Response to:
Request for Bid

The Alabama Community College System & Higher ED.

Joint Purchasing Agreement

MANUFACTURER SUPPLIED TECHNOLOGY EQUIPMENT
WITH PERIPHERALS,
SOFTWARE, NETWORKING, EQUIPMENT, MAINTENANCE
AND PROFESSIONAL SUPPORT SERVICES BID

February 11, 2022, 4PM CST

Submitted by: Uniti Fiber, Inc.
335 Jeanette Barrett Industrial Blvd
Wetumpka, AL 36092
Letter of Transmittal

We are pleased to offer our response to the Request for Bid for the Alabama Community College System Joint Purchasing Agreement. We are including the Letter of Transmittal information organized as required by the RFB below.

A. Submitting Organization:  Uniti Fiber, Inc.
   335 Jeanette Barrett Industrial Blvd.
   Wetumpka, AL 36092

B. Person authorized to obligate organization:
   Name: Tony Helton
   Title: Director - Sales

C. Person(s) authorized to negotiate the contract:
   Name: Quincy Minor
   Title: VP of Managed Services
   Phone: 334-567-1993

   Name: Tony Helton
   Title: Director - Sales
   Phone: 334-567-1993

D. Person to be contacted for clarification:
   Name: Tony Helton
   Title: Director - Sales
   Phone: 334-567-1993

E. Acceptance of Conditions Governing the Procurement:
   Uniti Fiber, Inc. accepts all conditions governing this procurement.

F. Signature of person authorized to contractually obligate organization:

Signature: 

Date: 2-10-22

G. Amendment Acknowledgement: (No Amendments Release)
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@dpe.edu.

Vendor Name: ____ Uniti Fiber, Inc. __________ Last Updated: ___2-10-22_________

JPA Website Address: ______TBA – Will have Link on Uniti.com

<table>
<thead>
<tr>
<th>Name(s)</th>
<th>Phone Number(s)</th>
<th>E-mail Address(s)</th>
</tr>
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<tr>
<td>Primary Contract Executive(s)</td>
<td>Tony Helton</td>
<td>334-567-1993</td>
</tr>
<tr>
<td>Sr. Account/Sales Manager(s) (by region if necessary)</td>
<td>Brent Lucas (Southwest)</td>
<td>334-567-1993</td>
</tr>
<tr>
<td>Sr. Account/Sales Manager(s) (by region if necessary)</td>
<td>Burke Hughes (Southeast)</td>
<td>334-567-1993</td>
</tr>
<tr>
<td>Sr. Account/Sales Manager(s) (by region if necessary)</td>
<td>Mike Gaston (Northwest)</td>
<td>334-567-1993</td>
</tr>
<tr>
<td>Account/Sales Manager(s) (by region if necessary)</td>
<td>Jonah Cardwell (Northeast)</td>
<td>334-567-1993</td>
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<td>Account/Sales Manager(s) (by region if necessary)</td>
<td>Cameron Woods (NorthCentral)</td>
<td>334-567-1993</td>
</tr>
<tr>
<td>Account/Sales Manager(s) (by region if necessary)</td>
<td>Ashtin Arant (SouthEast)</td>
<td>334-567-1993</td>
</tr>
<tr>
<td>Account/Sales Manager(s) (by region if necessary)</td>
<td>Tony Oberkirch (Mobile/Baldwin Area)</td>
<td>334-567-1993</td>
</tr>
<tr>
<td>Technical Support</td>
<td>ITS Network Operations Center</td>
<td>866-512-8324</td>
</tr>
</tbody>
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BID INFORMATION INDEX

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

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- Bid Summary
We are pleased to respond to your Request for Bid for the Alabama College System Joint Purchasing Agreement. We have included in our responses an extensive product line for the Networking Equipment and Video Conferencing Equipment categories.

Our proposal includes:

1. The Cisco Product Line at List Price with Discount Levels.
2. The Lightspeed Software Software Line at List Price with Discount Levels.
3. The Commscope/Ruckus. product line at their list price.
4. The Netapp Product Line at List Price with Discount Levels.
5. The VMware Product Line at List Price with Discount Levels.
6. The Liebert Product Line at List Price with Discount Levels.
7. The Viewsonic Products at a price set by Viewsonic
8. The Tripp Lite Product Line at List Price with Discount Levels.
10. The Spectrio Product Line at Resale Prices.
12. The Bitdefender Product Line at List Price with Discount Levels.
13. The Verkada Product Line at List Price with Discount Levels.
15. The Smart Technologies Product Line at Price with Discount Levels.
17. The Bytespeed Product Line at Price with Discount Levels.
18. The Cambium Networks Product Line at Price with Discount Levels.
20. The APC Product Line at Price with Discount Levels.
22. ITS Desktop, Server, & Network Managed Services
23. In addition to the equipment, we are also offering equipment staging, installation and configuration services of all the above product lines.

We are experienced in providing similar services for the Alabama Department of Education Joint Purchasing Agreement. We are a Cisco Premier Partner and hold Partner specialization certifications in IP Telephony and Wireless systems. We are trained and certified to provide full support for the Lightspeed Systems equipment. We also maintain a fully capable video conferencing system in our Wetumpka office utilizing a variety of Cisco Telepresence equipment. We have personnel on staff that have been trained to install and service Cisco Telepresence equipment and have installed 25+ systems throughout the State of Alabama.

- History and Organizational Structure
Uniti Fiber is a services-oriented firm specializing in local and wide area network solutions. Our staff has over 200 years of combined experience in designing and implementing both large and small scale networks for government, education and commercial clients. We provide all the products and services necessary to build high-performance networks and integrated Information Systems.

Uniti Fiber offers a wide range of network and computer system design and implementation services that can be tailored to meet your specific needs. We provide either complete turnkey solutions or only assist you in the aspects of your project where you need help. An overview of some of the services we offer are provided in the following:
System Planning and Design
Uniti Fiber engineers will help you refine and document your system requirements and then work closely with you to produce a comprehensive design to completely satisfy your requirements. Our design packages include detailed descriptions and drawings of the system, complete bill of materials, specifications for all components and a project plan for completion.

Structured Cabling System Design and Installation
Uniti Fiber cable designers and installers are registered by (BICSI) Building Industry Consulting Services International. Uniti Fiber is a Certified Installer (CI) for the Leviton System®. Leviton is a leading manufacturer of high-quality structured cabling system components and offers up to a 25 year warranty on all parts and labor.

Network Hardware Staging, Configuration and Installation
Uniti Fiber will assist in the ordering, tracking, inventory control, assembly, configuration, site delivery and installation of network and computer hardware from all major manufacturers. Our facility is equipped to handle multiple projects simultaneously. Uniti Fiber is a Cisco Systems® Premier Certified Partner.

Integrated Voice, Video and Data Systems
Uniti Fiber features solutions using Cisco Systems’® Architecture for Voice, Video and Integrated Data (AVVID). Cisco AVVID solutions prepare your company to compete in the New World economy. By converging data, voice and video onto a single IP infrastructure you can reduce total cost of ownership. Then organizations are able to take advantage of IP-enabled applications for enhanced productivity.

Computer System Application Installation and Configuration
Our technicians are experienced in the installation and configuration of Microsoft products such as the latest Windows Server, SQL, and Exchange System Softwares. We are also familiar in the Installation and Configuration of numerous Higher Educational applications and various Software Technology Incorporated products.

System Troubleshooting and Performance Tuning
Uniti Fiber technicians and engineers are trained and equipped to pinpoint network malfunctions quickly. This is important when your system is down and your employees are idle. We use analysis tools with expert systems software to decode and recommend solutions to performance problems. We can also provide proactive network checkups to baseline performance before and after new application deployment and identify any potential problems as your network traffic increases.

Web-based Surveillance—Physical Security
Once you’ve made the investment to install the network infrastructure, use it for security monitoring with a network connected camera. Using the internet or intranet you can remotely activate and view any camera by IP address from anywhere in the world. Use it for live web-site or monitor the entrance to your building. The possibilities are just beginning.

Network Maintenance and Upgrade
Uniti Fiber offers network maintenance contracts to enhance your workforce and provide the technical expertise you need at a minimal cost. We understand day to day computer operational costs can be expensive. Our philosophy is to first understand your technical support requirements and then
identify the correct personnel from our staff of experienced technicians to provide you with the
technical support you need. We will perform maintenance on structured cabling systems and
active components of your network to ensure that everything is operating at the optimal level.
We also will perform network equipment firmware revisions and necessary configuration changes
after business hours to ensure you don’t experience network downtime. Our goal is to provide
complete system support. From troubleshooting basic wiring problems to working with other
vendors to identify and resolve application and network interoperability issues. I.T.S is your one
stop shopping for technical support.

Quincy Minor, BECIS, EMBA, Uniti Fiber VP of Managed Services
Quincy P. Minor brings 20 years of Leadership experience in the IT Industry in service operations, profit-
loss management and sales. He is an accomplished technology leader with the ability to define,
implement, and lead the execution of technical strategies that strengthen organizational
performance. Quincy earned his bachelor’s degree in Computer Information Systems from Alabama
State University and his EMBA from Auburn University. His vision of the future and his ability to keep
our organization operating efficiently has contributed greatly to Uniti Fiber. Mr. Minor is a dynamic and
inspiring leader who brings his incredible intensity, passion, and fun to all that he does.

Subcontractors and Project Management
Subcontractors may be used for this project to enhance our ability to provide Professional
Services such as outside plant installation. Uniti Fiber employs a highly skilled group of
telecommunications and networking professionals. These professionals include technical sales
engineers, project managers, network engineers, customer service technicians and customer
service representatives. We feel our project management skills set us apart from the competition.
Project Managers are assigned to every project to streamline operations and provide a single point
of contact for the client. We will procure all required equipment and materials, install them, and
configure the system to meet pre-determined objectives.

Installation Standards
Uniti Fiber project managers ensure that a rigorous list of company and industry installation standards
(i.e., BICSI, TIA/EIA, Vendor-sponsored) are met and/or exceeded on every project.

Technical Certification
Uniti Fiber holds many certifications and partnerships: See Certification Tab for more information
Technical Certifications
  • Cisco Premier Partner
  • Cisco Certified Sales Expert
  • Cisco Certified Design Professional
BICSI Registered Designers and Installers
  • RCDD (Registered Communication Distribution Designer)
  • BICSI Technicians and Installers
Berk-Tek/Leviton Authorized Registered Contractor
  • All Cable Crew Employees Certified
Microsoft Certified Professionals, VMware Certifications
- Responses to General Requirements and Specifications
In this section, we provide responses to each subsection in the General Requirements and Specifications section of the RFB. We have labeled the responses with the corresponding subsection number and title from the RFB. Additional information attached to this bid are referenced within these subsection responses.

3.1 Acceptance of Conditions Governing the Procurement
Uniti Fiber is ISO 9001 certified, and many of our product lines hold an ISO 9001 as well. The Uniti Fiber ISO 9001 is in the Company Information Tab. The Product line ISO 9001’s are attached in the Authorized Reseller Forms Tab.

3.2 Incurring Cost
We have read and understand that all costs associated with this response are at our expense.

3.3 Vendor Responsibility
We have read and understand that we are solely responsible for fulfilling the purchase orders issued and accepting payment.

3.4 Serving Subcontractors
If subcontractors are used for support services, they will not directly accept purchase orders or payment for products and services. All such activities will be performed by a Uniti Fiber employee.

3.5 Amended Bids
We have read and understand this section.

3.6 Vendors’ Rights to Withdraw
We have read and understand this section.

3.7 Bid Offer Firm
We have read and understand this section. All pricing will be firm for at least 90 days.

3.8 Disclosure of Bid Contents
We have read and understand this section.

3.9 No Obligation
We have read and understand this section.

3.10 Legal Review
We have read and understand this section. We will comply.

3.11 Governing Law
We have read and understand this section. We will comply.
3.12 Basis for Bid
We have read and understand this section. No other requirements other than those provided by the System will be considered.

3.13 Agreement Terms and Conditions
We have read and understand this section.

3.14 Vendor Qualifications
We have read and understand this section.

3.15 Change in Vendor Representatives
We have read and understand this section. We will comply with its provisions.

3.16 Equipment and Services Schedules
We have read and understand this section. We will comply with its provisions.

3.17 Benefit of Cost Reduction
We have read and understand this section. Any additional manufacturer discounts/promotions will be factored into our responses to purchase requests.

3.18 Bid Terms
We have read and understand this section.

3.19 Fiscal Funding
We have read and understand this section.

3.20 Insurance
We have read and understand this section. We will comply.

3.21 New Products
We have read and understand this section. All equipment will be new unless otherwise specified in the purchase order.
- **Responses to Specifications**

In this section, we provide responses to each subsection in the Specifications section of the RFB. We have labeled the responses with the corresponding subsection number and title from the RFB. Additional information attached to this bid are referenced within these subsection responses.

**3.22 Product and Services Delivery Overview**

Products ordered from Uniti Fiber may be delivered to any location within the State of Alabama. We primarily utilize the manufacturer’s distribution channels to fulfill product orders and follow-up to insure delivery is performed on time. We are fully responsible for the delivery of equipment and will resolve any issues with equipment not arriving in the expected timeframe. If necessary, we can consolidate and stage large equipment orders until they are actually required to be on the institution’s site(s).

