

Alabama Community College System & Higher ED.

“Joint Purchasing Agreement”

Bid # ACCS-2024-01

Bid Due Date: February 9, 2024 5:00PM CST



Prepared for:

**Alabama Community College System
Attn: Joint Purchase Agreement Initiative
135 South Union Street Suite #158
Montgomery, AL 36104**

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 9, 2024, 5PM CST

**Submitted by: Unit 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: Unit Fiber, Inc
335 Jeanette Barrett Industrial Blvd.
Wetumpka, AL 36092

B. Person authorized to obligate organization:

Name: Kay Hall
Title: VP, E-rate/Gov Sales

C. Person(s) authorized to negotiate the contract:

Name: Kay Hall
Title: VP, E-rate/Gov Sales
Number: 662-722-2555

Name: Frank Yarnell
Title: Sales Manager
Number: 334-465-1524

D. Person to be contacted for clarification:

Name: Kay Hall
Title: VP, E-rate/Gov Sales
Number: 662-722-2555

E. Acceptance of Conditions Governing the Procurement:

Uniti Fiber, Inc. accepts all conditions governing this procurement.

F. Signature of authorized to contractually obligate organization:

Signature: *Kay Hall* Date: 2/8/2024

G. Amendment Acknowledgement: (No Amendments Released)

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. Please complete this information as accurately as possible. If the information below changes, please send a revised version of this page to jpa-notification@accs.edu

Vendor Name: Uniti Fiber, Inc Date: 2/8/2024

Website Address: Uniti.com

	Name(s)	Phone Number(s)	E-Mail Address(s)
Primary Contract Executive(s)	Kay Hall	662-722-2555	Kay.hall@uniti.com
Senior Account/Sales Manager(s) (by region if necessary)	Frank Yarnell	334-465-1524	Frank.Yarnell@uniti.com
Account/Sales Manager(s) (by region if necessary)	Ashtin Arant/CentralAL Michael Collins/NorthAL Scott McMahan/SouthAL	334-467-7432 251-395-0902 251-776-8131	Ashtin.Arant@uniti.com Michael.Collins@uniti.com Scott.McMahan@uniti.com
Technical Support	Network Operations	866-512-8324	helpdesk@uniti.com

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Please complete the following form to assist the Evaluation Committee in finding specific information 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.
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7. The Viewsonic Products at a price set by Viewsonic
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9. The Panasonic I-Pro Product Line at List Price with Discount Levels.
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16. The C2G 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.
19. The Sangoma Product Line at Price with Discount Levels.
20. The APC Product Line at Price with Discount Levels.
21. The Spectrio (Industry Weapon) 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.

Kay Hall, Uniti Fiber VP of E-rate and Government Sales

Kay Hall has been in the technology and education industry for over 24 years. Kay earned her B.A. from Mississippi State University. Kay brings experience from a background as Outside Account Manager, Business Development Executive, Grant Coordinator, and E-rate expert. Her vision of the future and ability to keep our organization operating efficiently has and will continue to contribute greatly to Uniti Fiber. Kay is a dynamic and inspiring leader who is here to ensure all resources are readily available for the best possible positive customer experience.

