software versioning <ul style="list-style-type: none"> ○ Minimum recommended version ○ Software image consistency across switches

*Network performance metrics are dependent on equipment manufacturer; some equipment may not support all of these statistics.

Deliverable: ENA provides diagrams of the current network topology, equipment inventory, and a LAN assessment report, which includes observations and high-level recommendations.

Local Area Network Design

A local area network (LAN) design includes a detailed blueprint of the proposed LAN to meet identified customer requirements for port density, high availability, stability, and security. An ENA engineer delivers a LAN design for the customer's network that follows best practices and addresses all items discovered in the LAN assessment and gap analysis.

LAN design involves remote work by an ENA engineer to provide an updated topology diagram for the proposed network design that incorporates facilities, cable plant, and network best practices, and also provides high-level configuration specifications and equipment selection.

LAN design covers the following technical considerations:

Facilities	Cable Plant
<ul style="list-style-type: none"> ● Network closet equipment breakout ● Rack space requirements ● Power requirements (including UPS) ● Climate requirements ● Grounding requirements ● Backerboard requirements ● Secure access of all network closets 	<ul style="list-style-type: none"> ● Building inter-connect requirements (fiber, copper, wireless bridges) ● Cable termination requirements ● Cable type(s) and terminations (copper and fiber) ● Fiber patch panel requirements ● Outdoor cabling requirements
Network Best Practices	
<ul style="list-style-type: none"> ● Network topology ● WAN and central data center integration requirements <ul style="list-style-type: none"> ○ Static default routing ○ Dynamic route peering with customer WAN equipment ● Inter-VLAN routing <ul style="list-style-type: none"> ○ Dynamic Host Configuration Protocol (DHCP) relay requirements ● Equipment recommendations (quantity, models, software versions) ● Port density, speed, and type requirements <ul style="list-style-type: none"> ○ Density per MDF/IDF ○ Density per classroom, office area, etc. ○ Power over Ethernet (PoE) ● Oversubscription on uplinks ● MDF requirements <ul style="list-style-type: none"> ○ Server network connection requirements ○ Ports requiring > 1 Gbps speed ○ Host redundancy (multiple ports, Link Aggregation Control Protocol (LACP), etc.) ● Network segmentation (VLANs) ● Spanning tree ● IP protocols (IPv4, IPv6) 	<ul style="list-style-type: none"> ● IP subnetting requirements (sizing, addressing) ● Limited DHCP server functionality on network equipment <ul style="list-style-type: none"> ○ Scope sizes less than 254 hosts ○ Maximum of five static DHCP reservations ○ No support for DHCP/Bootstrap protocol (BOOTP) options ● Voice over IP network requirements <ul style="list-style-type: none"> ○ Quality of service (QoS) requirements ○ DHCP requirements (DHCP relay and options) ● Management requirements (virtual teletype access, logging, network time protocol, simple network management protocol, secure shell) ● High availability <ul style="list-style-type: none"> ○ Resilient core switching equipment ○ Default gateway redundancy ● Access Layer Network Security <ul style="list-style-type: none"> ○ Non-stateful access control lists (ACLs) ○ MAC-based port-security ○ DHCP snooping ○ IP source guard ○ Dynamic address resolution protocol (ARP) inspection ○ IPv6 router advertisement (RA) guard

Deliverable: ENA provides a LAN design report which includes a network equipment list, network topology diagram, and recommendations.

Network Implementation

Network implementation delivers the physical installation of new fiber and low-voltage copper cabling and rack installation of new switches. All installation work performed as part of the implementation will be completed by licensed personnel and conform to national, state, and local requirements.

Deliverable: ENA provides the customer with all cable test reports.

Activation & Validation

LAN activation commits the configuration of all network equipment in accordance with design specifications, go-live turn-up of the network, and may involve some final Ethernet cable patching. LAN activation involves one trip to the site by an ENA engineer in coordination with on-site customer IT staff. Validation verifies correct network operation. Activation and validation will be carried out on-site by an ENA engineer in coordination with customer IT staff.

Network Maintenance

Network maintenance enables customers the ability to augment in-house IT staff with ENA experts on an ongoing basis for routine maintenance, upgrades, performance optimization, growth, and troubleshooting. Ongoing network maintenance assures customers that a trusted ENA expert is available to ensure a high level of network performance and stability is maintained throughout the lifecycle of a network as demands change. An ENA engineering resource will be assigned to your account for recurring engagements when ongoing maintenance is purchased in advance or can be made available on an as-needed basis for shorter term engagements.

Customer Responsibilities

Although ENA Air Flex is designed to be as comprehensive a service as possible, providing high-quality Wi-Fi networking while removing much of the implementation and management burden on customer technology staff, there are certain customer responsibilities during a successful implementation, some of which are outlined below.

- **Power and rack space:** ENA Air Flex uses customer power, and we require rack space for the power over Ethernet (PoE) switches and potential patch panels associated with ENA Air Flex in both intermediate distribution frame (IDF) and main distribution frame (MDF) locations.
- **Fiber between IDF and MDF locations:** ENA Air Flex includes pricing options for all structured copper cabling required between the data closets and the Wi-Fi access points (APs) ENA installs and manages as part of the ENA Air Flex service; however, we assume fiber uplinks are available between IDF and MDF and that these fiber runs are capable of sustaining the necessary Ethernet throughput capacity to support the anticipated network demands of the Wi-Fi clients. If such fiber is not available, ENA can install it for an additional charge. Pricing for this installation is provided in the pricing section.

Service Implementation Plan

A highly skilled and experienced ENA project manager is assigned and dedicated to managing the ENA Air Flex implementation for you. The project manager is directly accountable to the ENA Manager, Project Management Office, and the Director, Project and Proposal Management for a successful project execution. ENA project managers provide oversight and management for the successful deployment of hundreds of complex network service implementations and have a full appreciation for the level of attention to detail and meticulous follow-up required to ensure on-time delivery and a smooth transition to steady state operations. Additionally, ENA project managers work extensively on various technology implementation projects for schools, institutions, and libraries throughout the nation and are familiar with your expectations for seamless technology delivery.

The process for receiving ENA Air Flex begins with a formal project kickoff meeting led by the ENA project manager including customer stakeholders, during which several important activities occur:

- Identify project team members along with roles and responsibilities
- Validate the list of sites in scope, including physical address, site contacts, access hours, and any unique requirements or restrictions
- Review the overall requirements for the Wi-Fi service and agree upon the definition of success
 - Proposed wireless local area network (WLAN) design, including planned equipment
 - The approach to place and connect wireless APs to achieve required network access coverage and capacity
 - Wi-Fi infrastructure management approach
- Request key information to support detailed project planning, if applicable
 - Blueprints of target sites to identify all areas requiring Wi-Fi service, including classrooms, library spaces, administrative areas, and common areas
 - Building layouts of telecommunications closets
 - Guidelines for site visits, badging requirements, and protocol for activity coordination with the sites
 - Standards for hardware shipments, delivery and storage
 - Critical milestone dates and deliverables
- Define overall project communications strategy, frequency, agendas, and stakeholders
- Discuss requirements for change management policy and practice
- Agree upon escalation criteria and procedures
- Identify key test and validation criteria for all aspects of the solution
- Confirm and establish minimum bi-weekly follow-up project status meeting cadence

As a result of the requirements gathering and clarification, and decisions reached during the kickoff meeting, the ENA project manager finalizes and baselines the initial project plan. The plan encompasses site-specific timelines consisting of the following:

- Site survey activities
- Equipment, cabling, and supply orders
- Required site preparation and validation
- Installation of switching equipment and Wi-Fi APs
- Quality control (QC) check and validation of cabling, AP and/or switch installations
- WLAN activation and integration with the local LAN
- WLAN validation and testing to ensure optimal performance
- Project closeout activities to include completed customer documentation

Each implementation is unique, and ENA works with each customer to determine a mutually agreeable implementation timeframe. Based on projects of similar size and scope, ENA expects to be substantially complete with all implementation-related activities within 120 days of contract signature. Timeframe estimates are based on ENA's extensive experience and are subject to change based on hardware and materials availability and delivery lead times, customer site readiness (including completion of customer designated make-ready work), timely access to in-scope locations, and other circumstances beyond ENA's control.

Service Support Commitment for Managed Services

ENA delivers the full value of a superior service approach through our comprehensive ENA customer support model described in this section. By utilizing industry best practice frameworks and tools, ENA offers a seamless support structure across the entire organization to deliver exemplary customer support. ENA's support model is designed to partner with our customers staff by demonstrating strong customer focus and continuous process improvement to enhance the overall value of the services provided.

1. The ENA Customer Technical Assistance Center

ENA CTAC Since 1996, ENA's U.S.-based, Customer Technical Assistance Center (CTAC) has operated as the single point of contact for customers to receive professional, exceptional support for all ENA service needs. We accomplish this by combining a comprehensive service and support center with an enhanced network operations center. Providing a 24x7x365 coverage model, the CTAC team can be reached via a single toll-free number, email, or online chat, as well as through our always accessible, online ticketing system at <http://my.ena.com>.

Experienced and Certified Personnel for Superior Customer Service

ENA invests in the ongoing professional development of our support staff, with a dual emphasis on technology skills and industry-recognized customer service processes. In addition to the focus on customer service, ENA's CTAC Customer Support Engineers (CSEs) pursue specialized, industry-recognized technical certifications as well as many vendor-specific certifications. Having these certifications in our support center verifies the team's ability to troubleshoot and support our full suite of services. Moreover, because of the experience and expertise of our CTAC CSEs, the majority of incidents are resolved quickly and without escalation—providing rapid resolution and better service to our customers.

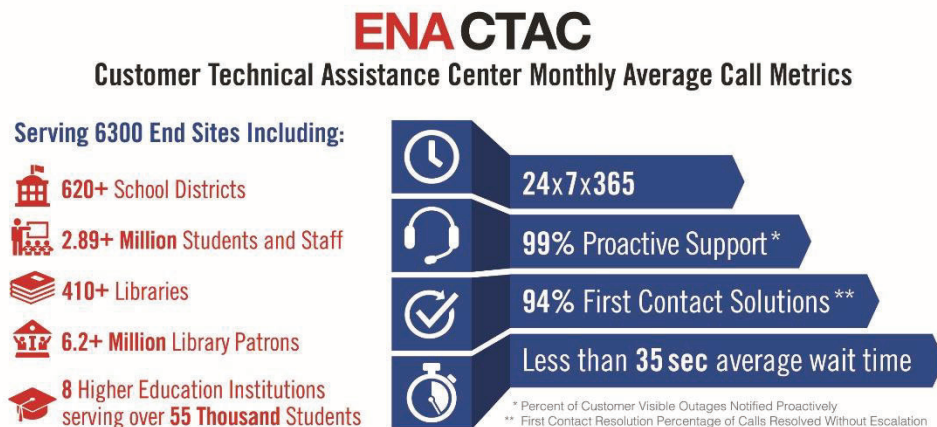
ENA embraces the methodologies of the Information Technology Service Management (ITSM) principals and related frameworks to deliver our comprehensive customer support model. Utilizing both an ITSM-based ticketing system and direct customer feedback via transaction-based surveys, our CTAC focuses on continuous improvement. To facilitate feedback with our customers, ENA initiates a customer satisfaction survey upon completion of an interaction with our support or implementation teams. ENA also conducts yearly customer satisfaction surveys, allowing you to provide feedback on our performance over the past year. Surveys are tracked and any customer identified issues are reported to our CTAC management who engage the customer, inquiring further about the incident and confirming we understand what area or process needs improvement. ENA finds these discussions invaluable to continuous improvement process.

ENA's Net Promoter Score (NPS), a nationally recognized metric to determine customer experience, has consistently averaged above 85 each year, while the average NPS score across the telecommunications industry is 31. ENA believes that resolving service issues should be easy. Our customers agree 93% of the time that ENA makes it easy for you to get your issue resolved. At ENA, customer support is our number one priority, and we welcome any feedback to continuously improve our support experience.

Key Performance Indicator Metrics

ENA's ITSM ticketing and customer relationship management (CRM) system allows the support teams to stay in front of a customer and work towards swift problem resolution. Equally as important, these tools generate the key data elements that are necessary to both meet reporting requirements and to create a feedback loop that allows for continuous improvement.

In the following illustration, you will find summary statistics regarding a sampling of our average monthly CTAC KPI metrics. This information demonstrates our focus on highly responsive incident and request handling, and first point of contact resolution.



Key Performance Indicator Metrics

24x7x365 Proactive Monitoring

ENA has deployed a 24x7x365 monitoring platform that ensures uptime is optimized and ENA is engaged at the first sign of trouble with our service or owned equipment. Using a variety of common monitoring methods, the teams assigned proactively identify incidents impacting everything ENA deploys from the devices inside your location, to the equipment installed in our hardened datacenter facilities. In the event of a critical incident or substantial outage, ENA will be notified and provide updates and status reports at defined intervals to the assigned customer's administrator.

Beyond monitoring the networks and services we manage for our customers, ENA also participates with a number of organizations that monitor the overall health of the global Internet. If a problem propagates among several providers, or if any issue occurs that might impact a service, we immediately notify all appropriate personnel. We also work regularly with all our customers to identify security vulnerabilities related to DDoS (Distributed Denial of Service) or other issues that might affect either their local LAN or the overall health of their network.

2. Seamless and Responsive Service and Escalation Procedures

Focus on Customer Satisfaction

Fundamental to the overall ENA support model is ENA's ownership and accountability to satisfy the customer's need. Everyone on the ENA support team adheres to the principles of rapid response and continual communication to ensure our customers are always informed regarding progress of their

request or incident. While the CTAC is the main focal point for all ongoing support, sometimes an escalation requires the engagement of either ENA specialized design engineers or management.

Ongoing Customer Support Process and Escalations

The following section outlines the support process flow designed to ensure our customer needs are tracked through detailed documentation and ongoing follow up. While many other organizations staff their front-line team with clerical and/or referral support, the CTAC provides complete, engineering-level support with proactive monitoring for many ENA services. This process has proven to provide access to ENA's full support resources for timely and responsive resolutions.

- When you contact the CTAC for assistance, a CSE will do the following:
 - Create a unique ticket specific to your location and classify it appropriately. This will generate an automated email to you with the ticket number for future reference.
 - The CSE will be inquisitive to assess your needs and access the devices used to deploy your service to determine if the issue(s) can be resolved remotely.
 - If additional research is required, the CTAC will continuously follow up with you throughout the duration of the investigation process.
 - In the event a customer need requires higher tier technical experience, the CTAC engages a Tech/Ops Engineer. The Tech/Ops Engineers have Design Engineer knowledge of a customer's deployed ENA services.
- Local ENA Field Engineers or carrier resources are dispatched by the support teams to address any on-site problem that could not be resolved remotely.
 - ENA's customer-focused Field Engineers and resources are geographically dispersed, to provide prompt on-site support. ENA Field Engineers pass all customer, municipal, and state screening security requirements for work on school or other public premises.
 - ENA's Field Engineer who is coming on-site will work directly with you to schedule their on-site visit. You will be kept up to date on their status until they arrive.
 - Our Field Engineers carry ENA-owned equipment and necessary spare parts to directly fix a service during a dispatch, further reducing the time to resolve any service interruption.
- ENA's specialized Design Engineers are engaged where a ticket cannot be resolved by the CTAC or field operations.
 - ENA Design Engineers specialize in the design, adaptation, and deployment of the technology solution installed at a customer's location. Because of their involvement from the beginning of the solution design, ENA engineers are intimately familiar with each customer's environment.
 - The Design Engineers will work directly with the customer to identify a permanent solution or temporary work around.
- Should the problem be beyond the scope of the ENA Design Engineer's capabilities the ticket will be assigned to the ENA Architecture team.
- ENA will use either on-site or remote access to determine if we have resolved the reported need. Once we complete this validation and the ticket is resolved, you will be automatically notified by email of the resolution details.
- Before ENA closes the ticket, we will contact you to validate the resolution.
 - ENA can provide the customer with root cause analysis, on request, of any outages or other issues that affect our service.

These support policies and commitments have proven to ensure the highest levels of reliability and service satisfaction for our customers. While the majority of our support flows through this process, a customer always has the ability to escalate their need at any time through our transparent support escalation process.

Escalation Matrix

ENA understands that earning and keeping the trust of our customers is dependent on our ability to quickly achieve service restoration and problem resolution. We further understand that any loss of service can greatly impact the end user, and our escalation priority levels and procedures are designed to ensure impact durations are kept as short as possible. This is a result of our keen focus on customer service and the superior talent, experience, and commitment of our team combined with our technical approach.





We utilize an escalation system based on and customized for the needs of our end users. The following chart outlines the ENA escalation protocol based on incident priority. This protocol ensures the right level of visibility and resource commitment for each incident so that service is restored in the shortest timeframe possible in the event of a service impacting incident.

PRIORITY LEVEL	IMMEDIATE	15 Minutes	1 Hour	2 Hours	8 Hours	12 Hours
PRIORITY 1 CRITICAL INCIDENT	CTAC Managers	Sr. Director of Customer Experience	Chief Operating Officer	CEO	-	-
PRIORITY 2 MAJOR INCIDENT	CTAC Managers	CTAC Managers	Sr. Director of Customer Experience	Chief Operating Officer	Sr. Director of Customer Experience & Chief Operating Officer; Escalate to Critical	-
PRIORITY 3 MINOR INCIDENT	Customer Support Engineers	Customer Support Engineers	CTAC Managers	Sr. Director of Customer Experience	Sr. Director of Customer Experience	Escalated to Major; Chief Operating Officer
PRIORITY 4 REQUEST	CTAC	All requests are reviewed by the CTAC team and are escalated based upon the urgency of the customer request. Move/Add/Change/Delete actions are included within request handling and are escalated upon the urgency of the customer's need for the service change.				

Incident Escalation Matrix

Management Engagement

ENA believes in a transparent management escalation path that occurs according to prescribed timetables driven by incident priority. However, we also believe that our customers always have the right to intercede in the process if, for any reason, they believe an issue is not receiving adequate attention or appropriate remediation. Should this happen, customers may contact the CTAC or anyone listed in the Customer Service Escalation Path chart below to request escalation.

Customer Service Escalation Path			
	ENA CTAC Orlando Martin, CTAC Manager Quinton Dorris, CTAC Manager	support@ena.com omartin@ena.com qdorris@ena.com	(888) 612-2880 (615) 312 6122 (615) 312-6235
	Dana Briggs, Sr. Director of Customer Experience	dbriggs@ena.com	(615) 312-6025
	Matthew Turner, Chief Operating Officer	mturner@ena.com	(615) 312-6042
	David Pierce, Chief Executive Officer	dpierce@ena.com	(615) 312-6009

Customer Service Escalation Path

ENA Change Management and Notification of Service Interruption

Utilizing key pieces of various ITSM change management frameworks, ENA developed a customer-focused change management and risk assessment process that ensures accurate records and proactive, timely communication for all future service enhancements. Through the ENA change management process, support teams classify change severity as low, medium, high, critical, or emergency. Based on the risk assessment, ENA generates a change ticket and ensures proper approvals are received both inside ENA and with our customers.

ENA strives to notify all potentially affected customers of any planned service interruption at least 48 hours, and preferably 72 hours, in advance of the start time of that interruption. Our standard maintenance windows are Tuesdays and Thursdays from 11:00 PM to 5:00 AM local time. ENA is willing to create different maintenance windows, if desired. ENA will work with customers in advance of any scheduled maintenance to ensure our standard maintenance window does not adversely affect planned work at any location on any night we schedule maintenance.

3. Comprehensive Training

ENA Air Wi-Fi Solutions

ENA provides comprehensive help documentation, user guides, tutorials, and help videos for all our solutions and services at help.ena.com. To ensure customers fully utilize all ENA Air features and functions, this site offers detailed information regarding all of the robust reporting and monitoring tools included with your service. In addition to these online materials, ENA provides, on request, interactive webinars, including a live demonstration of ENA Air's reporting and monitoring tools along with a time for specific questions to be addressed.

ENA Voice Solutions

ENA is committed to ensuring your staff has the knowledge and skills needed to successfully and fully use the features of ENA SmartVoice at the appropriate level. We will work closely with you to develop the training plan and schedule that best accomplishes this goal.

The ENA SmartVoice solution includes a variety of training schedule options provided in **Exhibits**.

Training areas include the following:

- System Administrator Tools
- Automated Attendant Set-Up and Management
- End-User Train-the-Trainer
- End-User Advanced
- End-User Basic

All sessions may be delivered on premise or virtually. Virtual sessions utilize a live video feed of a working phone and online portals. Participants have full audio and can ask questions at any time. Virtual sessions are included in the purchase price at no additional cost. On-premises sessions are available at an additional cost.

All ENA SmartVoice training materials, as well as additional supporting video tutorials and help content, are available to your staff 24/7/365 at help.ena.com.

