



Telepak Networks, Inc.

1018 Highland Colony Parkway, Suite 400

Ridgeland, MS 39157

SPIN NUMBER: 143021979

Certification of Responsibility: No. 14886-SC

## 2019 - 22 E-Rate Internet and WAN Bid

Bid Due: February 22, 2019 2:00 PM

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### Hancock County School District

Dominic A. Palisi, Technology Coordinator  
17304 Hwy 603  
Kiln, Mississippi, 39556

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CONFIDENTIAL and PROPRIETARY INFORMATION



**Response to  
Hancock County School District  
Request for Proposal**

**WAN / DIA**

TECHNICAL AND COST PROPOSAL

February 22, 2019



## Executive Summary

Hancock County School District is seeking a vendor to provide broadband infrastructure and services as detailed their Request for Proposal (RFP). As a leader in the telecommunications industry, C Spire provides an unparalleled service offering to the public sector throughout Mississippi and South Alabama. C Spire solutions are designed to provide a stable, high-speed broadband fiber network providing the necessary connectivity, bandwidth, and support to exceed customer expectations. Our solutions provide unparalleled service and unprecedented performance, as evidenced by numerous industry distinctions, market research findings and customer feedback.

### The C Spire Advantage

C Spire currently connects to five Tier 1 upstream internet providers that connect to separate C Spire geographically diverse gateways throughout our network footprint. In the event of a failure within any one of the upstream providers network connections, customers are automatically rerouted to one of the other gateways for their access. This provider, route, and access diversity is unique to C Spire in the State of Mississippi and provides very secure, stable, and reliable internet access to our customers.

### The Right Infrastructure

The proposed C Spire fiber solution is designed as a custom network, purpose built with Hancock County School District's needs in mind. C Spire understands how critical it is to maintain consistent, reliable access to the tools and applications that you depend upon to serve Mississippi's student population. Based on this understanding, our networks are built for maximum availability, performance, and uptime. We are confident that C Spire is the right partner for the future.

A solution from C Spire is designed to support your district without limiting your performance or access. All services offered are delivered over dedicated high-speed fiber optic infrastructure and is monitored and managed 24x7x365 by our Network Operations Command Center ("NOCC"), located in Ridgeland, MS. The proposed solution will utilize buried fiber, constructed using directional boring versus aerial fiber distribution. The proposed fiber will be built and owned by C Spire and leased to your organization.

### The Right Expertise

The Hancock County School District requires a partner with proven experience and expertise. C Spire brings more than experience – we bring a history of deep technological



understanding of the needs of public education. The Company serves approximately one-third of the K-12 student population today and the number grows each year. C Spire is a proven leader in enterprise technology solutions that include networking, wireless, fiber-optics, hosted IP Voice, and infrastructure-as-a-service solutions. We have a stronger track record of positive customer care experience than any other local service provider in Mississippi.

## The Right Support

The Hancock County School District will receive a complete, turnkey solution with stellar service and ongoing support. The C Spire solution includes an enterprise Support Center Helpdesk through C Spire's Assist for Business team. This Helpdesk provides personalized support and assistance from a highly-trained staff, Monday through Friday, from 8:00 a.m. to 5:30 p.m. Should you have questions or concerns outside of these hours, calls are routed to on-call team members allowing C Spire to offer customers 24x7 support and assistance. Though most service requests will be resolved remotely by AFB or our NOCC team members, if onsite support is required it will include equipment testing, repair, replacement, or general troubleshooting of any element of the premises-based network infrastructure.

C Spire's Field Services Team will provide on-premise service delivery through our highly qualified team of installers, coordinated by dedicated project coordinators assuring sales to delivery functions as our customers expect.

Thank you for providing C Spire the opportunity to propose a cost efficient and effective solution to your organization that fully utilizes the benefits of future proof infrastructure and technology to help deliver quality educational experiences.

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*"We understand Mississippi's challenges and believe that part of the collective solution should include an advanced technology infrastructure. By offering essential digital and mobile learning tools, networks and support, we can make a real difference,"*

*- Hu Meena, Chairman and CEO,  
C Spire*

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## Quote Submission Form

Company Name of Vendor	Telepak Networks, Inc. (d/b/a 'C Spire')
Corporate Headquarters Address	1018 Highland Colony Parkway, Suite 520
City/State/Zip	Ridgeland, MS 39157
Vendor Contact Name	Jamie Vega
Vendor Contact Phone Number	601-974-7664
Vendor Contact Email Address	jlvenga@cspire.com
E-Rate Service Provider Name	Telepak Networks, Inc.
E-Rate SPIN	143021979
Address of Mississippi Office	1018 Highland Colony Parkway, Suite 520
City/State/Zip	Ridgeland, MS 39157
24-Hour Toll Free Help Desk Number	1-855-277-4732

### Contact Person(s) for Questions about this Bid

E-Rate Contact	Jamie Vega
Phone Number	601-974-7664
Email Address	jlvenga@cspire.com
Sales Contact	Erica Owen
Phone Number	601-974-7048
Email Address	eowen@cspire.com

## WORKSHEET FOR INTERNET CONNECTION (**Stand Alone**)

<b>HCSO Central Office</b>  17304 Hwy 603 Kiln, MS 39556	<b>Bandwidth In Mbps</b>	<b>E-Rate Eligible (One Time) Cost</b>	<b>E-Rate Ineligible (One Time) Cost</b>	<b>E-Rate Eligible Monthly Cost</b>	<b>E-Rate Ineligible Monthly Cost</b>
	1000	\$0.00	\$0.00	<b>\$1,125.00</b>	\$0.00
	1500	\$0.00	\$0.00	<b>\$1,540.00</b>	\$0.00
	2000	\$0.00	\$0.00	<b>\$1,950.00</b>	\$0.00
	2500	\$0.00	\$0.00	<b>\$2,350.00</b>	\$0.00
	3000	\$0.00	\$0.00	<b>\$2,750.00</b>	\$0.00

### WORKSHEET FOR WAN (Stand Alone)

Building	Bandwidth In Gbps	E-Rate Eligible (One Time) Cost	E-Rate Ineligible (One Time) Cost	E-Rate Eligible Monthly Cost	E-Rate Ineligible Monthly Cost
<b>CO</b> 17304 Hwy 603	5 Gbps	\$0.00	\$0.00	<b>\$1,199.00</b>	\$0.00
<b>HHS</b> 7084 Stennis Airport Dr	1 Gbps	\$0.00	\$0.00	<b>\$759.00</b>	\$0.00
<b>HMS</b> 7070 Stennis Airport Dr	1 Gbps	\$0.00	\$0.00	<b>\$759.00</b>	\$0.00
<b>EHE</b> 4221 Kiln Delisle Rd	1 Gbps	\$0.00	\$0.00	<b>\$759.00</b>	\$0.00
<b>SHE</b> 6590 Lakeshore Rd	1 Gbps	\$0.00	\$0.00	<b>\$1,490.00</b>	\$0.00
<b>HNCE</b> 6122 Cuevas Town Rd	1 Gbps	\$0.00	\$0.00	<b>\$1,170.00</b>	\$0.00
<b>WHE</b> 23350 Hwy 43	1 Gbps	\$0.00	\$0.00	<b>\$759.00</b>	\$0.00

Building	Bandwidth In Gbps	E-Rate Eligible (One Time) Cost	E-Rate Ineligible (One Time) Cost	E-Rate Eligible Monthly Cost	E-Rate Ineligible Monthly Cost
<b>CO</b> 17304 Hwy 603	10 Gbps	\$0.00	\$0.00	<b>\$1,599.00</b>	\$0.00
<b>HHS</b> 7084 Stennis Airport Dr	10 Gbps	\$0.00	\$0.00	<b>\$1,599.00</b>	\$0.00
<b>HMS</b> 7070 Stennis Airport Dr	10 Gbps	\$0.00	\$0.00	<b>\$1,599.00</b>	\$0.00
<b>EHE</b> 4221 Kiln Delisle Rd	1 Gbps	\$0.00	\$0.00	<b>\$759.00</b>	\$0.00
<b>SHE</b> 6590 Lakeshore Rd	1 Gbps	\$0.00	\$0.00	<b>\$1,490.00</b>	\$0.00
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<b>WHE</b> 23350 Hwy 43	1 Gbps	\$0.00	\$0.00	<b>\$759.00</b>	\$0.00