We have support personnel located in every region of Alabama. We can provide a variety of services in addition to basic equipment procurement. These services include, but are not limited to, the following:

- LAN/WAN planning, procurement, implementation and support
- Implementation of Cisco IP Communications product solutions that include Voice over IP (VoIP), IP Telephony systems, voice messaging, unified messaging and rich media conferencing.
- Cisco Smartnet maintenance registration and administration, including coordination of product returns and replacement shipping.
- Planning, implementation and documentation of structured network cabling systems.
- Installation, configuration and periodic reporting of system security status in conjunction with the Lightspeed Systems content filtering product line.
- Planning, implementation, staging, configuration and on-site setup of fully integrated classroom video conferencing systems.
- Coordination of activities involving multiple entities to insure the proposed solutions will meet the customers’ requirements.

Our main Network Operations Center is located in Wetumpka, AL. We also have a fully staffed Network Operations Center in Mobile, AL and another NOC located in Montgomery AL RSA Building. All of our advanced services offerings will be fulfilled by personnel from one of these two locations. The following map indicates where our remote technicians are located. In addition to these remote technicians, we can dispatch other technicians from our Wetumpka office in Elmore County or from the Mobile office to any location within the State requiring our support services.
Our primary concern is for all of our customers to be satisfied with our service. In order to accomplish this, our management structure has been tailored to meet this requirement. We have dedicated Account Managers who report to the Director of Sales on all Customer Service issues. In addition, Uniti Fiber has implemented a fully staffed department of Project Managers in our Solutions Management Department. They also are led by a VP level employee. All implementations are coordinated from this department, insuring customer service during the implementation stages. From the time that implementation is complete, a 24/7 Network Operations Center is available for service issues after the sale/installation. These three departments all report directly to the CEO, insuring customer satisfaction.
3.23 Reporting
As a minimum, we will provide the purchase agreement utilization information in the sample format provided in the RFB. Below is an example of our vision for this report but we can and will provide quarterly utilization reports in virtually any format required by the Alabama College System (ACS). If the contract is awarded to Uniti Fiber, we will commit to implement and provide electronic delivery of reports and access to a web-based reporting tool for use only by authorized ACS personnel within the first three months of the contract.

EXAMPLE

Alabama College System Joint Purchasing Agreement
Contract# ACS2022-01
Quarterly Usage Report
Period: 1st Quarter, 1 January 2019 – 31 March 2019

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<th>Procuring Entity</th>
<th>Category</th>
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<tr>
<td>Alabama Southern Community College</td>
<td>Cisco Equipment Order</td>
<td>$40,000.00</td>
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<tr>
<td>Alabama A&amp;M University</td>
<td>Netapp Renewal Order</td>
<td>$8,500.00</td>
</tr>
<tr>
<td>JF Ingram State Technical College</td>
<td>Cisco Equipment Order</td>
<td>$23,000.00</td>
</tr>
<tr>
<td>University of Alabama</td>
<td>Cleartouch Order</td>
<td>$30,000.00</td>
</tr>
<tr>
<td>University of Alabama in Huntsville</td>
<td>Palo Alto Order</td>
<td>$23,000.00</td>
</tr>
</tbody>
</table>
3.24 Electronic Commerce

ITS will maintain a website with access to the required items. ITS will also make the link to that website available on our company site, [www.uniti.com](http://www.uniti.com). If a contract is awarded to Uniti Fiber, we will commit to implement a website that contains the following enhanced capabilities:

- Help pages to explain the procurement processes and approvals required to initiate a purchase from Uniti Fiber under this purchasing agreement.
- Links to manufacturers’ product information to assist in product selection.
- Phone numbers and email links to request assistance with system design and product selection.

3.25 Breadth of Offering

We propose to offer product lines in three categories. For the Networking Equipment category, we are offering the entire product line for Cisco Systems, Quicklert(Telephony), and Lightspeed Systems (content filtering & classroom software). We are also including a portion of the Video Insight offering (Network Video Surveillance) In the Video Conferencing Equipment category, we are offering the entire Cisco Telepresence product line. In the Storage category, we are including Netapp SAN solutions. In addition, we will provide staging, asset tagging, configuration, installation, training and support services for all networking equipment, video conferencing equipment, firewall services and network cabling in addition to providing PC, Server and Network Managed Services.

All equipment will be new, unopened and in the manufacturer’s packaging. All required software and firmware licensing will be included in the systems. Under no circumstances will we assist in circumventing the manufacturer’s software licensing policies.

We have attached the product listings and pricing for Cisco Systems, Netapp, Arris, Inc., Quicklert, Smart Technologies, Viewsonic, Elmo, Liebert, Microsoft, VMware, HPE-Aruba, and Lightspeed Systems. In addition, pricing for our service offerings are provided that will enable participating institutions to purchase equipment and services that will effectively provide a turnkey solution. We believe we add value by providing more than just products for those institutions that require assistance in implementation.

3.26 Primary Account Representative

The primary account representative for this proposal will be Tony Helton, located in our Wetumpka, AL office. The marketing supervisor will also be Tony Helton.

3.27 References

Uniti Fiber is an experienced provider of a wide range of products and services for the educational environment. Our business was started in the educational market. We support over 70 K-12 school systems in the state of Alabama. We are currently a Cisco reseller on the Alabama Department of Education Joint Purchasing Agreement. See the “References” tab of this bid for a list of a complete customer reference list.
3.28 Pricing Level and Guarantee
We have included the pricing levels in the attached spreadsheets. We are offering the entire Cisco Systems product line of networking hardware and software at a 32% discount off of the manufacturer’s list price. Cisco Systems Smartnet maintenance is offered at 20% off the manufacturer’s list price. In addition, we are offering the Lightspeed Content Filtering & Classroom Software with list prices and discounts. We are offering Smart Technologies, Viewsonic, Elmo, Netapp, Cleartouch at a standard education price. We are also offering Liebert, VMware, Extron, and Spectrio, with standard discounts noted in its tab respectively. In addition to the equipment, we are also offering equipment staging, installation and configuration services which are also included in the attached pricing sheets.

All of the discount levels provided will be the minimum discounts offered throughout the term of the contract. However, manufacturer changes in list price may result in price changes without notice. Upon request, Uniti Fiber will provide Manufacturer contact information to validate baseline pricing.

3.29 Oral Presentation and Demonstration
Uniti Fiber agrees to provide the Evaluation Committee the opportunity to meet with and question the proposed primary account representative.

3.30 Equipment and Services Schedule
The Equipment and Services Schedule (ESS) for our product and service submissions are included as a tab to this bid opportunity. Our ESS includes the discounts described herein.

3.31 Scope of Work
We agree to deliver the products or services requested through a valid purchase order from all approved procuring entities of this contract. We also understand and support efforts for more competitive discounts where applicable.

3.32 Title Passage
Uniti Fiber understands that title of equipment will pass to the procuring entity upon acceptance.

3.33 Quantity Guarantee
Uniti Fiber understands this agreement is not exclusive and procuring entities may procure products from other vendors.

3.34 Order of Precedence
Uniti Fiber has read, understands and agrees with the order of precedence for resolving conflicts.

3.35 Payment Provisions
Uniti Fiber has read, understands and agrees with the payment provisions described in the RFP.
3.36 Shipment and Risk of Loss
Uniti Fiber understands that we are responsible for freight charges and will assist with the settlement claims of damaged goods. We understand the title passes at the time the goods reach their destination and we retain title and control until delivered and accepted by the buyer. Uniti Fiber will only agree to pay the expense of returned items when the return is a result of incorrect shipment of procured products by Uniti Fiber or its distribution partners. All shipments of products will be by UPS or Fedex Ground Service. Any request for a more expeditious shipment will be at the expense of the buyer.

3.37 Warranties
All products will be covered by the manufacturer’s warranty upon delivery.

3.38 Price Guarantees
Uniti Fiber agrees the procuring entity will pay the lower of the prices contained in our Equipment and Services Schedule. Any additional discounts will be negotiated between the procuring entity and Uniti Fiber.

3.39 Technical Support
Uniti Fiber maintains a toll-free technical information assistance line. The toll-free number for this service is 866-512-8324.

3.40 Product Delivery
Uniti Fiber agrees to deliver products to the procuring entity within 30 days of receipt of a valid purchase order.

3.41 Impracticality of Performance
Uniti Fiber agrees to act prudently and promptly to take steps to avoid being excused from performance for any reason.

3.42 Records and Audit
Uniti Fiber agrees to maintain detailed records pertaining to each purchase order for a period of three years from the date of purchase order acceptance. We will make these records available upon request by the procuring entity or appropriate governmental authorities.

3.43 Use of Subcontractors
Uniti Fiber understands that we are solely responsible for the performance of this agreement. All know subcontractors will be identified in the applicable addendum.

3.44 Indemnification
Uniti Fiber has read, understands and agrees with the Indemnification terms outlined.

3.45 Website Maintenance
Uniti Fiber will maintain and support an Internet website for access to our product lists, product descriptions, product specifications in accordance with instructions provided by this contract.
3.46 Ethics
Uniti Fiber 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. We also understand the System employees are not allowed to accept personal gifts or gratuities.

3.47 Replacement Parts
All use of refurbished replacement parts will be coordinated with the procuring entity.

3.48 FCC Certification
Uniti Fiber agrees that all hardware supplied meets all applicable FCC Certifications.

3.49 Site Preparation
ITS has read, understands and agrees with the site preparation section.

3.50 Assignment
Uniti Fiber will 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.

3.51 Survival
Uniti Fiber has read, understands and agrees with the survival section.

3.52 Lease Agreements
Uniti Fiber understands the procuring entity may agree to lease equipment.

3.53 Vendor Disclosure Statement
Uniti Fiber has provided the Vendor Disclosure Statement in the bid. Please see the Vendor Disclosure Statement Tab.
CERTIFICATE OF LIABILITY INSURANCE

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

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

PRODUCER
Stephens Insurance, LLC
111 Center Street, Suite 100
Little Rock, AR 72201
www.stephensinsurance.com

CONTACT
NAME: Denise Thompson
PHONE (AG, No Exp): 501-377-2058
FAX (AG, No): 501-210-4622
E-MAIL ADDRESS: denise.thompson@stephens.com

INSURER(S) AFFORDING COVERAGE
NAIC #
INSURER A: National Fire Insurance Of Hartford 20478
INSURER B: Continental Insurance Company 35289
INSURER C: Great American E & S Insurance Company 37532

INSURED
Uti Group Inc
(See Complete Named Insured Addendum)
10802 Executive Center Drive
Benton Building Suite 300
Little Rock AR 72211

COVERAGE

CERTIFICATE NUMBER: 60392866

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

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DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

FOR INFORMATIONAL PURPOSES ONLY

See Attached Addendum for Additional Coverage Details

CERTIFICATE HOLDER

FOR INFORMATIONAL PURPOSES ONLY

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

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ADDITIONAL REMARKS SCHEDULE

AGENCY CUSTOMER ID: 80306

Page ___ of ___

 Stephens Insurance, LLC

NAMED INSURED

Uniti Group Inc.
(See Complete Named Insured Addendum)
10802 Executive Center Drive
Benton Building Suite 300
Little Rock AR 72211

Policy Number

CARRIER

NAIC CODE

EFFECTIVE DATE:

ADDITIONAL REMARKS

This Additional Remarks Form is a Schedule to ACORD FORM, 25 FORM TITLE: Certificate of Liability (03/16)

HOLDERS: FOR INFORMATIONAL PURPOSES ONLY XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX

ADDRESS: XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX

NAMED INSURED SCHEDULE:

FIRST NAMED INSURED: UNITI GROUP INC

Uniti Group LP LLC
Uniti Group LP
Uniti Group Finance Inc
CSL Capital, LLC
Talk America Services, LLC
CSL National GP, LLC

CSL National, LP - Below Entities are Holding Companies for REIT Assets
CSL Alabama System, LLC
CSL Arkansas System, LLC
CSL Florida System, LLC
CSL Georgia System, LLC
CSL Iowa System, LLC
CSL Kentucky System, LLC
CSL Mississippi System, LLC
CSL Missouri System, LLC
CSL New Mexico, LLC
CSL North Carolina Realty GP, LLC
CSL North Carolina System, LP
CSL North Carolina Realty, LP
CSL Tennessee Realty Partner, LLC
CSL Tennessee Realty, LLC
CSL Ohio System, LLC
CSL Oklahoma System, LLC
CSL Texas System, LLC
CSL Realty, LLC
CSL Georgia Realty, LLC
Uniti Holdings GP, LLC
Uniti Holdings LP
Uniti Fiber Holdings -TC LLC
Uniti Fiber Holdings, Inc.
Uniti Fiber LLC
Uniti QRS Holdings GP LLC
Uniti LATAM GP LLC
Uniti QRS Holdings LP
Uniti Leasing LLC
Uniti Dark Fiber LLC
Uniti Towers LLC
PEG Bandwidth Services, LLC
Contact Network, LLC
PEG Bandwidth DC, LLC
PEG Bandwidth DE, LLC
Inline Services, LLC
PEG Bandwidth LA, LLC
PEG Bandwidth NA, LLC
PEG Bandwidth MD, LLC
PEG Bandwidth MS, LLC
### ADDITIONAL REMARKS SCHEDULE

**AGENCY CUSTOMER ID:** 80306  
**LOC #:**

**ACORD**

<table>
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| Stephens Insurance, LLC | Uniti Group Inc.  
(See Complete Named Insured Addendum) |

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**ADDITIONAL REMARKS**

**THIS ADDITIONAL REMARKS FORM IS A SCHEDULE TO ACORD FORM,**

**FORM NUMBER:** 25  
**FORM TITLE:** Certificate of Liability (09/16)

**HOLDER:** FOR INFORMATIONAL PURPOSES ONLY XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX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NOTE - COPIES OF THE FORMS REFERENCED BELOW ARE AVAILABLE UPON REQUEST:

The General Liability Policy includes a blanket automatic additional insured endorsement that provides additional insured status to any persons or organizations to which you are obligated by a written agreement to procure additional insured coverage subject to the terms and conditions of CNA75079XX (1-15).