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

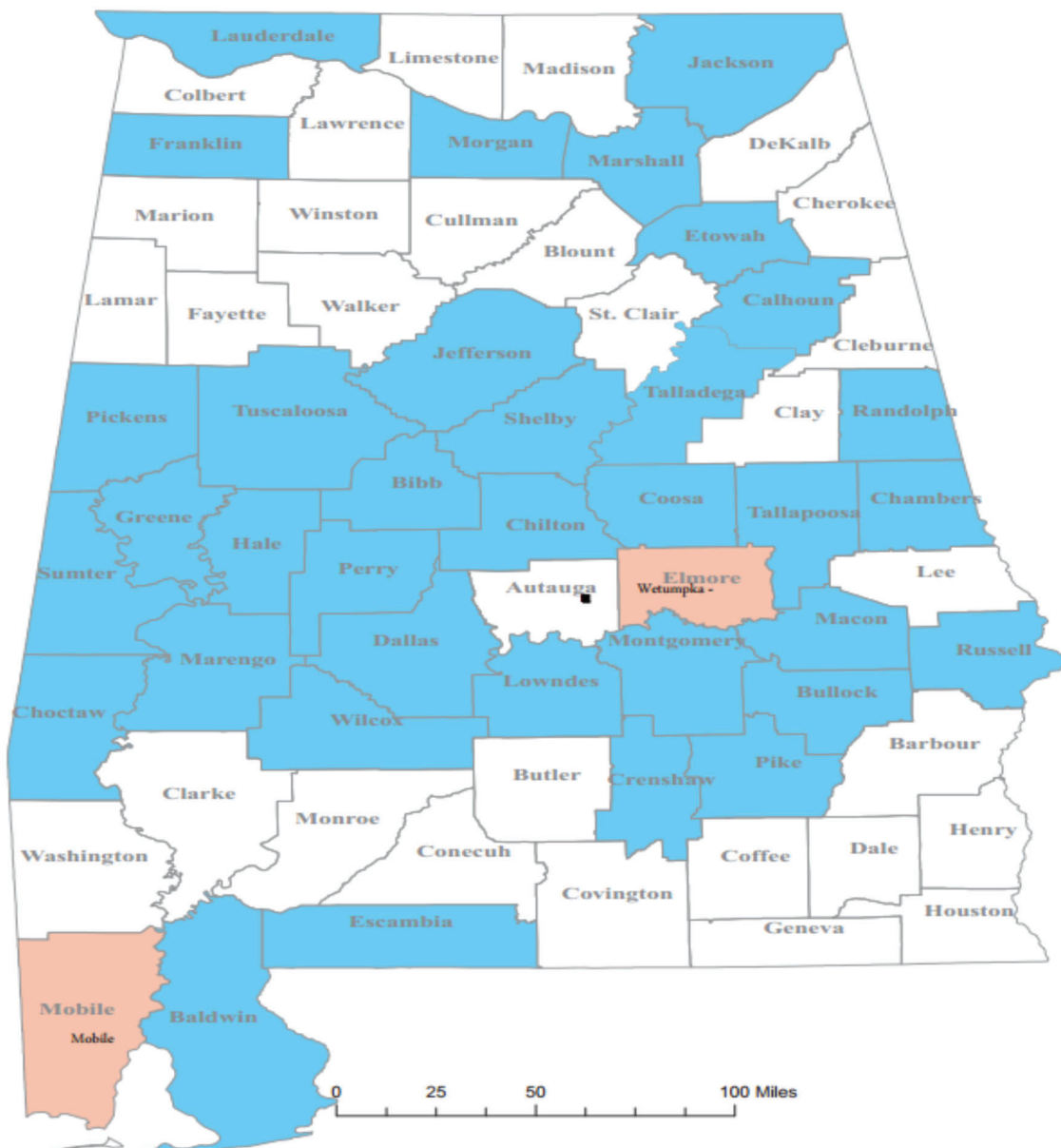
Products ordered from Uniti Fiber may be delivered to any location within the State of Alabama. We primarily utilize the manufacturer's distribution channels to fulfill product orders and follow-up to insure delivery is performed on time. We are fully responsible for the delivery of equipment and will 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 these requirements. We have dedicated Account Managers who report directly to the Area Manager on all customer service concerns. 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 to quality 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 2024 – 31 March 2024

Procuring Entity	Category	Total
Alabama Southern Community College	Cisco Equipment Order	\$40,000.00
Alabama A&M University	Netapp Renewal Order	\$8,500.00
JF Ingram State Technical College	Cisco Equipment Order	\$23,000.00
University of Alabama	Clartouch Order	\$30,000.00
University of Alabama in Huntsville	Palo Alto Order	\$23,000.00

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.unity.com. If a contract is awarded to Unity 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 Unity 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 Kay Hall, located in our Wetumpka, AL office. The marketing supervisor will Amy Faison, Sales Operation Manager.

3.27 References

Unity 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.



Uniti Group Corporate Headquarters
10802 Executive Center Drive
Benton Building, Ste. 300
Little Rock, AR 72211
501.850.0820 | uniti.com

September 21, 2023

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,

A handwritten signature in black ink that reads "Julie K. Plowman".

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

HI, WE ARE UNITI FIBER

We're the team connecting you to the most robust, responsive, and reliable fiber-optic network this part of the country has ever seen.



WHO WE ARE

Think of us as all-star team made up of the best service providers in the Southeast. Uniti Fiber is the brand name of five of the region's most reputable E-Rate service providers: Southern Light, Nexus Systems, Hunt Telecommunications, Information Transport Solutions (ITS), and InLine.

We're school and library communications infrastructure experts with comprehensive market reach and over twenty-five years of experience designing customized complex networks.