**WORKSHEET FOR INTERNET CONNECTION (Bundled with WAN)**

<b>HCSO Central Office</b>  17304 Hwy 603 Kiln, MS 39556	<b>Bandwidth In Mbps</b>	<b>E-Rate Eligible (One Time) Cost</b>	<b>E-Rate Ineligible (One Time) Cost</b>	<b>E-Rate Eligible Monthly Cost</b>	<b>E-Rate Ineligible Monthly Cost</b>
	1000	\$0.00	\$0.00	<b>\$550.00</b>	\$0.00
	1500	\$0.00	\$0.00	<b>\$750.00</b>	\$0.00
	2000	\$0.00	\$0.00	<b>\$1,000.00</b>	\$0.00
	2500	\$0.00	\$0.00	<b>\$1,250.00</b>	\$0.00
	3000	\$0.00	\$0.00	<b>\$1,500.00</b>	\$0.00

**WORKSHEET FOR WAN (Bundled with Internet)**

Building	Bandwidth In Gbps	E-Rate Eligible (One Time) Cost	E-Rate Ineligible (One Time) Cost	E-Rate Eligible Monthly Cost	E-Rate Ineligible Monthly Cost
<b>CO</b> 17304 Hwy 603	5 Gbps	\$0.00	\$0.00	<b>\$1,199.00</b>	\$0.00
<b>HHS</b> 7084 Stennis Airport Dr	1 Gbps	\$0.00	\$0.00	<b>\$759.00</b>	\$0.00
<b>HMS</b> 7070 Stennis Airport Dr	1 Gbps	\$0.00	\$0.00	<b>\$759.00</b>	\$0.00
<b>EHE</b> 4221 Kiln Delisle Rd	1 Gbps	\$0.00	\$0.00	<b>\$759.00</b>	\$0.00
<b>SHE</b> 6590 Lakeshore Rd	1 Gbps	\$0.00	\$0.00	<b>\$0.00</b>	\$0.00
<b>HNCE</b> 6122 Cuevas Town Rd	1 Gbps	\$0.00	\$0.00	<b>\$1,490.00</b>	\$0.00
<b>WHE</b> 23350 Hwy 43	1 Gbps	\$0.00	\$0.00	<b>\$759.00</b>	\$0.00

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## A. State of Mississippi General Contractors License



## B. Description of Help Desk and Service Response Procedures

### Help Desk Procedures

Help Desk Support is provided through C Spire's Assist for Business team.

Assist for Business is service personalized exclusively for your organization. Assist for Business is the fastest way to manage your account.

To make inquiries about your business or government account, to upgrade equipment or to activate new services, email or call Assist for Business at [enterprisesupport@cspire.com](mailto:enterprisesupport@cspire.com) or call 1-855-CSPIRE2 (277-4732).

With Assist for Business you can:

- Ask questions about your bill
- Modify your service plans
- Manage and Upgrade your existing equipment
- Get assistance with all of your account needs

### Service Response Procedures

Technical Support can be found on our website at the following link:  
<https://www.cspire.com/cms/business/education-and-government/>

To report trouble on a broadband service, such as DS1, DS3, OCX, SONET or Ethernet application, please call TOLL FREE, 1-800-342-3716, and select from OPTIONS 1, 2, and 3.

If escalation is required outside of the technical support number listed above, please utilize the contact in the escalation list in order of level: Technical, Engineering and Switching.

In the event of circuit trouble, the customer will speak directly to a NOCC technician in Ridgeland, MS.

A tracking ticket will be opened and all troubleshooting steps are entered into the ticket log.

Technicians will begin steps to resolve issue using established procedures.

Customer will be contacted to ensure trouble has been corrected.

C Spire is constantly monitoring and performing preventative maintenance on their network to avoid service issues and interruptions to customers.



## Escalation List

Commercial Business and Government Technical Support  
1-800-342-3716 is available for 24 hrs 7 days a week.

If escalation is required outside of the technical support number listed above, please utilize the contact below in order of level: Technical, Engineering and Switching.

### Technical Operations:

For technical operations pertaining to fiber network and DS-1, DS-3 and OCn Level and Ethernet services.

#### 1st Level:

Network Operations Control Center Technician  
(1-800-342-3716 extension 7399)

#### 2nd Level:

Tim Hurst, NOCC Manager  
(office: 601-487-5626)

#### 3rd Level:

Clayton Branch, NOCC Director  
(office: 601-487-5628)

## C. Disaster Recovery Plan

This document contains proprietary and confidential information. This is an excerpt from the C Spire Disaster Recovery Plan. Some personnel information has been redacted for privacy concerns. In case of an emergency, please contact your account executive or the Network Operations Control Center at 1-800-342-3716 ext 7399.

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# C Spire Network Services Disaster Recovery Plan

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Revised: 09/20/2017

Proprietary and Confidential

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## C Spire's History of Disaster Response

Boasting over 29 years of cellular experience, C Spire has nearly one million subscribers. C Spire has operated a multi-state 3G network since 2005. We have operated a 4G LTE network since 2012. Approximately 22,000 public safety subscribers elect to use our cellular network in the State of Mississippi under ITS RFP No. 3820.

Providing support for public safety concerns, particularly during emergencies is a proud tradition. C Spire recognizes that telecom services become even more vital in times of crisis, and we have a proven track record, as demonstrated by the following events:

- Ice Storm of 1994 – The C Spire network in the Mississippi Delta remained operational during this emergency event. First responders, electrical crews, and others were provided with hundreds of cellular phones (bag phones at the time) at no cost, regardless of whether they were our customer. Technical teams worked countless hours refueling generators and adding capacity to the network, including turning on one new cell site three weeks early to ensure that the network was available during this time.
- Hurricane Georges (1998) – C Spire technicians ensured that our network was operational before and after the storm. Our competitors had extended and extensive network issues during the storm, and as a result, C Spire had record sales on the Mississippi Gulf Coast for several weeks.
- Pontotoc Tornado (2001) – Within four (4) hours of the tornado, C Spire had restored its network. In fact, the C Spire network was the only cellular network that was operational for two (2) days following the storm. The City of Pontotoc was not one of our customers at the time, however, we provided loaner phones to their staff and first responders for communication purposes.
- Hurricane Katrina (2005) – When C Spire learned that a Category 5 Hurricane was in the Gulf of Mexico, we assembled over 20 tower crews in a staging area outside of Mobile. When the storm passed on Monday afternoon, we deployed those crews to reestablish communications. While we never universally lost service in some of the hardest hit areas such as Biloxi and Hattiesburg, within three days, we had restored 60% of our coverage footprint in the six hardest hit counties. These tower crews continued to work around the clock and by September 9th, our South Mississippi and Gulf Coast Networks were fully operational. Many of our competitors had to use the C Spire network in order to communicate during this timeframe. We provided over 2,000 loaner phones to first responders and relief workers, even if they were not our customers. During the emergency recovery period following Katrina, C Spire provided over 50,000,000 free minutes of airtime to our customers. Our retail stores were the first to re-open, only four days after the storm. The robust C Spire fiber network remained operational in spite of over eight miles of fiber cable along the western shore of Lake Pontchartrain being washed away by the storm. The ring protection designed into that network allowed the fiber network and wireless network to continue operating during that time. C Spire was honored to receive a 2006 concurrent resolution proclamation from the Mississippi House and Senate for our “exemplary service, conduct and performance” during Katrina.

- Yazoo City Tornado (2011) – C Spire’s network was the only wireless network that remained operational during and after the storm. This was possible because of our redundant microwave and fiber network. Within an hour, Governor Haley Barbour was on site using his C Spire phone.
- Mississippi River/Delta Floods (2011) - During the spring 2011 floods in the Mississippi Delta, C Spire provided the State with access to our cell sites/towers for temporary placement of antennas for the Mississippi Wireless Information Network (MSWIN).

While our competitors were removing cell sites in flooded areas, C Spire was busy “sand bagging” its cell sites to ensure that the network would remain operational. Loaner phones were provided for several Governing Authorities in these flooded areas to assist with communications.