Value Adds

1. The ENA Experience

Strong value-added propositions are fundamental to every component of ENA's service. It's part of our DNA. Throughout our Proposal Response we have endeavored to articulate the benefits associated with "The ENA Experience." From the day we are selected as your service provider throughout the entire life of the service, the ENA Experience is focused on maximizing value for our customers and is centered around three critical components:

1. **Helpful People:** ENA's formula for success is simple: – we are passionate about what we do, and we are all united by one goal – to provide excellent customer service, 100 percent of the time. It is truly a "bend over backwards" approach to customer service. ENA's Customer Experience Leadership (CXL) team ensures that customer satisfaction remains our top priority and is pervasive throughout ENA's entire organization, guided the principles of ENA's Code of Service Excellence:

- Be Accountable
- Be Empathetic
- Be Innovative
- Be Responsive
- Be Brave
- Be Honest
- Be Knowledgeable
- Be Team-Centric

2. **Exemplary Performance:** What truly sets ENA apart is our demonstrated track record of providing exemplary customer service. We use key metrics throughout the deployment and support of each and every service we deliver with the objective to not only meet but exceed customer expectations. The best indicators of our success are the positive feedback we receive on an ongoing basis from our customers and the extremely high levels of customer loyalty and customer retention we have achieved.
3. **Innovative Products:** ENA's products and services are built on best-in-class technology, but the real value is the way in which we enhance, package and deliver the technology for K-12 schools. We do not offer generic services that can be adapted to the education industry, instead we design our services from the ground up to specifically meet the needs of education. All of the services and service enhancements we introduce are customer-driven, based on feedback we gather from our customers on an ongoing basis and with a keen awareness of maximizing the value to our customers.



2. Value-Add Optional Services

ENA delivers a full suite of innovative broadband, Wi-Fi/LAN, communication, cloud, security, and software solutions that are designed specifically for the customers we serve. Powering education, connecting communities, providing access to critical services, and securely enabling technologies are the ultimate goals of the services and solutions we provide. **In addition to the services proposed in our response, ENA can deliver the following optional services across the United States:**

1. ENA WAN – Managed and Co-managed Wide Area Network Services
2. ENA Internet Access – Managed Internet Access Services
3. ENA NetShield – Firewall Services
4. ENA NetShield UTM – Hosted Unified Threat Management Features and Firewall Services
5. ENA NetDefender – DDoS Mitigation Services
6. ENA WebSafe – Content Filtering Services
7. Security Assessment Services – Comprehensive Security Solutions
8. ENA TrustCompute – Virtual Data Center Services
9. ENA TrustBackup – Secure Data Backup Service
10. ENA TrustVault – Secure Cloud Storage Service
11. ENA Connectivity Professional Services

For detailed information on ENA's products and services please visit our website at www.ena.com. For information on where each of these services is available, please refer to **ENA Qualifications** in **E. Response to General Requirements and Specifications, 2. Specifications.**

3. ENA WAN – Managed and Co-managed Wide Area Network Services



ENA provides flexible, dedicated wide area network (WAN) fiber-optic connectivity services, including point-to-point or point-to-multipoint WAN coverage. In addition to fiber-optic service, we offer broadband for hard-to-reach locations utilizing a mix of telecom technologies to deliver comprehensive WAN solutions. ENA's experience operating and developing seamless WAN solutions—combined with our scalable, Infrastructure as a Service (IaaS) approach—reduces or eliminates infrastructure equipment and support costs, enabling you to remain at the forefront of technology in a cost-effective manner. Learn more about ENA WAN at <https://www.ena.com/solutions/connectivity/ena-wan/>.

4. ENA Internet Access – Managed Internet Access Services



To deliver carrier-class reliability and service continuity, ENA built a national MPLS-based, carrier-grade IP backbone infrastructure comprised of multiple fault-tolerant links between geographically diverse points of presence (POPs) within hardened data center facilities. ENA connects to the global Internet using diverse providers via numerous high-bandwidth connections, ensuring reliable Internet access even when one link or provider has trouble. Our high-speed, national network backbone includes significant network traffic peering, in-network content hosting, content caching, connectivity to national and international research and education networks (such as Internet2 where available), and quality of service. Our national network ensures that every Internet request and associated traffic is handled in the most expedient manner. Learn more about ENA Internet Access at <https://www.ena.com/solutions/connectivity/ena-internet-access/>.

5. ENA NetShield – Firewall Services

ENA NetShield

ENA NetShield keeps your organization's network safe by blocking malicious traffic and attacks. ENA NetShield is cloud-based and delivered directly through your ENA Internet Access service, eliminating the need for additional hardware or equipment. ENA NetShield is engineered with high levels of availability and deployed in a hardened facility to keep your network protected. By leveraging our MPLS backbone, ENA NetShield maintains uptime and service, even if your power fails. Should your organization utilize virtual private networking (VPN), ENA offers ENA NetShield VPN, a local premises-based VPN solution, that can be used in conjunction with our ENA NetShield service. ENA NetShield VPN's versatile, managed service can deliver a static VPN connection between two network locations or dynamic remote user access. ENA NetShield and ENA NetShield VPN include our signature one-call service support for rule changes and configuration modifications.

ENA also provides management and maintenance of customer-owned firewall appliances that can be configured to be hosted locally and perform many of the same tasks as our centrally hosted solution. Learn more about ENA NetShield at <https://www.ena.com/solutions/security/ena-netshield/>.

6. ENA NetShield UTM – Hosted Unified Threat Management Features and Firewall Services

ENA NetShield UTM

ENA NetShield UTM is a comprehensive suite of unified threat management features that meet the unique security requirements of education and library institutions. Our managed security solution keeps your organization's network safe by blocking malicious traffic and attacks. Leveraging a platform rated in the Gartner Leader Quadrant, ENA NetShield UTM features deliver industry-leading protection to your organization while allowing for bandwidth upgrades associated with increased usage. ENA provides all service, installation, maintenance, and replacement of equipment on behalf of the customer. Additionally, ENA NetShield UTM includes a co-management portal for your staff as well as dedicated, 24x7x365 one-call support and monitoring from the ENA Customer Technical Assistance Center (CTAC). Learn more about ENA NetShield UTM at <https://www.ena.com/solutions/security/ena-netshield-utm/>.

7. ENA NetDefender – DDoS Mitigation Services

ENA NetDefender

ENA NetDefender, ENA's on-demand DDoS mitigation and scrubbing service, provides K–12 schools, higher education institutions, and libraries with the peace of mind and confidence that their network security is in trusted and experienced hands. ENA NetDefender is a 24x7x365 DDoS mitigation service that activates scrubbing upon detection or notification of an attack, minimizing customer latency and downtime. Learn more about ENA NetDefender at <https://www.ena.com/solutions/security/ena-netdefender/>.

8. ENA WebSafe – Content Filtering Services

ENA WebSafe

Developed exclusively for education and library environments, ENA WebSafe is a centralized content filtering solution that protects children and enhances the education relevancy of Internet content while providing maximum flexibility. ENA WebSafe is fully compliant with the filtering requirements of the Children's Internet Protection Act

(Public Law 106-554), Title XVII – Children’s Internet Protection (CIPA). The service has a mobile service option for robust content filtering when you are on-the-go. ENA WebSafe Mobile allows you to save bandwidth by not using your Internet access when devices are off campus. ENA WebSafe and ENA WebSafe Mobile are fully managed, supported by ENA, and do not require your organization to purchase or maintain any of your own hardware or software. Learn more about ENA WebSafe and ENA WebSafe Mobile at <https://www.ena.com/solutions/security/ena-websafe/>.

9. Security Assessment Services – Comprehensive Security Solutions

Security Assessment Services

ENA’s security assessment services deliver enterprise-level cybersecurity services to organizations. These services offer a comprehensive assessment of your organization’s current security posture, vulnerability identification, remediation recommendations, and tailored reporting. ENA’s security assessment service options include vulnerability scanning, penetration testing, policy and procedure reviews, wireless security testing, web application testing, and custom assessment services. Learn more about ENA security assessment services at <https://www.ena.com/solutions/security/security-assessment-services/>.

10. ENA TrustCompute – Virtual Data Center Services

ENA TrustCompute

ENA’s fully hosted and managed Infrastructure as a Service (IaaS) virtual data center service, ENA TrustCompute, is private, secure, and ready for you to use with your applications and system management software, saving time and the high cost of equipment upgrades, maintenance, and storage. ENA TrustCompute provides customers with their own virtual private data center and secure network connection, ensuring data never traverses the public Internet. With a range of convenient, customized packages to choose from, customers may allocate only what data center services they need now and scale later for growth. Via ENA TrustCompute’s intuitive web interface, virtual machines (VMs) can be configured, provisioned, and loaded with a choice of operating systems in seconds. You can migrate existing VMs into ENA’s cloud using ENA TrustCompute’s guided 5-step process. ENA TrustCompute also allows you to deploy a variety of pre-configured open source tools and applications with a push of a button. Learn more about ENA TrustCompute at <https://www.ena.com/solutions/cloud/ena-trustcompute/>.

11. ENA TrustBackup – Secure Data Backup Service

ENA TrustBackup

ENA TrustBackup is a comprehensive file backup solution with cloud storage. Engineered specifically for education and library institutions, the solution ensures your data is protected against operational mishaps and malicious threats such as ransomware. ENA TrustBackup allows you to create backup jobs, set retention, and manage backup schedules for servers and workstations. In the case of an emergency affecting your organization, you can rest assured knowing your data and applications are housed in a secure data center with round-the-clock surveillance and card access control. Learn more about ENA TrustBackup at <https://www.ena.com/solutions/cloud/ena-trustbackup/>.

12. ENA TrustVault – Secure Cloud Storage Service



ENA TrustVault is a flexible, cost-effective, cloud-based storage solution that enables you to store, access, and manage data via an S3 compliant client. This cloud-based storage is ideal for a variety of uses, including offsite storage for documents, data backups, media content streaming, or static website hosting. ENA TrustVault is designed for organizations that already have a backup utility but need an off-site backup storage solution. Learn more about ENA TrustVault at <https://www.ena.com/solutions/cloud/ena-trustvault/>.

13. ENA Connectivity Professional Services

ENA Connectivity Professional Services Having implemented hundreds of internal broadband networks across the country, ENA Professional Services provides customers with a suite of comprehensive services from which you can customize the solution that's right for you. ENA's Professional Services menu, powered by our World Class Engineering Teams, includes design, installation, configuration, assessment, remediation, documentation, hourly services, and consulting engagements.

3.23 Reporting

Vendors must agree to provide quarterly utilization reports to the System based upon the schedule and minimum content as described in this request. Quarterly reports must be submitted to The System Office to JPA-Notification@accs.edu. The electronic copy must be in the form of a PDF file. Vendors must describe their ability and commitment to meet this requirement and include a sample quarterly report with the bid response. The required report must be compiled and forwarded to the Joint Purchase Agreement Initiative Administrator within two weeks of the end of each quarter. Vendors may count quarters either from the calendar (i.e., the end of March will be the end of the first quarter) or from the time we awarded you the bid (i.e., May 1 will be the end of the first quarter). An example of the required reporting format is included in Appendix C. Failure to provide the required report in the specified format could result in removal from the contract.

Vendors are encouraged to describe and include additional sample reports. Vendors are encouraged to describe other reporting capabilities such as electronic delivery of reports or direct access to Internet or other databases that may be used to administer the agreements or support marketing.

ENA understands and will comply. We have provided a sample of the requested utilization report below.

NCPA Contract Reporting for ENA Contract #01-59

New purchases for contracts starting anytime between 1/1/2021 and 3/31/2021

Entity Name	State	Zip Code	Date on PO	PO #	Total Sale Amount	Fee	Due to NCPA	Date Submitted to NCPA
Customer	ZZ	11111	10/14/2020	33913	\$ 72,918.01	2%	\$ 1,458.36	4/15/2021
						2%	\$ -	
						2%	\$ -	
					\$ 72,918.01			

TOTAL DUE TO NCPA: \$ 1,458.36

Sample Utilization Report

Service and Support Applications

ENA takes pride in our ability to deliver seamless end-to-end managed Infrastructure as a Service solutions while simultaneously allowing our customers as much insight into the details of their service activity as we can provide. ENA developed a sophisticated suite of web-based service and support applications including ticketing and service reporting, network monitoring, bandwidth utilization, call quality monitoring, account and service management, service analytics, and a live customer chat tool. With the my.ENA portal (<https://www.ena.com/myena>), customers receive easy access to high-quality service and support applications and a 24x7x365 view of the status of their service and what is being done to correct any current incidents.

myENA
00:55:13 Help Feedback Applications John Customer Live Chat

My Applications

You have full access to the support-service applications below.

BROADBAND

Network Monitoring

Live network status reporting

ENTERPRISE SYSTEMS

Data Inquiry

Manage requests for data service changes

SYSTEM TOOLS

Account Management

MyENA user management

COMMUNICATION

Partner Programs

Partner programs order form

ENA SmartVoice Admin

Group level management

ENA SmartVoice User

Individual extension management tool

Video Collaboration

Video and web conferencing

Other tools

These are other great ENA applications you might be interested in. You can see how they can help you, by accessing their links below.

WIFI / LAN

ENA Air

Managed WLAN reporting and analytics

ENA Air

Managed WLAN operational control

CLOUD

ENA TrustCompute

Cloud computing

ENA TrustVault

Cloud storage

ENA TrustBackup

Backup as a service

SECURITY

ENA WebSafe

Content filtering management and reporting

my.ENA Portal

ENA Ticket Tracker

ENA Ticket Tracker allows authorized administrators to create, view, and update support tickets online by collaborating directly with the engineer assigned to the ticket. You can review the status of the reported service, including the documentation and assignment of the ticket, within Ticket Tracker. Information is presented in an easy-to-read format, allowing you to stay up to date on the current status of your documented need.

ENA Network Monitoring and Bandwidth Utilization for Wi-Fi and Broadband Solutions

Employing our own internal systems using industry reporting standards, ENA actively monitors all network traffic in aggregate. We have the capability to drill down to specific IP addresses in order to monitor and manage network abuse, virus outbreaks, and unusual network traffic as well as to ensure packet prioritization based on pre-set rules. The tools outlined below are available to provide data for each individual end site.

ENA Network Monitoring

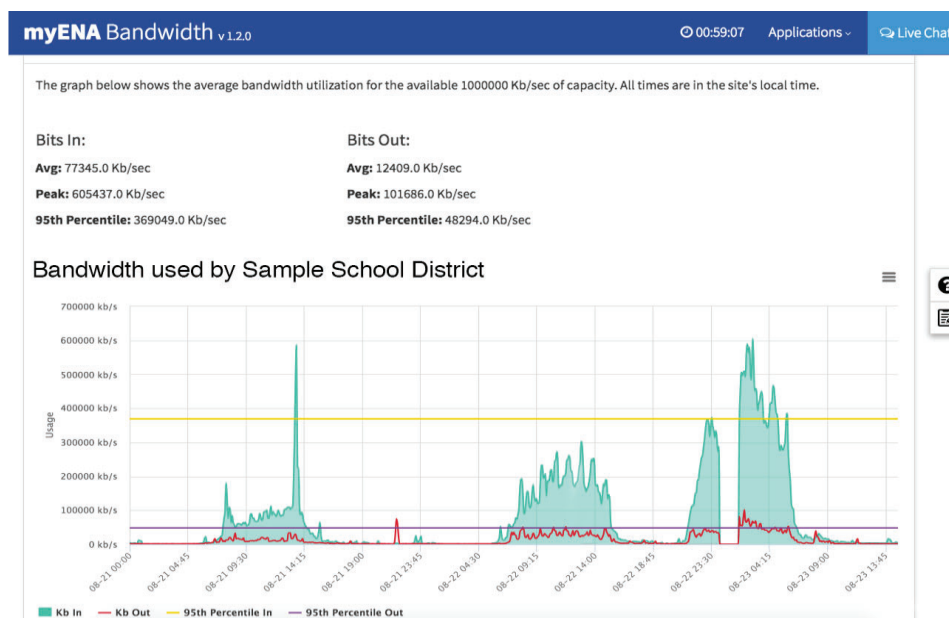
Just like the CTAC's monitoring tools, ENA's Network Monitoring tool utilizes the same checks to poll devices installed within the customers premises every five minutes. If a check fails or performs outside expected boundaries, the tool will alert you of the failure in order to take corrective action or to prepare you for ENA's call, enabling the device to return to service as soon as possible. The ENA Network Monitoring tool displays real-time status of the network, allowing insight into the health of the network at any time, from any place with an Internet connection.

At a glance, all customer administrators can determine:

- If a service interruption has occurred at a site
- Length of the interruption
- If the interruption is acknowledged by ENA

ENA Bandwidth Utilization

The ENA Bandwidth Utilization tool allows customers to track and monitor aggregate bandwidth usage by site using industry-standard metrics. This tool provides customizable and granular bandwidth usage documentation by providing ad hoc reports on an hourly, daily, weekly, and monthly basis. With the ability to pull the same time duration on multiple days, you can see down to a five-minute interval, the peak usage, 95th percentile, and overall average for the reporting duration. This information assists in troubleshooting, planning future capacity requirements, and tracking usage spikes.



ENA Bandwidth Utilization Tool

Enhanced Call Quality Monitoring for Voice Services

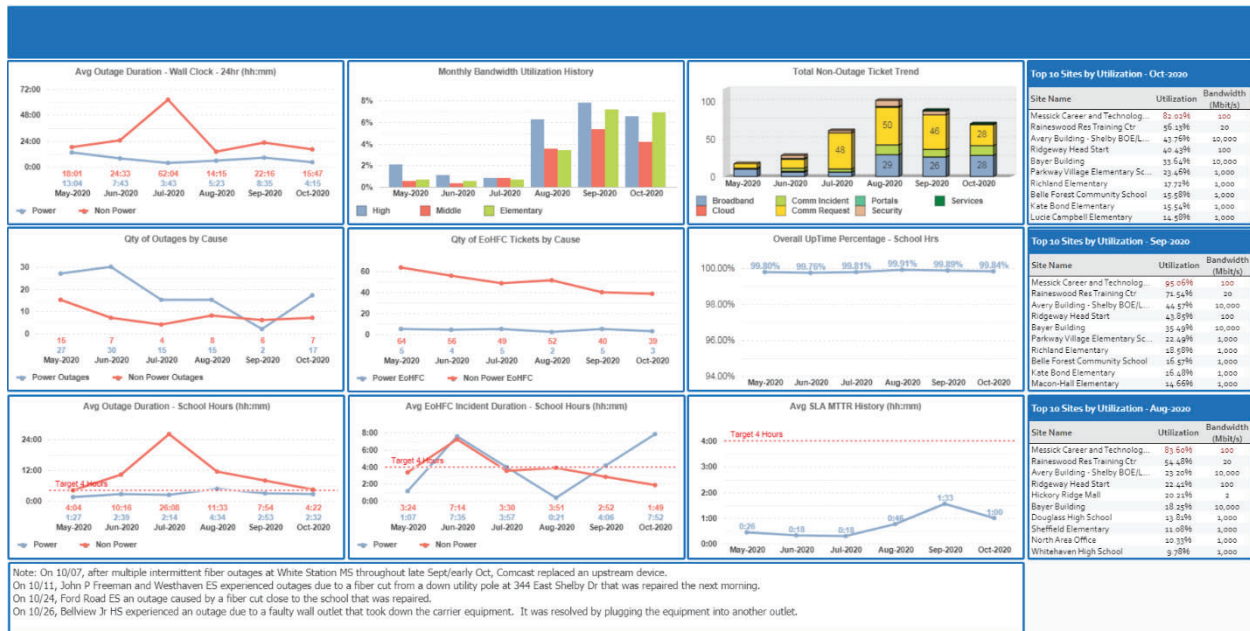
ENA collects data to track the overall call quality experience for calls made to and from ENA's voice solutions. We include network conditions such as jitter, latency, and packet loss that can negatively affect call quality. This data tracking allows ENA to quickly pinpoint where a call problem lies—whether on the customer's LAN or on the telecommunications network — enabling us to pinpoint an issue in a more efficient and effective manner.

Quality of Service Reports

Beyond the self-service access customers have to key execution metrics, such as bandwidth delivered, ticket progress, and network device performance, ENA will provide a monthly management dashboard of key performance indicators that reflect ENA's execution in support of the services we deliver. The dashboard reports can include but are not limited to responsiveness to incidents, attainment of SLA

commitments, district bandwidth consumption trends, outages, uptime percentages, and other indicators of significance to the district. ENA can also include details for contract deliverables status and overall service management observations and recommendations. ENA will work with the school's IT leadership to refine the content of the monthly dashboard and any commercially reasonable additional reports that may be requested. In addition, ENA enables real time access to the online ticket portal and other **my.ena.com portal** services to provide detail for authorized employees.

ENA will provide monthly invoices, including backup detailing service by location for the month. Invoices are sent at the end of each month for that month's service. All reporting identified above is included in the monthly service price. A sample **Performance Dashboard** is provided below.



Monthly Performance Dashboard Example for All Services

3.24 Electronic Commerce

Vendors must describe their ability to provide and maintain, at a minimum, an Internet website that contains the complete ESS as well as product specifications and options. Vendors are encouraged to describe an existing capability or commitment to implement a website that would provide procuring entities guidance and assistance with product selection, purchase order tracking, reporting or other relevant capability. The ability or commitment to accept and process purchase orders electronically should be thoroughly described. Internet URL's may be provided which reference sites that demonstrate the desired functionality.