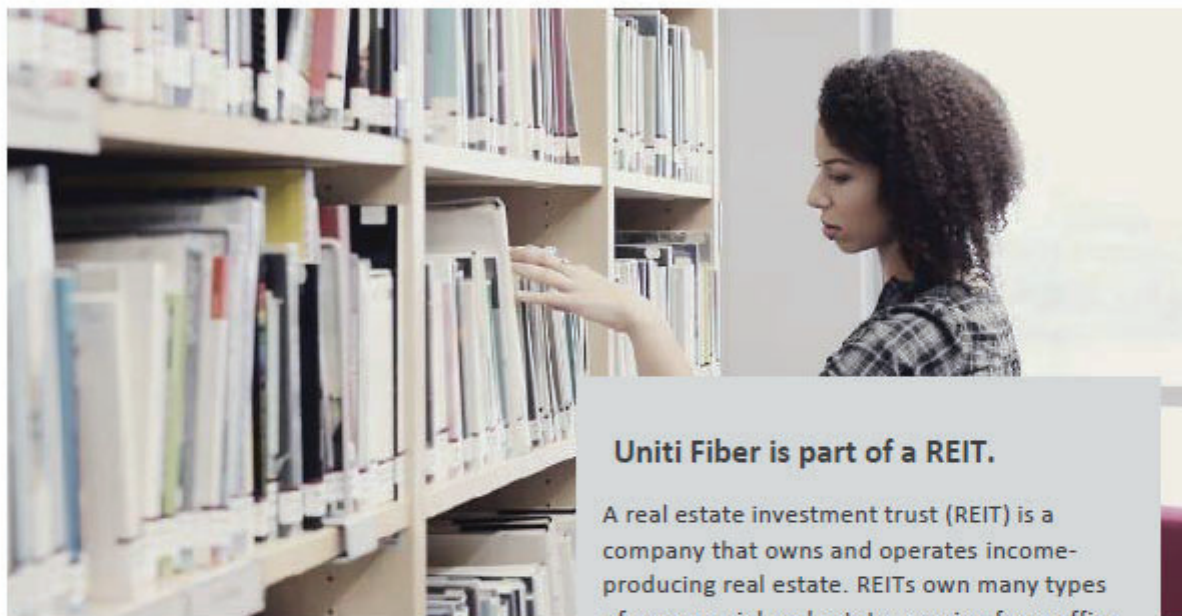
WHAT WE DO

We connect people to information. Uniti Fiber builds dark fiber networks, providing needed telecommunications infrastructure (fiber optic cable) to everyone from major wireless carriers to single site schools.

We light fiber, providing and managing equipment that determines the best way to route traffic across the Internet.

We manage services and equipment relying on the network. Whether it's wireless access points, Voice over IP, or even a dedicated technician, Uniti Fiber keeps you connected.

COMPANY FACTS & HISTORY



In July 2017, Uniti Group acquired Southern Light, LLC (AL/GA/FL/MS/LA), Hunt Telecommunications, LLC and Nexus Systems, Inc. (LA/AR), and Contact Network d/b/a Inline (AL/MS), to become one of the largest networks in the Southeast.

The legacy companies were all recognized as preferred E-Rate providers in their states; now, with networks combined and better access to capital, Uniti Fiber can offer even more competitive solutions for fiber-based services.

Uniti Fiber is part of a REIT.

A real estate investment trust (REIT) is a company that owns and operates income-producing real estate. REITs own many types of commercial real estate, ranging from office buildings to shopping centers.

Uniti is the only telecommunications REIT. In addition to facilities and land, certain telecommunications network assets, like fiber optic cable plant, constitute real estate assets under applicable REIT rules.

- Uniti is publicly traded (NASDAQ: UNIT).
- Uniti Fiber has access to investment capital necessary to build your network.
- Uniti Group owns over five million strand miles and 700 wireless towers.

OUR VALUE

Whether the challenge is improving network reach and quality, increasing capacity, or ensuring future cost certainty—we deliver custom, access-agnostic, future-proof solutions to schools and libraries.



Quality Network

Uniti Fiber's all-fiber optic infrastructure allows the transfer of massive amounts of data at very high speeds, enabling customers to achieve the full potential of their technology plan.



Quality E-Rate Service

Uniti Fiber has a team of dedicated full time E-Rate experts who have helped hundreds of customers navigate the process and receive millions in funding for their technology projects.



Quality Technology

We provide a full range of network designs from dark fiber to fully-managed lit fiber, from 1 Mbps microwave to 100 Gbps DWDM and beyond. You can grow when you need to with scalable options.