- Smithville Tornado (2012) – The only cellular tower in Smithville was blown down by the tornado. However, within 24 hours, C Spire had deployed a COW (Cellular on Wheels) to restore cellular service in Smithville. We were the only provider operational for several days, and we also provided loaner phones to the City and relief workers.
- Hattiesburg Tornado (2013) – The entire C Spire network remained operational. During and after the tornado, C Spire provided loaner phones to first responders.
- Louisville Tornado (2014) – Several days after the tornado, MEMA contacted C Spire, indicating that internet connections were unavailable at the Louisville Hospital, Emergency Medical Mobile Units, Mississippi Army National Guard, and other facilities in that area. The organizations had requested support from their current internet provider, however, they were not receiving timely responses. We immediately responded and began installing approximately three miles of fiber optics to those facilities, at our own cost, to ensure these facilities would have internet connections. C Spire was later recognized by Robert Latham, MEMA Director, with a Director’s Appreciation Award for our efforts during this disaster.
- Columbia Tornado (2014) – C Spire did lose one cell site in the Columbia area. The tornado occurred on Christmas Eve, and within hours, our technicians delivered a Cellular on Wheels (COW) solution to the location. According to the Sheriff of Marion County, service issues were never experienced.
- C Spire worked closely with the Mississippi Wireless Communications Commission during the initial implementation phase of the State’s LMR System by providing access to our company owned cell sites.
- Mississippi River Flood (2016) – On January 14, 2016, the Mississippi Wireless Communication Commission (WCC) recognized C Spire for assisting with increasing coverage and communication issues on the Mississippi River Levee during recent floods.
- USMC Plane Crash (2017) - About 5:00PM on July 14, 2017, C Spire received a call from MEMA requesting dedicated internet service at the Emergency Field Office established near the crash site for recovery efforts. Internal coordination began immediately among the engineering and development, IP networking, and network field operations teams. At 10:00AM on July, 15, 2017, C Spire had a tower crew, a building entry crew, a microwave crew, a splicing team, field technicians, and all ancillary boring and trenching equipment on site and at the tower location nearest the Emergency Field Office to begin installation of a

microwave path to deliver the internet service. In addition, C Spire had our Cell on Light Truck (COLT) on site and ready to deploy in the event a temporary tower structure was needed. About 7:00 pm on July 15, 2017, 26 hours after the request was made, C Spire had tested and handed off a dedicated internet circuit to the MEMA Emergency Field Office.

C Spire maintains a continuous focus on the needs of the State in times of emergencies. We maintain reserve equipment and contractual agreements with vendor partners for emergency supplies to ensure C Spire is prepared and any impact on the citizens of Mississippi is minimized.

## INTRODUCTION

The C Spire Network Services Disaster Recovery Plan (CSNSDRC) is the process used to facilitate the restoration of service to our customers in the event of a major disaster. The development of the CSNSDRC is essential in minimizing customer service interruptions after network failure or event. This plan outlines the responsibilities of the various key individuals on the recovery team, as well as, the actions which will enable restoration of services in a most timely manner.

### Objectives

The principal objective of the disaster recovery plan is to develop, test and document a well-structured and easily understood plan which will help C Spire and its customers recover as quickly and effectively as possible from an unforeseen disaster or emergency which interrupts information systems and business operations. Additional objectives include the following:

- The need to ensure that all employees fully understand their duties in implementing such a plan
- The need to ensure that operational policies are adhered to within all planned activities
- The need to ensure that proposed contingency arrangements are cost-effective
- The need to consider implications on other company sites
- Disaster recovery capabilities as applicable to key customers, vendors and others



## **INSTRUCTIONS FOR USING THE PLAN**

### **Invoking the plan**

If an initial assessment of the network disruption indicates a potentially prolonged outage (e.g., longer than eight hours), this plan becomes effective when approved by Executive Management. The plan will remain in effect until network operations are resumed at all affected locations.

### **Disaster declaration**

The Executive Management Team, with input from the Emergency Response Team, Network Operations and IT Technical Support, is responsible for declaring a disaster and activating network recovery teams as outlined in this plan.

In a major disaster situation affecting multiple company locations, the decision to declare a disaster will be determined by C Spire Executive Management Team. The Emergency Response Team will respond based on the directives specified by senior management.

### **Notification**

Regardless of the network disruption circumstances, or the identity of the person(s) first made aware of the disaster, the Emergency Response Team (ERT) must be activated immediately in the following cases:

- Two or more systems and/or sites are down concurrently for three (3) or more hours.
- Five or more systems and/or sites are down concurrently for two (2) or more hours.
- Any problem involving a voice/data/Internet/wireless network facility that would cause either of the above conditions to be present or there is certain indication that either of the conditions is about to occur.

### **External communications**

Corporate Media Relations personnel are designated as the principal contacts with the media (radio, television, and print), regulatory agency, government agencies and other external organizations following a formal network disaster declaration.

## **Emergency Response Team**

### **Stephen Bye: President**

Stephen is responsible for all C Spire operations and efforts to restore services. Stephen will coordinate with the executive team to ensure all efforts are in sync for an effective recovery effort in the event of network impairments.

**Office:** 601-974-7979

**Cellular:** 601-303-7979

### **Keith Paglusch: CNO**

Keith is responsible for all network operations. Keith will coordinate with the technical leadership team to ensure all efforts are in sync for an effective recovery effort in the event of network impairments.

**Office:** 601-974.7996

**Cellular:** 769.230.7996

### **Mark Rigney: Senior Vice President, Technical Operations**

Mark is responsible for all technical operations and efforts to restore services. Mark will coordinate with each technical department to ensure all efforts are in sync for an effective recovery effort in the event of network impairments.

**Office:** 601.974.7801

**Cellular:** 769.230.5184

### **Alan Jones: Senior Vice President, Engineering & Development**

Alan is responsible wireless and fiber network engineering and construction efforts. His teams would help create and implement solutions to aid in recovery.

**Office:** 601-487-7007

**Cellular:** 769-230-7007

### **Mark Winstead: Director, Network Operations**

Mark is responsible for all technical aspects of network operations to include optimization and turn up of sites, maintenance and repair of sites and associated interconnecting networks, ongoing system optimization, system planning, departmental planning and budgeting, staffing, and management development.

**Office:** 601-974-7528

**Cellular:** 601-624-7528

### **David Smith: Vice President, Network Engineering**

David is responsible for the Engineering Department accomplishing the following tasks, RF network design, frequency planning, site acquisition, construction of the cellular network to the point of completion for Network Operations Manager's acceptance and turn up.

**Office:** 601-974-7125

**Home:** 601-824-1596

**Cellular:** 601-573-1004

**Clayton Branch: Sr. Manager Network Operations Control Center**

Clayton is responsible for 24x7 monitoring of the C Spire network, Tier I & II support, and the coordination of maintenance and restoral activities.

**Office:** 601-487-5628

**Cellular:** 601-606-8654

**Scott Morrow: Sr. Manager Network Services**

Scott is responsible for the maintenance, efficient operations, and performance of the MTX switches

**Office:** 601-974-7229

**Home:** 601-376-0195

**Cellular:** 601-573-7229

**John Josey: Manager Network Services**

John is responsible for the maintenance, efficient operations, and performance of the MTX switches

**Office:** 601-974-7522

**Cellular:** 601-941-1599

## **1 PLAN OVERVIEW**

### **1.1 Plan Updating**

It is necessary for the disaster recovery plan updating process to be properly structured and controlled. Whenever changes are made to the plan they are to be fully tested and appropriate amendments should be made to the training materials. This will involve the use of formalized change control procedures under the control of the IT Director.

### **1.2 Backup Strategy**

Key business processes and the agreed backup strategy for each have been selected. This strategy entails the maintenance of a fully mirrored duplicate site which will enable instantaneous switching between the live site (headquarters) and the backup site.

### **1.3 Risk Management**

There are many potential disruptive threats which can occur at any time and affect the normal business process. We have considered a wide range of potential threats. Each potential environmental disaster or emergency situation has been examined. The focus here is on the level of business disruption which could arise from each type of disaster.