For detailed information on ENA's products and services, entities may visit our website at www.ena.com. In addition, with the my.ENA portal (<https://www.ena.com/myena>), customers receive easy access to high-quality service and support applications and a 24x7x365 view of the status of their service and what is being done to correct any current incidents.

Purchase orders (POs) may be submitted electronically via email to accountsreceivable@ena.com, or provided to your ASM. These POs will be processed and applied to the invoice(s) specified in the PO details.

3.25 Breadth of Offering

Vendors must, at a minimum, offer products or services in at least one of the following categories:

Client Computers (Workstations, Desktops, Terminals, Laptops, Tablet, Notebook , Handheld Devices)
Servers
Printers
Monitors
Storage
Networking Equipment
Audio and Video Conferencing Equipment
Multimedia Hardware
VoIP/Unified Communications Solutions
Video Surveillance Solutions
Key and Access Control Equipment
Software
Professional Services
Other

ENA's proposed solutions offer services in the following requested categories:

- VoIP/Unified Communications Solutions
- Networking Equipment
- Professional Services

For comprehensive service overviews, please see our **ENA Voice Solutions Technical Proposal** and **ENA Wi-Fi Solutions Technical Proposal** in **Tab E. Response to General Requirements and Specifications**.

Vendors must provide a comprehensive list of the models or variations available in each of the following categories for which a vendor offers products:

Client Computers (Workstations, Desktops, Terminals, Laptops, Tablet, Notebook, Handheld Devices)
Servers
Printers
Monitors
Storage
Networking Equipment
Audio and Video Conferencing Equipment
Multimedia Hardware
VoIP/Unified Communications Solutions
Video Surveillance Solutions
Key and Access Control Equipment
Software
Other

The narrative that is submitted in support of the list should provide the Evaluation Committee with a clear indication of the breadth of the product line flexibility and performance.

We have provided a complete, itemized list of proposed models in our **Equipment and Services Schedule**.

Vendors must provide, at a minimum, a licensed operating system with each type of processor, where applicable. Vendors must provide a list of the operating systems for each of the following categories of processors:

- Client Computers (Workstations, Desktops, Terminals, Laptops, Tablet, Notebook, Handheld Devices)**
- Servers**
- Networking Equipment**
- Audio and Video Conferencing Equipment**
- VoIP/Unified Communications Solutions**
- Key and Access Control Equipment**
- Other**

The narrative that is submitted in support of the list should provide the Evaluation Committee with a clear indication of the number and type of operating systems that are proposed.

All proposed networking equipment, core voice elements and VoIP endpoints/clients use and maintain officially licensed OEM OS, software, and firmware. Prior to deployment in our production environment(s), each OS, software, and firmware version is approved as Generally Available by the OEM and then pre-validated by the ENA Engineering team. Because ENA is continuously evaluating and upgrading OS versions on all solutions, ENA can provide current OS version for any requested solution upon request to ensure the most accurate representation of current OS in place.

Vendors may propose and provide a wide range of the general-purpose software products. Vendors may provide a summarized list of the general-purpose software that is proposed for each of the following categories of processors :

- Client Computers (Workstations, Desktops, Terminals, Laptops, Tablet, Notebook, Handheld Devices)**
- Servers**
- Networking Equipment**
- Audio and Video Conferencing Equipment**
- VoIP/Unified Communications Solutions**
- Video Surveillance Solutions**
- Key and Access Control Equipment**
- Other**

The narrative that is submitted in support of the list should provide the Evaluation Committee with a clear indication of the number and type of general-purpose software products that are proposed.

At this time, ENA has not proposed software solutions in response to this RFB. Please note that all proposed networking equipment, core voice elements and VoIP endpoints/clients use and maintain officially licensed OEM OS, software, and firmware. Prior to deployment in our production environment(s), each OS, software, and firmware version is approved as Generally Available by the OEM and then pre-validated by the ENA Engineering team.

Vendors may propose and provide a wide range of the technical services including installation, training and technical support:

Client Computers (Workstations, Desktops, Terminals, Laptops, Tablet, Notebook, Handheld Devices)
Servers
Printers
Monitors
Storage
Networking Equipment
Audio and Video Conferencing Equipment
Multimedia Hardware
VoIP/Unified Communications Solutions
Video Surveillance Solutions
Key and Access Control Equipment
Other

The narrative that is submitted in support of the list should provide the Evaluation Committee with a clear indication of the number and type of technical support services that are proposed .

ENA provides comprehensive help documentation, user guides, tutorials, and help videos for all our solutions and services, as well as interactive webinars and on-site training, as needed. We have provided additional information below.

ENA Air Wi-Fi Solutions Training

ENA provides comprehensive help documentation, user guides, tutorials, and help videos for all our solutions and services at help.ena.com. To ensure customers fully utilize all ENA Air features and functions, this site offers detailed information regarding all of the robust reporting and monitoring tools included with your service. In addition to these online materials, ENA provides, on request, interactive webinars, including a live demonstration of ENA Air's reporting and monitoring tools along with a time for specific questions to be addressed.

ENA Voice Solutions Training

ENA is committed to ensuring your staff has the knowledge and skills needed to successfully and fully use the features of ENA SmartVoice at the appropriate level. We will work closely with you to develop the training plan and schedule that best accomplishes this goal.

The ENA SmartVoice solution includes a variety of training schedule options provided in **Exhibits**. Training areas include the following:

- System Administrator Tools
- Automated Attendant Set-Up and Management
- End-User Train-the-Trainer
- End-User Advanced
- End-User Basic

All sessions may be delivered on premise or virtually. Virtual sessions utilize a live video feed of a working phone and online portals. Participants have full audio and can ask questions at any time. Virtual

sessions are included in the purchase price at no additional cost. On-premises sessions are available at an additional cost.

All ENA SmartVoice training materials, as well as additional supporting video tutorials and help content, are available to your staff 24/7/365 at help.ena.com.

3.26 Primary Account Representative

Vendors must identify by name and location both the proposed primary account representative and the marketing supervisor who will be responsible for the performance of the agreement. Any changes to this information must be immediately sent to the Joint Purchase Agreement Administrator .

Alabama Community College System (ACCS) is well served by **Joe Street, Account Service Manager**. Joe will serve as the customer advocate and is the single point of operational and account contact for ACCS.

Joe Street - Account Service Manager
Columbia, VA
Phone: (615) 312-6094 | E-mail: jstreet@ena.com

Joe will manage the overall customer relationship and is supported by a team of highly qualified and experienced engineers, project managers, and senior executive management resources. Joe will receive supervisory support from **John Sheehan, Director of Customer Services**.

John Sheehan – Director of Customer Services
Downers Grove, IL
Phone: (312) 229-0256 | E-mail: jsheehan@ena.com

This team is augmented by ENA's comprehensive Customer Technical Assistance Center (CTAC) as well as our customer support personnel resources. While ENA's corporate office and CTAC are based in Nashville, Tennessee, much of our workforce is distributed remotely across the United States.

3.27 References

Vendors must submit three (3) references of entities of like size and complexity, and/or entities that have or are currently receiving similar products and services to those proposed by the vendor for this procurement. Each reference must include the name of the contact person, address, telephone number and description of products and services provided .

What truly sets ENA apart from any other company or solution evaluated is our demonstrated track record of providing exemplary customer service. The best indicators of our success are the positive feedback we receive on an ongoing basis from our customers and the high levels of customer loyalty and customer retention we have achieved.

We have established long-term relationships (in many cases for 25 years) with our customers because they view our value-added business relationship as a long-term partnership. ENA makes a committed effort to earn our customers' recurring business year after year. **We understand the needs of our customers, and we are confident your organization will benefit from the long-term business relationship and superior level of customer care you will receive.**

Customer References

Provided on the following pages are reference overviews of our clients using the products and services we propose along with service time frames and contact information for each of these clients. We are happy to provide additional references upon request. We encourage you to reach out to the contacts below or to any of the customers we serve.

CUSTOMER REFERENCE		
Customer Information:	Sewanee, The University of the South 735 University Avenue, Sewanee, TN 37383	Dates of Service: 2018 to Present
Contact Information:	Diane Camper Director of Strategic Infrastructure	☎: (931) 598-1515 ✉: ddcamper@sewanee.edu
ENA SmartVoice	Vickie Sells	☎: (931) 598-3220
Contact Information:	Associate Provost for Information	✉: vsells@sewanee.edu
Current Services:	ENA TrustCompute ENA SmartVoice (VoIP)	Video Collaboration Powered by Zoom

The University of the South (Sewanee) is a private college located in Franklin County, Tennessee with an enrollment of approximately 1,700 students.

ENA started working with Sewanee to address their need to virtualize. After several meetings with key stakeholders, ENA was able to position ENA TrustCompute as a viable solution to their cloud computing needs. Sewanee has slowly been adding additional features as the move more functions to the cloud.

As the university's outdated, premise-based phone system needed to be replaced, Sewanee turned to ENA for our ENA SmartVoice solution. ENA's fully managed interconnected Voice over Internet Protocol (VoIP) service has allowed Sewanee to deliver a best-in-class voice service campus-wide.

Additionally, Sewanee contracted with ENA to provide Video Collaboration Powered by Zoom. Sewanee moved forward with this project during the Summer of 2018 and is evaluating if there is a need to go campus wide with this solution.

CUSTOMER REFERENCE		
Customer Information:	Saint Mary's College Notre Dame, IN 46556	Dates of Service: September 2021 to Present
Contact Information:	Todd Norris Chief Information Officer	☎: (574) 349-1455 ✉: tnorris@saintmarys.edu
Current Services:	ENA SmartVoice (VoIP) ENA SmartLink (VoIP)	ENA SmartFax

ENA assisted Saint Mary's College with the replacement of their outdated on prem Centrex voice system and helped them migrate to our cloud hosted and managed VoIP platform, ENA SmartVoice.

CUSTOMER REFERENCE

Customer Information:	Tusculum College 60 Shiloh Road, Greeneville, TN 37743	Dates of Service:	2012 to Present
Contact Information:	Dr. Blair Henley Vice President / Chief Technology Officer	☎: (423) 636-7312 ✉: bhenley@tusculum.edu	
Current Services:	ENA Internet Access ENA WAN (Wide Area Network) ENA Air Fully Managed Wi-Fi Solution	Video Collaboration Powered by Zoom ENA TrustCompute (Cloud Computing)	

Tusculum College (Tusculum) is a private college located in eastern Tennessee with an enrollment of over 1,800 students. Tusculum is accredited by the Southern Association of Colleges and Schools Commission on Colleges to award baccalaureate and master's degrees.

Tusculum was experiencing numerous infrastructure challenges that ENA helped them resolve. They were in need of improved Wi-Fi coverage across their entire campus, but first needed to address WAN and Internet access limitations. Before ENA began providing Internet access and WAN services, Tusculum was purchasing a variety of low-bandwidth connections from multiple carriers. ENA was able to help Tusculum improve their network design by providing a 100 Mbps WAN connection to each campus location and a 200 Mbps centralized Internet connection. Tusculum is currently partnering with ENA to deploy a diverse Internet access design to upgrade campus capacity, increasing bandwidth to 2 Gbps.

ENA's enhanced network design provided Tusculum the option to expand their Wi-Fi network. Tusculum selected the ENA Air Wi-Fi solution for a full indoor/outdoor campus Wi-Fi deployment. The project included the design, configuration, complete implementation, and on-going management to over 30+ buildings across Tusculum's campus. Tusculum has been utilizing the ENA Air solution since the winter of 2013 and recently expanded ENA Air to their Knoxville, Tennessee campus.

Additionally, ENA TrustCompute's fully hosted and managed Infrastructure-as-a-Service (IaaS) platform enabled Tusculum to grow beyond their constrained on-premises data center footprint. With the capability to quickly deploy new servers with instant scalability in ENA's cloud, Tusculum is now able to add new workloads without worrying about data center maintenance or investment.

3.28 Pricing Level Guarantee

Vendors must submit with their responses a narrative that describes the baseline (published) pricing and the initial pricing level discount that is proposed, by product class or category in the ESS. The response to this specification is expected to be in the form of a percentage discount from a published, baseline price listing. Vendors must describe the baseline pricing and provide information where the baseline pricing may be accessed and verified.

Firm Price -Initial quoted discount levels must remain constant throughout the term of this agreement, subject only to subsequent increased discount amounts.

MSRP prices for ENA Voice and Wi-Fi services are determined by ENA and have been provided in our **Equipment and Services Schedule (ESS)**. Any qualifications or specifications regarding pricing is provided in pricing footnotes for each product and service offering.

3.29 Oral Presentation and Demonstration

If selected as a finalist, vendors agree to provide the Evaluation Committee the opportunity to meet with and question the proposed primary account representative at the oral presentation (if deemed necessary by the Evaluation Committee). The proposed primary account manager is expected to conduct the presentation.

Vendors will be required to demonstrate their Internet based reporting and electronic commerce capabilities to the Evaluation Committee.

ENA understands and will comply.

3.30 Equipment and Services Schedule

Vendors must submit with their responses a complete Equipment and Services Schedule including all the products and services offered, at the initial pricing level stated in response to section 3.25.

The ESS may be submitted in a single file, PDF format on a compact disc, USB drive, or made available via a website.

ENA understands and will comply. Please find ENA's **Equipment and Services Schedule** immediately following this page.

Equipment and Services Schedule

ENA provides cost-effective solutions that enable our customers to **do more with less**. ENA's comprehensive service approach and proposed solution is designed to reduce costs, increase organizational capacity, reduce the burden on your technology and administrative personnel resources, and ultimately lower your total cost of ownership.

1. ENA Voice Pricing

Please find pricing for our proposed **ENA SmartVoice**, **ENA SmartUC**, and **ENA SmartLink** solutions immediately following this page, followed by our pricing footnotes.

ENA SmartVoice and ENA SmartUC Pricing Footnotes

- Pricing is based on a minimum one-year term.
- Feature packages, telephone handset models, and SIP Notification devices proposed are based on requirements provided in the RFP. Quantities, feature packages, and device models may change based on site walkouts. Any changes will be approved by the customer's designated personnel before implementation.
- There are no traditional "line" restrictions imposed other than the physical limits of your hardware. All voice calls will have access to your entire Internet bandwidth (not just a segregated voice-only channel).
- The monthly service fee for each ENA SmartVoice Extension type includes E911 service, local number portability (LNP), where applicable, unlimited local and contiguous U.S. long-distance calling and features listed in the response.
- Government fees (USF, and local fees, as applicable) are estimated at nine point eight seven percent (9.87%). Governmental fees are subject to change over the life of the contract as fees are not fixed. 911 fees will be charged, as applicable, by state and local laws.
- 411 call charges, international calls, and calls to Puerto Rico, Hawaii and Alaska are billed in addition to the monthly flat rates.
- International rates are subject to change throughout the term of the contract.
- All ENA SmartVoice Extension packages can include a Direct Inward Dial (DID) number at no additional charge.
- ENA telephone handsets, accessories, and SIP Notification devices are shipped directly to the customer's requested location. Shipping charges are included in the above proposal.
- ENA telephone handsets, accessories, and SIP Notification devices are subject to change. ENA may replace certain device models over the course of the contract, as needed, based on availability and technology changes. ENA will work with each customer to discuss available device models at time of any device order.
- ENA's voice services are subject to our Master Service Agreement (MSA) and tariffs. MSA documents for ENA voice services can be found in the **Exhibits** section.
- ENA SmartVoice service requires the customer's LAN environment to meet certain specifications.
- All service delivery prices (including optional services) are based on expected site readiness to receive the services. In the event that site walkouts determine a need for site make-ready work, service may not be available until such make-ready work is completed by customer.
- If you select on-site, desktop handset Installation, the service includes unboxing, assembling, and either placing the device on the desk or mounting on the wall as ordered. The device will be

connected to an active network jack, assigned an extension number, and tested to ensure the device is functioning and able to make and receive calls. Empty boxes will be collected and removed from the site. On-site, Desktop Handset Installation **does not include** cabling or network troubleshooting. Customer is responsible to ensure an active, Ethernet cable run is located within 2 meters of the installation location and the network jack is easily accessible and not blocked by items weighing more than 25 lbs. On-site, Wall-mounted Handset involves an additional charge and may require the purchase of a wall-mount bracket, depending on the telephone handset model.

- If you select on-site SIP notification device installation, includes unboxing, assembling, and either rack- or wall-mounting the device. The device will be connected to an active network jack, assigned an extension number (if appropriate), and tested to ensure the device is functioning properly. Empty boxes will be collected and removed from the site. On-site SIP Notification Device Installation **does not include** cabling or a mounting box (unless specifically itemized in the proposal above) or network troubleshooting. Customer is responsible to ensure an active, Ethernet cable run is located within 2 meters of the installation location and the network jack is easily accessible and not blocked by items weighing more than 25 lbs.
- Additional required taxes, if applicable, will be charged according to the province or territory to which the service is delivered.
- ENA equipment prices are valid for 90 days from the quote date and subject to change over the life of the service contract.

ENA SmartLink IP/PRI/Analog Service Pricing Footnotes

- You may purchase our ENA SmartLink voice services on a per-channel basis (Up to 23 channels per physical PRI interface as applicable). Each ENA SmartLink channel includes one phone number. Additional phone numbers are available.
- Each ENA SmartLink channel includes 1,000 minutes of local and contiguous U.S. long distance for termination and origination to/from the PSTN. Additional blocks of local and contiguous U.S. long-distance minutes are available at \$7.50 per 1,000 minutes. Minutes will be reviewed in aggregate across the organization and unused minutes will roll over from month to month (no lost minutes) and will expire on June 30 of each year. ENA will work with you if your organization is consistently above minute limits on an aggregate basis.
- The monthly service fee for each ENA SmartLink channel includes E911 service, local number portability (LNP), where applicable, and the local and contiguous U.S. long-distance minutes and features listed in the response.
- Government fees (USF, and local fees, as applicable) are estimated at nine point eight seven percent (9.87%). Governmental fees are subject to change over the life of the contract as fees are not fixed. 911 fees will be charged, as applicable, by state and local laws.
- 411 call charges, international calls, and calls to Puerto Rico, Hawaii and Alaska are billed in addition to the monthly flat rates.

- International rates are subject to change throughout the term of the contract.
- ENA's voice services are subject to our Master Service Agreement (MSA) and tariffs. MSA documents for ENA voice services can be found in the **Exhibits** section.
- All service delivery prices (including optional services) are based on expected site readiness to receive the services. In the event that site walkouts determine a need for site make-ready work, service may not be available until such make-ready work is completed by customer.
- Additional required taxes, if applicable, will be charged according to the province or territory to which the service is delivered.
- ENA equipment prices are valid for 90 days from the quote date and subject to change over the life of the service contract.

2. ENA Wi-Fi Pricing

Please find pricing for our proposed **ENA Air** and **ENA Air Flex** solutions immediately following this page, followed by our pricing footnotes.

ENA Air Wi-Fi Solution Footnotes

- ENA will invoice the recurring Managed Internal Broadband Service fees on an annual basis at the beginning of each funding year of service (or later if service comes up at a later date).
- Existing cabling must be at least CAT5e or greater.
- New cabling will be up to 330 feet of CAT6 plenum rated.
- All priced include equipment, installation, configuration, and monitoring, management, and support throughout the contract term.
- All prices include reporting and configuration capabilities via my.ena.com.
- Switch installation includes patch cables to the patch panel, but no fiber or cable runs between closets.
- Power and power protection (UPS) to be provided by customer unless otherwise noted.
- At the end of the contract term, customer can purchase equipment for minimal buyout.
- Any changes in manufacturer availability, pricing, or discounts may constitute changes in pricing to customer with 30-day notice.
- If services are subject to early termination, the customer agrees at the date of early termination: (i) to pay all fees and other amounts due for service(s) incurred through date of early termination, (ii) reimburse all otherwise unrecovered charges incurred by ENA for the service(s), both recurring and non-recurring through the date of early termination, and (iii) pay all direct and reasonable costs associated with the termination of the service(s) through the date of early termination. ENA shall not be reimbursed for any anticipatory profits which have not been earned up to the date of early termination. The client further agrees that it will not contract with any other provider for the same or substantially similar services or equipment through the end of the initial term.
- ENA Air is subject to our Master Service Agreement (MSA) and tariffs. ENA's Unified MSA and E-rate Rider for ENA Air can be found in the **Exhibits** section.

ENA Air Flex Wi-Fi Solution Pricing Footnotes

- Monthly Recurring Pricing above is based on customer receiving Managed Services for a minimum of one month. Cancellation requires a 30-day notice and will be processed without termination fees. Customer will pay for this at 100% without E-rate funding.
- Pricing above is priced on a per access point (AP) and switch basis. If fewer or more APs and switches are required, final pricing may vary.
- ENA Air Flex includes on-site survey, design, engineering, activation, and validation of service. The ENA Air Flex service also includes delivery of post-installation heat map, shipping, and full provisioning and support of service, including an option for ongoing Tier 1-3 Customer Technical Assistance Center (CTAC) and engineering support for the entire life of the service. There are no other maintenance support charges for ENA Air Flex.
- Pricing assumes placement of all access points within 300 cable feet of an intermediate distribution frame (IDF) or main distribution frame (MDF) data closet on existing CAT5e or greater cabling. Pricing does not include extending current wired LAN to include new IDFs.
- Pricing does not include drilling through concrete or exterior walls or installing new underground conduit. Lift rental costs, if needed for cabling and AP installation, are not included in ENA Air Flex pricing.
- Pricing assumes adequate A/C power and rack space for switches and patch panels are available.
- Additional required taxes, if applicable, will be charged according to the province or territory to which the service is delivered.
- Any changes in manufacturer availability, pricing, or discounts may constitute changes in pricing to customer with 30-day notice.
- ENA Air Flex is subject to our Master Service Agreement (MSA) and tariffs. ENA's Unified MSA and E-rate Rider for ENA Air Flex can be found in the **Exhibits** section.