The "Other Insurance - Primary/Excess provision" with respect to additional insured's per form CNA7470XX (1-15).

The General Liability policy includes blanket automatic waiver of subrogation provision where required by written agreement and subject to terms and conditions of CNA7470XX (1-15).

The General Liability policy includes thirty (30) day notice of cancellation endorsement, for reasons other than non-payment of premium, to persons or organizations on file with agent or broker at the time of cancellation if required by contract per terms and conditions of CNA74702XX (1-15).

The Auto Liability Policy includes a blanket automatic additional insured endorsement that provides additional insured status to any persons or organizations to which you are obligated by a written agreement to procure additional insured coverage subject to the terms and conditions of SCA 23 500 D (10-11).

The "Other Insurance - Primary/Excess provision" with respect to additional insured's per form CNA771527XX (1-15).

The Auto Liability includes a blanket automatic waiver of subrogation provision where required by written agreement and subject to terms and conditions of CA 04 44 (10-13).

The Auto Liability policy includes thirty (30) day notice of cancellation endorsement, for reasons other than non-payment of premium, to persons or organizations on file with agent or broker at the time of cancellation if required by contract per CNA72315XX (04-19).

The Workers Compensation includes a blanket automatic waiver of subrogation provision where required by written agreement and subject to terms and conditions of WC 00 03 13 (04-84) or Texas - WC 42 03 04B (06-14).

The Work Comp policy includes thirty (30) day notice of cancellation endorsement, for reasons other than non-payment of premium, to persons or organizations on file with agent or broker at the time of cancellation if required by contract per CC68021A (02-13).

The Umbrella Liability follows over underlying General Liability, Auto Liability and Work Comp policies. The Umbrella policy includes additional insured as in underlying per form CNA75504XX (03-15). The Umbrella policy includes blanket waiver of subrogation per form CNA75504XX (03-15).
General Liability & Umbrella Liability policies both include separation of insured provisions that are automatically built into coverage forms CG0001 (04-113) and CNA75504XX (03-15). The General Liability & Excess policies "do not" include cross suits exclusion endorsements.

Uniti Fiber operates using several different SPINs, depending on the region where services are provided. This proposal is being made by Uniti Fiber, SPIN# 143036587

On behalf of all of us at Uniti Fiber, thank you for taking the time to review our proposal. We hope you'll find our response to your recent RFP reflects our passion for assisting K-12 school districts like yours leverage E-Rate funding to unleash superior fiber broadband technology that also benefits the economic growth of your community.

About Us

Uniti Fiber is a leading provider of fiber optic networks in the Gulf South and Southeast regions, where we specialize in delivering dark and lit fiber optic capacity to underserved markets and customers with critical infrastructure needs.

Uniti Fiber devotes a large portion of its workforce to support the technology needs of schools and libraries with an E-Rate team built from names you've come to know and trust. Hunt Telecommunications, Information Transport Solutions (ITS), InLine, Nexus Systems, and Southern Light, are now Uniti Fiber, dedicated to providing the same service you've come to depend on to schools and libraries.

Our goal is to work with you to build and operate a reliable and affordable fiber optic network to serve all customers, and over time, as the network expands, to other businesses and government facilities in the surrounding communities. Ultimately, the implementation of a Uniti Fiber network will enable the entire surrounding area to take advantage of this newly implemented fiber broadband.
Company Background

Since its formation in 2015 as the first U.S. REIT focused on acquiring and leasing communications distribution systems, Uniti (NASDAQ: UNIT) has grown substantially. Over the past several years the company has hired hundreds of employees, engaged in numerous transactions, and currently owns millions of strand miles of fiber, hundreds of communications towers and other communications assets throughout the U.S. In an industry that is famously capital intensive, Uniti collaborates with operators to develop assets and simultaneously relieves them of the burden of raising investment capital. However, unlike a private equity or venture fund, Uniti does not take an ownership interest in or exercise control over operations. Rather, operators gain access to a vast reserve of capital along with the freedom to use it in ways that best suit their strategic objectives. Uniti’s unique REIT structure provides the vital connection between investors and operators of capital and unlocks the value of the network for the benefit of both parties.

Uniti, as a S&P SmallCap 600 Company and the first diversified communication infrastructure REIT, is dedicated to forging partnerships, igniting ideas, and pursuing strategies that
NOC Description and Times of Operations

Uniti Fiber's geographically diverse Network Operations Center consists of dozens of help desk and network engineering staff located in state of the art facilities in strategic proximity to our network backbone and customers. The NOC and support lines are staffed 24x7x365 by onsite personnel.

The NOC monitors Uniti Fiber and customer network resources for outages and SLA violations. Network problems and customer outages are worked within our customer interactive ticketing system to ensure resource notification, SLA policy adherence, and rapid mobilization when needed. NOC monitoring tools and ticketing tools are backed up at multiple disaster recovery sites.
Help Desk Procedures

When it comes to carrier class network monitoring, Uniti Fiber is ready to perform. Our ability to deliver information in a timely and critical manner helps to improve the uptime and availability of network services. We have a 24x7x365 staff of experts that leverages all their cumulative years of experience to make the right decisions, quickly and accurately. Our Network Operations Center (NOC) is housed behind two levels of physical security. Our IT security network utilizes firewalls, antivirus and intrusion protection devices ensuring our communications network integrity. Our NOC support teams work day and night to ensure the network not only remains healthy, but is optimized for performance.

Uniti Fiber has in place a proven trouble ticketing system that allows our clients to report any issues via web, e-mail or telephone. Both our customers and our internal data center and field service personnel use this system every day to support our customers. This system provides full reporting capabilities and is overseen throughout the day for escalation and quality assurance purposes. Once a trouble ticket is opened by any means the client receives a ticket number via e-mail, and as the ticket progresses the client receives regular status notifications. In addition, the client can update the ticket through the support portal, or by simply replying to any notification e-mails.

Our NOC operates on a multi-tier basis with subject matter experts in each of our major service areas. The NOC teams are responsible for documenting all actions taken to support a user or problem, and they utilize real time dashboards that display graphically the total number of tickets at any given time in important statuses such as new, customer responded, unassigned, or past due. These same indicators are repeated on the desktops of all the key service desk personnel and are interactive, allowing them to quickly drill down to at risk tickets. NOC leadership can view extensive real time and historical reporting from anywhere, and reallocates personnel and resources to resolve any critical issues.
Uniti Fiber and its legacy companies have been engaged in providing solutions and support to Southern corporations, educational institutions, and government entities for over 80 years combined. We rely on a systematic approach to resolving issues, and our technicians have established procedures for many of the routine tasks that require specialized setup and configuration. These procedures range from very simple to very detailed procedures like router configurations, firewall configurations, Server setups and troubleshooting various problems on any number of platforms.

Uniti Fiber maintains a trained and professional staff of field service technicians, cabling crews, and tower crews across our network footprint. To ensure that problems are tracked and resolved Uniti Fiber has both full time support dispatchers and a Technical Services Manager supporting this team. Dispatchers provide a single point of contact for telephone requests, dispatches appropriate team members based on trouble tickets, and proactively manages the scheduling of team members.
throughout the day. To ensure the most immediate response, primary service for the equipment in the State of Alabama would be provided from our State of Alabama teams.

24/7/365

Support personnel are available 24 hours a day, 7 days a week, 365 days a year. The NOC utilizes a multi-tier response plan to provide the most rapid response to customer issues.

Tiered Response System

Our Tier One team serves as a triage team that is also capable of providing quick resolution of many general connectivity issues. Technicians are schooled in efficient identification of issues requiring advanced support, typically trained to spend no more than 30 minutes on an issue before beginning escalation of the problem. When trouble tickets require a more complex diagnostic approach or specific technological expertise, they are assigned to our Tier Two technicians, who are subject matter experts able to provide the best support possible in the shortest amount of time.

Escalation Process

If the issue requires further escalation, it is referred to a Tier Three technician or an appropriately trained onsite technician. Tier Three technicians also monitor and oversee ongoing technical support issues in the lower two tiers to ensure rapid resolution and detect broader problems or issues impacting the network. When issues require an onsite technician, they will be escalated to Tier Four and the onsite manager will be responsible for deploying an onsite technician to the necessary location.

Accountability

We have implemented our service automation and ticketing systems to achieve extensive reporting capabilities; our experience and certifications on these systems have given us the knowledge to train our people. Our systems-oriented environment guarantees service issues are promptly resolved. Every person in our company is accountable and receives reports monthly to reassure this accountability.
## Service Locations Number of Technicians

Toll-Free 24/7/365 Help Desk: **877-652-2321**

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Network Security

Customer Experience & Privacy

As Uniti helps build an increasingly connected and accessible digital world, the trust our customers place in us to help them thrive in this environment continues to grow.

In Q4 2020, our security tools blocked over 5.2 million malicious emails.

This trust is a paramount driver for our work and we prioritize addressing the risks that come with operating in an “always-on, always there” society, including those related to privacy and data security. Our Data Protection Policy provides additional information on our security and data protection protocols.

Cybersecurity Approach

Cybersecurity is a top priority for Uniti and we work diligently to protect our network, systems, and data.

To more effectively address the cybersecurity threats posed today, Uniti has a dedicated security staff augmented by partnerships with industry-leading security experts. The team is responsible for leading enterprise-wide information security strategy, policy, standards, and processes. Our team is continuously building and improving a comprehensive information security program with the goals of increasing cybersecurity threat awareness and fostering a corporate culture of security-minded users.

Zero Trust Network Access (ZTNA)

ZTNA is a set of technologies that operates on an adaptive trust model, where trust is never implicit, and access is granted on a “need-to-know,” least-privileged basis defined by granular policies. ZTNA gives users seamless and secure connectivity to private applications without ever placing them on the network or exposing applications to the internet.

Endpoint Detection & Response (EDR)

EDR is next-generation antivirus that blocks known malware and uses artificial intelligence to detect abnormal behavior. EDR also provides the capability to automate the response by stopping any malicious actions and removing malicious files from the device.
Information Security Program

Uniti's comprehensive information security program must ensure the core concepts of confidentiality, integrity, and availability are supported by adequate security controls to mitigate or reduce the risks of data loss, disruption, or corruption. We use a multi-layered approach involving administrative, technical, and physical controls. This includes (among other aspects) vulnerability management, antivirus and malware protection, access control, email and phishing security, and employee awareness. Uniti's information security program is governed by a set of policies and standards based on accepted industry best practices. These policies set forth our commitment to information security and define the practices and procedures that are to be followed by all employees, helping protect information resources and information systems from unauthorized access, leakage, falsification, loss, destruction or other security risks. We routinely review and revise these policies and standards to address changes in the risk landscape, threats, and the regulatory environment.

Risk Assessments

Our security controls are continuously evaluated by performing risk assessments throughout the year. These assessments – designed for continuous improvement of the information security program's effectiveness – consist of social engineering, vulnerability scanning, and penetration testing conducted by our information security team and third-party industry experts.

Employee Training

Each employee plays a critical role in protecting Uniti's most sensitive information. To increase employee awareness of information security threats, we require all personnel to complete various training exercises that help them easily identify security threats and malicious activity. These exercises include online video training, authorized internal phishing campaigns, and security newsletters with advice on security best practices and updates on the current threat landscape.

Strengthening Measures

Uniti is committed to safeguarding the trust of its customers, employees, and business partners. We recognize that potential cybersecurity threats will continue to grow. Our approach is to remain proactive and continually evolve our information security program. We continuously seek opportunities to improve practices, implement stronger controls, and provide more robust security against new threats, all to protect the confidentiality, integrity, and availability of the data entrusted to our care.
Staff Background

Quincy P. Minor, VP E-Rate and Government Sales

Quincy P. Minor brings 20 years of Leadership experience in the IT Industry in service operations, profit-loss management and sales. He is an accomplished technology leader with the ability to define, implement, and lead the execution of technical strategies that strengthen organizational performance. Quincy earned his bachelor’s degree in Computer Information Systems from Alabama State University and his EMBA from Auburn University. His vision of the future and his ability to keep our organization operating efficiently has contributed greatly to Information Transport Solutions success. Mr. Minor is a dynamic and inspiring leader who brings his incredible intensity, passion, and fun to all that he does.

Joe McCourt, SVP Enterprise Operations

Joe McCourt joined Uniti Fiber as the Senior Vice President of Enterprise Operations in January of 2019 and is responsible for leading Enterprise Sales, Managed Services, Voice and E-Rate programs.

McCourt began his telecom career at MCI in 1987, holding various sales positions before moving to Brooks Brothers Clothing in 1990, serving as the Director of Communications. He then went on to a variety of senior executive leadership roles – from sales and marketing to operations and strategy – at communications companies including Metropolitan Fiber Systems (MFS), TW Telecom, Telcove, Level 3 Communications, DukeNet and Zayo. Before joining Uniti Fiber in 2019, McCourt served as Executive Vice President and Chief Revenue Officer for Lumos Networks.