## **2 EMERGENCY RESPONSE**

### **2.1 Plan Triggering Events**

Key trigger issues at headquarters that would lead to activation of the disaster recovery plan are:

- Total loss of all communications
- Total loss of power
- Flooding of the premises
- Loss of the building

#### **2.1.2 Activation of Emergency Response Team**

When an incident occurs the Emergency Response Team (ERT) must be activated. The ERT will then decide the extent to which the disaster recovery plan must be invoked. Responsibilities of the ERT are to:

- Respond immediately to a potential disaster and call emergency services;
- Assess the extent of the disaster and its impact on the business, data center, etc.;
- Decide which elements of the disaster recovery plan should be activated;
- Establish and manage disaster recovery team to maintain vital services and return to normal operation;
- Ensure employees are notified and allocate responsibilities and activities as required.

### **2.2 Disaster Recovery Team**

The team will be contacted and assembled by the ERT. The team's responsibilities include:

- Establish facilities for an emergency level of service within 2.0 business hours;
- Restore key services within 4.0 business hours of the incident;
- Recover to business as usual within 8.0 to 24.0 hours after the incident;
- Coordinate activities with disaster recovery team, first responders, etc.
- Report to the emergency response team.

### **2.3 Emergency Alert, Escalation and DRP Activation**

This policy and procedure has been established to ensure that in the event of a disaster or crisis, personnel will have a clear understanding of who should be contacted. Procedures have been addressed to ensure that communications can be quickly established while activating disaster recovery.

The disaster recovery plan will rely principally on key members of management and staff who will provide the technical and management skills necessary to achieve a smooth technology and business recovery. Suppliers of critical goods and services will continue to support recovery of business operations as C Spire returns to normal operating mode.

#### **2.3.1 Emergency Alert**

The person discovering the incident calls a member of the Emergency Response Team

The Emergency Response Team (ERT) is responsible for activating the DRP for disasters identified in this plan, as well as in the event of any other occurrence that affects C Spire's capability to perform normally.

One of the tasks during the early stages of the emergency is to notify the Disaster Recovery Team (DRT) that an emergency has occurred. The notification will request DRT members to assemble at the site of the problem and will involve sufficient information to have this request effectively communicated. The Business Recovery Team (BRT) will consist of senior representatives from the human resources and main business department(s). The BRT Leader will be a senior member of C Spire's management team, and will be responsible for taking overall charge of the process and ensuring that C Spire returns to normal working operations as early as possible.

### **2.3.2 Disaster Recovery Procedures for Management**

Members of the management team will keep a hard copy of the names and contact numbers of each employee in their departments. In addition, management team members will have a hard copy of the disaster recovery and business continuity plans on file in their homes in the event that the headquarters building is inaccessible, unusable, or destroyed.

### **2.3.3 Contact with Employees**

Chairpersons of each Department (Chairperson) will serve as the focal points for their departments, while designated employees will call other employees to discuss the crisis/disaster and C Spire's immediate plans. Employees who cannot reach staff on their call list are advised to call the staff member's emergency contact to relay information on the disaster.

### **2.3.4 Backup Staff**

If a Chairperson or staff member designated to contact other staff members is unavailable or incapacitated, the designated backup staff member will perform notification duties.

### **2.3.5 Alternate Recovery Facilities / Hot Site**

If an Alternate Recovery Facility is established and necessary, the hot site will be activated and notification will be given via recorded messages or through communications with Chairpersons. Hot site staffing will consist of members of the disaster recovery team only for the first 24 hours, with other staff members joining at the hot site as necessary.

### **2.3.6 Personnel and Family Notification**

If the incident has resulted in a situation which would cause concern to an employee's immediate family such as hospitalization of injured persons, it will be necessary to notify their immediate family members quickly.

### 3. POTENTIAL DISASTER SCENARIOS

#### 3.1 In the event of a natural disaster

In the event of a major catastrophe affecting C Spire's network operations, immediately notify the Clayton Branch.

Procedure	STEP	ACTION
	1	Notify ERT and DRT of impending event as time permits.
	2	<p>If impending natural disaster can be tracked, begin launching network DR plans within 48 hours as follows:</p> <ul style="list-style-type: none"> <li>• Deploy portable generators with fuel on standby.</li> <li>• Deploy Cellular on Wheels (COW) and/or Cell on Light Truck (COLT) equipment.</li> <li>• Deploy network technical and admin personnel on standby.</li> <li>• Deploy tractor trailers with replacement work space, antennas, power, computers, network connectors and phones.</li> <li>• Facilities department on standby for replacement shelters.</li> <li>• Basic necessities are acquired by support personnel when deployed: <ul style="list-style-type: none"> <li>▪ Cash for one week</li> <li>▪ Food and water for one week</li> <li>▪ Gasoline and other fuels</li> <li>▪ Supplies, including chainsaws, batteries, rope, flashlights, medical supplies, etc.</li> </ul> </li> </ul>
	3	<p>24 hours prior to event:</p> <ul style="list-style-type: none"> <li>• Create an image of network and system databases and other relevant files.</li> <li>• Back up critical network and system elements.</li> <li>• Verify backup generator fuel status and operation.</li> <li>• Create backups of cell towers, PBXs, routers, VoIP systems, e-mail, routers, switches, file servers, etc.</li> <li>• Fuel vehicles and emergency trailers.</li> <li>• Notify senior management.</li> </ul>

#### 3.2 In the event of a fire

If fire or smoke is present in the facility where network infrastructure assets are located, evaluate the situation and determine the severity, categorize the fire as a major or minor incident and take the appropriate action as defined in this section. Call 911 or contact your local first responders as soon as possible if the situation warrants it.

- Personnel are to attempt to extinguish minor fires (e.g., single hardware component or paper fires) using hand-held fire extinguishers located throughout the facility. Any other

fire or smoke situation will be handled by qualified building personnel until the local fire department arrives.

- In the event of a major fire, call 911 and immediately evacuate the area.
- In the event of any emergency situation, such as system and network security, site security and personal safety are the major concerns. If possible, the lead network administrator and/or designee should remain present at the facility until the fire department has arrived.
- In the event of a major catastrophe affecting the facility, immediately notify senior management.

#### Procedure

STEP	ACTION
1	Dial 911 to contact the fire department.
2	Immediately notify all other personnel in the facility of the situation and evacuate the area.
3	Alert emergency network personnel: <b>800.772.8250</b> Provide them with your name, extension where you can be reached, building and room number, and the nature of the emergency. Follow all instructions given.
4	Alert the ERT and DRT. <i>Note:</i> During non-staffed hours, security personnel will notify the Senior Executive responsible for the location.
5	Notify Building Security. Local security personnel will establish security at the location and not allow access to the site unless notified by the Senior Executive or his/her designated representative.
6	Contact appropriate vendors to aid in the decision regarding the recovery and resumption of network services and protection of equipment as time and events permit.
7	All personnel evacuating the facilities will meet at their assigned outside location (assembly point) and follow instructions given by the designed authority. <b>Under no circumstances may any personnel leave without the consent of a supervisor, as to account for all persons.</b>

### 3.3 In the event of a catastrophic event with network services providers outages (e.g. major hurricane, nuclear attack, etc.)

In the event of a network service provider outage, the guidelines and procedures in this section are to be followed.

#### Procedure

STEP	ACTION
------	--------



1	<p>Notify senior management of outage.</p> <p>Determine cause of outage and timeframe for its recovery.</p>
2	<p>If an outage will be greater than one hour, route all calls via alternate services. Deploy Cellular on Wheels if cell towers and service has been disrupted.</p> <p>If it is a major outage and all carriers are down and downtime will be greater than 24 hours, deploy satellite phones, if available.</p>

### 3.4 In the event of a flood or water damage

In the event of a flood or broken water pipe near any network infrastructure location, the guidelines and procedures in this section are to be followed.