3.31 Scope of Work

The vendor shall deliver computing system products and services to procuring entities in accordance with the terms of this agreement. Accordingly, the vendor shall provide products or services only upon the issuance and acceptance by vendor of valid "purchase orders". Purchase orders will be issued to purchase the license for software or to purchase or lease products listed on the ESS. A procuring entity may purchase any quantity of product or service listed in the ESS at the prices stated therein. For large orders, the procuring entity may negotiate quantity price discounts below the ESS price(s) for a given purchase order. Vendor may offer authorized educational institutions educational price discounts that result in prices below the ESS listed prices.

Further discounting for bulk orders will be considered by ENA on an individual case basis. The approval of bulk order discounting depends on several commercial factors such as order size, contract length, and repeating or referred business.

3.32 Title Passage

Title to equipment shall pass to the procuring entity upon acceptance of equipment.

ENA understands and will comply. Except as noted below for ENA Air, title to equipment purchased from ENA passes from ENA to the equipment buyer upon acceptance of said equipment.

ENA Air is a fully managed, end-to-end, Wireless as a Service offering, with a fixed monthly recurring charge, which includes use of ENA titled/owned equipment for the term of a 3- or 5-year contract. At the end of the contract period, ENA can transfer title to the customer for a nominal fee.

3.33 Quantity Guarantee

This agreement is not an exclusive agreement. Procuring entities may obtain computing system products and services from other contract awarded vendors during the agreement term.

ENA understands and will comply.

3.34 Order of Precedence

Each purchase order that is accepted by the vendor will become a part of the agreement as to the products and services listed on the purchase order only; no additional terms or conditions will be added to this agreement as the result of acceptance of a purchase order. In the event of any conflict among these documents, the following order of precedence shall apply:

- A. the terms and conditions of this RFB
- B. exhibits to this agreement
- C. the list of products and services contained in the purchase order
- D. vendor's response

ENA understands and will comply.

3.35 Payment Provisions

All payments under this agreement are subject to the following provisions:

A. Acceptance

The procuring entity shall determine whether all products delivered to it meet the vendor's published specifications. No payment shall be made for any products until the products have been accepted by the procuring entity.

Unless otherwise agreed upon between the procuring entity and the vendor, within thirty (30) days from the date the procuring entity receives written notice from the vendor that payment is requested for services or within thirty (30) days from the receipt of products, the procuring entity shall accept or reject the products or services.

B. Payment of Invoice

Payments shall be submitted to the vendor at the address shown on the invoice. Payment shall be tendered to the vendor within thirty (30) days from acceptance.

In the event an order is shipped incomplete (partial), the procuring entity must pay for each shipment as invoiced by the vendor unless the procuring entity has clearly specified "No Partial Shipments" on each purchase order.

C. Invoices

Invoices shall be submitted to the procuring entity.

ENA understands and will comply.

3.36 Shipment and Risk of Loss

Vendor must ship all products F.O.B. destination regardless of price discounts. Risk of loss or damage to the products shall pass to the procuring entity upon delivery to the procuring entity. Vendor agrees to assist the procuring entity with the processing of claims for such loss or damage and to expedite the processing of claims for such loss or damage and to expedite replacement of lost or damaged products. Destination charges shall be included in the product price on the ESS.

All license agreements or sales order contracts, which must be signed prior to delivery of proposed items, must be included with the bid for review by the System. Documents not submitted with the response will not be considered at a later date. In all cases, should there be a conflict of terms and conditions, those terms and conditions in this REQUEST and any resulting System purchase order will prevail.

Whenever a procuring entity does not accept any product and returns it to the vendor, all related documentation furnished by the vendor shall be returned also. The vendor shall bear all risk of loss or damage with respect to returned products except for loss or damage directly attributable to the negligence of the procuring entity.

Unless otherwise agreed upon by the procuring entity, the vendor is responsible for the pick-up of returned equipment. Software and documentation will be returned via U.S. Mail at the expense of the procuring entity.

Unless otherwise arranged between the procuring entity and vendor, all shipments of products shall be by vendor truck, UPS, or Federal Express Second Day (or other way, specify).

ENA understands and will comply.

3.37 Warranties

At a minimum, the products shall be covered under the manufacturer's warranties in effect at the time the products are delivered or the warranties in effect at the time of contract award, whichever is most beneficial to the procuring entity.

Handsets

All handsets purchased through ENA carry a one-year factory warranty. If a problem with an ENA SmartVoice handset occurs, the customer may contact the ENA CTAC for service. A new IP handset will be shipped to match the specifications of the handset that is being returned and the customer will return the original handset in the packaging provided by ENA. If the handset is not under warranty, the additional unit is billed to the customer.

Wi-Fi Hardware (Juniper Mist)

Warranty on hardware is provided by Juniper Mist and is a limited lifetime warranty. The limited lifetime warranty covers normal use of the equipment, but does not cover vandalism, fire, theft, or similar occurrences. Please see the **Juniper Mist Wi-Fi Product Warranty** provided in the **Exhibits** section for comprehensive detail of warranty terms.

3.38 Price Guarantees

The procuring entity shall pay the lower of the prices contained in the ESS or an announced promotion price, educational discount price, general price reduction or large order negotiated price. Only general price reduction decreases will apply to all subsequent orders accepted by vendor after the date of the issuance of the revised prices. Vendor agrees to maintain ESS product prices in accordance with the volume price discount guarantees filed. Prices set forth in the ESS are subject to decrease without prior notice. Special pricing discounts offered by successful bidders after the award of bids shall remain in effect for a minimum of 30 days.

ENA understands and will comply.

3.39 Technical Support

The vendor agrees to maintain a toll-free technical support telephone line. The line shall be accessible to procuring entity personnel who wish to obtain competent technical assistance regarding the installation or operation of products supplied by the vendor.

ENA's superior customer support begins with the Customer Technical Assistance Center (CTAC). Our customer support engineers (CSEs) are a dedicated staff available 24x7x365 for immediate customer assistance on all ENA service issues. While many other organizations staff their front-line team with clerical and/or referral support, ENA's CTAC is made up of highly trained, certified, U.S.-based engineers with experience addressing the unique needs of our customers. We are committed to delivering exceptional customer care and expedited resolutions: ninety-four percent of reported incidents and requests are resolved by the CTAC on the first contact.

The CTAC team can be reached via a single toll-free number, email, or online chat, as well as through our always accessible, online ticketing system at <http://my.ena.com>. For additional information on the ENA CTAC and our comprehensive service model, we have provided an overview in **E. Response to General Requirements and Specifications**.

3.40 Product Delivery

Vendor agrees to deliver products to procuring entities within 30 days after receipt of a valid purchase order unless otherwise negotiated with procuring entity.

ENA understands and will endeavor to comply to the best of our ability. ENA works heavily to mitigate the current constraints of the global supply chain and will endeavor to meet all desired timelines agreed upon between our organizations.

3.41 Impracticality of Performance

A party shall be excused from performance under this agreement for any period that the party is prevented from performing as a result of an act of God, strike, war, civil disturbance, epidemic, or court order, provided that the party has prudently and promptly acted to take any and all steps that are within the party's control to ensure performance . Subject to this provision, such non-performance shall not be deemed a default or a ground for termination.

ENA understands and will comply.

3.42 Records and Audit

Vendor agrees to maintain detailed records pertaining to the price of services rendered and products delivered for a period of three years from the date of acceptance of each purchase order. These records shall be subject to inspection by the procuring entity and appropriate governmental authorities with the state of Alabama. The procuring agency shall have the right to audit billings either before or after payment. Payment under this agreement shall not foreclose the right of the procuring entity to recover excessive or illegal payments.

ENA understands and will comply.

3.43 Use of Subcontractors

The vendor may subcontract installation, training, warranty or maintenance services. However, the vendor shall remain solely responsible for the performance of this agreement. All procuring entity payments for products or services shall be made directly to the vendor. If subcontractors are to be used, the name of the authorized subcontractor(s) shall be identified in the applicable participating addendum(s).

ENA understands and will comply.

3.44 Indemnification

The vendor shall indemnify and hold harmless the System from any loss, cost or expense suffered or incurred in connection with any claim, suit or proceeding brought against the System so far as it is based on defects in products provided to the System.

The vendor hereby covenants and agrees, at its sole cost and expense during the term of this agreement, to indemnify and hold harmless the System and its officers, agents and employees against and from any and all claims or demands by or on behalf of any person, firm, corporation or governmental authority, arising out of, attributable to or in connection with the use, occupation, possession, conduct or management of the vendor concerning the equipment or services performed and rendered hereunder, including, but without limitation, any and all claims for injury or death to

persons or damage to property or any and all claims for Patent, Trademark, Copyright, Intellectual Property, or Trade Secret Infringement. The vendor also covenants and agrees, at its sole cost and expense, to hold the System and its officers, agents, and employees from and against all judgments, costs, counsel fees, expense and liabilities incurred in connection with any such claim and any action or proceeding brought thereon, and in case any action is brought against the System or against any of its officers, agents, or employees, by reason of any such claim, the vendor upon notice from the System will resist and defend such action or proceeding by qualified counsel. However, the provisions of this Section shall not apply to any claims arising from the negligent or willfully wrongful acts or omissions of the System, or its officers, agents, or employees.

For the purposes of paragraph 3.44, the term, the System, shall include all entities listed in Appendix A or any subsequent revision thereof and their respective officers, directors, employees, agents and assigns.

ENA understands and will comply.

3.45 Website Maintenance

Vendor agrees to maintain and support an Internet website for access to the ESS, configuration assistance, product descriptions, product specifications and other aids in accordance with instructions provided by the contract. In addition, vendor may provide electronic commerce assistance for the electronic submission of purchase orders, purchase order tracking and reporting.

ENA understands and will comply.

3.46 Ethics

The vendor warrants that it presently has no interest and shall not acquire any interest, direct or indirect, which would conflict in any manner or degree with the performance of services required under this agreement.

If any owner, officer, partner, board or director member, employee, or holder of more than 5% of the fair market value of your firm or any member of their households is a public official or public employee (including the System) as defined by the Code of Alabama Section 36-25-1, this information must be included in your response. Failure to disclose this information in your response will result in the elimination of your response from evaluation. If your firm is awarded any contract as a result of this request, the System reserves the right to furnish a copy of any resulting contract to the State of Alabama Ethics Commission as directed in the Code of Alabama, Section 36-25-11, within ten (10) days of award.

System employees are not allowed to accept personal gifts or gratuities.

ENA understands and will comply.

3.47 Replacement Parts

Replacement parts may be refurbished with agreement of procuring entity.

ENA understands and will comply.

3.48 FCC Certification

The vendor agrees that hardware supplied by the vendor meets all applicable FCC Certifications. Improper, falsely claimed or expired FCC certifications are grounds for contract termination .

ENA understands and will comply.

3.49 Site Preparation

A procuring entity shall prepare and maintain its site in accordance with written instructions furnished by the vendor prior to the scheduled delivery date of any equipment or service and shall bear the costs associated with the site preparation .

ENA understands and will comply.

3.50 Assignment

The vendor shall not assign nor transfer any interest in this agreement or assign any claims for money due or to become due under this agreement without prior written approval from procuring entity.

ENA understands and will comply.

3.51 Survival

Certain paragraphs of this agreement including but not limited to Patent, Copyright, Trademark, and Trade Secret Indemnification; Indemnification; and Limit of Liability shall survive the expiration of this agreement. Software licensees, lease, warranty and service agreements that were entered into under the terms and conditions of this agreement shall survive this agreement.

ENA understands and will comply.

3.52 Lease Agreements

Vendor may lease equipment to procuring entities in accordance with terms and conditions approved by the appropriate governing authority for the procuring entity.

ENA understands and will comply.

3.53 Vendor Disclosure Statement

Act 2001-955 requires the disclosure statement to be completed and filed with all proposals, bids, contracts, or grant proposals to the State of Alabama in excess of \$5,000. In circumstances where a contract is awarded by competitive bid, the disclosure statement shall be required only from the person receiving the contract and shall be submitted within ten (10) days of the award.

Upon being awarded the contract, Alabama State Law requires that the vendor must complete a Vendor Disclosure Statement. The 2-page form and the instructions are available online as noted per Appendix D. The form is required by the vendor and covers the duration of the bid.

Vendor agrees, for the duration of the agreement, that they will not violate federal immigration law or knowingly employ, hire for employment, or continue to employ an unauthorized alien within the State of Alabama in compliance with the Beason-Hammon Alabama Taxpayer & Citizen Protection Act (Act 2011- 535). Upon being awarded the contract, Alabama State Law requires that the vendor must complete the Business Entity Employer Contractor Compliance form as proof that the vendor has

enrolled in the E-Verify program as required by state law. The form and the instructions are available online as noted per Appendix D. E-Verify documentation, which is unavailable due to the Federal Government shutdown, will be deferred until such documentation may be obtained from any federal agency.

It is furthered agreed that the terms and commitments contained herein shall not constitute a debt of the State of Alabama in violation of Section 213 of the Constitution of Alabama of 1901, as amended by Amendment Number 26. If any provision of the agreement shall contravene any statute or constitutional provision, either now in effect or which may be enacted during the term of this agreement, then the conflicting provision of this agreement shall be deemed null and void. Vendor understands, acknowledges, and agrees that its sole and exclusive remedy for any claim which may arise for or relate to this agreement is to file a claim with the Board of Adjustment of the State of Alabama.

In compliance with Act 2016-312, the vendor hereby certifies it is not currently engaged in, and will not engage in, the boycott of a person or an entity based in or doing business with a jurisdiction with which this state can enjoy open trade.

ENA understands and will comply.

F. Exhibits

1. Evidence of Authority to Bind Affidavit
2. State of Alabama Disclosure Statement
3. Certificate of Compliance
4. Immigration Status Form
5. ENA Current W-9
6. E-Verify Memorandum of Understanding
7. ENA ISO 9001 Certification
8. ENA SmartVoice Brochure
9. ENA SmartUC Brochure
10. ENA SmartLink Brochure
11. ENA SmartVoice Poly and Yealink Handsets Guide
12. ENA SmartConference, ENA SmartFax, ENA Toll-Free Additional Services Brochure
13. ENA SmartVoice Training and Delivery Schedule and Options
14. ENA Air and ENA Air Flex Brochure
15. Master Service Agreement (MSA)
16. Juniper MIST Wi-Fi Product Warranty
17. Juniper Letter of Authorization
18. Juniper Networks ISO 9001 Certification



Education Networks of America

618 Grassmere Park Drive, Suite 12
Nashville, TN 37211

tel: (615) 312-6000

fax: (615) 312-6099

www.ena.com

EVIDENCE OF AUTHORITY TO BIND AFFIDAVIT

Affiant certifies that David Pierce, Chief Executive Officer; Stebbins (Steb) Chandor, Chief Financial Officer; Michael McKerley, President; Matthew Turner, Chief Operating Officer; Gayle Nelson, Chief Revenue Officer; Rex Miller, Senior Vice President; and, Kathryn (Kitty) O'Connor, General Counsel are duly authorized to submit a proposal in response to any Request For Proposal (RFP) or Request For Information (RFI); and that each of the aforementioned persons are able to enter into binding agreements or contracts resulting from such submitted proposals on behalf of the Proposer as an Officer of the Company.

Affiant:

A handwritten signature in blue ink, appearing to read "Ruth Braun", is written over a horizontal line.

Ruth Braun

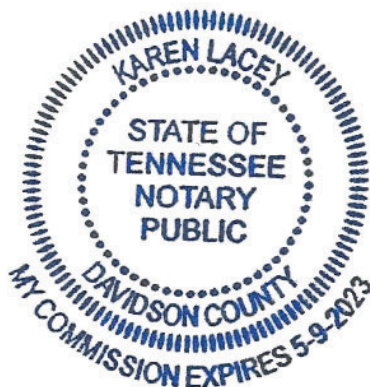
Assistant Corporate Secretary
Education Networks of America, Inc.
(615) 312-6115

Subscribed and sworn before me this 14th day of September 2021.

A handwritten signature in blue ink, appearing to read "Karen Lacey", is written over a horizontal line.

Karen Lacey
Notary Public

My commission expires: May 9, 2023



Powerful, Scalable, and Cost-Sensible



Dropped calls, poor audio quality, escalating fees—these are all indicators that it is time to upgrade your current communication platform.

ENA SmartVoice is a cloud-based VoIP solution designed to help organizations streamline their communications, cut costs, and introduce a new level of efficiency, security, and productivity that traditional phone services just can't deliver.

Relieve the Burdens That Come With Deploying, Managing, and Maintaining Your Own Voice Services

We understand that transitioning to a new communication service can seem daunting, but that's because you haven't experienced the simplicity that is ENA SmartVoice. Our dedicated team will ensure that your VoIP implementation remains seamless, stress-free, and—best of all—on schedule.

Each ENA SmartVoice deployment includes:

- A dedicated project manager who oversees the entire implementation
- Pre-installation interviews with key personnel at each site to determine their phone/feature needs
- Status update meetings
- Training
- Dedicated 24x7x365 customer support

Why Is ENA SmartVoice So Smart?

More Value

- Lowers the total cost of ownership
- Optional features deliver integrated unified communications
- Flexible design enables organizations to deploy VoIP at one site or multiple sites

More Features

- Call forwarding
- Click-to-call
- One-to-many intercom
- Voicemail to email
- Numerous call-flow options

More Security

- Intelligent 911
- Mobility
- Business continuity



Advanced VoIP Handsets



Features and Functionality

- Simplified, flat-rate monthly billing with no hidden costs or fees
- Unlimited local and contiguous U.S. long distance
- Enterprise-grade PBX features without the need for local servers or switches
- Customizable messaging and on-hold music
- Robust, on-line call detail records
- Geographically redundant call platforms with immediate failover
- Multiple integration options for paging, alerts, and security



Savings

ENA SmartVoice is cloud-based and hosted, so there's no outlay of capital expenditure other than the phones themselves—only a flat monthly rate that delivers savings and a lower cost of ownership over traditional on-premises systems.



Support

ENA SmartVoice is next-generation, enterprise-class telephony backed by live, 24x7x365 exceptional customer support.



Unified Communications

ENA SmartVoice customers can stay connected with our ENA SmartUC desktop and mobile app. Chat, start interactive meetings, text colleagues, make and receive audio and video calls using your ENA SmartVoice number, check voicemail, and more, all from your smartphone, tablet, or computer.



User-Friendly Administration Portal

Although ENA SmartVoice is fully hosted, you maintain full administrative control of the solution. The solution's online administrative portal enables designated personnel to:

- Quickly make name changes and PIN resets
- Create call groups
- Configure automated attendant
- Configure users' phones
- Pull call detail records
- Configure zone paging



Optional Security Enhancement Services

Our menu of optional security-focused communication enhancements and features makes securing your facility easy:

- Control access to your buildings
- Integrate and extend paging and emergency notification alerts
- Securely mobilize your office environments
- Access cloud recordings of your communications and capture critical information in the event of a threat



CONTACT US TODAY!

For more information about **ENA SmartVoice**, contact your ENA account service manager or visit our website at www.ena.com.

ENA delivers transformative connectivity, communication, cloud, security, and data analytics solutions supported by exceptional customer care. For more information, please visit www.ena.com, call 866-615-1101, or e-mail info@ena.com.

99% Customer Satisfaction Rating 8 Years in a Row **90** World Class Net Promoter Score



One Unified Communications Platform



ENA SmartUC is our unified communications solution that delivers the seamlessly integrated cloud calling, video conferencing, instant messaging, presence, SMS texting, and collaboration features your organization needs to operate virtually and collaborate from anywhere on any device.

Built on the reliable and resilient VoIP service ENA is known for, ENA SmartUC integrates with our industry leading ENA SmartVoice platform to enable comprehensive communications for today's modern and mobile workforces via a single, easy-to-use app.



Available on Windows, macOS, Android, and iOS

Unleash the power of unified communications

- Improve productivity
- Connect distributed and remote staff
- Mobilize staff and enable work from anywhere
- Ensure business, care, and learning continuity
- Keep personal cell phone numbers private
- Increase flexibility and collaboration
- Save money by bringing all communications under one provider
- Deliver a consistent and seamless user experience
- Simplify IT management

Simplify. Streamline. Unify.



Cloud Calling

ENA SmartUC provides mobility at your fingertips for wherever work takes you.