Patricia Dalton, Broadband Coordinator/USAC Specialist

Retired from Mississippi Department of Education where she served as the State E-rate Coordinator. Patricia has been involved with E-rate filing the state application and training district personnel in filing their applications since the inception of the program in 1998. She has been with Uniti Fiber (previously InLine) for the past 4 1/2 years assisting applicants to make sure they file properly and work through any questions they have. When necessary, she helps applicants file appeals.
Jeff Drury, VP and Controller

Jeff Drury has over 30 years of accounting and financial experience. He has a BS in Accounting from Troy State University and his experience includes Corporate, Cost, and Governmental accounting as well as internal auditing. He also served as the Technology Administrator for the Lee County Board of Education. While at the Lee County Board of Education he was responsible for implementing the financing that installed the first OC3 system wide fiber optic network for K12 education in the state of Alabama.

Greg Tapscott, Director, Revenue Assurance

Mr. Tapscott joined Uniti Fiber in September 2006 and oversees the Company’s accounting and regulatory departments. Greg is a CPA and member of the American Institute of Certified Public Accountants. Greg has had exposure to a wide variety of industries. He began his career at Ernst & Young, LLP in the Birmingham, Alabama office spending eight years there and ultimately serving as an audit manager to large manufacturing, distribution and retail clients throughout the state of Alabama. While at Ernst & Young, he provided accounting and public filing guidance to clients and mentored younger staff. Most recently, Greg worked at Compass Bancshares, a Fortune 500 company headquartered in Birmingham, Alabama, managing division controllers. He also assisted Compass in performing due diligence and completing accounting integration on several significant acquisitions. Greg holds a B.S. in Accounting from Birmingham-Southern College.

Andrew Newton, President

Mr. Newton is a founding member of Uniti Fiber and plays a key role in the financial aspects of our business. He also has extensive outside plant fiber optic construction experience, having started and served as president of two construction companies. Mr. Newton has been the primary member responsible for raising all rounds of funding for the company. A graduate of Birmingham Southern College, Mr. Newton was featured in the December 2000 issue of Alabama Business Magazine as one of five top Alabama Entrepreneurs under the age of 35, Mobile Press Register’s articles on July 13, 2000 highlighting Mr. Newton’s career, and June 24, 2001 article entitled “Uniti Fiber Runs Rings Around Mobile,” and “Southern Magazine’s Fall 2001 issue “A Million Points of Uniti Fiber.” In addition to the companies listed above, Mr. Newton has served on the board of other companies and organizations such as the Mobile Area
Chamber of Commerce, Compass Bank, America’s Junior Miss, Mobile’s Bayfest, American Pitch Pine Co., Herrin/Chandler YMCA (Chairman) and Dauphin Way UMC Board of Trustees.

Engineering and Operations

Besides those whose detailed biographies are provided below, Uniti Fiber has a team of over 200 highly skilled telecommunications operations personnel who work to maintain the company’s networks. Of these 200 operations individuals, many are network technicians with considerable experience and various levels and types of networking certifications, ranging from Cisco IP and networking to SONET network certifications with various network equipment manufacturers. Having so many technicians located in this market gives Uniti Fiber an unparalleled ability to bring in the right resources in a very short time frame should a problem arise. Thanks to the expertise and dedication of our operations and engineering teams, Uniti Fiber was able fully recover from Hurricane Ivan in Pensacola and Baldwin County in a mere 48 hours – before other network companies had even finished surveying the extent of their damage, and to sustain service in Hurricane Katrina with minimal impact.

Chris Latham, Senior Network Architect

16 years’ experience in the information technology and telecommunications industry. Served as an IT Manager in the private sector. Specialties: Carrier Ethernet, MPLS, OSPF, BGP, CWDM, Optical networking, Service Provider networking, Layer 2/3 LAN/WAN configuration and design, Firewalls, Virtualization with VMware, Network Security, Enterprise Wireless, Project Management, Active Directory

Certifications include: FCNSA, FCNSP, CSSA, VCP3, VCP4, VCP4-DT, VCP5, and Network+

Bryan King, Internet Department Director

18+ Years’ Experience as a Network Engineer. Skilled in Cisco Technologies, Firewalls, Servers, Disaster Recovery, VPN, VMware Infrastructure, Network Design, Storage Area Networks, vSphere, System Administration, Security, Storage, IIS, Cloud Computing, Network Administration

Eric Daniels, SVP Operations
Mr. Daniels is a founding member of Uniti Fiber and has served as the Chief Operating Officer (COO) of Uniti Fiber since 2000 until the 2017 acquisition by Uniti Fiber, when he became the Senior Vice President of Operations. Mr. Daniels has overseen the construction of all of Uniti Fiber's fiber optic networks, as well as the design, installation and on-going management of our lit networks. Mr. Daniels is an expert in fiber optic outside plant construction and maintenance as well as optical network design and management. Prior to joining Uniti Fiber, Mr. Daniels served as an active-duty officer with the United States Navy. He served as Flag Lieutenant/Aide de Campe to Admirals Jose Betancourt and Dennis Conley, and as Combat Information Center Officer on the USS LABOON and the USS ANTRIM. Mr. Daniels currently maintains the rank of Commander with the U.S. Navy Reserve and served in Operation Iraqi Freedom. He is a 1993 graduate of the United States Naval Academy.
September 21, 2021

RE: Subsidiaries of Uniti Fiber Holdings Inc.

To Whom it May Concern:

This letter is to set forth the relationship of Uniti Fiber Holdings Inc. and several of its direct subsidiaries:

On July 3, 2017, Southern Light, LLC was acquired by Uniti Group Inc. and now is a subsidiary of Uniti Fiber Holdings Inc.

Also on July 3, 2017, Hunt Telecommunications, LLC was acquired by Uniti Group Inc. and now is a subsidiary of Uniti Fiber Holdings Inc.

On October 19, 2018, Information Transport Solutions, Inc (ITS) was acquired by Uniti Group Inc. and now is a subsidiary of Uniti Fiber Holdings Inc.

Each of these entities continues operations as a valid corporate entity, now part of the Uniti family of companies. These entities remain active parties to current and future contracts. However, due to consolidation of operations, you may receive billing or correspondence from “Uniti.” If you need further information on the status of Southern Light, please contact me directly.

Sincerely,

Julie K. Plowman
Vice President & Deputy General Counsel
of all Uniti companies
julie.plowman@uniti.com
(512) 739-8939
To whom it may concern:

Schneider Electric IT USA, Inc. “formerly known as APC by Schneider Electric”, confirms that Uniti Fiber is an authorized reseller of APC products. This authorization demonstrates their knowledge of APC products and validates their expertise to design, deploy and maintain customer networks. Uniti Fiber is not authorized to perform services on behalf of APC.

Please contact me with any questions regarding this authorization.

Regards,

Lucy Simeone
Channel Programs Specialist
BitDefender Authorized Partner

http://www.bitdefender.com/partners/partner-locator.html
January 24, 2022

Uniti
Attn: Tony Helton, Director, Sales
335 Jeanette Barrett Industrial Blvd
Wetumpka, AL  36092

Subject: Letter of Authorization for Uniti

Dear Mr. Helton,

ByteSpeed acknowledges that Uniti, doing business at 335 Jeanette Barrett Industrial Blvd Wetumpka, AL, is an authorized reseller of ByteSpeed hardware and associated equipment and services. Approved products include but are not limited to computer hardware and networking solutions, and accessories associated for the usage of these systems.

Sincerely,

Anna Hanson
Sales Director
ByteSpeed
ahanson@bytespeed.com
877.553.0777
February 1, 2022

Alabama Community College System
In reference to bid: ACCS-2022-01
135 S. Union St
Montgomery, AL 36130

Attn: Contract Manager

Cambium Networks is proud to be part of the ACCS-2022-01 bid opportunity in working with Uniti Fiber. This letter certifies that Uniti Fiber is a Cambium Networks authorized education reseller/dealer in good standing with our organization.

Uniti Fiber is a partner of Cambium Networks and has been successfully marketing and selling the Cambium line of wireless products in the state of Alabama. I am confident that Uniti Fiber will do an excellent job of representing and marketing the Cambium Networks solutions as defined in the ACCS-2022-01 bid proposal for the Alabama Community College System.

As a Regional Sales Manager, Southeast, I have the authority to write this letter and my contact number is 864-525-5453.

I look forward to a mutually successful relationship working with ACCW through Uniti Fiber. If you have any questions, please do not hesitate to reach out.

Sincerely,

Yancey M Johnson

Yancey Johnson
Regional Sales Manager
Cambium Networks
Manufacturer’s Authorization Form

Date: January 21, 2022

To: Alabama Community College System, State of Alabama

Subject: ACCS-2022-01

Cisco Systems, Inc., a company duly organized under the laws of the State of Delaware of the United States, having its principal place of business at 170 W. Tasman Drive, San Jose, CA 95134-1706, USA ("Cisco"), who is a provider of networking products and services, hereby confirms that, as of the date of this letter, Uniti Fiber (formerly Information Transport Solution, Inc.) ("Reseller") wishes to participate in the Bid or Project stated above and has entered into an Indirect Channel Partner Agreement which entitles Reseller to do the following:

1. resell and/or distribute Cisco products and/or services in United States to end users within that territory;
2. bid, negotiate and conclude a contract with you for the above products/services manufactured or supplied by Cisco. The Reseller is an independent contractor and has no authority to commit and/or bind Cisco or its affiliates in any way.

Cisco will, within the scope of its agreement with its authorized channels, provide support and product warranty services for Cisco products obtained through its authorized channels.

The confirmation provided under this Authorization form shall be accurate as of the date appearing at the top of this letter.

If you need any additional information, please do not hesitate to contact Victoria Blaylock at 731-217-8543. For more information about Cisco’s channel partner program, please visit the following URL: http://www.cisco.com/web/partners/index.html.

Duly authorized to sign this authorization form for and on behalf of: Cisco Systems, Inc.

Brian Dulac, Director, Finance
January 23, 2022

Re: Bid Number ACCS-2022-01

To whom it may concern;

Clear Touch Interactive, Inc. provides interactive technology solutions that helps educational institutions, government agencies and commercial enterprises to Interact Differently. These interactive technology solutions are specifically designed for the demands and requirements of today’s collaborative environments.

Uniti is an authorized reseller of Clear Touch Interactive, Inc. products and solutions and is authorized to provide sales, service and support in the State of Alabama and specifically, to meet the needs and requirements of this Solicitation. Uniti is currently a Signature Elite Partner which is the highest level attainable through our reseller program. Uniti has demonstrated their ability to deliver exceptional results and efforts through extensive Clear Touch experience and training.

Sincerely,

Keone Trask
President
ktrask@getcleartouch.com
(864) 973-7973
January 27, 2022

Subject: PartnerPRO Network Authorized Partner

To Whom It May Concern,

CommScope (NASDAQ: COMM) and the recently acquired Ruckus Networks are redefining tomorrow by shaping the future of wired and wireless communications. Our combined global team of employees, innovators and technologists have empowered customers in all regions of the world to anticipate what’s next and push the boundaries of what’s possible.

This serves to confirm that as of the date of this letter, UNITI FIBER (AKA HUNT TELECOM, SOUTHERN LIGHT, INTEGRATED DATA is a member of the CommScope PartnerPRO® Network. As a Select partner, UNITI FIBER (AKA HUNT TELECOM, SOUTHERN LIGHT, INTEGRATED DATA is able to prepare and submit proposals in response to bids, to the extent the proposal submitted includes Ruckus brand products and solutions. This includes authority for UNITI FIBER (AKA HUNT TELECOM,SOUTHERN LIGHT, INTEGRATED DATA) to provide Ruckus' full line of products to the Alabama Community College System & Higher Ed. Joint Purchasing Agreement Bid ACCS-2022-01.

This authorization does not guarantee special pricing. All special pricing must be authorized by CommScope, and final pricing shall be as agreed between the customer and UNITI FIBER (AKA HUNT TELECOM, SOUTHERN LIGHT, INTEGRATED DATA.

Dieter Verdegem
Vice President, Global Customer Experience
To: Tony Helton

Re: Vertiv/Liebert Authorization

Tony,

Uniti Fiber located at 335 Jeanette Barrett Industrial Blvd, Wetumpka, AL 36092 is an authorized reseller of Vertiv products and services. Uniti Fiber is a good standing member of the Vertiv Partner Program!

Please advise if you require further information.

Regards,

Matt Fancher
Channel Accounts Manager
January 28, 2022

Alabama Community College System
Joint Purchase Agreement Initiative
135 South Union Street, Suite 137
Montgomery, AL 36104

Re: ACCS-2022-01

To whom it may concern:

Lightspeed Systems hereby confirms that, as of the date of this letter, Uniti Fiber (Information Transport Solutions, Inc. A Uniti Company), is a certified channel partner and is authorized to sell Lightspeed Systems products to the Alabama Community College System & Alabama Higher Education Joint Purchase Agreement

Furthermore, Uniti Fiber has achieved the following:

1. Uniti Fiber is a Lightspeed Systems authorized reseller
2. Uniti Fiber is authorized to sell Lightspeed Systems products.
3. Uniti Fiber is an education reseller.