Procedure	STEP	ACTION
	1	Assess the situation and determine if outside assistance is needed; if this is the case, dial 911 immediately.
	2	Immediately notify all other personnel of the situation and to be prepared to cease voice and data operations.
	3	Notify all other personnel in the facility of the situation and to be prepared to cease operations accordingly.
	4	<p>Water detected below raised floor may have different causes:</p> <ul style="list-style-type: none"> <li>If water is slowly dripping from an air conditioning unit and not endangering equipment, contact repair personnel immediately.</li> <li>If water is of a major quantity and flooding beneath the floor (water main break), immediately implement power-down procedures. While power-down procedures are in progress, evacuate the area and follow management's instructions.</li> </ul>

### 3.5 Redundancy of Operations

In the event that any of C Spire's Technical Support Operations facilities is impacted by a disaster, the company has multiple operations centers which are optimized for vital services to ensure business continuity. These locations include:

- C Spire Network Operations Center, based in Ridgeland, MS
- C Spire Technical Operations Center, based in Jackson, MS
- C Spire Systems Operations Center, based in Starkville, MS

By design, C Spire configured a solution for disaster recovery to ensure that all vital operations will not be interrupted or customer-impacting. High availability and reliability is the primary concern of our stellar team of technical leadership. C Spire is compliant with and exceeds industry-leading disaster recovery standards, in part by ensuring that facilities and services within our geo-redundant network have access to fully redundant power, internet, connectivity, and utilities services. We have established a set of procedures to ensure unforeseen circumstances do not detract from critical infrastructure functions. These procedures are tested and documented on a routine basis at each of our operations facilities. Training is provided to all operations center employees. Our team has designed specific procedures and policies to ensure we achieve business continuity during disaster scenarios.

## 4. DEALING WITH A DISASTER

### 4.1 Provide status to EMT and DRT

1. Contact ERT and/or DRT and provide the following information when any of the following conditions exist: **(See Section 4.0 for contact list)**

- Network performance has sufficiently degraded to where normal operations are not possible for three or more hours.
- Any problem at any network infrastructure asset, system or location that would cause the above condition to be present or there is certain indication that the above condition is about to occur.

The ERT will provide the following information:

- Location of incident.
- Type of incident (e.g., fire, hurricane, flood).
- Summarize the damage (e.g., minimal, heavy, total destruction).
- Meeting location that is a safe distance from the disaster scene.
- An estimated timeframe of when a damage assessment group can enter the facility (if possible).
- The ERT will contact the respective team leader and report that a disaster involving network operations has occurred.
- The ERT and/or DRT will contact the respective C Spire team leader and report that a disaster affecting network operations has occurred.

### 4.2 Decide course of action

Based on the information obtained, the ERT and/or DRT decide how to respond to the event:

- Mobilize Technical Support,
- Repair/rebuild existing network operations with network technical and admin staff or
- Relocate to a new facility.

### 4.3 Inform team members of decision

**If a disaster is not declared**, the location response team will continue to address and manage the situation through its resolution and provide periodic status updates to the ERT/DRT.

**If a disaster is declared**, the ERT and/or DRT will notify IT Technical Support immediately for deployment of network DR plans.

**Declare a disaster** if the situation is not likely to be resolved within predefined time frames. The person who is authorized to declare a network disaster must also have at least one (1)

backup who is also authorized to declare a disaster in the event the primary person is unavailable.

#### **4.4 Disaster declared: Mobilize incident response/technical support teams/report to command center**

Once a network disaster is declared, the Disaster Recovery Team (DRT) is mobilized. This team will initiate and coordinate the appropriate recovery actions. Network technical and administrative employees should assemble at a designated location as soon as possible.

#### **4.5 Conduct detailed damage assessment**

1. Under the direction of local authorities, Technical Support and/or ERT/DRT, assess the damage to the network and related assets. Include vendors/providers of installed network services and equipment to ensure that their expert opinion regarding the condition of the network is determined ASAP.
  - A. Participate in a briefing on assessment requirements, reviewing:
    - (1) Assessment procedures
    - (2) Gather requirements
    - (3) Safety and security issues

***NOTE: Access to the facility following a fire or potential chemical contamination will likely be denied for 24 hours or longer.***

- B. Document assessment results using Assessment and Evaluation Forms provided on the company intranet:

Building access permitting:

- Conduct an on-site inspection of affected areas to assess damage to essential network records (files, manuals, contracts, documentation, etc.) and electronic data.
      - Obtain information regarding damage to the network, e.g., environmental conditions, physical structure integrity, furniture, and fixtures) from the DRT.
- 2. Develop a Restoration Priority List, identifying facilities, vital records and equipment needed for resumption of network operations that could be restored and retrieved quickly.
- 3. Recommendations for required resources.

#### **4.6 Decide whether to continue to business recovery phase**

The ERT and DRT gather information regarding the event; contacts senior management and provides them with detailed information on status.

Based on the information obtained, senior management decides whether to continue to the business recovery phase of this network DR plan. If the situation does not warrant this action, continue to address the situation at the affected site(s).

## 5. RESTORING FUNCTIONALITY

Should a disaster actually occur and C Spire need to exercise this plan, this section will be referred to frequently as it will contain all of the information that describes the manner in which C Spire's information system will be recovered.

### 5.1 Reconstitution

This section provides procedures for a transition back to normal operations once the original system and facility is ready to resume operational status. The EMT will designate various team leaders to be responsible for restoration activities that must include testing of necessary equipment and telecommunications connections. This testing and reconstitution plan will include the following components:

- **Concurrent Processing Procedures.** Procedures and responsibilities should be outlined, per necessary team, to operate the disaster recovery system in coordination with the recovered or reconstituted system at the original or new site.

This should include specific procedures to address the following:

- Testing of the recovered or reconstituted system to demonstrate readiness to resume operational status
  - Shutdown procedures for the disaster recovery system
- **Plan Deactivation.** The EMT will implement procedures for formally deactivating. These procedures will include procedures to include shutdown of the alternate site including retrieval of any materials, equipment, and backup media. At least one meeting of the EMT/DRT will occur to debrief and identify lessons learned in conjunction with formal deactivation.

### 5.2 Validation Data Testing

Validation data testing is the process of testing and validating data to ensure that data files or databases have been recovered completely at the permanent location. The DRT will ensure that necessary procedures are used to determine that the data is complete and current to the last available backup. Once the system has been recovered, the following chart will be used to document the validation of each data system and functionality:

Procedure	Expected Results	Actual Results	Success	Performed by


### 5.3 Recovery Declaration

Upon successfully completing testing and validation, the EMT's designee will formally declare recovery efforts complete, and that each existing system is in normal operations. Department leaders and technical points of contact will be notified of the declaration by the EMT and/or designee.

### 5.4 Notifications (users)

Upon return to normal system operations, users will be notified by their supervisor using predetermined notification procedures (e.g., email, broadcast message, phone calls, etc.). These notification procedures will depend upon the type of system and time of day that normal system operations has resumed.