- Make and receive HD voice and video calls from your smartphone, tablet, or computer using your professional phone number
- Protect staff confidentiality by enabling them to use their cell phones without revealing personal phone numbers
- Access contacts, check voicemail, change call forwarding settings, and more on the go
- Ensure staff members remain reachable when away from their desks with Wi-Fi/4G/LTE calling



Messaging

Foster continuous collaboration across your organization with ENA SmartUC's chat, presence, and SMS messaging.

- 1:1 and group chat enables staff, departments, and teams to collaborate instantly
- Share files and start video or audio calls directly from chat
- Quickly see if colleagues are available, away, or in a call with integrated presence synced across all devices
- Send and receive text (SMS) messages from your professional number



Online Meetings

Empower staff with ENA SmartUC Meet virtual meeting rooms for greater collaboration and improved productivity.

- Instantly start, schedule, or join HD interactive video meetings on any device from any network
- Personalize your meeting experience with customizable meeting URLs
- Join meetings using computer and/or dial-in audio
- Screen share, file share, whiteboard, annotate, and more to enhance participation
- Record meetings locally



Why ENA SmartUC?



Flexible, Custom Packages

Move to unified communications at your own pace with our flexible, customizable, and flat-rate packages.



Reliability You Can Trust

Our industry-leading 99.999% uptime SLA ensures you're always connected.



24/7 Superior Support

ENA SmartUC is backed by ENA's live, 100% US-based, 24x7x365 customer technical assistance center (CTAC).

CONTACT US TODAY!

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99% Customer Satisfaction Rating 8 Years in a Row

90 World Class Net Promoter Score



Enhanced Communications Delivered Over Your Existing Infrastructure



More powerful telecommunications, for less

ENA SmartLink allows you to cost-effectively extend the life of your current PBX investment while enjoying increased reliability, enhanced features, and generous calling plans. Because network and PBX upgrades are not necessary, your benefits will be immediate!

Choose the ENA SmartLink connection class that works best for your organization

ENA SmartLink Analog delivers inbound/outbound calls over your IP infrastructure and translates them to a standard analog connection to terminate to your PBX or key system.

ENA SmartLink PRI delivers inbound/outbound calls over your IP infrastructure and translates them to a standard PRI hand-off to terminate to your PBX.

ENA SmartLink IP creates a direct SIP trunk between your IP PBX and ENA's voice platforms—perfect for organizations that use an IP PBX, like Cisco Call Manager. Calls between your locations and the external world are delivered directly over these SIP trunks which allow for more scalability. It is also more cost-effective, as it does not require the purchase of expensive line cards or gateways.

* 411 calls, USF, 911 county taxes and international long distance are not included.
Note: ENA SmartLink is not available in all areas.

Why is ENA SmartLink so smart?

- Flat monthly rate
- Generous minutes packages
- Top-to-bottom reliability thanks to fully redundant call-routing servers housed in secure data centers—all designed to provide 99.999% reliability

ENA SmartLink includes:

- Call waiting
- Telephone numbers
- Local number portability (where available)
- Caller ID
- 911 and e911
- Hunt/rollover groups
- User-controlled Caller ID restriction
- Generous minute packages
- Enterprise-class redundancy
- Caller ID block/unblock
- A flat monthly rate and simplified billing*

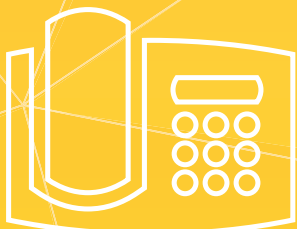
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99% Customer Satisfaction Rating 8 Years in a Row **90** World Class Net Promoter Score





A Guide to ENA SmartVoice Handsets — Yealink

ENA partners with top manufacturers to provide industry-leading, feature-rich handsets at affordable prices. We offer a wide range of handsets specifically configured to work seamlessly with ENA SmartVoice. Each handset type has undergone a rigorous testing process in order to guarantee reliability and feature compatibility, ensuring all ENA SmartVoice users enjoy a world-class telecommunications service.

YEALINK HANDSETS



SIP-T31P/T31G

- + 2.3" 132 x 64-pixel graphical LCD
- + Backlight (adjustable brightness)
- + 2 lines (programmable line keys)
- + HD voice and noise canceling
- + Dual port Ethernet (GigE T31G only)
- + Integrated POE
- + 5-way audio conferencing
- + Full duplex speakerphone
- + RJ9 headset port
- + New wireless headset adapter (EHS35)



SIP-T33G

- + 2.4" 320x240-pixel color LCD display
- + Backlight (adjustable brightness)
- + 4 lines (programmable line keys)
- + HD voice and noise canceling
- + Dual-port gigabit Ethernet
- + Integrated POE
- + 5-way audio conferencing
- + Full duplex speakerphone
- + RJ9 headset port
- + New wireless headset adapter (EHS35)



SIP-T43U

- + 3.7" 192 x 64-pixel graphical LCD
- + Backlight (adjustable brightness)
- + 8 physical line buttons
- + 21 programmable line keys
- + HD voice and noise canceling
- + Dual-port gigabit Ethernet
- + Integrated POE
- + 5-way audio conferencing
- + Supports expansion modules
- + Full duplex speakerphone
- + Supports monitored extensions
- + Local voice call recording to a USB drive
- + Wired, wireless, and Bluetooth headset compatibility
- + WiFi via WF50 and Bluetooth via BT41



SIP-T46U

- + 4.3" 480 x 272-pixel color display
- + Backlight (adjustable brightness)
- + 10 physical line buttons
- + 27 programmable line keys
- + HD voice and noise canceling
- + Dual-port gigabit Ethernet
- + Integrated POE
- + 5-way audio conferencing
- + Supports expansion modules
- + Supports monitored extensions
- + Local voice call recording to a USB drive
- + Full duplex speakerphone
- + Wired, wireless, USB, and Bluetooth headset compatibility
- + WiFi via WF50 and Bluetooth via BT41

SIP-T57W

- + 7" 800 x 480-pixel color touchscreen
- + Backlight (adjustable brightness)
- + 29 programmable line keys
- + HD voice and noise canceling
- + Dual-port gigabit Ethernet
- + Integrated POE
- + 5-way audio conferencing
- + Supports expansion modules
- + Supports monitored extensions
- + Local voice call recording to a USB drive
- + Full duplex speakerphone
- + Wired, wireless, USB, and Bluetooth headset compatibility
- + Built-in Wi-Fi and Bluetooth



SIP-T58A

- + 7" 1024 x 600 touchscreen
- + 27 programmable keys
- + HD voice and noise canceling
- + Dual-port gigabit Ethernet
- + Integrated POE
- + 5-way audio conferencing
- + Supports expansion modules
- + Supports monitored extensions
- + Local voice call recording to a USB drive
- + Full duplex speakerphone
- + Wired, wireless, USB, and Bluetooth headset compatibility
- + Built-in Wi-Fi and Bluetooth
- + SIP-T58A camera sold separately



SIP-T58V

- + 7" 1024 x 600 touchscreen
- + 27 programmable keys
- + HD voice and noise canceling
- + Dual-port gigabit Ethernet
- + Integrated POE
- + 5-way audio conferencing
- + Supports expansion modules
- + Supports monitored extensions
- + Local voice call recording to a USB drive
- + Full duplex speakerphone
- + Wired, wireless, USB, and Bluetooth headset compatibility
- + Built-in Wi-Fi and Bluetooth
- + SIP-T58V includes CAM50 USB camera



DECT IP-W60P

- + 2.4" 240 x 320-pixel TFT display on a cordless handset
- + Up to 8 SIP registrations
- + HD wideband voice and noise canceling
- + Up to 30 hours of talk time
- + 5-way audio conferencing



EXP43 Expansion Module

- + 4.3" 272 x 480-pixel color screen
- + 20 physical keys per page with dual color LEDs
- + 3 page keys for additional buttons
- + Supported on the Yealink SIP-T43U and T46U handsets
- + No additional power source required (attaches to aux port on phone)
- + For support of two or three expansion modules, an external power adapter is required



EXP50 Expansion Module

- + 4.3" 272 x 480-pixel color screen
- + 20 physical keys per page with dual color LEDs
- + 3 page keys for additional buttons
- + Supported on all Yealink T5 series phones (SIP-T53(W)/T54W/T57W/T58A/V)
- + No additional power source required for one module (attached to aux port on phone)
- + For support of two or three expansion modules, an external power adapter is required



CP920 Conference Phone

- + 248 x 120-pixel graphical LCD
- + Backlight (adjustable brightness)
- + HD voice and noise canceling
- + 10/100M Ethernet port
- + Integrated POE
- + 360-degree omnidirectional microphone with 20-foot pickup
- + Built-in Bluetooth 4.0
- + 5-way audio conferencing
- + Local voice call recording to a USB drive
- + Full duplex conference phone
- + Hybrid UC meeting

CP930W-Base Wireless DECT Conference Phone

- + 3.1" 248 x 120-pixel graphical LCD display
- + HD voice and noise canceling
- + DECT coverage up to 50M indoors
- + 5-way audio conferencing
- + 20-foot/360-degree HD voice pickup
- + Built-in battery (up to 24 hour talk time and 15 day standby time)
- + Less than 4 hours charging time
- + Touch-sensitive keypad



CP960 Conference Phone

- + 5" 720 x 1280-pixel color multi-touch screen
- + HD voice and noise canceling
- + 10/100M Ethernet port
- + Integrated POE
- + 5-way audio conferencing
- + 360-degree omnidirectional microphone with 20-foot pickup
- + Built-in Bluetooth 4.0
- + Local voice call recording to a USB drive
- + Full duplex conference phone
- + Hybrid UC meeting

CPW90 Microphone

- + HD voice and noise canceling
- + Capacitive mute touchpad
- + 360-degree omnidirectional microphone with 10-foot pickup
- + DECT technology
- + 19-hour talk time
- + Full duplex microphone
- + Wireless microphone extenders

ENA Handset Warranty

All handsets purchased through ENA carry a one-year factory warranty. If a problem with an ENA SmartVoice handset occurs, the customer may contact the ENA CTAC for service. A new IP handset will be shipped to match the specifications of the handset that is being returned, and the customer will return the original handset in packaging provided by ENA. If the handset is not under warranty, the additional unit is billed to the customer.



A Guide to ENA SmartVoice Handsets — Poly

ENA partners with top manufacturers to provide industry-leading, feature-rich handsets at affordable prices. We offer a wide range of handsets specifically configured to work seamlessly with ENA SmartVoice. Each handset type has undergone a rigorous testing process in order to guarantee reliability and feature compatibility, ensuring all ENA SmartVoice users enjoy a world-class telecommunications service.

POLY HANDSETS



VVX 150

- + 2.5" 132 x 64 monochrome backlit display
- + 2 programmable line keys
- + High definition voice
- + Two 10/100 Ethernet ports
- + Integrated POE
- + Reversible desk stand/wall mount
- + Dedicated RJ-9 headset port



VVX 250

- + 2.8" 320 x 240-pixel color LCD screen
- + 4 programmable line keys
- + High definition voice
- + Dual-port gigabit Ethernet
- + Integrated POE
- + USB port
- + Full duplex speakerphone
- + Dedicated RJ-9 headset port



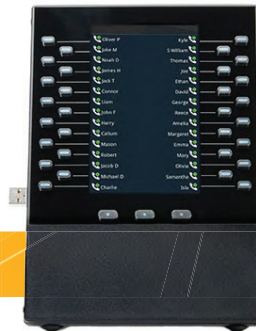
VVX 350

- + 3.5" 320 x 240-pixel resolution color LCD screen
- + 6 programmable line keys
- + High definition voice
- + Dual-port gigabit Ethernet
- + Integrated POE
- + 2 USB ports (rear and side)
- + Full duplex speaker
- + Dedicated RJ-9 headset port



VVX 450

- + 4.3" 480 x 272-pixel resolution color LCD screen
- + 12 programmable line keys
- + High definition voice
- + Dual-port gigabit Ethernet
- + Integrated POE
- + 2 USB ports (rear and side)
- + Full duplex speaker
- + Dedicated RJ-9 headset port
- + Supports VVX EM50 expansion module



VVX EM50 Expansion Module

- + 5.0" color backlit display
- + Supported on Poly VVX 450
- + 30 line keys
- + 3 soft keys (pages)
- + 1 USB port
- + No additional power source required



CCX 600

- + 7" 1024 x 60-pixel multi-touch color LCD screen
- + On-screen virtual keyboard
- + HD voice and noise canceling
- + Dual-port gigabit Ethernet
- + Integrated POE
- + 3-way audio conferencing
- + Supports monitored extensions
- + Corporate directory access using LDAP
- + Local voice call recording to a USB drive
- + Full duplex speakerphone
- + Wired, wireless, USB, and Bluetooth headset compatibility
- + Dedicated RJ-9 headset port
- + Built-in Wi-Fi and Bluetooth
- + Make video calls with optional add-on Poly EagleEye Mini USB camera (Open SIP CCX only)
- + Integrates with Algo video devices and other 3rd party video endpoints (e.g., video door intercoms, etc.)

ENA Handset Warranty

All handsets purchased through ENA carry a one-year factory warranty. If a problem with an ENA SmartVoice handset occurs, the customer may contact the ENA CTAC for service. A new IP handset will be shipped to match the specifications of the handset that is being returned, and the customer will return the original handset in packaging provided by ENA. If the handset is not under warranty, the additional unit is billed to the customer.

CONTACT US TODAY!

For more information about ENA SmartVoice, visit our website at www.ena.com.

ENA delivers transformative technology solutions supported by exceptional customer care. Since 1996, we have worked with our customers to design and engineer high-capacity and future-ready connectivity, communication, cloud, security, and data analytics solutions. For more information, please visit www.ena.com, call 866-615-1101, or e-mail info@ena.com.



Easy-to-Use, Cost-Effective, and Feature-Rich



ENA SmartConference®

Offering increased convenience and advanced features at a low monthly rate, ENA SmartConference is a productive, cost-effective alternative to in-person meetings, training sessions, and more.

Key Features

- Unlimited usage with no per-port or per-minute fees
- Crystal-clear HD audio call quality for callers on an HD-compatible phone
- 100 speed dials for the people you conference with regularly
- Up to 120 minutes of recording to save important discussions—recordings are saved in your online interface for 60 days and can be downloaded to your hard drive to free up storage space and archive for longer periods of time
- Upload your own music or messages that will play while attendees wait for the moderator to begin the conference call
- Online interface for call management—simply go online to adjust user volumes, mute users, drop users, start/stop recording, and more!



Choose the package that's best for you

ENA SmartConference is available in multiple scalable package options – choose from 10, 25, 50, 75, and 100-port bridges. The number of ports indicates the maximum number of simultaneous callers that can participate on a single conference call.

*ENA SmartConference is only available to ENA SmartVoice and ENA SmartLink customers.



ENA SmartFax™

ENA SmartFax is our highly reliable, carrier-grade fax over IP (FoIP) solution that quickly and seamlessly delivers faxes over ENA's managed network connectivity. With three available service offerings, ENA SmartFax enables your organization to choose a combination of services to fit your faxing needs.

ENA SmartFax for:

- **Physical Fax:** Receive and send faxes via a traditional fax machine
- **Inbound Email Fax:** Receive faxes straight to your email inbox
- **Desktop/Mobile Faxing:** Send and receive faxes from your computer or mobile device via ENA's fax web portal, email to fax, or print to fax options



ENA Toll-Free™

ENA provides a cost-effective toll-free service that can be used in conjunction with either ENA SmartVoice or ENA SmartLink voice services. ENA can provide toll-free directory and 411 information listings as part of the ENA Toll-Free service for an additional charge.



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99% Customer Satisfaction Rating 8 Years in a Row **90** World Class Net Promoter Score



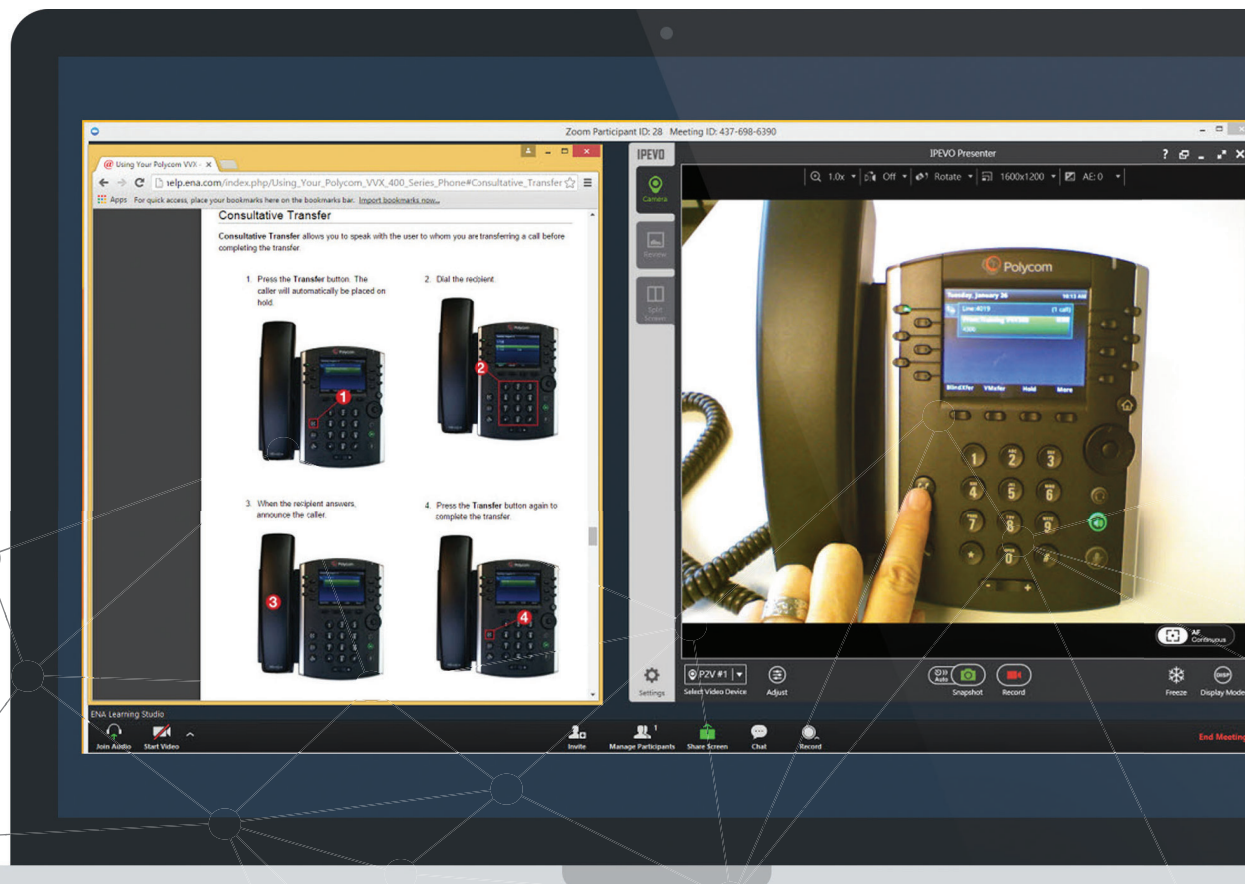
Training Block	Audience	Objectives	Timing	Estimated Length	Delivery
Administering your ENA SmartVoice System	System Administrators	<ul style="list-style-type: none"> Use the features and functions of the online Administrator portal Review call flow set up and know how to adjust 	As soon as possible after phone install	1.5 hours	Facilitated conference
Programming and managing your ENA SmartVoice Premium Attendant	System Administrators	<ul style="list-style-type: none"> Create schedules Create and program menus Script and record announcements 	1-2 weeks prior to port	1 hour	Facilitated conference
End User Basic	Staff and users	<ul style="list-style-type: none"> Make and answer calls Set up and check voicemail Use features and functions of online End User portal (If customer would like to include) 	Between phone install and port *	30 minutes for phones only	Facilitated conference
				1 hour for phones and online End User Portal	Facilitated conference
End User Advanced	Main office staff and others who handle and route high call volume	<ul style="list-style-type: none"> Make and answer calls Set up and check voicemail Advanced features including, but not limited to, transferring calls, parking calls, recording calls. Use features and functions of online End User portal (If customer would like to include) 	Between phone install and port *	2 hours for phones only	Facilitated conference
				3 hours for phones and online End User Portal	Facilitated conference
Train-the-Trainer	Customer training staff	<ul style="list-style-type: none"> Provide customer with materials, curriculum, and knowledge needed to train staff 	As requested	4 hours	Facilitated conference
					Facilitated conference

- In the period between phone install and port, users will be able to make outbound calls, receive internal calls, transfer calls, and set up voicemail which staff can familiarize themselves with their new phones prior to receiving external calls on DID numbers.
- User guides, help videos and other resources are available 24x7x365 on help.ena.com

ENA SmartVoiceSM How does the facilitated web-based conf

ENA facilitated online sessions use video and audio technology to provide a fully interactive learning experience

- Built around a live video feed of a working phone or online portal
- Participants have full audio and can ask questions at any time
- Can include both orientation sessions and follow-up sessions scheduled after your staff has had the opportunity to identify questions about their new phones
- Can include staff from multiple sites in one session



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All-Inclusive Wi-Fi Designed, Delivered, and Managed by Industry-Leading Experts

With ENA's managed connectivity services you don't just get a great service—you gain a committed partner. We take care of everything from start to finish, enabling your team to focus their time and attention on everything else.