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 NOC

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Network Security

Customer Experience & Privacy

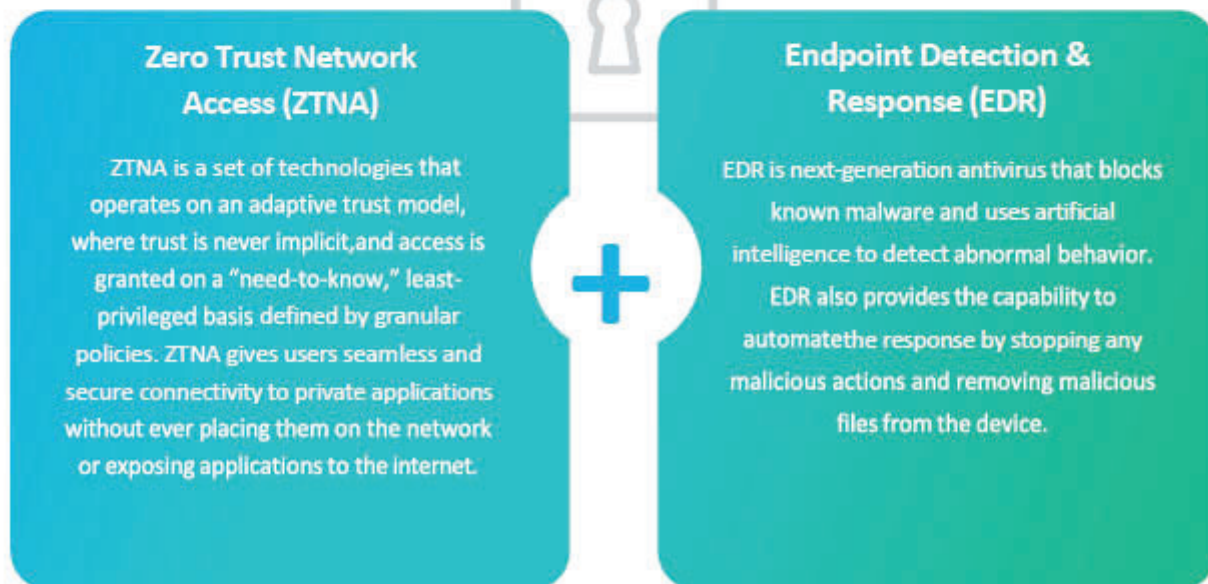
As Uniti helps build an increasingly connected and accessible digital world, the trust our customers place in us to help them thrive in this environment continues to grow.

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.



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.

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 to 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. Credentialed Individuals further 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.



Uniti

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Walton County Libraries	Dan	Owens	8508923624	owedan@co.walton.fl.us
Walton County Schools FL	Henry	Martin	8508921100	martinh@walton.k12.fl.us
Walton County Sheriff's Department	Josh	Sconiers	8508928186	jsconiers@waltonso.org
Washington County BOE	Jeff	Ford	2518472401	jeff.ford@wcbek12.org
Washington County Schools FL	Dewayne	Geoghagan	8506386048	dewayne.geoghagan@wcdschools.com
West Alabama Mental Health	Patricia	Moore	3342892410	pmoore@wamhc.org
Wilcox County Board of Education	Michael	Blackburn	3343206514	mblackburn@wilcox.k12.al.us
Winston County Board of Education	Jim	Moore	2054895018	jmoore@winstonk12.org

On-Hold Messaging:

- Spectrio's professionally produced content includes script development, voice-over recording, and mixing, delivered in the client's choice of formats. Spectrio will assist with selecting the English-speaking voice talent and gender that best matches the brand. Productions with foreign accents and/or foreign languages are available for an additional fee. Spectrio will provide and manage the message deployment for mixed on-hold messages and music by means of a network-connected device for non-VoIP systems. For VoIP systems, Spectrio will deliver the completed media file for deployment.

Instore Music & Messaging

- Fully-branded licensed radio station combining curated music and custom ads for your store. Key advantages include:
 - Set the right atmosphere
 - Put customers in the right buying mood
 - Protect yourself from heavy fines

Wi-Fi Marketing

- Spectrio will provide necessary access points required to use the Wi-Fi marketing program and will provide licensed access to the CMS, and usage rights to all relevant CMS content while offering the ability to upload and create your own content, utilize auto-scheduling and calendar tools, and automate social integration content. Managed service options and pricing is available upon request.

Scent Marketing

- Includes experienced consultation to help determine the most appropriate device for the desired coverage, and specific fragrance for your target market, brand, and business goals. Over-the-phone install support is included, or we can connect you with local technicians for more complex installations that may require additional installation fees. All aroma oil refills are included in the service. Service includes a cold-air diffuser system along with all hardware required for the service. Spectrio provides scent coverage for as small or as large of an area needed. As an add-on service, Spectrio will help you create an aroma tailored specifically to your brand. This is an optional service and additional fees may apply.

Equipment & Hardware

- Spectrio can provide all hardware and equipment needed for any of the services offered, such as: complete sound systems, monitors, mounts, access points, etc. Because each project is different, a quote will be created if needed.