Please note that the present confirmation is not permanent, and that the status of Lightspeed Systems authorized channel is reviewed on a regular basis. This information is accurate as of the date appearing at the top of this certificate. I am authorized to sign this letter on behalf of Lightspeed Systems. If you need any additional information, please do not hesitate to contact us.

Thank you,

Gregory Funk
VP, Corporate Controller
gfunk@lightspeedsystems.com
737.205.2430
February 04, 2022

Uniti Fiber Holdings Inc.
335 Jeanette Barrett Industrial Blvd
Wetumpka, AL 36092

REF: Letter/State/Contract/RFP Number ACCS-2022-01

To Whom It May Concern,

NetApp, Inc. ("NetApp") affirms that ___________________________ Uniti Fiber Holdings Inc. ("Partner") is an authorized reseller of NetApp products and services in the SLED market.

NetApp shall provide to Partner the products and services ("Products") listed in NetApp’s North America Price List for the above-referenced ACCS-2022-01 ("Contract") beginning on the date wherein NetApp Products are added to the Contract and for the duration of the Contract and any extensions thereof, subject to the conditions below.

Partner must at all times be a NetApp reseller in good standing. If for any reason Partner contract with NetApp lapses or is terminated, the authorization under this letter shall immediately be revoked and Partner shall work to remove its listing of NetApp products and services from the Contract.

Nothing in this letter shall be construed as imposing additional terms and conditions upon NetApp in relation to Partner’s sales of Products under the Contract; all such sales shall be governed by the terms and conditions of the reseller agreement in place between NetApp and Partner at the time of sale.

NetApp Products proposed for inclusion on the Contract or any subsequent Contract modification are commercial-off-the-shelf ("COTS") products and services developed entirely at private expense; are of a type customarily used by the general public for purposes other than governmental purposes; and are sold, leased, or licensed in the course of normal business operations to the general public. Partner shall not extend to Contract end-users any rights to NetApp’s intellectual property beyond those expressly authorized by NetApp.

NetApp will provide Standard Pricing for Products made available for inclusion on the Contract. NetApp’s Standard Pricing provides a small incremental discount to the pricing offered through NetApp’s WSCA-NASPO pricing (inclusive of applicable fees). Please contact your distributor for more details on Standard Pricing. Note that Registered Pricing may be available for selected sales opportunities completed under the Contract following award provided that all the Registration criteria are met for the opportunity. NetApp reserves the right to cancel this letter of authority, either in whole or in part, upon thirty (30) days written notice.

Manufacturers Name: NetApp, Inc.
Point of Contact: Harry Franks, SLED Sales Operations Manager
Address: 1395 Crossman Ave., Sunnyvale, CA 94089, USA
Telephone: 408-822-6000
Fax: 703-918-7301
NetApp Dun and Bradstreet No: 80-205-4742

Sincerely,

Michelle Rudnicki
VP NetApp US Public Sector
Wednesday, January 26, 2022

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

To Whom It May Concern:

Singlewire Software, LLC hereby confirms that, as of the date of this letter, Uniti Fiber is an authorized channel partner for the purchase and resale of Singlewire Software products and/or services.

Furthermore, Uniti Fiber has achieved the following:

- Uniti Fiber is an education reseller
- Uniti Fiber has been an authorized reseller of the Singlewire Software product suite since 2015
- Singlewire Software and Uniti Fiber will work together to provide the solution and technical support to the Alabama Joint Processing Program

If you need additional information, please contact me.

Sincerely,

Mike Payne
Vice President of Sales
mike.payne@singlewire.com
(608) 661-1140
January 26, 2022

Uniti Fiber
335 Jeanette Barrett Industrial Boulevard
Wetumpka, AL 36092
USA

Re: Authorization to sell SMART product solutions

Per: ACCS-2022-001

To Whom it May Concern:

SMART is the manufacturer of SMART Board® interactive displays and other SMART brand products ("SMART Products") (a complete listing of which may be found at www.smarttech.com).

SMART hereby confirms as of the date of this letter that Uniti Fiber is authorized to purchase, promote, sell and service SMART solutions for the Education and Enterprise market for United States.

All SMART Products sold by SMART’s authorized resellers will ship with SMART’s Assure or Limited Equipment warranty, which SMART will honor.

Yours truly,

Sara Long
Manager, Channel Enablement
SMART Technologies Corporation
January 26, 2022

Tony Helton
Information Transport Solutions, Inc.
335 Jeanette Barrett Industrial Blvd
Wetumpka, AL 36092

Dear Tony,

Verkada is pleased to have Information Transport Solutions, Inc. (“ITS”) as an approved Verkada partner. ITS is authorized to sell and install Verkada’s products and software. In addition, Uniti Group, Inc. (aka “Uniti Fiber”), an affiliate to ITS and pursuant to the Verkada Partner Agreement (“Agreement”) with ITS, may transact business in its own name subject to the terms of, and compliance with, the Agreement with respect to addition of Verkada to Uniti Fiber’s Request for Bid for its Alabama Community College contract. Verkada appreciates our partnership and the opportunity to work together.

If you require any additional information, please contact me, Caleb Augustin, Director of Channel, via email at caleb.augustin@verkada.com.

Sincerely,

Caleb Augustin
Verkada, Inc.
Director of Channel
caleb.augustin@verkada.com
BICSI’s Credential Holders Guide: Proper Use of a Credential Logo & Stamp

**Use of BICSI Designations:** Professionals who have met the certification standards defined by BICSI and who maintain their credential through the recertification process are authorized to use the designation’s Logo and Credential Stamp.

Adding your credential logo to your professional profile will draw special attention to your achievement, and to the time and discipline involved in pursuing and attaining your credential. You may include your credential logo on business cards, resumes, your personal web pages, in bylines for articles or blog posts and in email signatures. We encourage you to use your logo to promote your success. Request your logo at customerservice@bicsi.org.

- Place your BICSI credential immediately after your name (e.g., John Doe, RCDD®).
- Always use all-capital letters (e.g., RTPM®).
- Do not use periods between the letters (e.g., TECH).
- Use a comma between multiple credentials (e.g., RCDD®, INSTC®, OSP™).
- If your certification has expired, immediately discontinue using the credential.

**Stamp Use Example:**

RCDD®, DCDC®, OSP™ credential holders are eligible to receive a complimentary digital stamp and can purchase a self-inking stamp by ordering from your credential dashboard on your BICSI profile. Request a digital stamp at credentialing@bicsi.org.

- Your BICSI credential is a personal credential and is not held by any employer.
- You shall never allow anyone to use your credential stamp.
- You may use your stamp for any project you oversee or design.
- You may review and stamp a design not originated by you but realize that you are then assuming some responsibility.
- It is recommended, but not required, that you sign and date the stamp for any project you oversee or design. Most credential holders stamp and then sign in the legend or mast head.
- Drawings may be stamped with a standard self-inking stamp or a digital stamp attaching the hardcopy printout or digital image to the drawings.
- BICSI does not review, keep, or record stamped drawings for credential holders.
- Refer to the construction documents/specifications for specific instruction criteria on proper use of a standard self-inking stamp or a digital stamp.
- The credential holder shall abide by the BICSI Code of Ethics and Professional Obligations when using your credential stamp.

**Note:** Any credential holder who violates the proper use guidelines for their credential stamp and logo may face violations under the Code of Ethics & Professional Obligations and possible revocation of their credential.

**Limitations**

The BICSI credential marks, logos and stamps (BICSI Marks) are to be used to signify your accomplishment in achieving the applicable BICSI certification. BICSI Marks may not be used to misrepresent BICSI credential status or an individual’s qualifications. Credential holders agree not to incorporate any BICSI Marks or potentially confusing variations thereof as part of a trademark, service mark, product name, company name, domain name, or any other commercial designation such as a hashtag or social media page name. Likewise, any application to register or claim any interest in any mark or any other logo, name, trademark, service mark or commercial or product designation confusingly similar to any BICSI Marks is prohibited.

**Ownership**

BICSI is the owner of the BICSI Marks. BICSI reserves and retains all rights, titles and interests, including, without limitation, all trademark and other intellectual property rights, in and to the BICSI Marks. Nothing contained in this Policy is intended to be or should be construed to grant any ownership rights in or to the BICSI Marks. BICSI reserves the right to audit any and all use of the BICSI Marks and to require correction for any inappropriate use. Any user of the BICSI Marks grants BICSI the permission to access, review, and audit any materials that make use of the BICSI Marks. If at any time, BICSI determines, in its sole discretion that your use of the BICSI Marks is not in compliance with this Policy or otherwise threatens to harm the BICSI Marks, BICSI may immediately terminate your right to use the BICSI Marks. You agree to comply with all requests of BICSI to cease and desist use of the BICSI Marks.
CREDENTIAL CYCLE:
Congratulations! Your three-year cycle begins the day you purchase your credential.

Day One

MEET CREDENTIAL REQUIREMENTS:
During Years 1, 2 and 3, you must earn your required CEs.

Final 90 Days Before 3-Year Renewal:
You can complete the recent course requirements only if you have met all the recent course requirements.
Customer Reference List