Four reasons why you should consider ENA's managed Wi-Fi service



Free your technology staff from time-consuming equipment tasks such as configuration, maintenance, troubleshooting, and upgrading.



Experience robust, reliable, and seamless wireless connectivity throughout your community.



Relax knowing that ENA monitors your network 24/7.



Access monitoring, operational controls, real-time reporting, and analytics via your own customer portal.

ENA Air can help your community...



Organize a contact tracing program to keep your community safe.



Automate anomaly detection, access point configuration, and switch configuration.



Interface new devices seamlessly with your existing technology.



Quarantine compromised devices and access points.

Special Features

- Tailored Design
- Self-Healing Powered by AI
- High Performance
- Management

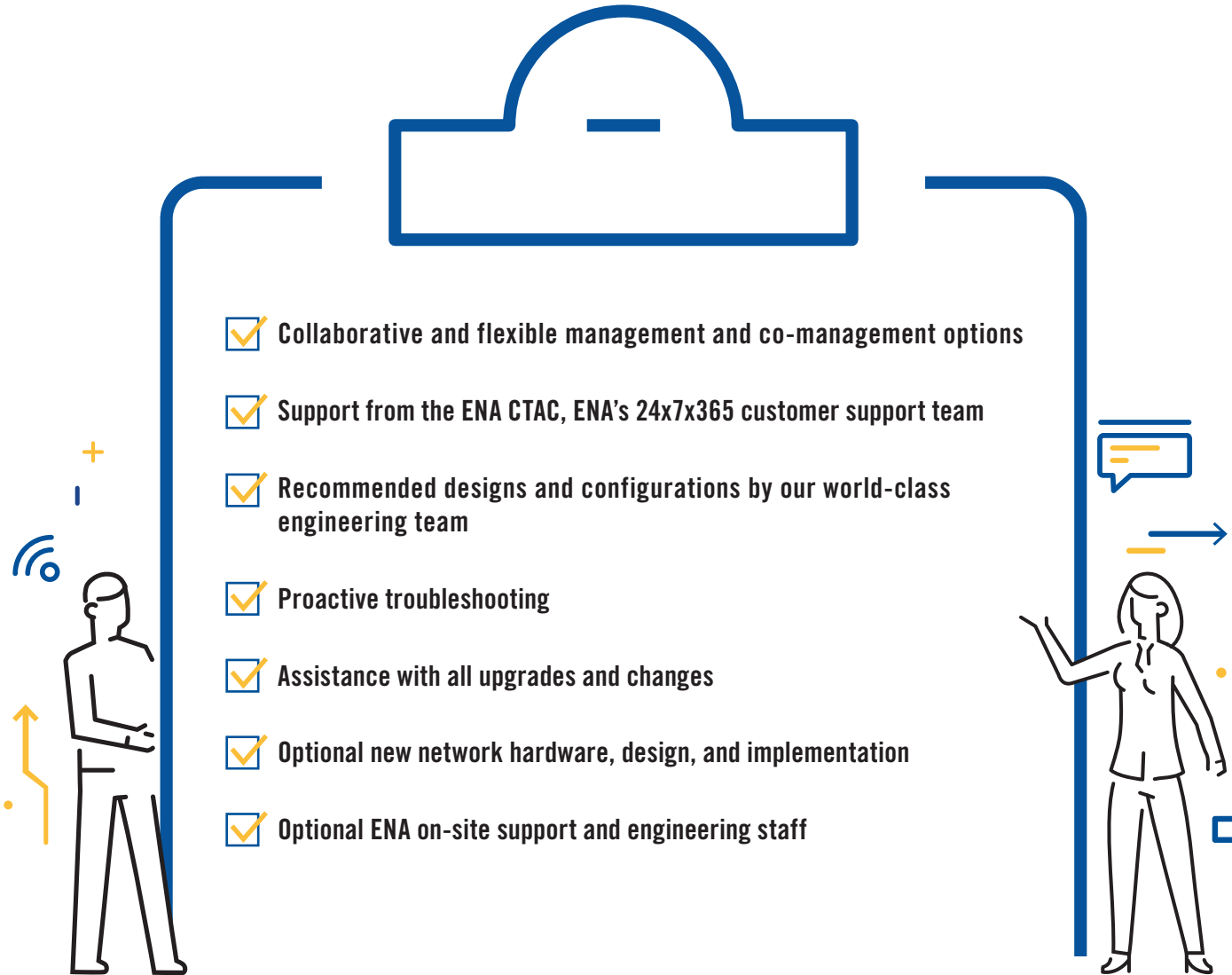
Benefits of ENA Air featuring Wi-Fi 6

- **OFDMA** – Increase network capacity by serving more packets from more devices
- **MU-MIMO** – Improve client experience in dense environments with simultaneous client data transmissions
- **Boosted Data Rate** – Deploy 2.4GHz or 5GHz bands and achieve exceptionally high transfer rates
- **QAM** – With the new Wi-Fi 6 protocol, quadruple the throughput of your Wi-Fi
- **Save Power** – Reduce the time device radios are engaged to boost power efficiency
- **BSS Coloring** – Deploy color-coded shared frequencies to dramatically increase your network's capacity

ENA expertise and management powered by your distinct vision.

In addition to our all-inclusive ENA Air, ENA provides a variety of network management services designed to ensure communities have state-of-the-art Wi-Fi backed by ENA's peerless support. Whether you're interested in collaborative management of your existing Wi-Fi/LAN or you want a brand new network with flexible management terms, we work hand-in-hand with you to develop a solution that meets your specific connectivity needs.

Because each ENA Air Flex partnership is customized to achieve each customer's unique goals, no two solutions are identical. However, all ENA Air Flex partnerships include these unrivaled benefits:

- 
- ☒ Collaborative and flexible management and co-management options
 - ☒ Support from the ENA CTAC, ENA's 24x7x365 customer support team
 - ☒ Recommended designs and configurations by our world-class engineering team
 - ☒ Proactive troubleshooting
 - ☒ Assistance with all upgrades and changes
 - ☒ Optional new network hardware, design, and implementation
 - ☒ Optional ENA on-site support and engineering staff

CONTACT US TODAY!

For more information about ENA Air, contact your ENA account service manager or visit our website at www.ena.com.

ENA delivers transformative connectivity, communication, cloud, security, and data analytics solutions supported by exceptional customer care. For more information, please visit www.ena.com, call 866-615-1101, or e-mail info@ena.com.

99% Customer Satisfaction Rating 8 Years in a Row **90** World Class Net Promoter Score



ENA UNIFIED MASTER SERVICE AGREEMENT

Client Name:	
Mailing and Notice Address:	
Contact Name, Phone and E-Mail Address:	

This MASTER SERVICE AGREEMENT ("Agreement") is by and between ENA Services LLC, a Delaware limited liability company having its principal place of business at 618 Grassmere Park Drive, Suite 12, Nashville, TN 37211 ("Company"), and the Client identified above ("Client"), as of _____ (the "Effective Date").

In consideration for the mutual promises, covenants and agreements contained herein, Company and Client agree as follows:

SECTION 1: SERVICES

1.1 Services. Subject to the terms and conditions of this Agreement, Company shall provide Client with certain Services. Company's Services and pricing are described in the attached Schedules of Service(s) and/or Statement(s) of Work (the "Schedule(s)"), which may be entered into from time to time. As used herein, the term "Services" includes all services, software, products and deliverables provided by Company to Client, including but not limited to professional services and online services.

1.2 Product and Service Changes. The capabilities and services available through Company regularly change and expand. In order to improve and adapt the Services to these changing conditions, (i) Company may add, delete or change the Services, at its sole discretion, by providing thirty (30) days prior written notice to Client, and (ii) additions, deletions or changes to Schedules will be effective as of the date agreed upon by the parties in writing.

1.3 Non-Exclusive Arrangement. Client acknowledges and understands that this is a non-exclusive arrangement and nothing herein shall preclude Company from providing Services, deliverables, or related services to any third party, or from authorizing third parties to make Services available to their customers.

1.4 Service Availability. Services may be temporarily unavailable or limited because of capacity limitations and may be temporarily interrupted because of equipment modifications, upgrades, relocations, repairs, and similar activities. Company will use commercially reasonable efforts to deliver the most reliable service possible, without interruption. Company will notify Customer of any scheduled maintenance, but may need to interrupt Services without notice to Customer in the event of an emergency.

SECTION 2: FEES AND PAYMENT TERMS

2.1 Fees. Client shall pay Company the fees set forth on each Schedule. Except for fees for Services delivered (as indicated in Schedule(s) attached hereto) and professional services, Client's payment obligations for the Services shall commence on the date on which the applicable Service is first

made available for use by Client regardless of whether Client has commenced use of the Services. Client shall pay Company in U.S. dollars.

2.2 Taxes. All fees and charges hereunder shall be exclusive of, and Client shall be solely responsible for, any applicable taxes or levies, whether now in force or enacted in the future, applicable to the delivery of the Services hereunder, except for taxes attributable to the net income of Company.

2.3 Payment Terms. All recurring charges shall be due and payable no later than thirty (30) calendar days after the end of the month to which the charges pertain. All non-recurring charges shall be due and payable immediately as of the date on which Company commences providing the applicable Service, or as otherwise set forth in a Schedule. Client shall pay all charges indicated as due upon receipt of the invoice from Company, and payment shall be past due if not paid as of thirty (30) days after the invoice date. Client shall have thirty (30) days from receipt of invoice to reasonably dispute amounts or items charged. If Client disputes any part of an invoice, then Client may withhold such disputed amount from its payment but will notify Company in writing as to the specific amounts contested and the specific reasons therefor, in which case the parties shall attempt to amicably resolve said dispute. Unless otherwise agreed by the Parties in writing or in a Schedule, Company shall invoice Client on a monthly basis.

2.4 Interest. Amounts not paid when due are subject to finance charges of one percent (1%) per month or the highest lawful rate, whichever is less. Payment of such finance charges does not excuse or cure late payment, and all payments received are first applied to finance charges.

2.5 Move or Transfer of Service. If Client relocates to another location in an Company market where the same Services are available, Client may move Services to the new location if the aggregate monthly recurring charges of the new Services equal or exceed the Services provided to Client by Company at the former location, subject to payment of installation charges for the new location, if applicable; however, pricing may vary by location, and Client's rates may increase or decrease. Early termination fees may apply in the event Client moves to a location not serviced by Company or Client ceases to do business. Services may not be transferred or resold, and the MSA, these Terms, and the Schedule(s) attached hereto may not be transferred or assigned, by operation of law or otherwise, without Company's prior written approval. Any attempted assignment or transfer without Company's prior written approval shall be void.

2.6 Government and Regulatory Fees. Any charges set forth herein or in any Schedule, proposal or quotation are exclusive of taxes, surcharges, assessments, or other fees including E-911 fees and government regulatory fees such as Universal Service Fees. No discount offered, if any, shall apply to taxes, surcharges, assessments, or government or regulatory fees.

2.7 Compliance with Federal, State and Local Procedures and Processes. Company complies with all federal, state and local procurement rules and regulations, and by this Agreement, Client acknowledges their duty to comply. If the Services provided under this Agreement qualify for E-rate discounts, Company will work with Client to follow Client's selected E-rate reimbursement process (Service Provider Invoice or Billed Entity Applicant Reimbursement). Client acknowledges its responsibility for timely and full payment regardless of receipt of E-rate funds.

2.8 Security; Collection. If Client is late with more than one payment, Company may, upon written notice to Client, require a security deposit or other reasonable assurances to secure Client's payment obligations hereunder. Client agrees to pay all costs and expenses associated with collecting delinquent payments, including reasonable attorneys' fees.

SECTION 3: CLIENT OBLIGATIONS

3.1 Acceptable Use Policy. Client shall at all times abide by Company's Acceptable Use Policy, as it may be amended from time to time. As of the execution of this agreement, the current Acceptable Use Policy is posted at the following URL: <http://www.ena.com/legal>. Client is responsible for ensuring that all of its employees, agents, contractors, customers, or others who use the Services through Client's account abide by the Acceptable Use Policy.

3.2 Client Obligations During Establishment of Service. Once Company schedules installation and agrees upon an installation time with Client, Client must be present with facilities available and fully accessible. If Company's technician arrives at the Client location and Client is not present or facilities are not available or accessible, or Client otherwise cancels or postpones installation without a 24-hour notice to Company, Company reserves the right to assess a "Client Missed Call" trip charge.

3.3 Interoperability with Client's Infrastructure. Company's Services are capable of being deployed across a wide set of pre-existing Client infrastructure, however Client is responsible for any upgrades of its pre-existing infrastructure necessary to establish and continue Service.

3.4 Protection of Client Premise Equipment ("CPE") Provided By Company. The Client shall be solely responsible and liable for any and all damage caused to the CPE, including, without limitation, any damage due to misuse, and vandalism, for the duration of the contract. At the expiration of the term of the contract or upon its early termination by either party to the contract, the Client shall continue to be solely responsible and liable for any and all damage caused to the CPE while such equipment remains at the Client location. Client will provide reasonable space and environmental conditions for any CPE, will do nothing to change the space or conditions without notice to Company and will at no time, move, adjust, alter or otherwise operate the Company CPE without prior consent of Company. Client will not attach any equipment to any Company CPE without express instructions or involvement of Company or utilize the Company CPE in anyway inconsistent with the service purchased from Company.

3.5 Internal Use. Subject to the terms and conditions set forth herein, Company authorizes Client to use the Services for its internal business purposes. Client acknowledges and agrees that it will be responsible for all end users of the Services, regardless of whether such users are employees, contractors, agents, or third parties, in each case with or without the Client's permission to use such Services.

3.6 Restrictions on Use. Client shall not and shall not permit others to reproduce, reverse engineer, de-compile, disassemble, alter, translate, modify, adapt, market, resell, or sublease any of the Services or any software or materials provided by Company in connection therewith.

3.7 Client Responsibility. Client acknowledges and agrees that it is solely responsible for the content of its transmissions which pass through the Services. Client also agrees it will not use the Services:

- (a) for illegal purposes;
- (b) to transmit threatening, obscene or harassing materials, or
- (c) to interfere with or disrupt other network users, network services or network equipment.

3.8 User Content.

(a) For purposes of this Agreement, the term “Content” includes, without limitation, information, data, text, written posts and comments, software, scripts, graphics, and interactive features generated, provided, or otherwise made accessible on or through the Services. For the purposes of this Agreement, “Content” also includes all User Content (as defined below).

(b) All Content added, created, uploaded, submitted, distributed, or posted to the Services by users (collectively “User Content”), whether publicly posted or privately transmitted, is the sole responsibility of the person who originated such User Content. Users represent that all User Content provided by Users is in compliance with all applicable laws, rules and regulations. Users acknowledge that all Content, including User Content, accessed by users using the Services is at users’ own risk and users will be solely responsible for any damage or loss to users or any other party resulting therefrom. Company does not guarantee that any Content users’ access on or through the Services is or will continue to be accurate.

(c) The Services may contain Content specifically provided by Company, Company’s partners or Company’s users, and such Content is protected by copyrights, trademarks, service marks, patents, trade secrets or other proprietary rights and laws. Users shall abide by and maintain all proprietary notes, information, and restrictions contained in any Content accessed through the Services.

(d) Subject to this Agreement, Company grants each user of the Services a worldwide, non-exclusive, revocable, non-sub-licensable and non-transferable license to use (i.e., to download and display locally) Content solely for purposes of using the Services. Use, reproduction, modification, distribution or storage of any Content for other than purposes of using the Services is expressly prohibited without prior written permission from Company. Users shall not sell, license, rent, or otherwise use or exploit any Content for commercial use or for any use that violates any third party right.

SECTION 4: CONFIDENTIAL INFORMATION

4.1 Confidential Information. “Confidential Information” means any and all tangible and intangible information (whether written or otherwise recorded or oral) of the disclosing party that (a) derives independent economic value, actual or potential, from not being generally known to, and not being readily ascertainable by proper means by, other persons who can obtain economic value from its disclosure or use and is the subject of efforts that are reasonable under the circumstances to maintain its secrecy; or (b) that the disclosing party designates as confidential or that, given the nature of the information or the circumstances surrounding its disclosure, reasonably should be considered as confidential. Confidential Information includes, without limitation the pricing and terms of this Agreement. Neither party shall use for its own account or the account of any third party, nor disclose to any third party, any of the other party's Confidential Information.

4.2 Exceptions. Notwithstanding the above, the term “Confidential Information” shall not include any information that is either:

(a) available from public sources or in the public domain, through no fault of the receiving party; or

(b) received at any time from any third party without breach of a non-disclosure obligation to the disclosing party; or

- (c) readily discernible from publicly-available products or literature; or
- (d) approved for disclosure by prior written permission of a corporate officer of the disclosing party.

4.3 Mandated Disclosures. The receiving party may disclose Confidential Information as required to comply with binding orders of governmental entities that have jurisdiction over it or as otherwise required by law, provided that the receiving party (i) gives the disclosing party reasonable written notice to allow the disclosing party to seek a protective order or other appropriate remedy (except to the extent the receiving party's compliance with the foregoing would cause it to violate a court order or other legal requirement), (ii) discloses only such information as is required by the governmental entity or otherwise required by law, and (iii) and uses commercially reasonable efforts to obtain confidential treatment for any Confidential Information so disclosed.

SECTION 5: DISCLAIMERS AND LIMITATIONS OF LIABILITY

5.1 Disclaimer. The Company hereby warrants to Client that (a) the Services will be performed substantially in accordance with the Company service level documentation provided for such Services (if any), (b) the Services will be performed with reasonable care, and (c) the personnel providing the Services will have an appropriate level of training and experience. If the Services fail to conform to the foregoing warranty, Company shall use commercially reasonable efforts at its expense to re-perform the Service in compliance with this Agreement. THE FOREGOING WARRANTIES ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION THE IMPLIED WARRANTIES OF MERCHANTABILITY, NON-INFRINGEMENT OF THIRD PARTY RIGHTS, AND FITNESS FOR A PARTICULAR PURPOSE

5.2 Consequential Damages Waiver. In no event will either party be liable or responsible to the other party for any type of incidental, punitive, indirect or consequential damages, including, but not limited to, lost revenue, lost profits, replacement goods, loss of technology, rights or services, loss of data, interruption or loss of use of Services or equipment, arising from or relating to this Agreement or the Services, even if advised of the possibility of such damages, whether arising under any theory of contract, tort (including negligence), strict liability, or otherwise.

5.3 Limitation of Liability. Except for the willful misconduct of Company, Company will not be liable for unauthorized access to Client's transmission facilities or premise equipment or for unauthorized access to or alteration, theft or destruction of Client's data files, programs, procedures or information through accident, fraudulent means or devices, or any other method, regardless of whether such damage occurs as a result of Company's actions or inaction. Company's liability for damages to Client for any cause whatsoever, regardless of form of action, shall be limited to the amounts paid by Client to Company for the Service giving rise to the claim during the one year period preceding the incident giving rise to the claim for damages.

5.4 Insurance. Company intends to maintain the following insurance coverages during the Term of this Agreement:

- a) Worker's compensation insurance and any other insurance, to the extent required by Law, in all applicable jurisdictions;
- b) Commercial general liability insurance with a limit of liability of at least one million U.S. dollars (\$1,000,000 USD) per occurrence; and

c) Errors and omissions insurance with a limit of liability of at least two hundred fifty thousand U.S. dollars (\$250,000 USD) per occurrence.

Upon written request, Company will furnish to Client insurance certificates and additional insured endorsements where requested by Client in writing. Such certificates shall provide that at least thirty (30) days' prior written notice of any policy cancellation or material change be given to Client.

5.5 Indemnification. Client agrees to defend, indemnify and hold Company, its officers, employees, agents, and affiliates, harmless from and against any claim or demand asserted by any third party due to or arising directly or indirectly out of Client's use of the Services or Client's breach of this Agreement.

SECTION 6: TERM AND TERMINATION

6.1 Initial and Renewal Terms. The term of this Agreement shall commence on the Effective Date and continue until all Schedule(s) are expired or terminated.

6.2 Termination.

(a) In the event that Company makes material changes to the Services covered by a Schedule attached hereto pursuant to Section 1.2 above which Client elects not to accept, Client may terminate an individual Schedule without penalty upon thirty (30) days written notice.

(b) The parties specifically agree that the damages which Company would incur arising from any breach or early termination of this Agreement or any Schedule(s) attached hereto by Company are based upon future facts and conditions which are difficult for the parties to presently predict, anticipate, ascertain or calculate. The parties further agree that such liquidated damages, as determined herein, are based upon the best efforts of the parties to estimate the nature and amount of Company's actual damages, are not penal in nature, and are intended to place Company in the same position it would have achieved, had this Agreement and its Schedule(s) been fully performed by the parties according to the original terms.

(1) Either party may terminate this Agreement if the other party materially breaches any term or condition of this Agreement and fails to cure such breach within thirty (30) days after receipt of written notice. If Company terminates this Agreement on account of a breach by Client, Client shall pay a termination fee equal to the minimum monthly charges hereunder multiplied by the number of months remaining in the then-current Initial or Renewal Term in all Schedule(s) attached hereto that have unexpired term.