## 6. KEY INDIVIDUALS BY OFFICE

Network OPS Key Individuals	Column1	Column2	Column3
Functional Area	Contact Name	Primary Contact #	Email Address
President	Stephen Bye	601.303.7979	<a href="mailto:sbye@cspire.com">sbye@cspire.com</a>
CNO	Keith Paglusch	769.230.7996	<a href="mailto:ehollingsworth@cspire.com">ehollingsworth@cspire.com</a>
SVP, Network Operations	Mark Rigney	769.230.5184	<a href="mailto:mrigney@cspire.com">mrigney@cspire.com</a>
SVP, Engineering & Development	Alan Jones	769-230-7007	<a href="mailto:ajones@cspire.com">ajones@cspire.com</a>
VP, Network Engineering	David Smith	601-573-1004	<a href="mailto:dsmith@cspire.com">dsmith@cspire.com</a>
Director Network Operations	Mark Winstead	601-624-7528	<a href="mailto:mwinstead@cspire.com">mwinstead@cspire.com</a>
Director Outside Plant Construction	Don Gregory	601.573.1003	<a href="mailto:dgregory@cspire.com">dgregory@cspire.com</a>
Sr. Manager NOCC	Clayton Branch	601-606-8654	<a href="mailto:Cbranch@cspire.com">Cbranch@cspire.com</a>
Sr. Manager IP Video Engineering	Doc Williams	601-813-6346	<a href="mailto:swilliams@cspire.com">swilliams@cspire.com</a>
Sr. Manager IP Voice	Trey Usry	601-316-4746	<a href="mailto:tusry@cspire.com">tusry@cspire.com</a>
Manager Broadband Provisioning	Craig Miller	601-573-7126	<a href="mailto:cmiller@cspire.com">cmiller@cspire.com</a>
Construction Manager	Jim Shurley	601-850-9700	<a href="mailto:jshurley@cspire.com">jshurley@cspire.com</a>
Construction Engineering Manager	David Primm	601-573-1002	<a href="mailto:dprimm@cspire.com">dprimm@cspire.com</a>
Construction Engineer	Tommy Ford	601-503-3915	<a href="mailto:tford@cspire.com">tford@cspire.com</a>
Tech OPS Controller	Lee Puckett	601-974-7746	<a href="mailto:lpuckett@cspire.com">lpuckett@cspire.com</a>
Technical Support Manager	Sandi Hayman	601-946-1931	<a href="mailto:sweathersby@cspire.com">sweathersby@cspire.com</a>
RF Design Manager	Mitchell Jordan	601-624-7635	<a href="mailto:mjordan@cspire.com">mjordan@cspire.com</a>
RF Engineer	Yi Quan	601-794-7565	<a href="mailto:yqian@cspire.com">yqian@cspire.com</a>
RF Engineer	Peyton Durr	601-974-7764	<a href="mailto:pdurr@cspire.com">pdurr@cspire.com</a>
Administrative Assistant	Kathy Cate	601-573-7173	<a href="mailto:kcate@cspire.com">kcate@cspire.com</a>
Sr. Manager of Network Services	Scott Morrow	601-573-7229	<a href="mailto:smorrow@cspire.com">smorrow@cspire.com</a>
Manager of Network Services	John Josey	601-941-1599	<a href="mailto:jjosey@cspire.com">jjosey@cspire.com</a>
Switch Engineer (Lucent)	Wes Lewis	601-573-7123	<a href="mailto:wlewis@cspire.com">wlewis@cspire.com</a>
Switch Engineer (Nortel)	Sandus Dobbins	601-624-9730	<a href="mailto:sdobbins@cspire.com">sdobbins@cspire.com</a>
Switch Engineer (Nortel)	Jody Martindale	601-540-6603	<a href="mailto:jmartindale@cspire.com">jmartindale@cspire.com</a>
STP/HLR Engineer	Lee Woodruff	601-573-7188	<a href="mailto:lwoodruff@cspire.com">lwoodruff@cspire.com</a>
QA and Development Manager	Ron Ferguson	251-716-9567	<a href="mailto:rferguson@cspire.com">rferguson@cspire.com</a>
Development Supervisor	Tim Dillon	601-384-7006	<a href="mailto:tdillon@cspire.com">tdillon@cspire.com</a>
Inventory Clerk	Bowmar McGhee	601-384-7900	<a href="mailto:bmcghee@cspire.com">bmcghee@cspire.com</a>
Installation Supervisor	Duane Brister	601-384-7026	<a href="mailto:dbrister@cspire.com">dbrister@cspire.com</a>



Power and Transport Specialist	Shannon Slater	601-757-2701	<a href="mailto:sslater@cspire.com">sslater@cspire.com</a>
Senior Field Installer	Brent Roberts	601-757-9377	<a href="mailto:broberts@cspire.com">broberts@cspire.com</a>
Installer	Jamie Barfoot	601-754-0255	<a href="mailto:jbarfoot@cspire.com">jbarfoot@cspire.com</a>
Network Manager Area A-B-M	Jimmy Campbell	601-543-7003	<a href="mailto:jicampbell@cspire.com">jicampbell@cspire.com</a>
Network Manager Area M	Joseph Mauffray	228-669-7644	<a href="mailto:jmauffray@cspire.com">jmauffray@cspire.com</a>
Network Manager Area C-T	Jason Michael	662.871.9002	<a href="mailto:jmichael@cspire.com">jmichael@cspire.com</a>
Network Manager Area D	Billy Weissinger	662-836-7557	<a href="mailto:bweissinger@cspire.com">bweissinger@cspire.com</a>
Network Manager Area E	Mike Morrow	901-870-0200	<a href="mailto:mmorrow@cspire.com">mmorrow@cspire.com</a>
Network Manager Area F	Dave Burchette	251-367-6660	<a href="mailto:dburchette@cspire.com">dburchette@cspire.com</a>
Network Manager Area J	Travis Roberson	769.233.3202	<a href="mailto:troberson@cspire.com">troberson@cspire.com</a>

## **Appendix A**

# **C SPIRE DISASTER RECOVERY OPERATIONS MANUAL**

**Proprietary and Confidential**

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## INTRODUCTION

The C Spire Disaster Recovery Operations Manual (CSDROM) is an internal process and operations manual of procedures, contacts, and resources to use as C Spire employees work to facilitate the restoration of service to our customers in the event of a major disaster. The development of the CSDROM is essential in minimizing customer service interruptions after network failure or event. This operations manual outlines the responsibilities of the various key individuals on the recovery team, as well as, the actions which will enable restoration of services in a most timely manner.

In the event of a disaster one or more of the recovery team will travel immediately to the disaster site to begin damage assessment and provide to the engineering manager enough information so that initial vendor contacts can be made.

The primary focus of the CSDROM is to provide restoration procedures for the network elements and cell site facility outages.

The primary CSDROM guidelines are as follows:

1. To establish the administration and organizational infrastructure necessary to coordinate and manage the disaster plan.
2. To provide a master reference document for restoration of disaster occurrences.

## HURRICANE PREPAREDNESS ACTION PLAN

Jackson Switch - PREP			
Adequate levels of plywood (w/mounting materials), visqueen plastic, battery-powered light sources, generators, switch air conditioners	NOCC Mgr./Supv.	Preparation	Martin's Mechanical for fueling switch generators ( ), electrical, general contracting, and switch air conditioners.
Mount plywood on doors & windows	Outsource	Preparation	Martin's Mechanical ( ).
Service & test generators	Outsource	Preparation	Kossen Equipment ( )
Top off generator fuel tanks	Outsource	Preparation	Martin's Mechanical ( ).
Backup switch, voicemail, and TelLabs DACs, everything	NOCC Mgr./Supv.	Preparation	Take copies of backups to secure off-site location.

Memphis Switch - PREP			
Adequate levels of plywood (w/mounting materials), visqueen plastic, battery-powered light sources, generators, switch air conditioners	NOCC Mgr./Supv.	Preparation	Switch air conditioners – Soefker Services, LLC ( ). Electrician - Dennis Electric ( )
Mount plywood on doors & windows, etc.	Outsource	Preparation	Grinder, Taber, Grinder general contractor. ( ). Alex Williams
Service & test generators	Outsource	Preparation	Kossen Equipment ( )
Top off generator fuel tanks	Outsource	Preparation	Sayle Oil Company, 5095 Lamar, Memphis 38118. ( )
Backup switch, voicemail, and TelLabs DACs, everything	NOCC/Switch Tech	Preparation	Take copies of backups to secure off-site location.

<b>Semmes Switch - PREP</b>			
Adequate levels of plywood (w/mounting materials), visqueen plastic, battery-powered light sources, generators, switch air conditioners	NOCC Mgr./Supv.	Preparation	Building does not have any windows. Outside doors are rated for hurricane strength winds. The building has a double roof for water resistance and protection. Air Conditioners---Hill Marine [REDACTED] Electrical Contractor---Gulf Electric [REDACTED]
Mount plywood on doors & windows	Outsource	Preparation	n/a
Service & test generators	Outsource	Preparation	K&R ---Robert [REDACTED]
Top off generator fuel tanks	Outsource	Preparation	Contact Martin Energy Services---[REDACTED]
Backup switch, voicemail, and TelLabs DACs, everything	NOCC/Switch Tech	Preparation	Take copies of backups to secure off-site location.

<b>Greenwood - PREP</b>			
Adequate levels of plywood (w/mounting materials), visqueen plastic, battery-powered light sources, generators, switch air conditioners	MSC Mgr./Supv.	Preparation	Local technicians for fuel truck runs, Martins Mechanical ([REDACTED]) conditioning and switch air conditioners. electrical, general contracting,
Mount plywood on doors & windows	Technicians	Preparation	Martin Mechanical [REDACTED]
Service & test generators	Outsource	Preparation	Taylor Power Systems [REDACTED]
Top off generator fuel tanks	Technicians	Preparation	Use fuel trucks nurse tanks/ Gresham-McPherson Oil Co [REDACTED]
Backup switch, voicemail, and TelLabs DACs, everything	NOCC/Switch Tech	Preparation	Take copies of backups to secure off-site location.