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<td>Alabama Law Enforcement Agency</td>
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<td>Alabama League of Municipalities</td>
<td>Chuck</td>
<td>Stephenson</td>
<td>3342622566</td>
<td><a href="mailto:chucks@alaim.org">chucks@alaim.org</a></td>
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<td>Alabama Rural Electric Association of Cooperatives</td>
<td>Mike</td>
<td>Temple</td>
<td>3342152732</td>
<td><a href="mailto:mtemple@areapower.com">mtemple@areapower.com</a></td>
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<td>Alabama State Employees Credit Union</td>
<td>David</td>
<td>Tatum</td>
<td>3344207432</td>
<td><a href="mailto:dtatum@asecu.org">dtatum@asecu.org</a></td>
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<td>Alabama State University</td>
<td>Larry</td>
<td>Cobb</td>
<td>3342296812</td>
<td><a href="mailto:lcobb@alasu.edu">lcobb@alasu.edu</a></td>
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<td>Albertville City Schools</td>
<td>Terry</td>
<td>Freeman</td>
<td>2562648257</td>
<td><a href="mailto:tfreeman@albertk12.org">tfreeman@albertk12.org</a></td>
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<td>Alex City Board of Education</td>
<td>Keith</td>
<td>Lashley</td>
<td>2562348676</td>
<td><a href="mailto:klashley@alex.k12.al.us">klashley@alex.k12.al.us</a></td>
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<td>Andalusia City Board of Education</td>
<td>Gary</td>
<td>Odom</td>
<td>3342221224</td>
<td><a href="mailto:odomg@andalusia.k12.al.us">odomg@andalusia.k12.al.us</a></td>
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<td>Anniston City School District</td>
<td>Mrs. Amy</td>
<td>Hurst</td>
<td>2562314830</td>
<td><a href="mailto:hursta@anniston.k12.al.us">hursta@anniston.k12.al.us</a></td>
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<td>Arab City School District</td>
<td>Adam</td>
<td>Jacobs</td>
<td>3346586011</td>
<td><a href="mailto:ajacobs@arabcityschools.org">ajacobs@arabcityschools.org</a></td>
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<td>Attalla City School System</td>
<td>Tim</td>
<td>Brothers</td>
<td>3356538922</td>
<td><a href="mailto:tbrothers@attalla.k12.al.us">tbrothers@attalla.k12.al.us</a></td>
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<td>Auburn City Board of Education</td>
<td>Dr. Connie</td>
<td>Bain</td>
<td>3344871928</td>
<td><a href="mailto:cbain@auburnschools.org">cbain@auburnschools.org</a></td>
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<td>Autauga County Board of Education</td>
<td>Tisha</td>
<td>Scott-Addison</td>
<td>3343657506</td>
<td><a href="mailto:tisha.addison@acboe.net">tisha.addison@acboe.net</a></td>
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<td>Baldwin County Board of Ed</td>
<td>Mike</td>
<td>Giardina</td>
<td>2519726850</td>
<td><a href="mailto:mgiardina@bcbe.org">mgiardina@bcbe.org</a></td>
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<td>Baldwin County Commission</td>
<td>Jason</td>
<td>Kuehl</td>
<td>2519370264</td>
<td><a href="mailto:jkeuhlbaldwincounty@al.gov">jkeuhlbaldwincounty@al.gov</a></td>
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<tr>
<td>Bayside Academy</td>
<td>Sonny</td>
<td>Joiner</td>
<td>2513382898</td>
<td><a href="mailto:sonny@baysideacademy.org">sonny@baysideacademy.org</a></td>
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<td>Bessemer City Schools</td>
<td>Gary</td>
<td>Richardson</td>
<td>2054323027</td>
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<td>Birmingham City Schools</td>
<td>Joanne</td>
<td>Stephens</td>
<td>2052315631</td>
<td><a href="mailto:jstephens@bhamcityschools.org">jstephens@bhamcityschools.org</a></td>
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<td>Boaz City Schools</td>
<td>Aaron</td>
<td>New</td>
<td>2565938180</td>
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<td>Brett</td>
<td>Dehoff</td>
<td>2518678400</td>
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<td>Bullock County Board of Education</td>
<td>Glenn</td>
<td>Henry</td>
<td>3347382860</td>
<td><a href="mailto:glenn.henry@bullockco.org">glenn.henry@bullockco.org</a></td>
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<td>Butler County Board of Education</td>
<td>Matthew</td>
<td>Shell</td>
<td>3343382498</td>
<td><a href="mailto:matthew.shell@butterco.k12.al.us">matthew.shell@butterco.k12.al.us</a></td>
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<tr>
<td>Cahaba Center for Mental Health</td>
<td>Jonathan</td>
<td>Barnes</td>
<td>3344186551</td>
<td><a href="mailto:jonathan.barnes@cahabamentalhealth.com">jonathan.barnes@cahabamentalhealth.com</a></td>
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<td>Calhoun County Board of Education</td>
<td>Jenel</td>
<td>Travis</td>
<td>2567471479</td>
<td><a href="mailto:jtravis@calhoun.k12.al.us">jtravis@calhoun.k12.al.us</a></td>
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<td>Carroll County School District GA</td>
<td>Joshua</td>
<td>Bingham</td>
<td>7708323568</td>
<td><a href="mailto:joshua.bingham@carrollcountyschools.com">joshua.bingham@carrollcountyschools.com</a></td>
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<tr>
<td>Central Alabama Community College</td>
<td>Ricky</td>
<td>Creel</td>
<td>2562154277</td>
<td><a href="mailto:rcreel@caac.edu">rcreel@caac.edu</a></td>
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<td>Central Alabama Electric Cooperative</td>
<td>Tom</td>
<td>Stackhouse</td>
<td>3343656762</td>
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<tr>
<td>Chambers County Board of Education</td>
<td>Michael</td>
<td>Sanders</td>
<td>3348649343</td>
<td><a href="mailto:sandersmi@chambersk12.org">sandersmi@chambersk12.org</a></td>
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<td>Cherokee County School District AL</td>
<td>Cassandra</td>
<td>Lindsey</td>
<td>2560273362</td>
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<tr>
<td>Chickasaw City Schools</td>
<td>Dafne</td>
<td>Stokes</td>
<td>2513808362</td>
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<tr>
<td>Children’s Harbor</td>
<td>Myrle</td>
<td>Grate</td>
<td>3348572133</td>
<td><a href="mailto:myrlegrate@childrens.harbor.com">myrlegrate@childrens.harbor.com</a></td>
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<tr>
<td>Chilton County Board of Education</td>
<td>Kim</td>
<td>Arrington</td>
<td>2052802828</td>
<td><a href="mailto:karrington@chiltonboe.com">karrington@chiltonboe.com</a></td>
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<tr>
<td>Choctaw County Board of Education</td>
<td>Regina</td>
<td>Davis</td>
<td>2054593031</td>
<td><a href="mailto:rdavis@choctawl.org">rdavis@choctawl.org</a></td>
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<tr>
<td>Christian International Ministry Church</td>
<td>Rick</td>
<td>Everitt</td>
<td>8502312600</td>
<td><a href="mailto:everittrick@gmail.com">everittrick@gmail.com</a></td>
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<tr>
<td>City of Montgomery</td>
<td>Marcus</td>
<td>Holt</td>
<td>3346325230</td>
<td><a href="mailto:mholt@montgomery.gov">mholt@montgomery.gov</a></td>
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<tr>
<td>City of Niceville</td>
<td>Jessie</td>
<td>Mason</td>
<td>8502796436</td>
<td><a href="mailto:jemason@niceville.org">jemason@niceville.org</a></td>
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<tr>
<td>City of Pell City</td>
<td>Jay</td>
<td>Headrick</td>
<td>2053382244</td>
<td><a href="mailto:jheadrick@cityofpellcity.net">jheadrick@cityofpellcity.net</a></td>
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<tr>
<td>Clay County Board of Education</td>
<td>Bradley</td>
<td>Strother</td>
<td>2562761794</td>
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<td>Cleburne County Board of Education</td>
<td>Corey</td>
<td>Cochran</td>
<td>2564635624</td>
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<td>Coffee County Board of Education</td>
<td>Golda</td>
<td>Donaldson</td>
<td>3348975016</td>
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<td>Commercial Property 1</td>
<td>Larry</td>
<td>Jones</td>
<td>3347304138</td>
<td><a href="mailto:ljones@cproperty1.com">ljones@cproperty1.com</a></td>
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<tr>
<td>Community Action Partnership of North Alabama</td>
<td>Nathan</td>
<td>Curry</td>
<td>2566580365</td>
<td><a href="mailto:ncurry@capna.org">ncurry@capna.org</a></td>
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<td>Conecuh County Board of Education</td>
<td>Scott</td>
<td>Luthardt</td>
<td>2515781752</td>
<td><a href="mailto:scott.luthardt@conecuhk12.com">scott.luthardt@conecuhk12.com</a></td>
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<td>Coosa County Board of Education</td>
<td>Kevin</td>
<td>Thompson</td>
<td>2563774913</td>
<td><a href="mailto:kthompson@coosa.county.k12.al.us">kthompson@coosa.county.k12.al.us</a></td>
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<td>Covington County Schools</td>
<td>Mark</td>
<td>Miller</td>
<td>3342227571</td>
<td><a href="mailto:mmiller@cov.k12.al.us">mmiller@cov.k12.al.us</a></td>
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<td>Covington Electric Cooperative, Inc</td>
<td>Tracy</td>
<td>Turner</td>
<td>3342224121</td>
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<td>Crenshaw County Schools</td>
<td>Kevin</td>
<td>Messick</td>
<td>3343356519</td>
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<td>Dale County Schools</td>
<td>Juan</td>
<td>Cepero</td>
<td>3347742555</td>
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<td>Daleville City Schools</td>
<td>Ryan</td>
<td>Kelley</td>
<td>3344775249</td>
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<td>Dallas County Board of Education</td>
<td>Ricky</td>
<td>Cortwright</td>
<td>3344075244</td>
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<td>Department of Youth Services</td>
<td>Yolanda</td>
<td>Kelley</td>
<td>3342153830</td>
<td><a href="mailto:yolanda.kelley@dys.alabama.gov">yolanda.kelley@dys.alabama.gov</a></td>
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<td>Dothan City Schools</td>
<td>Mark</td>
<td>Williams</td>
<td>3347931397</td>
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<td>East Central Mental Health</td>
<td>Don</td>
<td>Schofield</td>
<td>3345660022</td>
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<td>Elmore County Board of Education</td>
<td>Barbara</td>
<td>Burchard</td>
<td>3345671228</td>
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<td>Elmore County Commission</td>
<td>Sam</td>
<td>Williamson</td>
<td>3345671156</td>
<td><a href="mailto:swilliamson@elmoro.org">swilliamson@elmoro.org</a></td>
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<td>Empire Truck Sales</td>
<td>Rick</td>
<td>Crowson</td>
<td>6019335160</td>
<td><a href="mailto:rcrowson@empiretruck.com">rcrowson@empiretruck.com</a></td>
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<td>Enterprise City Schools</td>
<td>Brad Johnson</td>
<td>3343479531</td>
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<td>Jamie Burkett</td>
<td>2518679010</td>
<td><a href="mailto:jamie.burkett@escoschools.net">jamie.burkett@escoschools.net</a></td>
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<td>Daryl Henson</td>
<td>2563499668</td>
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<td>Faith Academy</td>
<td>Sara Lecroy</td>
<td>2516042493</td>
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<td>Fayette County Board of Education</td>
<td>Mary Raines</td>
<td>2059324092</td>
<td><a href="mailto:mraines@fayette.k12.al.us">mraines@fayette.k12.al.us</a></td>
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<td>First Community Bank</td>
<td>Michael Morgan</td>
<td>3343570081</td>
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<td>Florida Panhandle Technical College</td>
<td>Bryan Lee</td>
<td>3347945984</td>
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<td>Greg Titshaw</td>
<td>2569602255</td>
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<td>Franklin County Board of Education</td>
<td>Sandra Guinn</td>
<td>2563312139</td>
<td><a href="mailto:sandraguinn@franklin.k12.al.us">sandraguinn@franklin.k12.al.us</a></td>
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<td>David Asbury</td>
<td>2565499290</td>
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<td>Geneva City Schools</td>
<td>Ricky Nickolson</td>
<td>3346841090</td>
<td><a href="mailto:ricky@genesacycityschool.com">ricky@genesacycityschool.com</a></td>
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<td>Geneva County Schools</td>
<td>Josh Howard</td>
<td>3343460519</td>
<td><a href="mailto:josh.howard@genevocboe.org">josh.howard@genevocboe.org</a></td>
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<td>GKN Aerospace</td>
<td>Jeff Mask</td>
<td>3342830570</td>
<td><a href="mailto:jeff.mask@usa.gknaerospace.com">jeff.mask@usa.gknaerospace.com</a></td>
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<tr>
<td>Glenwood School</td>
<td>Frankie Mitchum</td>
<td>3342973614</td>
<td><a href="mailto:fmitchum@glenwoodgators.com">fmitchum@glenwoodgators.com</a></td>
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<td>Greene County Board of Education</td>
<td>Makane Morrow</td>
<td>2053722101</td>
<td><a href="mailto:mmorrow@gene.k12.al.us">mmorrow@gene.k12.al.us</a></td>
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<td>Guntersville City Schools</td>
<td>Sean Holmes</td>
<td>2565823159</td>
<td><a href="mailto:seanhomes@gcbnet.org">seanhomes@gcbnet.org</a></td>
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<td>Kent Shuler</td>
<td>3146332723</td>
<td><a href="mailto:kshuler@hagerco.com">kshuler@hagerco.com</a></td>
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<td>Hale County Board of Education</td>
<td>Michael Ryan</td>
<td>3342643051</td>
<td><a href="mailto:mryans@halek12.org">mryans@halek12.org</a></td>
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<td>Haleyville City Schools</td>
<td>William &quot;Bill&quot; Bishop</td>
<td>2054869481</td>
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<td>Harris County School District GA</td>
<td>Jonathan Smith</td>
<td>7065897939</td>
<td><a href="mailto:smith-jonathan@harris.k12.ga.us">smith-jonathan@harris.k12.ga.us</a></td>
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<td>Marselle City School District</td>
<td>Tim Southerland</td>
<td>2567723602</td>
<td><a href="mailto:tsoutherland@hcs.k12.al.us">tsoutherland@hcs.k12.al.us</a></td>
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<td>Henry County Schools AL</td>
<td>Geoff Jones</td>
<td>3345852206</td>
<td><a href="mailto:gjones@henrycountyboe.org">gjones@henrycountyboe.org</a></td>
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<td>Huntsville Independent School Board</td>
<td>Dale Thomas</td>
<td>8505479341</td>
<td><a href="mailto:thomasd@huntsvillek12.org">thomasd@huntsvillek12.org</a></td>
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<td>Homewood City Schools</td>
<td>Dr. Desiree Smith</td>
<td>2057784551</td>
<td><a href="mailto:dsmith@homewood.k12.al.us">dsmith@homewood.k12.al.us</a></td>
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<td>Hoover City Board of Education</td>
<td>Bryan Phillips</td>
<td>2054391088</td>
<td><a href="mailto:bphillips@hoover.k12.al.us">bphillips@hoover.k12.al.us</a></td>
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<td>Houston County Schools AL</td>
<td>Bob Blalock</td>
<td>3347923311</td>
<td><a href="mailto:bbalock@hcsboe.org">bbalock@hcsboe.org</a></td>
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<td>Howard Group</td>
<td>Chris Zorad</td>
<td>3348371886</td>
<td><a href="mailto:chrisz@howardsp.com">chrisz@howardsp.com</a></td>
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<td>Indian Rivers Behavioral Health</td>
<td>Jim Moore</td>
<td>2053913111</td>
<td><a href="mailto:jmoore@irrmhc.org">jmoore@irrmhc.org</a></td>
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<tr>
<td>Jackson County Board of Education</td>
<td>Derek Wright</td>
<td>2562599520</td>
<td><a href="mailto:wrightd@jackson.k12.al.us">wrightd@jackson.k12.al.us</a></td>
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<tr>
<td>Jackson County Schools FL</td>
<td>Elizabeth Walden</td>
<td>8504812142</td>
<td><a href="mailto:elizabeth.walden@jcsb.org">elizabeth.walden@jcsb.org</a></td>
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<td>Jasper City Schools</td>
<td>Susan Chandler</td>
<td>2053875210</td>
<td><a href="mailto:schandler@jasper.k12.al.us">schandler@jasper.k12.al.us</a></td>
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<td>Jefferson County Schools</td>
<td>Laura Ware</td>
<td>2053792143</td>
<td><a href="mailto:lware@jecseg.com">lware@jecseg.com</a></td>
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<td>JF Ingram State Tech</td>
<td>Hubert Griffin</td>
<td>3342903249</td>
<td><a href="mailto:hubert.griffin@istc.edu">hubert.griffin@istc.edu</a></td>
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<td>John T. Morgan Academy</td>
<td>Betty Carol Swindle</td>
<td>3344133000</td>
<td><a href="mailto:bcswindle@morganacademy.com">bcswindle@morganacademy.com</a></td>
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<td>Lamar County Schools AL</td>
<td>Darren Gottwald</td>
<td>2056957615</td>
<td><a href="mailto:dgottwald@lamar.k12.al.us">dgottwald@lamar.k12.al.us</a></td>
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<td>Lanett City Schools</td>
<td>Katrina Goss</td>
<td>334645913</td>
<td><a href="mailto:kgoss@lanettcityschools.org">kgoss@lanettcityschools.org</a></td>
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<td>Lauderdale County School District</td>