(2) Client may terminate one or more Schedule(s) without cause at any time, provided that Client pays a termination fee equal to the minimum monthly charges multiplied by the number of months remaining in the applicable term of all Schedule(s) that Client intends to terminate.

(c) Upon the effective date of expiration or termination of this Agreement or any of its Schedule(s): (a) Company will immediately cease providing the Services, (b) any and all payment obligations of Client under this Agreement or Schedule(s) will become due immediately, and (c) within fourteen (14) days of termination, Client shall return any confidential materials and documentation relating to the Services, and certify to Company that such has been deleted or destroyed. All indemnification obligations, together with all other provisions of this Agreement which may reasonably be interpreted as surviving the expiration or termination of this Agreement shall survive.

SECTION 7: INTELLECTUAL PROPERTY & PUBLICITY

7.1 Ownership. As between Company and Client, Company either owns all right, title and interest in and to or is authorized to use and license such use of the Services. Client shall neither receive nor retain any ongoing interest to the Services, including but not limited to any intellectual property rights relating to the Services. Elements of Company's website are protected by trade dress, trademark, unfair competition, and other laws and may not, unless otherwise permitted hereunder, be copied in whole or in part. No logo, graphic, or image from the website may be copied or retransmitted without Company's express written permission. The images, text, screens, web pages, materials, data, other content and information used and displayed on the website are the property of Company or its licensors and are protected by copyright, trademark and other laws. In addition to Company's rights in individual elements of the website, Company owns copyright or patent rights in the selection, coordination, arrangement and enhancement of any images, text, screens, web pages, materials, data, Content and other information used and displayed on the Website. Users may copy such images, text, screens, web pages, materials, data, Content and other information used and displayed on the Website for users' personal or educational use only, provided that each copy includes any copyright, trademark or service mark notice or attribution as they appear on the pages copied. Except as provided in the preceding sentence, none of such images, text, screens, web pages, materials, data, Content and other information used and displayed on the Website may be copied, displayed, distributed, downloaded, licensed, modified, published, reposted, reproduced, reused, sold, transmitted, used to create a derivative work or otherwise used for public or commercial purposes without the express written permission of Company.

7.2 Use of Company's Name and Trademarks. All trademarks, service marks and trade names identifying Company or Company products or services (the "Marks") are the exclusive property of Company. Client shall take no action which may lessen the goodwill in the Marks. Client shall not use a Mark or the name of Company in any advertising, promotional material, or public announcement without the prior written approval of Company.

7.3 Use of Client's Name. Client acknowledges that use of the Services may require that Company include Client's name in registrations and administrative filings which are available to the public. In addition, Client agrees that Company may include Client's name in Company marketing brochures and literature and indicate that Client is an Company customer.

SECTION 8: GENERAL PROVISIONS

8.1 Third Party Services. The Services may permit users to link to other websites, services or resources on the Internet, and other websites, services or resources may contain links to the Services. When users access third party resources on the Internet, users do so at users' own risk. These other resources are not under Company's control, and users acknowledge that Company is not responsible or liable for the content, functions, accuracy, legality, appropriateness or any other aspect of such websites or resources. The inclusion of any such link does not imply Company's endorsement or any association between Company and their operators. Users further acknowledge and agree that Company shall not be responsible or liable, directly or indirectly, for any damage or loss caused or alleged to be caused by or in connection with the use of or reliance on any such content, goods or services available on or through any such website or resource. It is users' responsibility to protect users' system from such items as viruses, worms, Trojan horses and other items of a destructive nature.

8.2 Import and Export Compliance. In connection with this Agreement, each party will comply with all applicable import, re-import, export, and re-export control laws and regulations, including the Export

Administration Regulations, the International Traffic in Arms Regulations, and country-specific economic sanctions programs implemented by the Office of Foreign Assets Control. For clarity, Client agrees to be solely responsible for compliance related to the manner in which Client chooses to use the Services, including Client's transfer and processing of content and the provision of such content to others.

8.3 Force Majeure. Neither party will be liable for, or will be considered to be in breach of or default under this Agreement on account of, any delay or failure to perform as required by this Agreement as a result of any causes or conditions that are beyond such party's reasonable control and that such party is unable to overcome through the exercise of commercially reasonable diligence. If any force majeure event occurs, the affected party will give prompt written notice to the other party and will use commercially reasonable efforts to minimize the impact of the event.

8.4 Government Approvals. Client must exercise its rights under this Agreement with all necessary government approvals. Client must also comply with all applicable laws and regulations.

8.5 Changes in Laws and/or Government Regulations. This Agreement is based on the laws and government regulations in place at the Effective Date. Subsequent changes in any applicable laws or regulations may result in pricing changes and/or service changes that may automatically become a part of this Agreement.

8.6 Notice And Payment.

(a) **Writing Required.** Any notice required to be given under this Agreement shall be in writing and delivered personally to the other designated party at the above stated address or mailed by certified, registered or Express mail, return receipt requested, or by overnight carrier with tracking. Notices to Company shall be sent to the attention of Contract Administrator.

(b) **Change of Address.** Either party may change the address to which notice or payment is to be sent by written notice to the other under any provision of this paragraph.

8.7 Jurisdiction/Disputes. This Agreement shall be governed in accordance with the laws of the State of Tennessee, without regard to its or any other jurisdiction's laws governing conflicts of law. The parties hereby consent to and agree that the exclusive jurisdiction for any litigation regarding this Agreement shall be the state or federal courts sitting in Davidson County, Tennessee.

8.8 Assignability. Neither party may assign this Agreement, its Schedule(s) or the rights and obligations thereunder to any third party without the prior express written approval of the other party which shall not be unreasonably withheld. Notwithstanding the foregoing, Company may assign this Agreement in its entirety in connection with any sale of all or substantially all of its assets, or of the business division of Company through which the Services are provided.

8.9 Agreement Binding On Successors. Subject to the terms of Section 8.8, the provisions of the Agreement shall be binding upon and shall inure to the benefit of the parties hereto, their heirs, administrators, successors and assigns.

8.10 Waiver. No waiver by either party of any default shall be deemed as a waiver of prior or subsequent default of the same of other provisions of this Agreement.

8.11 Independent Contractors. The relationship between Company and Client under this Agreement shall be at all times one of contractor and client, respectively. Nothing herein shall be construed to

place the parties in the relationship of partners, joint venturers, principal and agent, or employer and employee. Company shall determine the method and means of performing the Services hereunder and Company assumes all risks and liabilities arising therefrom. Company shall have no authority to act, make any representation, enter into any contract or commitment, or in incur any liability for or on behalf of Client in any manner whatsoever.

8.12 Severability. If any term, clause or provision hereof is held invalid or unenforceable by a court of competent jurisdiction, such invalidity shall not affect the validity or operation of any other term, clause or provision and such invalid term, clause or provision shall be deemed to be severed from the Agreement or its Schedule(s).

8.13 Integration. This Agreement, Company's Acceptable Use Policy, and all Schedules constitute the entire understanding of the parties with respect to the subject matter hereof, and revokes and supersedes all prior agreements between the Parties and is intended as a final expression of their Agreement. This Agreement shall not be modified or amended except in writing signed by the parties hereto.

8.14 Hierarchy. In the event of any conflict regarding the terms of this Agreement, addendum to this Agreement, Company's Acceptable Use Policy, or any Schedules, their terms shall control in the following order, from highest to lowest priority: (1) Schedules, (2) addendum to this Agreement, (3) this Agreement, and (4) Company's Acceptable Use Policy.

8.15 Counterparts; Imaging. This Agreement and all ancillary agreements reference herein or executed in connection with this Agreement may be executed in one or more counterparts, and once combined shall constitute a single original. The parties agree that imaged or copied versions of such are fully enforceable, and original documents are not required for either party to enforce its rights thereunder.

[signatures on next page]

IN WITNESS WHEREOF the parties have executed this Agreement as of the Effective Date.

COMPANY:

ENA Services, LLC

By: _____

Name: _____

Title: _____

Date: _____

CLIENT:

<<Client Legal Name>>

By: _____

Name: _____

Title: _____

Date: _____

ENA Voice Services Addendum

As of _____, this Addendum to Master Service Agreement is entered into pursuant to that certain Unified Master Service Agreement ("MSA") between _____ ("Client") and ENA Services, LLC and Affiliates, a Delaware limited liability company ("ENA")

Client agrees that the following terms of service ("Terms of Service") shall govern Client and its Users use of ENA voice services (the "Services"). In these Terms of Service, "User" shall mean any individual or legal entity that uses or accesses the Services directly or indirectly from Client. These Terms of Service supplement the terms of the MSA. In the event of a conflict between these Terms of Service and the MSA, these Terms of Service shall control.

Services are provided by ENA Services, LLC or one or more ENA affiliates or underlying service providers. Any data supplied by Client such as data necessary for conversions from other carriers and/or Letter(s) of Authorization and Agency ("LOA") may be used by any of ENA, its affiliates or underlying service providers, as appropriate, for purposes of delivering the Services contracted herein.

1. Pricing. Pricing is indicated in the relevant Schedule(s) attached to the MSA.

While most of the charges associated with ENA's service are included in the available product configurations at a flat rate, certain services have a per usage charge or may be restricted/blocked as described below and in more complete detail in ENA's published price lists.

- 900/976 numbers – Client acknowledges by signing this agreement that ENA has informed Client that the Services do not permit calls to 900/976 numbers or other pay-per-call services.
- Directory Assistance – Client acknowledges that ENA has informed Client that calls to Directory Assistance (411, 1-XXX-555-1212 or similar) will incur a per usage charge of \$1.00 per call or as otherwise indicated in ENA's tariffs, as updated. Client may request that Directory Assistance calls be blocked.
- International calls – Client acknowledges that ENA has informed Client that international calls and calls to US locations outside the continental United States are not included in the Services and will incur a per call charge based on ENA's then applicable rates. International calls are blocked by default. Client may request that international calling be enabled on a per extension basis.
- Operator-Assisted calls – Client acknowledges that ENA has informed Client that Operator-Assisted calls, such as Operator-Assisted Person-to-Person calls, Operator-Assisted Collect calls, Third Party Billed Calls, and Operator-Assisted Dialing, are not supported on ENA's Voice services.

2. Invoicing. Client's first invoice from ENA may include a partial month of Service. It may take up to three (3) billing cycles until charges for all Services requested appear on the invoice. After the initial billing cycles, Client's invoice will include charges for one month of Service for all requested Services, including any usage charges. Client should receive a final invoice from its existing local, long distance, and/or data service provider(s) that ENA is replacing and Client will be responsible for paying any charges resulting from the early termination of a service contract with existing provider(s), if applicable.

3. Transition from Prior Service Provider. ENA will handle communication with Client's existing provider(s) regarding the porting of your existing numbers to ENA, based on the scope of services ENA is to deliver; however, Client is responsible for requesting that existing services be disconnected from your current provider once service has been migrated to ENA. ENA can provide sample disconnect language, upon request.

4. Disconnection. Upon disconnection of Service, ENA shall release to Client's new service provider the telephone number(s) used in connection with Client's Service if all of the following occur:

- a) Such new service provider is able to accept such number;
- b) Client's account has been properly disconnected;
- c) Client agrees to resolve any outstanding dues or fees on the account; Client requests the transfer upon disconnecting Client's account.

5. Voice Recording. ENA may provide Client with the ability to record voice calls placed via the Services. Client is solely responsible for notifying those using the Services that the calls may be recorded and complying with all applicable laws and regulations regarding notifications required for the recording of any voice conversations. Client will indemnify, defend, and hold harmless ENA for any claims, damages, liabilities or costs (including reasonable attorneys' fees) arising from a claim resulting from the recording by Client of any voice conversations using the Services.

6. 9-1-1 Dialing Feature; Compliance with 47 CFR § 9.11 et. seq. Included in the Services provided to Client by ENA is a 9-1-1 Dialing Feature that has certain limitations as compared to a traditional telephonic 9-1-1 dialing. Client acknowledges that the Client has certain obligations in connection with the provision of the 9-1-1 Dialing Feature. Client acknowledges and agrees that it is Client's responsibility and obligation, prior to initiating any of the Services, to comply with the following:

- a) **Registered Location.** Client is required to provide to ENA the physical location(s) at which the Service will be utilized ("Registered Location").

Client is required to notify ENA via phone (1-888-612-2880) or email (support@ena.com) if Client needs to update one or more Registered Locations.

Client may opt-in for self-management of 9-1-1 records via a supplied web portal. Client must designate individuals who will be granted access to the web portal and who will be responsible for maintaining 9-1-1 data.

- b) **Notification to End Users.** Client is required to provide a copy of the 9-1-1 Dialing Feature specifications, provided by ENA in the form of labels to be adhered to phones, to each end user of the service and to post a copy of the 9-1-1 Dialing Feature specifications described herein. Client hereby certifies that it has adhered the labels to each phone and appropriately inform all end users of the Services of the 9-1-1 Dialing Feature specifications. If Client fails to provide the necessary records or refuses to make such certification, ENA may immediately suspend Service until such records are provided or certification is made. Client hereby forever releases ENA from any and all liability, losses or damages which may arise from ENA's suspension or disconnection of any of Client's Services due to the failure of Client to provide the necessary proof of compliance to the 9-1-1 Dialing Feature specifications detailed herein. ENA reserves the right to terminate the Services for a breach by Client of the obligations in this section, in addition to any other remedies ENA may have in law or equity.
- c) **Acknowledgement of 9-1-1 Dialing Feature.** By signing this Addendum, Client acknowledges that it understands the 9-1-1 Dialing Feature is provided as part of the Services.

General Indemnification. In the event that the Federal Communications Commission ("FCC") conducts an audit or inquiry of ENA's compliance with 47 C.F.R. §§ 9.11, Client agrees to cooperate fully with ENA and the FCC and produce all records requested by either ENA or the FCC. Should ENA be found in violation of

any provision of the 47 C.F.R §§ 9.11 or any other FCC rules regarding the provision of 9-1-1 services as a result of Client's breach of or failure to comply with any of its obligations under this section, Client agrees to indemnify and hold ENA harmless for any and all monetary penalties assessed by the FCC on ENA.

IN THE EVENT CLIENT DOES NOT UTILIZE ENA'S AVAILABLE 9-1-1 DIALING FEATURE, CLIENT HEREBY REPRESENTS AND WARRANTS THAT IT DOES NOT RELY ON ENA IN ANYWAY TO PROVIDE 911, E911 OR ANY OTHER EMERGENCY SERVICES (COLLECTIVELY "911"). CLIENT REPRESENTS AND WARRANTS THAT IT ASSUMES ALL LIABILITY ASSOCIATED WITH PROVIDING 911 OR ANY OTHER EMERGENCY SERVICES TO ITS END USERS ASSOCIATED DIRECTLY OR INDIRECTLY WITH A TELEPHONE NUMBER ISSUED BY ENA PURSUANT TO THIS MSA.

IMPORTANT NOTIFICATION IN CONNECTION WITH 9-1-1 DIALING SERVICES USING ENA VOICE SERVICES

ENA provides Client (hereinafter referred to as "you") with local, regional and long distance phone services. There is one important difference between the ENA Internet-based service and the phone service provided over a traditional phone service -- namely that the 9-1-1 dialing feature with ENA has important differences and limitations that you should be aware of and that you should advise others that may use the ENA voice service at all of your locations.

ENA recommends that you always have an alternative means of accessing emergency services.

YOU ARE RESPONSIBLE FOR TAKING AFFIRMATIVE STEPS WITH ENA TO REGISTER THE ADDRESS WHERE YOU WILL USE THE SERVICE. This is accomplished by registering the address(es) where each phone/handset will be used.

IF YOU MOVE THE LOCATION OF WHERE YOU USE THE ENA SERVICE, YOU MUST AFFIRMATIVELY REGISTER THE NEW ADDRESS. IF YOU FAIL TO REGISTER YOUR LOCATION OR CHANGE THE ADDRESS TO A NEW LOCATION AND DO NOT INFORM ENA, THE 9-1-1 DIALING FEATURE WILL NOT FUNCTION PROPERLY AND POTENTIALLY NO EMERGENCY SERVICE WILL BE SENT TO YOUR LOCATION. ADDITIONALLY, IF 9-1-1 IS DIALED FROM A PHONE AT AN UNREGISTERED ADDRESS, YOU MAY BE ASSESSED A FEE OF \$75.00.

ENA is available to assist its customers to make sure that 9-1-1 remains accurate and available and customers should contact ENA with any questions about moves, adds, or changes related to phone equipment and phone numbers.

When placing a 9-1-1 emergency call, always state the phone number and location that you are calling from because the phone number that is transmitted to the 9-1-1 operator may not be the same as the phone number you are calling from and if your 9-1-1 call is disconnected, the 9-1-1 operator may need to call you back. Additionally, the address that is transmitted to the 9-1-1 operator is the main address for your service location; therefore, you should tell the operator your specific location (for example – the classroom number and floor) within the main address so emergency personnel can more easily locate you.

Additional limitations for VoIP 911 service are as follows:

- If you lose power or there is a disruption to power at the location where the ENA voice service is used, neither the ENA voice service nor the 9-1-1 dial feature will function until power is restored. You should also be aware that after a power failure or disruption, you may need to reset or

reconfigure the end user phone device prior to utilizing the service, including the 9-1-1 dialing feature. ENA and your local phone service coordinator can assist if needed.

- If the ENA provided router and/or gateway has been damaged or otherwise impacted by unauthorized personnel including configuration changes, 9-1-1 service could be impacted or unavailable. ENA recommends that central router and gateway equipment be maintained in an appropriate secure location at the service location.
- You cannot use the ENA provided 9-1-1 service with equipment other than ENA-approved equipment
- If your ENA connection is lost, suspended, terminated or disrupted, neither ENA's voice service nor the 9-1-1 dial feature will function until the ENA connection is restored.
- If your ENA voice account is suspended or terminated, the ENA voice service outage will prevent the 9-1-1 dialing feature from functioning.
- There may be a greater possibility of network congestion and/or reduced speed in the routing of a 9-1-1 dialed calls utilizing ENA voice service as compared to traditional 9-1-1 dialing over traditional public telephone networks.

Labels will be provided that must be placed on or near all equipment that is used to make calls using the ENA voice service so that you or others using the equipment are notified of the limitations of the 9-1-1 dialing feature.

You are responsible for the accuracy and the completeness of the address that you submit to ENA for the location at which ENA voice services including phone handsets and phone numbers will be used and to which emergency service will be sent in the event that you dial 9-1-1. You are responsible for updating and advising ENA of any and all changes to the address or location at which ENA connected phone handsets and phone numbers will be used. ENA uses third parties to route the 9-1-1 dialed calls to the applicable local emergency response center or to the national emergency calling centers. ENA makes no representations, warranties or guarantees as to whether, or the manner in which, 9-1-1 dialed calls that you make are answered or responded to by the local emergency response center or by the national emergency calling centers. ENA disclaims any and all liability or responsibility in the event that the third party data used to route 9-1-1 dialed calls is incorrect or yields an erroneous result. Neither ENA, its officers, directors, stockholders, parent corporation, its affiliated or subsidiary corporations, employees, representatives or agents may be held liable for any claim, damage or loss, and you hereby waive any and all such claims or causes of action, arising from or relating to ENA 9-1-1 service unless such claims or causes of action arise from ENA's gross negligence or willful misconduct. You agree to release, indemnify, defend and hold harmless ENA, its officers, directors, stockholders, parent corporation, its affiliated or subsidiary corporations, employees, representatives or agents and any other service provider who furnishes services to you from any and all claims, damages, losses, suits or actions, fines, penalties, cost and expenses (including, but not limited to, attorney fees) or any liability whatsoever, whether suffered, made, instituted or asserted by you or by any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage or destruction of any property, whether owned by you or others, or for any infringement or invasion or the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the operation, failure or outage of services, incorrect routing, or use of, or inability of a person to use, ENA 9-1-1 dialing feature or service or access emergency service personnel.

If you have any questions about this notification, please call ENA at 1-866-615-1101 for further information.

IN WITNESS WHEREOF the parties have executed this Agreement as of the date first written above.

COMPANY:

ENA Services, LLC

By: _____

Name: _____

Title: _____

Date: _____

CLIENT:

<<Client Legal Name>>

By: _____

Name: _____

Title: _____

Date: _____

Rider for ENA Universal Service Fund Customers (E-Rate)

This Rider, entered into by ENA Services, LLC and Affiliates, a Delaware limited liability company ("ENA") and <<NEW CUSTOMER NAME>> ("CLIENT") (together, the "Parties") and effective as of the date last signed below ("Effective Date"), shall be integrated into any and all current Agreement(s) between the Parties inclusive of pre-existing attachments, schedules and exhibits to the Agreement(s). The term of this Attachment is defined by the Agreement. Insofar as any provision of this Attachment is declared illegal or void, the Parties agree that they will remain bound by all other provisions of this Rider. If there are any inconsistencies between this Rider and the Agreement(s), the terms and conditions of this Rider shall control.

For the purposes of this Rider: "Initial Term" is defined, in accordance with Section 6.1 of the Agreement, or the appropriate term reference in the integrated Agreement(s) should 6.1 not refer to the Initial Term.