<b>Hattiesburg Switch -PREP</b>			
Adequate levels of plywood (w/mounting materials), visqueen plastic, battery-powered light sources, generators, switch air conditioners	MSC Mgr./Supv.	Preparation	Local technicians for fuel truck runs, Martins Mechanical ([REDACTED]) conditioning and switch air conditioners. electrical, general contracting,
Mount plywood on doors & windows	Technicians	Preparation	Local technicians
Service & test generators	Outsource	Preparation	Robert Fortinberry with K&R ([REDACTED])
Top off generator fuel tanks	Technicians	Preparation	Pine Belt Oil ([REDACTED]) Use fuel trucks nurse tanks
Backup switch, BSCs, voicemail, and DACs, everything	MSC Mgr./Supv.	Preparation	Take copies of backups to secure off-site location.

## **RECOVERY PROCEDURES**

### **THE ESSENTIAL ELEMENTS OF A DISASTER RECOVERY PROCEDURE ARE:**

#### **NOTIFICATION:**

This element deals with the interpretation of initial reports and establishes the appropriate lines of communications with key personnel as required.

#### **ASSESSMENT:**

This element consists of reviewing the incident and assembling the facts to produce a strategy to resolve the crisis situation.

#### **MOBILIZATION:**

This element incorporates the tactics involved with the mobilization of personnel, equipment, and resources to solve the crisis situation.

#### **RESTORATION:**

This element consists of two components and is used to control and manage the disaster situation.

1. The first component will focus on the immediate and temporary restoration of all network services as soon as possible.
2. The second component will address the long-term logistics to a full restoration of network services.

#### **DISASTER PROFILE**

Element of a disaster profile could include, but are not limited by, the following:

1. Prolonged outage affecting customer service.
2. Catastrophic physical damage to equipment.
3. Operating territory was declared a disaster area by an agency thereby affecting service to our customers



## **ESCALATION PROCESS**

The escalation process will dictate the time parameters and level of notification.

The determining factors will be:

1. Nature of the outage
2. Length of the outage
3. Impact on customer service
4. Severity of the situation

## **REPORTS OF AN OCCURRENCE**

Initial reports of an occurrence can originate from a variety of sources within a respective operating area. These sources could include the following:

1. Switch alarms
2. Customer care
3. Company employee
4. Connecting company report
5. Government agency
6. Police/Fire/Emergency Agencies
7. Public

## Jackson MS Lucent Switch (TOC)

ADDRESS: 400 SOUTH STATE ST.  
JACKSON MS. 39201

SWITCH VENDOR: LUCENT  
TECHNOLOGIES SWITCH TYPE:  
5ESS Packet Switch  
FPS SOFTWARE LOAD: REL. 28  
ECP FLEXENT AUTOPLEX  
ECP SOFTWARE LOAD: REL. 41.0  
TECHNOLOGY:  
CDMA NUMBER OF  
CELLS: 463

## POWER PLANT

Taylor Power Systems  
TRANSFER PANEL

## GENERATOR SET

TAYLOR 750KW  
UNIT MODEL #1: DS750M      UNIT SERIAL #1: 20219  
UNIT MODEL #2: DS750M      UNIT SERIAL #2: 20220

GEN MODEL #1: HCI634G      GEN SERIAL #1: X06G291108  
GEN MODEL #2: HCI634G      GEN SERIAL #2: X06G291109

ENG MODEL #1: S12AZY1PTA ENG SERIAL #1: 24778  
ENG MODEL #2: S12AZY1PTA ENG SERIAL #2: 24777

FUEL TANK CAPACITY: 1,325 GALLONS (EACH GENERATOR) FUEL TYPE: DIESEL  
FUEL CONSUMPTION @ 60HZ (EACH GENERATOR):  
100% LOAD 62 GALS PER HOUR (21.4 HRS.)  
75% LOAD 46 GALS PER HOUR (28.8 HRS.)  
50% LOAD 32 GALS PER HOUR (41.4 HRS.)

VOLTAGE: 277/480  
AMPS: 1129  
LUCENT TECHNOLOGIES GALAXY POWER SYSTEM  
RECTIFIER BAYS QUANTITY OF 12 200 AMP RECTIFIERS  
AS OF 5/13/2013 PULLING 1366 AMPS

## INVERTERS

Emerson LIA352B Quantity 3

**BATTERIES:** Deka Unigy II INSTALLED 3/1/2007  
STRINGS A, B, C ,D,E,F,G,H,J

**FIRE PROTECTION**

FIKE

CONTROL PANELS / FIKE CHEETAH

**HALON FIRE EXTINGUISHERS**

BATTERY &amp; AIR CONDITIONAR ROOM 11

LBS SWITCH ROOM: 11LBS

HALLWAYS 11 LBS

**AIR CONDITIONER SYSTEM**

QUANTITY OF 3 / LIEBERT SYSTEM 3 UNITS

EMERGENCY

NUMBERS JACKSON

POLICE 911

JACKSON POLICE ALTERNATE EMERGENCY: 601-960-1234

JACKSON POLICE NON EMERGENCY: 601-960-0311

FIRE DEPARTMENT 911

FIRE DEPARTMENT ALTERNATE EMERGENCY: 601-960-2093

AMBULANCE 911

AMBULANCE ALTERNATE EMERGENCY: 601-982-7911

AMBULANCE NON EMERGENCY: 601-982-2775

**Jackson MS Nortel Switch (TOC)**

ADDRESS: 400 S. STATE  
STREET JACKSON  
MS. 39202

SWITCH VENDOR: NORTEL  
SWTCH TYPE: Packet  
MTX SOFTWARE LOAD:  
PMTX-15  
TECHNOLOGY: CDMA  
NUMBER OF SITES: 0

**POWER PLANT**

TAYLOR POWER SYSTEMS  
TRANSFER PANEL / MODEL  
# SERIAL #

**GENERATOR SET**

TAYLOR 750KW  
UNIT MODEL #1: DS750M UNIT SERIAL #1: 20219  
UNIT MODEL #2: DS750M UNIT SERIAL #2: 20220

GEN MODEL #1: HCI634G GEN SERIAL #1: X06G291108  
GEN MODEL #2: HCI634G GEN SERIAL #2: X06G291109

ENG MODEL #1: S12AZY1PTA ENG SERIAL #1: 24778  
ENG MODEL #2: S12AZY1PTA ENG SERIAL #2: 24777

FUEL TANK CAPACITY: 1,325 GALLONS (EACH  
GENERATOR) FUEL TYPE: DIESEL  
FUEL CONSUMPTION @ 60HZ (EACH GENERATOR):  
100% LOAD 62 GALS PER HOUR (21.4  
HRS.)  
75% LOAD 46 GALS PER HOUR (28.8  
HRS.)  
50% LOAD 32 GALS PER HOUR (41.4  
HRS.)