<td>Jason Truett</td>
<td>2564432987</td>
<td><a href="mailto:jason.truett@lcschools.org">jason.truett@lcschools.org</a></td>
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<td>Lee County Board of Education</td>
<td>Glenn Cranberry</td>
<td>334705867</td>
<td>granberry.glenlee.k12.al.us</td>
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<td>Liberty County School District</td>
<td>Lynn Guthrie</td>
<td>8506432725</td>
<td><a href="mailto:lynn.guthrie@lcbs.org">lynn.guthrie@lcbs.org</a></td>
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<tr>
<td>Life Management Center</td>
<td>Dan Bascetta</td>
<td>8505224485</td>
<td><a href="mailto:dbascetta@lmcares.org">dbascetta@lmcares.org</a></td>
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<td>Limestone County Schools</td>
<td>Karen Tucker</td>
<td>2562325353</td>
<td><a href="mailto:karan.tucker@lcsk12.org">karan.tucker@lcsk12.org</a></td>
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<td>Linden City Board of Education</td>
<td>Brandon Ellis</td>
<td>3342958802</td>
<td><a href="mailto:belli@lindcity.org">belli@lindcity.org</a></td>
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<td>Lowndes County Board of Education</td>
<td>Dr. Benita Mathews</td>
<td>3345428131</td>
<td><a href="mailto:bmathews@lowndesboe.org">bmathews@lowndesboe.org</a></td>
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<td>Macon County Board of Education</td>
<td>John Curry</td>
<td>3344219524</td>
<td><a href="mailto:curriy@maconk12.org">curriy@maconk12.org</a></td>
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<td>Madison City Board of Education</td>
<td>Janet Dennis</td>
<td>2567742727</td>
<td><a href="mailto:jdenis@madisoncity.k12.al.us">jdenis@madisoncity.k12.al.us</a></td>
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<td>Marshall County Board of Education</td>
<td>Janna Bonds</td>
<td>2565824192</td>
<td><a href="mailto:bondsjy@marshalk12.org">bondsjy@marshalk12.org</a></td>
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<td>Midfield City Schools</td>
<td>DevVon Pettway</td>
<td>2059232262</td>
<td><a href="mailto:dpettway@midfield.k12.al.us">dpettway@midfield.k12.al.us</a></td>
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<tr>
<td>Mobile Area Education Foundation</td>
<td>Chandra Scott</td>
<td>2514760002</td>
<td><a href="mailto:chscott@maef.net">chscott@maef.net</a></td>
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<tr>
<td>Mobile Commission</td>
<td>Darren Martin</td>
<td>2515748733</td>
<td>dар<a href="mailto:ren.martin@mobilecountyal.gov">ren.martin@mobilecountyal.gov</a></td>
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<tr>
<td>Mobile County Communications District</td>
<td>Ruben Robinson</td>
<td>2516392342</td>
<td><a href="mailto:rrobinson@mdcc911.com">rrobinson@mdcc911.com</a></td>
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<tr>
<td>Mobile County District Attorney</td>
<td>Michael Moore</td>
<td>2515748400</td>
<td><a href="mailto:michaelmoore@mobileda.org">michaelmoore@mobileda.org</a></td>
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<tr>
<td>Mobile Public School System</td>
<td>David Akrige</td>
<td>2512214000</td>
<td><a href="mailto:dakraige@mcps.org">dakraige@mcps.org</a></td>
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<tr>
<td>Montgomery City-County Public Library</td>
<td>Courtney Williams</td>
<td>3346252610</td>
<td><a href="mailto:cwilliams@mccolu12.al.us">cwilliams@mccolu12.al.us</a></td>
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<tr>
<td>Montgomery County Commission</td>
<td>Lou Jalacci</td>
<td>3348321267</td>
<td><a href="mailto:loujalacci@mc-ala.org">loujalacci@mc-ala.org</a></td>
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<td>Montgomery Public School System</td>
<td>Alexis Smith</td>
<td>3342236810</td>
<td><a href="mailto:alexis.smith@mps.k12.al.us">alexis.smith@mps.k12.al.us</a></td>
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<tr>
<td>Morehouse College</td>
<td>Kimberley Marshall</td>
<td>6156864472</td>
<td><a href="mailto:kimberley.marshall@morehouse.edu">kimberley.marshall@morehouse.edu</a></td>
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<td>Morgan County Board of Education</td>
<td>Lee Willis</td>
<td>2563092136</td>
<td><a href="mailto:lewillis@morgank12.org">lewillis@morgank12.org</a></td>
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<tr>
<td>Most Pure Heart of Mary</td>
<td>Jamie Crain</td>
<td>2514325270</td>
<td><a href="mailto:jcrain@mphpom.com">jcrain@mphpom.com</a></td>
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<tr>
<td>Mountain Brook City Board of Education</td>
<td>Donna Williamson</td>
<td>2508778304</td>
<td><a href="mailto:wild@mtbrook.k12.al.us">wild@mtbrook.k12.al.us</a></td>
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<tr>
<td>Muscle Shoals City Schools</td>
<td>Kevin Stephenson</td>
<td>2563892699</td>
<td><a href="mailto:kstephenson@mcsk12.al.us">kstephenson@mcsk12.al.us</a></td>
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<tr>
<td>Neptune Technology Group, Inc.</td>
<td>Marge West</td>
<td>3342837203</td>
<td><a href="mailto:mwest@neptunetg.com">mwest@neptunetg.com</a></td>
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<tr>
<td>NorthEast Florida Educational Consortium</td>
<td>Stephen Helms</td>
<td>3865309003</td>
<td><a href="mailto:helmsst@NEFEC.org">helmsst@NEFEC.org</a></td>
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<tr>
<td>Nucor Vulcraft Group</td>
<td>Jason Maxwell</td>
<td>256969015</td>
<td><a href="mailto:jmaxwell@vulcraft-al.com">jmaxwell@vulcraft-al.com</a></td>
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<tr>
<td>Oneonta City School District</td>
<td>Sharon Reeves</td>
<td>2056524106</td>
<td><a href="mailto:sreeyes@ocsredskins.com">sreeyes@ocsredskins.com</a></td>
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<tr>
<td>Opelika City Schools</td>
<td>Stacy Royster</td>
<td>3347459700</td>
<td><a href="mailto:stacy.royster@opelikaschools.org">stacy.royster@opelikaschools.org</a></td>
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<tr>
<td>Ozark City Schools</td>
<td>Wayne Young</td>
<td>3344453800</td>
<td><a href="mailto:wyoung@ozarkcityschools.net">wyoung@ozarkcityschools.net</a></td>
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<tr>
<td>Panhandle Area Educational Consortium</td>
<td>Larche Hardy</td>
<td>8778737232</td>
<td><a href="mailto:larche.hardy@paec.org">larche.hardy@paec.org</a></td>
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<td>Pell City Schools</td>
<td>Stacey Weaver</td>
<td>2058847961</td>
<td><a href="mailto:weaverstacey@yahoo.com">weaverstacey@yahoo.com</a></td>
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<tr>
<td>Perry County Board of Education</td>
<td>Verlander Jones</td>
<td>3346834145</td>
<td><a href="mailto:vjones@perrycountyal.org">vjones@perrycountyal.org</a></td>
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<td>Phenix City Board of Education</td>
<td>Jackie Sanes</td>
<td>3342980534</td>
<td><a href="mailto:jsanes@pcboe.net">jsanes@pcboe.net</a></td>
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<td>Pickens County Board of Education</td>
<td>Sebastian Shamyer</td>
<td>2053672062</td>
<td><a href="mailto:shamyer@pickens.k12.al.us">shamyer@pickens.k12.al.us</a></td>
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<td>Piedmont City School District</td>
<td>Matt Glover</td>
<td>2564479481</td>
<td><a href="mailto:mglover@piedmont.k12.al.us">mglover@piedmont.k12.al.us</a></td>
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<tr>
<td>Pike County Board of Education</td>
<td>Stephanie Snyder</td>
<td>3345661850</td>
<td><a href="mailto:snyder@pikemontschools.com">snyder@pikemontschools.com</a></td>
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<td>Pike Road Schools</td>
<td>Kelly Davis</td>
<td>3344205310</td>
<td><a href="mailto:kelly.davis@pikeroadschools.org">kelly.davis@pikeroadschools.org</a></td>
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<td>Putnam County Libraries - FL</td>
<td>Shane Burkes</td>
<td>3865300152</td>
<td><a href="mailto:shane.burkes@putnam-fl.com">shane.burkes@putnam-fl.com</a></td>
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<td>Putnam County Schools FL</td>
<td>Justin Lehtinen</td>
<td>3863290541</td>
<td><a href="mailto:jlehtinen@putnamschools.org">jlehtinen@putnamschools.org</a></td>
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<td>Retirement Systems of Alabama</td>
<td>Jessica Jones</td>
<td>3345177605</td>
<td><a href="mailto:jessica.jones@rsa-al.gov">jessica.jones@rsa-al.gov</a></td>
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<td>Roanoke City Board of Education</td>
<td>Blake Treadwell</td>
<td>3344643835</td>
<td><a href="mailto:btreadwell@roanokecityschools.org">btreadwell@roanokecityschools.org</a></td>
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<td>Royal Cup Coffee</td>
<td>Billy Patterson</td>
<td>2052716957</td>
<td><a href="mailto:Billy.Patterson@RoyalCupCoffee.com">Billy.Patterson@RoyalCupCoffee.com</a></td>
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<td>Russell County Board of Education</td>
<td>Fabian Bauerschmidt</td>
<td>7065271711</td>
<td><a href="mailto:bauerschmidt@russellcsd.net">bauerschmidt@russellcsd.net</a></td>
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<td>Sabel Steel Service Inc</td>
<td>Jason Taylor</td>
<td>3342656771</td>
<td><a href="mailto:jason@sabelsteel.com">jason@sabelsteel.com</a></td>
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<td>Saraland City Board of Education</td>
<td>Frank Davis</td>
<td>2514040895</td>
<td><a href="mailto:fdavis@saralandboe.org">fdavis@saralandboe.org</a></td>
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<td>Satsuma City Schools</td>
<td>Jana Hoggie</td>
<td>2514901556</td>
<td><a href="mailto:jhoggie@satusmaschools.com">jhoggie@satusmaschools.com</a></td>
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<td>Scottsboro City Schools</td>
<td>Tony LaRue</td>
<td>2562182115</td>
<td><a href="mailto:tlarue@scottsboroschools.net">tlarue@scottsboroschools.net</a></td>
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<td>Selma City Schools</td>
<td>Earl Coleman</td>
<td>3348764404</td>
<td><a href="mailto:ecoleman@selmacityschools.org">ecoleman@selmacityschools.org</a></td>
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<td>Sheffield City Schools</td>
<td>Brian Craig</td>
<td>2563836052</td>
<td><a href="mailto:bcraig@scs.k12.al.us">bcraig@scs.k12.al.us</a></td>
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<td>Shrimp Basket Corp</td>
<td>Tom Seeker</td>
<td>8507128431</td>
<td><a href="mailto:tom@shrimpbasket.com">tom@shrimpbasket.com</a></td>
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<td>Southwest Alabama Mental Health Care</td>
<td>Candace Harden</td>
<td>2517435709</td>
<td><a href="mailto:candace@swamh.com">candace@swamh.com</a></td>
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<td>St. Mary Catholic School</td>
<td>Deborah Ollis</td>
<td>2514393904</td>
<td><a href="mailto:jocket@stmarysboe.com">jocket@stmarysboe.com</a></td>
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<tr>
<td>St. Paul's Episcopal School</td>
<td>Leslie Suffich</td>
<td>2514621258</td>
<td><a href="mailto:lsuffich@stpaullns.org">lsuffich@stpaullns.org</a></td>
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<td>Sumter County Board of Education</td>
<td>Elijah Bell</td>
<td>2056522271</td>
<td><a href="mailto:ejbell@sumter.k12.al.us">ejbell@sumter.k12.al.us</a></td>
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<tr>
<td>Surgical Care Associates</td>
<td>Scott Segars</td>
<td>2057900733</td>
<td><a href="mailto:scott.segars@scasurgery.com">scott.segars@scasurgery.com</a></td>
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<tr>
<td>Sweet Water Bank</td>
<td>Daniel Walker</td>
<td>334994113</td>
<td><a href="mailto:dwalker@sweetwaterstbk.com">dwalker@sweetwaterstbk.com</a></td>
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<tr>
<td>Talladega City School District</td>
<td>John Locklin</td>
<td>2563155600</td>
<td><a href="mailto:jlocklin@mail.talladega.cs.net">jlocklin@mail.talladega.cs.net</a></td>
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<td>Talladega County Schools</td>
<td>Dr. Brooke Morgan</td>
<td>2563155100</td>
<td><a href="mailto:brookemorgan@tcboe.org">brookemorgan@tcboe.org</a></td>
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<td>Tallapoosa County Board of Ed</td>
<td>Joel Padgett</td>
<td>2563974174</td>
<td><a href="mailto:jpadgett@tallapoosa.k12.org">jpadgett@tallapoosa.k12.org</a></td>
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<td>Tallasse City Schools</td>
<td>Jim Davis</td>
<td>3342836864</td>
<td><a href="mailto:jim.davis@schools.com">jim.davis@schools.com</a></td>
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<td>Tarrant City Board of Education</td>
<td>Ingrid Abner</td>
<td>2058493700</td>
<td><a href="mailto:abneri@tarrant.k12.al.us">abneri@tarrant.k12.al.us</a></td>
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<td>Thomasville City Schools</td>
<td>Randy Fullington</td>
<td>3346369955</td>
<td><a href="mailto:rfullington@thomasvilleschools.org">rfullington@thomasvilleschools.org</a></td>
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<td>Troy City Schools</td>
<td>Eujon Anderson</td>
<td>3345663741</td>
<td><a href="mailto:andersone@troycityschools.net">andersone@troycityschools.net</a></td>
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<tr>
<td>Troy University</td>
<td>Donna Riley</td>
<td>3342419783</td>
<td><a href="mailto:dcriley@troy.edu">dcriley@troy.edu</a></td>
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<tr>
<td>Troy University Montgomery</td>
<td>Donna Riley</td>
<td>3342419783</td>
<td><a href="mailto:dcriley@troy.edu">dcriley@troy.edu</a></td>
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<tr>
<td>Trulieve Corp</td>
<td>Rick Wilson</td>
<td>8503827209</td>
<td><a href="mailto:rick.wilson@trulieve.com">rick.wilson@trulieve.com</a></td>
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<td>Tupper Lightfoot Library</td>
<td>Michelle Richardson</td>
<td>3347352321</td>
<td><a href="mailto:mrichardson@troycable.net">mrichardson@troycable.net</a></td>
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<td>Tuscaloosa City Schools</td>
<td>Suzanne Stockton</td>
<td>2563892900</td>
<td><a href="mailto:ssstockton@tuscaloosa.k12.al.us">ssstockton@tuscaloosa.k12.al.us</a></td>
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<tr>
<td>UMS Wright Preparatory School</td>
<td>William Hale</td>
<td>2514061037</td>
<td><a href="mailto:halew@ums-wright.org">halew@ums-wright.org</a></td>
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<tr>
<td>University of Alabama</td>
<td>Michael Tierney</td>
<td>2053485073</td>
<td><a href="mailto:mtierney@ua.edu">mtierney@ua.edu</a></td>
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</tr>
<tr>
<td>University of Alabama</td>
<td>Marc Russo</td>
<td>2053485073</td>
<td><a href="mailto:mrusso@ua.edu">mrusso@ua.edu</a></td>
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</tr>
<tr>
<td>University Of Alabama at Birmingham</td>
<td>Charles White</td>
<td>2059346145</td>
<td><a href="mailto:cwhite@uab.edu">cwhite@uab.edu</a></td>
<td></td>
</tr>
<tr>
<td>University of Alabama in Huntsville</td>
<td>Michael Turner</td>
<td>2568242623</td>
<td><a href="mailto:mistr0008@uah.edu">mistr0008@uah.edu</a></td>
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<tr>
<td>University of Alabama in Huntsville</td>
<td>Scott Podgorny</td>
<td>2568242623</td>
<td><a href="mailto:spodgorny@nsstate.uah.edu">spodgorny@nsstate.uah.edu</a></td>
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<tr>
<td>Walton County Board of County Commissioners</td>
<td>Jed Sconiers</td>
<td>8508925986</td>
<td><a href="mailto:scojed@co.walton.fl.us">scojed@co.walton.fl.us</a></td>
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<td>Walton County Libraries</td>
<td>Dan Owens</td>
<td>8508923624</td>
<td><a href="mailto:owedan@co.walton.fl.us">owedan@co.walton.fl.us</a></td>
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<td>Walton County Schools FL</td>
<td>Henry Martin</td>
<td>8508921100</td>
<td><a href="mailto:martinh@walton.k12.al.us">martinh@walton.k12.al.us</a></td>
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<tr>
<td>Walton County Sheriff's Department</td>
<td>Josh Sconiers</td>
<td>8508921886</td>
<td><a href="mailto:jsconiers@waltonco.org">jsconiers@waltonco.org</a></td>
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<tr>
<td>Washington County BOE</td>
<td>Jeff Ford</td>
<td>2518472401</td>
<td><a href="mailto:jfords@wcbek12.org">jfords@wcbek12.org</a></td>
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<tr>
<td>Washington County Schools FL</td>
<td>Dewayne Geoghan</td>
<td>8506386048</td>
<td><a href="mailto:dewayne.geoghan@wcsschools.com">dewayne.geoghan@wcsschools.com</a></td>
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<td>West Alabama Mental Health</td>
<td>Patricia Moore</td>
<td>3342892410</td>
<td><a href="mailto:pmore@wamhc.org">pmore@wamhc.org</a></td>
<td></td>
</tr>
<tr>
<td>Wilcox County Board of Education</td>
<td>Michael Blackburn</td>
<td>3343206514</td>
<td><a href="mailto:mblackburn@wilcox.k12.al.us">mblackburn@wilcox.k12.al.us</a></td>
<td></td>
</tr>
<tr>
<td>Winston County Board of Education</td>
<td>Jim Moore</td>
<td>2054895018</td>
<td><a href="mailto:jmoore@winstonk12.org">jmoore@winstonk12.org</a></td>
<td></td>
</tr>
</tbody>
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Content and Technology Feature Schedule Details