TERMS AND CONDITIONS APPLICABLE TO E-RATE FUNDED PRODUCTS AND SERVICES

CLIENT may seek funding through the Federal Universal Service Fund program known as "E- Rate" for some or all of the Services purchased under the Agreement. E-Rate is administered by the Schools and Libraries Division ("SLD") of the Universal Service Fund Administrative Company ("USAC") (sometimes collectively or individually referred to herein as "USAC/SLD" and/or "E-Rate Program"). The Federal Communications Commission ("FCC") has promulgated regulations that govern the participation in the E-Rate Program. Both Parties agree to adhere to FCC regulations as well as the rules established by SLD and USAC regarding participation in the E-Rate Program. The Parties further agree that the eligibility or ineligibility of products or services for E-Rate funding is solely the responsibility of the CLIENT, USAC/SLD and/or the FCC. ENA makes no representations or warranties regarding such eligibility.

1. Client Elections. CLIENT acknowledges its obligation, upon E-Rate approval, to timely designate the method by which it will receive E-Rate discounts for each such Service.
 - a. Billed Entity Application Reimbursement ("BEAR") - Form 472. If CLIENT utilizes the BEAR (Form 472) method, it is solely CLIENT's responsibility to ensure the accuracy of the BEAR (Form 472) and the amounts sought to be recovered through the E-Rate program.
 - b. Service Provider Invoice form - ("SPI") - Form 474. After ENA has received notification of approved funding, an approved Form 486, and CLIENT has confirmed the appropriate Services to be discounted per Funding Request Number, ENA will then provide E-Rate program discounts and will file a Form 474 SPI. CLIENT agrees to promptly submit any ENA or USAC/SLD Forms needed to support requests for reimbursement of Services rendered.
2. Reimbursement of USAC/SLD. If USAC/SLD seeks reimbursement from ENA of E-Rate funds as a result of CLIENT's failure to comply with the E-Rate rules or regulations, including CLIENT delays in submitting required forms or contracts; or, if USAC/SLD determines that Service(s) that it had previously approved for discounts are not eligible and funds must be returned (a "ComAd") (other than as the result of ENA's failure to comply with the E-Rate requirements), then CLIENT shall reimburse ENA for any such funds ENA must return to USAC/SLD within ninety (90) days of notice from USAC/SLD seeking reimbursement. In addition, CLIENT agrees and acknowledges that a determination of ineligibility does not affect the obligations set forth in the integrated Agreement(s), including those obligations related to payments, fees and early

termination fees.

3. Requested Information. If requested, CLIENT will promptly provide ENA with final copies of the following E-Rate-related materials (including all attachments) prepared by or for CLIENT: (i) Form 471 and Item 21 Attachment; if appropriate, (ii) Form 486; (iii) Form 500; (iv) Service Substitution Request; (v) Service Certification Form; and, (vi) Form 472-BEAR. If the CLIENT issues purchase orders, CLIENT shall clearly delineate between eligible and ineligible Services on those orders.
4. Representations, Warranties and Breaches of the Agreement. Each Party represents, warrants and agrees that it is, as specified in the integrated Agreement(s), contractually obligated to comply with all laws and the requirements applicable to the E-Rate Program. In addition to any contractual obligations set forth in the Agreement and to the extent permitted by law, each Party agrees that it is required by the incorporated Agreement(s) to pay to the other Party (its employees, officers, directors and agents, and its parents and affiliates under common control) as consideration for the Service(s) any payments made to third parties (including FCC or USAC/SLD claims) and related loss, liability, damage and expense (including reasonable attorney's fees) arising out of the breaching Party's violation of the requirements of the E-Rate Program or other breaches of the Agreement and the representations, warranties contained in it.
5. As a condition to the provision of the Service(s), CLIENT must choose ONE of the TWO billing options below by placing a X in the space to the left of the option choice.

CLIENT should refer to the E-Rate Rules and Regulations regarding USAC/SLD payments for eligible services delivered after the beginning of the E-Rate year (July 1st) but before receipt of an FCDL. If CLIENT would like to choose another billing option or service option please email finance@ena.com or speak with your account manager.

 Option 1: Proceed now

CLIENT DIRECTS ENA TO COMMENCE OR CONTINUE SERVICES EVEN IF A FUNDING COMMITMENT DECISION LETTER ("FCDL") HAS NOT BEEN RECEIVED FROM USAC/SLD. CLIENT ACKNOWLEDGES ITS OBLIGATION TO PAY FOR THE FULL PRICE OF SERVICE IF FUNDING IS DENIED OR USAC/SLD COMMITMENT IS NOT RECEIVED.

In selecting option 1:

- CLIENT desires that Services commence on or about (insert date).
- CLIENT intends to seek funding from the USAC/SLD, but acknowledges that it may not receive an FCDL prior to this date, and that it is possible that USAC/SLD may not approve funding or may delay its decision.
- CLIENT acknowledges that there is no right to terminate early the services or service components provided on the basis of this attachment if E-rate funding is delayed or denied.
- CLIENT agrees to seek reimbursement from USAC/SLD for service period prior to FCDL approval using the BEAR process.

___ **Option 2: Proceed after FCDL approval**

CLIENT DIRECTS ENA TO COMMENCE FIRST YEAR OF SERVICE ONLY AFTER RECEIVING NOTICE OF FUNDING COMMITMENT DECISION LETTER ("FCDL") APPROVAL FROM USAC/SLD.

CLIENT DIRECTS ENA TO CONTINUE SERVICE IN SUBSEQUENT CONTRACT YEARS EVEN IF FUNDING COMMITMENT DECISION LETTER ("FCDL") HAS NOT BEEN RECEIVED FROM USAC/SLD. CLIENT ACKNOWLEDGES ITS OBLIGATION TO PAY FOR THE SERVICE IF FUNDING IS DENIED OR USAC/SLD COMMITMENT IS NOT RECEIVED.

In selecting option 2:

- CLIENT acknowledges that Services may not be in place at the start of a school or funding year, and that there may be a gap in Service in the first year if there is a delay in USAC/SLD FCDL approval.
- CLIENT understands that Service delivery often takes 90 or more days from CLIENT direction to proceed.
- CLIENT may terminate the Agreement without penalty only in the first year if USAC/SLD FCDL approval is not received. This does not apply to subsequent contract years.
- CLIENT acknowledges that in subsequent contract years that there is no right to terminate early the services or service components provided on the basis of this attachment if E-rate funding is delayed or denied.

6. Service Substitutions and Suspension of Payments. ENA will provide Services and Service Components only as approved by the SLD and may suspend activities pending approval of service substitution requests. Insofar as ENA services are being reimbursed with E-Rate funds and ENA becomes aware that USAC/SLD has suspended payment resulting from a possible program rule violation or breach of the Agreement by Client and, accordingly, suspension of services, ENA may continue Services upon execution of an agreement mutually satisfactory to both parties.
7. Non-Appropriations. By executing the Agreement and ordering Services, CLIENT warrants that CLIENT has funds appropriated and available to pay all amounts due hereunder through the end of CLIENT's current fiscal period. CLIENT further agrees to request all appropriations and funding necessary to pay for the Services for each subsequent fiscal period through the end of the Initial Term. In the event CLIENT is unable to obtain the necessary appropriations or funding for the Service(s), CLIENT may terminate the Service(s) upon the following conditions: (i) CLIENT has taken all actions necessary to obtain adequate appropriations or funding; (ii) despite CLIENT's best efforts funds have not been appropriated and are otherwise unavailable to pay for the Service(s); and (iii) CLIENT has negotiated in good faith with ENA to develop revised terms, an alternative payment schedule or a new agreement to accommodate CLIENT's budget for such Service(s). No penalty shall accrue to CLIENT in the event this provision is exercised, and CLIENT shall not be obligated or liable for any future payments due or any damages as a result of termination under this Attachment.
8. Early Termination. Early Termination is defined to mean termination by Client prior to the expiration of the Initial Term for any reason other than ENA's failure to comply with the requirements of the E-Rate Program or ENA's uncured breach of the Agreement. If Service(s)

are subject to Early Termination, Client agrees as the Date of Early Termination: (i) to pay all Fees and other amounts due for Service(s) incurred through Date of Early Termination, (ii) reimburse all otherwise unrecovered charges incurred by ENA for the Service(s), both recurring and non-recurring through the Date of Early Termination, and (iii) pay all direct and reasonable costs associated with the termination of the Service(s) through the Date of Early Termination. For purposes of this section of this Attachment, "direct costs" are costs that ENA incurs from persons not a Party, such as, without limitation, underlying carriers and/or vendors with whom the ENA subcontracts to provide the Service(s), as a result of Early Termination of Service(s) and/or a site. ENA shall not be reimbursed for any anticipatory profits which have not been earned up to the Date of Early Termination. CLIENT further agrees that it will not contract with any other provider for the same or substantially similar services or equipment through the end of the Initial Term.

SO AGREED by the Parties' respective authorized signatories:

ENA:

ENA Services, LLC

By: _____

Name: _____

Title: _____

Date: _____

CLIENT:

<<New Client Legal Name>>

By: _____

Name: _____

Title: _____

Date: _____

SCHEDULE OF SERVICES

No. _____

In accordance with all terms and conditions of the Unified Master Services Agreement executed between ENA Services, LLC and Affiliates, a Delaware limited liability company (“**ENA**”) and _____ (“Client”) on _____ (Date) (the “Agreement”), Client desires to purchase some or all of the Services described in this Schedule of Services (the “Schedule”). Client’s Purchases of Services from this Schedule will be memorialized in a form agreeable to both Parties during the Term of this Schedule.

Service Ordered (Check All Applicable Below)			
<input type="checkbox"/>	Broadband	<input type="checkbox"/>	Wi-Fi/LAN
<input type="checkbox"/>	Communication	<input type="checkbox"/>	Security
<input type="checkbox"/>	Cloud	<input type="checkbox"/>	Other
<input type="checkbox"/>	Video Collaboration Powered by Zoom	<input type="checkbox"/>	
Description and Price of Services			
Check one:			
<input type="checkbox"/>	Described below		<input type="checkbox"/> Described in the attached document(s)
Term (construed in conjunction with any documents attached to this Schedule)			
Initial Term	<input type="text"/>	months	
Renewal Term(s)	<input type="text"/>	Number of Renewal Terms <i>enter '0' if none permitted</i>	<input type="text"/> Length of each Renewal Term (in months)
Maximum Contract Length (if all renewal terms exercised)			<input type="text"/> Months
Schedule of Service Term Start Date (at install unless specified herein)	<input type="text"/>		
Billing Address and Billing Contact Information			

[signatures on last page]

SCHEDULE OF SERVICES

Nothing in this Schedule is intended to replace, supersede or modify the terms of the Agreement. Client facility must be ready to support the Service. Any building or customer environment make-ready cost is the responsibility of the Customer. If this Service includes a data circuit, Client must have a suitable entrance facility into the building/demark room by conduit or aerial means.

COMPANY:

ENA Services, LLC

CLIENT:

<<Client Legal Name>>

By: _____

By: _____

Name: _____

Name: _____

Title: _____

Title: _____

Date: _____

Date: _____

JUNIPER MIST WiFi PRODUCT WARRANTY

Warranty Start Date:

"Start Date" as used in this policy means (i) the date Covered Hardware is shipped from the distribution center of Juniper Networks, Inc. ("Juniper Networks").

Covered Hardware:

"Covered Hardware" means Juniper Networks Mist indoor rated WiFi access points, outdoor rated WiFi access points and Edge server hardware, all as described in Table 1, and includes the Embedded Software pre-installed with the Covered Hardware.

Any other capitalized terms not defined herein will have the meanings provided in the product Documentation, or in the Juniper End User Support Agreement or Juniper End User License Agreement at <https://support.juniper.net/support/guidelines/>.

Juniper Mist WiFi Product Hardware Warranty:

Juniper Networks warrants for the sole benefit of the original end user purchaser of the Covered Hardware ("Customer") that Covered Hardware will be free from defects in material and workmanship commencing on the Start Date and continuing for the applicable warranty period.

Covered Hardware	Warranty Period
Indoor rated Juniper Mist WiFi access points (AP12, AP21, AP32, AP33, AP41, AP43, AP32E, AP41E, and AP43E)	The longer of i) one year from the Start Date, or ii) until the last order date for a specific Covered Hardware model in accordance with the EOL/EOS policy (https://www.juniper.net/support/eol/#)
Outdoor rated Juniper Mist WiFi access points (AP61, AP63)	One year from the Start Date
Mist Edge server Hardware (ME-X5, ME-X10)	One year from the Start Date

This product warranty extends only to the original purchaser of the Hardware from an authorized Juniper Networks reseller or Juniper Networks, itself. In the event that Juniper Networks receives notice during the warranty period that any Covered Hardware does not conform to its warranty, Customer's sole and exclusive remedy, and Juniper Networks sole and exclusive liability, shall be for Juniper Networks, at its sole option, to either repair or replace the non-conforming Covered Hardware in accordance with this limited warranty. Covered Hardware replaced under the terms of any such warranty may be refurbished or new equipment substituted at the option of Juniper Networks. Juniper Networks will use commercially reasonable efforts to SHIP the replacement hardware within one (1) Business Day of Juniper Networks' RMA (defined below) from a central Juniper depot location. The Customer's replacement request must be received by 3 pm local time at the JTAC facility handling the request; otherwise the request will be considered as received on the next Business Day. Actual delivery times may vary depending on the customer location and Juniper shipping depot location. As used



herein, "Business Day" means Monday through Friday (time zone of the JTAC facility), excluding holidays observed at that JTAC facility.

Post Warranty Support:

For as long as Customer maintains a subscription to the Mist WiFi Assurance cloud service for its Covered Hardware (or Mist Edge Service for Mist Edge Hardware), Juniper will:

- a) respond to requests for technical support for Covered Hardware; and
- b) make available to Customer for use solely on the Covered Hardware such updates, patches, and bug fixes to the Embedded Software as it may release for general availability in accordance with the Service Description Document set forth at <http://www.juniper.net/support/guidelines.html>.

Upon expiration of the warranty period, Juniper will continue to replace any Juniper Mist indoor rated WiFi access point that fails to conform to this warranty for as long as Customer maintains a subscription to the WiFi Assurance cloud service for the Covered Hardware. In the event of discontinuance of manufacture of the indoor rated WiFi Covered Hardware, the Juniper replacement support is limited to 5 years from the last order date in accordance with the EOL/EOS policy (<https://www.juniper.net/support/eol/#>).

In the event the Customer allows its WiFi Assurance or Mist Edge subscription to lapse after expiration of the warranty period, Juniper will not be obligated to replace Covered Hardware products. In the event the Customer allows its cloud service or Mist Edge subscription to lapse prior to expiration of the warranty period, Juniper will not be obligated to provide advance replacement for Covered Hardware products.

Restrictions:

No warranty will apply if the Covered Hardware or Software (i) has been altered, except by Juniper Networks; (ii) has not been installed, operated, repaired, or maintained in accordance with instructions supplied by Juniper Networks in the enclosed documentation; or (iii) has been subjected to unreasonable physical, thermal or electrical stress, misuse, negligence, or accident. In addition, Covered Hardware or Embedded Software is not designed or intended for use in (i) the design, construction, operation or maintenance of any nuclear facility, (ii) navigating or operating aircraft; or (iii) operating life-support or life-critical medical equipment, and Juniper Networks disclaims any express or implied warranty of fitness for such uses. Customer is solely responsible for backing up its programs and data to protect against loss or corruption. Juniper Networks warranty obligations do not include installation support. Embedded Software update entitlement under this Warranty shall not cover any features licensable separately regardless of whether the implementation of such feature is included (in dormant form or otherwise) in the Embedded Software as originally embedded on the Covered Hardware originally purchased by Customer. Juniper Networks may condition availability of Hardware replacements or repairs, of technical services and of Embedded Software updates on Juniper Networks' determination that furnishing such items and support services to Customer shall not violate US or other applicable export or import control laws. Notwithstanding anything to the contrary, no warranty shall apply beyond the published End of Support date for Hardware or Software as described in the [Juniper Networks End of Life Policy and Procedure](#). JCPO product may be subject to additional restrictions.

Dead on Arrival ("DOA"):

For up to thirty (30) days from the Start Date, Juniper Networks will provide expedited replacement of affected field replaceable units of Covered Hardware that fail to operate within twenty-four (24) hours of initial installation. For purposes of this DOA policy, "fail to operate" shall mean a material failure to substantially perform in accordance with the Covered Hardware's technical specifications and shall not include cosmetic or other deficiencies that do not materially affect Covered Hardware performance. A new field replaceable unit will be shipped from Juniper Networks' manufacturing facilities within two (2) business days of Juniper Networks' receipt and validation of customer's notification of an inoperative unit. Notification must be sent by customer via online procedures set forth below. Defective Covered Hardware must be returned within ten (10) days of failure, or customer pays purchase price of replacement Covered

Hardware. Non-U.S. customers should allow for additional transit time due to international customs clearance. JCPO products that are sold after the published Last Order Date (as defined in the [Juniper Networks End of Life Policy and Procedure](#)) are excluded from this expedited DOA replacement coverage.

Hardware Return Procedures:

Any defective item can only be returned for a warranty defect if it references a return material authorization ("RMA") number issued by authorized Juniper Networks service personnel. To request an RMA number, customer must contact Juniper Mist technical support through the Mist cloud service (manage.mist.com). The RMA number must be included on the outside carton label of the returned item. Provided that Customer follows the instructions for return shipment provided with the RMA, Juniper will pay the costs for return shipment of the defective Covered Hardware. In addition, Juniper Networks shall pay any transportation costs incurred with the redelivery of a repaired or replaced item. If, however, Juniper Networks reasonably determines that the item is functional, the Customer shall pay any transportation cost. If Juniper Networks determines, at its sole discretion, that the allegedly defective item is not covered by the terms of the warranty provided hereunder or that a warranty claim is made after the warranty period, the cost of repair by Juniper Networks, including all shipping expenses, shall be paid by Customer.

Disclaimer:

EXCEPT AS EXPRESSLY SET FORTH ABOVE, JUNIPER NETWORKS MAKES NO REPRESENTATION OR WARRANTY OF ANY KIND, EXPRESS, IMPLIED OR STATUTORY, INCLUDING BUT NOT LIMITED TO WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE OR NONINFRINGEMENT, OR WARRANTIES OR OBLIGATIONS ARISING FROM A COURSE OF DEALING, USAGE OR TRADE PRACTICE. FURTHER, JUNIPER NETWORKS DOES NOT WARRANT THAT THE EMBEDDED SOFTWARE IS ERROR FREE OR THAT BUYER WILL BE ABLE TO OPERATE THE SOFTWARE WITHOUT PROBLEMS OR INTERRUPTION.

Limitation of Liability:

TO THE FULLEST EXTENT NOT PROHIBITED BY LAW, IN NO EVENT WILL JUNIPER NETWORKS OR ITS AFFILIATES OR SUPPLIERS BE LIABLE FOR ANY LOSS OF USE, INTERRUPTION OF BUSINESS, LOST PROFITS, OR LOST DATA, OR INDIRECT, SPECIAL, HYBRID, INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY KIND REGARDLESS OF THE FORM OF ACTION, WHETHER IN CONTRACT, TORT (INCLUDING NEGLIGENCE), STRICT LIABILITY OR OTHERWISE, EVEN IF JUNIPER NETWORKS OR ITS AFFILIATE OR SUPPLIER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGE, AND WHETHER OR NOT ANY REMEDY PROVIDED SHOULD FAIL OF ITS ESSENTIAL PURPOSE. THE TOTAL CUMULATIVE LIABILITY TO CUSTOMER, FROM ALL CAUSES OF ACTION AND ALL THEORIES OF LIABILITY, WILL BE LIMITED TO AND WILL NOT EXCEED THE PURCHASE PRICE OF THE PRODUCT PAID BY CUSTOMER. IN ADDITION, JUNIPER NETWORKS SHALL NOT BE LIABLE FOR CUSTOMER'S OR ANY THIRD PARTY'S SOFTWARE, FIRMWARE, INFORMATION, OR MEMORY DATA CONTAINED IN, SORTED ON, OR INTEGRATED WITH ANY PRODUCT RETURNED TO JUNIPER NETWORKS, WHETHER UNDER WARRANTY OR NOT.

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9900103-EN August 2021

February 03, 2022

Alabama Community College System and Higher Ed. (ACCS) Joint Purchasing Agreement (JPA)

To Whom it May Concern:

Juniper Networks ("Juniper") is very pleased to confirm that as of the date of this letter the following partner is currently authorized to resell Juniper products, training services, and support and maintenance contracts to end-user customers as specified below:

Partner Name: EDUCATION NETWORKS OF AMERICA, INC.
Partner Level: Reseller
Partner Territory: USA

Juniper is constantly reviewing their partner programs. Partner level, product authorizations, service specializations, and buying model relationship terms are always subject to change.

If you have any questions regarding our partnership or need additional information, please don't hesitate to contact:

Partner Account Manager: Jacob Caffee
Phone: 7708465827
Email: jcaffee@juniper.net

Sincerely,



Kyle Brown
Head of North America Channels
Juniper Networks (US), Inc.