Video Production Products

**Advanced Montage – 15 seconds**
Post-Production:
- One (1) 15 second professionally edited video
  - Video produced using client-provided images and/or stock photos/footage
- Professionally written script and voice over.
  - Custom voice over timed with images and on-screen text
- Advanced transitions between images, motion graphics and animated background
- On screen text to support messaging
- Image perspective changes if appropriate
- Royalty free music
- Five (5) business day turnaround from order entry
- One revision round* included ($50 per revision thereafter)
  - Five (5) business day turnaround from revision request

**Advanced Montage – 30 seconds**
Post-Production:
- One (1) 30 second professionally edited video
  - Video produced using client-provided images and/or stock photos/footage
- Professionally written script and voice over.
  - Custom voice over timed with images and on-screen text
- Advanced transitions between images, motion graphics and animated background
- On screen text to support messaging
- Image perspective changes if appropriate
- Royalty free music
- Five (5) business day turnaround from order entry
- One revision round* included ($50 per revision thereafter)
  - Five (5) business day turnaround from revision request

**Advanced Montage – 60 seconds**
Post-Production:
- One (1) 60 second professionally edited video
  - Video produced using client-provided images and/or stock photos/footage
- Professionally written script and voice over.
  - Custom voice over timed with images and on-screen text
- Advanced transitions between images, motion graphics and animated background
- On screen text to support messaging
- Image perspective changes if appropriate
- Royalty free music
- Five (5) business day turnaround from order entry
- One revision round* included ($50 per revision thereafter)
  - Five (5) business day turnaround from revision request
**Full Motion**

Pre-Production:
- Production Coordinator correspondence and schedule management with the client/advertiser

Production:
- Shoot: one (1) two-hour shoot at one (1) location, capturing interviews (up to 3) and b-roll footage
- Gear/Crew: one (1) professional videographer, one (1) HDSLR (or comparable) Camera and audio equipment

Post-Production:
- One (1) up :60 second professionally edited video
- Professionally written script and voice over (optional)
  - Custom voice over timed with images and on-screen text
- Advanced transitions between images, motion graphics and animated background
- On screen text to support messaging
- Image perspective changes if appropriate
- Royalty free music
- Seven (7) business day turnaround from receipt of footage.
- One revision round* included ($115 per revision thereafter)
  - Five (5) business day turnaround from revision request

**3 Video Bundle**

Pre-Production:
- Production Coordinator correspondence and schedule management with the client/advertiser

Production:
- Shoot: one (1) two-hour shoot at one (1) location, capturing interviews (up to 3) and b-roll footage
- Gear/Crew: one (1) professional videographer, one (1) HDSLR (or comparable) Camera and audio equipment

Post-Production:
- Three total videos
- One (1) up to :60 second, One (1) up to :30 second and one (1) up to :15 second
- Professionally written script and voice over (optional)
  - Custom voice over timed with images and on-screen text
- Advanced transitions between images, motion graphics and animated background
- On screen text to support messaging
- Image perspective changes if appropriate
- Royalty free music
- Seven (7) business day turnaround from receipt of footage
- One revision round* included ($115 per revision thereafter)
  - Five (5) business day turnaround from revision request

**6 Video Bundle**

Pre-Production:
- Production Coordinator correspondence and schedule management with the client/advertiser

Production:
- Shoot: one (1) four-hour shoot at one (1) location, capturing interviews (up to 4) and b-roll footage
- Gear/Crew: one (1) professional videographer, one (1) HDSLR (or comparable) Camera and audio equipment

Post-Production:
- Six total videos
• Two (2) up to :60 second, Two (2) up to :30 second, and Two (2) up to :15 second
• Professionally written script and voice over (optional)
  ○ Custom voice over timed with images and on-screen text
• Advanced transitions between images, motion graphics and animated background
• On screen text to support messaging
• Image perspective changes if appropriate
• Royalty free music
• Nine (9) business day turnaround from receipt of footage
• One revision round* included ($115 per revision thereafter)
  ○ Five (5) business day turnaround from revision request

**Premium Bundle**

**Pre-Production:**
• Production Coordinator correspondence and schedule management with the client/advertiser

**Production:**
• Shoot: one (1) five-hour shoot at up to two (2) locations within 25 miles of each other, capturing interviews (up to 5) and b-roll footage
• Gear/Crew: Two (2) person crew including one professional videographer and either one drone operator or Production Assistant. One (1) HDSLR (or comparable) Camera and audio equipment

**Post-Production:**
• Option 1
  ○ One (1) up to :60 second, Two (2) up to :30 second, and Two (2) up to :15 second
• Option 2
  ○ One (1) video up to 150 seconds (2 minutes and 30 seconds)
• Professionally written script and voice over (optional)
  ○ Custom voice over timed with images and on-screen text
• Advanced transitions between images, motion graphics and animated background
• On screen text to support messaging
• Image perspective changes if appropriate
• Royalty free music
• Nine (9) business day turnaround from receipt of footage
• One revision round* included ($115 per revision thereafter)
  ○ Five (5) business day turnaround from revision request

**Animation Package**

**Pre Production:**
• Meeting with animation Creative Team

**Post Production:**
• One (1) up to :60 second animated video
• Not to exceed 35 hours of post production
• Motion graphics, animated background with advanced transition between images, on-screen text to support messaging, script, VO, and royalty-free music
• Revisions and SLA
  ○ Includes two (2) rounds of revisions
  ○ $190 per revision after first two (2) rounds
**Half Day Shoot (1-person crew)**

Pre-Production:
- Production Coordinator correspondence and schedule management with the client/advertiser

Production:
- Shoot: One (1), four-hour shoot at one (1) location
- Gear/Crew: One (1) professional videographer, one (1) HDSLR (or comparable) Camera and audio equipment

Post-Production:
- Raw footage can be used for separately ordered product, or delivered digitally

**Half Day Shoot (2-person crew)**

Pre-Production:
- Production Coordinator correspondence and schedule management with the client/advertiser

Production:
- Shoot: One (1), four-hour shoot at one (1) location
- Gear/Crew: One (1) professional videographer, one (1) production assistant, one (1) HDSLR (or comparable) Camera and audio equipment

Post-Production:
- Raw footage can be used for separately ordered product, or delivered digitally

**Full Day Shoot (1-person crew)**

Pre-Production:
- Production Coordinator correspondence and schedule management with the client/advertiser

Production:
- Shoot: One (1), eight-hour shoot at one (1) location
- Gear/Crew: One (1) professional videographer, one (1) HDSLR (or comparable) Camera and audio equipment

Post-Production:
- Raw footage can be used for separately ordered product, or delivered digitally

**Full Day Shoot (2-person crew)**

Pre-Production:
- Production Coordinator correspondence and schedule management with the client/advertiser

Production:
- Shoot: One (1), eight-hour shoot at one (1) location
- Gear/Crew: One (1) professional videographer, one (1) production assistant, one (1) HDSLR (or comparable) Camera and audio equipment

Post-Production:
- Raw footage can be used for separately ordered product, or delivered digitally

- One (1) hour of professional post production editing
  - Adobe Creative Suite or Final Cut Pro

**Additional Onsite Video Time**
- One (1) additional hour onsite HD videographer at one location shooting testimonials and/or b-roll (only applicable to an existing full motion order or project).

**Additional Shoot Location**
- One (1) additional location within 25 miles to the existing location.
- Applicable only to a pre-existing full motion or bundle product (cannot be ordered as a stand alone product).
- Additional locations may increase the overall shoot time needed for the project.

**Video Shoot Cancellation (with less than 48 hours notice)**
- When a scheduled and confirmed video shoot is cancelled with less than 48 hours notice.
- Shoots rescheduled or cancelled with at least 48 hours notice incur no charge.

* Included revision round must be requested within 60 days of video delivery. Revision requests made after 60 days are considered charged revisions. Changes to video intent, purpose, branding and or messaging are not considered a revision request and constitute a new video request and will be charged accordingly.

**Technology Services**

**Video Management**
- Multiple format encoding - currently H.264 MPEG-4 AVC
- SD and HD encoding and delivery options
- Mobile and tablet ready encoding and delivery
- High-availability, high-speed, load-balanced Video Delivery Network
  - At least 99.9% availability with less than 8.76 hours of unscheduled downtime per year
- Video Distribution to Partner YouTube Channel
- Future-proof encoding new formats as necessary
- Access to Spectrio Video Player
  - At least 99.9% availability with less than 8.76 hours of unscheduled downtime per year
- Reporting Services
  - Customized video reporting solution that meets the defined and documented needs of the Reseller.