VOLTAGE: 277/480  
AMPS: 1129

**-48 DC Power Plant**

Lorain LVS 4810000 Vortex Power Bay (480VAC),  
Specification # 582121300, Model 1231V1  
QUANTITY OF 9 200 AMP  
RECTIFIERS AS OF 5/29/09  
PULLING 1426 AMPS

**Inverter:**

Manufacture: MGE

Voltage:

208VAC

Load: 185Amps as of 5/29/09

# PWR Mod: 5 - 100AMP Modules (4+1 config)

**BATTERIES**

CD Technologies VRLA Type Model: AT-35

1985AH @ 8 HR to 1.75 VPC

INSTALLED: Q3 2006

6 STRINGS

**FIRE PROTECTION**

FIKE / HFC227EA

CHEETA CONTROL PANEL / MODEL 10-068

Switch Room 738lb bottle

Map Room: 40lb bottle

AC and Battery Room: 320lb bottle

**HALON FIRE EXTINGUISHERS**

BATTERY Rm Door, A/C Rm Door and Main SW Rm Door: 11LBS

**AIR CONDITIONER SYSTEM**

QUANTITY OF 3 / LIBERT SYSTEM 3 UNITS

**Jackson MS TOC SHLR**

ADDRESS: 400 S. STATE  
STREET JACKSON  
MS. 39202

LOCATION: NORTEL ROOM  
SHLR VENDOR: LUCENT  
TECHNOLOGIES SHLR TYPE: eSM &  
USDS  
eSM LOAD: R28SU4  
USDS LOAD: 8.2

**Jackson MS STP/LSMS/IAS**

ADDRESS: 400 S. STATE  
STREET JACKSON  
MS. 39202

LOCATION: NORTEL

ROOM STP VENDOR:

Oracle  
STP SOFTWARE: RELEASE 45.0  
LSMS SOFTWARE: RELEASE 12  
IAS SOFTWARE: RELEASE 7.5

## Jackson Coordinated Vendor Contacts

### C SPIRE WIRELESS (TOC)

#### SWITCH VENDORS

NORTEL ETAS

24 HOUR NUMBER: [REDACTED] OPTION 1 (EMERGENCIES)

#### LUCENT TECHNOLOGIES / CTSO

24-HOUR NUMBER: [REDACTED]

#### SHLR VENDOR

LUCENT TECHNOLOGIES

24-HOUR NUMBER: [REDACTED]

SERVICE AGREEMENT 215126

#### STP/LSMS/IAS VENDOR

Oracle

24-HOUR NUMBER: [REDACTED]

Website: [REDACTED]

STP SYSTEM NUMBER: [REDACTED]

Service Identifier: 19455241

LSMS SYSTEM NUMBER: [REDACTED]

Service Identifier: 19455241

IAS SYSTEM NUMBER: [REDACTED]

Service Identifier: 19452705

#### TELLABS DACS, DS3, DS1 OR FIBER OUTAGES

NOCC:

24-HOUR NUMBER: [REDACTED]

#### ACAC

24-HOUR NUMBER: [REDACTED]

#### CWIN

24-HOUR NUMBER: [REDACTED]

OPT: 1, 1, 3

#### SOUTH CENTRAL BELL

24-HOUR NUMBER: 1 [REDACTED]

#### GENERATOR AND POWER PLANT

KOSSEN EQUIPMENT

24-HOUR NUMBER: [REDACTED]

HERSHALL MORGAN / GENERAL MANAGER

#### GENERATOR AND POWER PLANT TOC

TAYLOR POWER SYSTEMS: [REDACTED]

#### BATTERIES

NOLAN BATTERY

24-HOUR NUMBER: [REDACTED]

RUSSEL C. SMITH: [REDACTED]

**VOICE MAIL**

Streamwaide

24-HOUR NUMBER: [REDACTED]

Gautam Changela [REDACTED]

**FIRE PROTECTION**

FISHER FIRE EXTINGUISHER SERVICE

24-HOUR NUMBER: [REDACTED]

**FIRE PROTECTION TOC**

FYR-FYTER SVCS

24-HOUR NUMBER: [REDACTED]

**AIR CONDITIONER UNITS**

GENERAL CONTRACTOR

MARTIN MECHANICAL: [REDACTED]

**GENERAL SUPPLY COMPANY**

WALKER AND ASSOCIATES [REDACTED]

**ELECTRICITY**

ENTERGY

24-HOUR NUMBER: [REDACTED]

**NATURAL GAS**

24 HOUR NUMBER: [REDACTED]

**WATER**

CITY OF JACKSON

24-HOUR NUMBER: [REDACTED]

**TELEPHONE**

SOUTH CENTRAL BELL

24-HOUR NUMBER: [REDACTED]

**GENERATOR FUEL**

Martin's Mechanical [REDACTED]

Radonics Ready Key

CARD SWIPE SYSTEM

Security & Integrated Systems Support, Inc.

Patrica Saums

[REDACTED]  
Mobile [REDACTED]

**CAMERAS & MONITORS**

Security & Integrated Systems Support, Inc.

Patrica Saums  
[REDACTED]



**EMERGENCY NUMBERS**

JACKSON POLICE 911

JACKSON POLICE ALTERNATE EMERGENCY: 601-960-1234

JACKSON POLICE NON EMERGENCY: 601-960-0311

FIRE DEPARTMENT 911

FIRE DEPARTMENT ALTERNATE EMERGENCY: 601-960-2093

AMBULANCE 911

AMBULANCE ALTERNATE EMERGENCY: 601-982-7911

AMBULANCE NON EMERGENCY: 601-982-2775

## Greenwood MS Lucent Switch

ADDRESS: 305 East Church St.  
Greenwood MS 38930

SWITCH VENDOR: LUCENT TECHNOLOGIES  
SWITCH TYPE: 5ESS (LUCENT PACKET  
SWITCH) SOFTWARE LOAD: 5E28  
TECHNOLOGY: CDMA  
NUMBER OF CELLS:  
257

### **POWER PLANT**

TAYLOR POWER SYSTEMS 500KW  
GENERATOR MODEL: DS500M2 SN 21402  
ENGINE MODEL: 2506CE15T SN 09273 PERKINS  
DEISEL GENERATOR MODEL: HCI534E SN  
7G211457-0  
277/480 VOLT  
TANK CAPACITY 825  
GALS. TAYLOR POWER  
SYSTEMS  
461 HWY 49 SOUTH, RICHLAND MS 39218  
800-367-7639 601-932-5674

TYCO GALAXY POWER SYSTEM RECTIFIER  
BAYS QUANTITY OF 6 200 AMP RECTIFIERS  
AS OF 5/17/2013 PULLING 517 AMPS

### **BATTERIES**

DEKA UNIGY II / CELL TYPE: 2 AVR 2/125-  
33 L INSTALLED: Q1 2009  
5 STRINGS

### **FIRE PROTECTION**

FIKE / HFC227EA  
CHEETA CONTROL PANEL / MODEL 10-068

### **HALON FIRE EXTINGUISHERS**

SWITCH ROOM 11LBS

### **AIR CONDITIONER SYSTEM**

QUANTITY OF 3 / LIBERT SYSTEM 3 UNITS

**Hattiesburg MS Remote ALU 5ESS Switch**

ADDRESS: 29 BLACKWELL BLVD  
HATTIESBURG, MS  
39402

SWITCH VENDOR: Alcatel-Lucent  
SWITCH TYPE: REMOTE ALU 5ESS  
HOST SWITCH TYPE: Alcatel-Lucent OMP /AP  
@Jackson, MS

SOFTWARE LOAD: 5e25, ECP/AP load

41

TECHNOLOGY: CDMA  
Markets Served: Areas A&M  
(Southeast MS and MS Gulf Coast)  
NUMBER OF CELLS: 246 cell sites

**POWER PLANT:**  
TRANSFER SWITCH: CUTLER-HAMMER

**480 Volts INPUT****GENERATOR****SET**

500KW TAYLOR model: DS500M2  
Serial number: TP20953  
FUEL TYPE: DIESEL  
FUEL CAPACITY: 860  
GALLONS FUEL  
CONSUMPTION:  
100% LOAD 35.58 GAL PER  
HOUR  
75% LOAD 25.9 GAL PER  
HOUR  
50% LOAD 17.37 GAL PER HOUR

**(24 hrs. of running = approx. 200  
gallons) RECTIFIERS**

LORAIN POWER SYSTEM  
QUANTITY OF 9 LORAIN RECTIFIERS  
200 AMP Rectifiers (1800AMPS available)  
AS OF 5/16/13 PCU load = 673 AMPS

Note: All Nortel gear except netra 440s (DO EMS) and ER 8600s have been turned down.

**BATTERIES**

POWER SAFE DDM

24 BATTERIES ON EACH STRING

6 TOTAL STRINGS (144 BATTERIES)

FYR-FYTER SALES-SERVICE, INC—Service person

Type of system: FISHER FIRE EXTINGUISHER

ALARM PANEL: FIRE-LITE ALARMS INC. MODEL: MRP-4424

6 – BOTTLES FM 200 (115 LB EACH)/MODEL

CPS CHARGED DATE: 8-1-07

Halotron Fire Extinguishers by each door (total of 3)

11.0 LBS

**AIR CONDITIONING SYSTEM**

QUANTITY OF 3 / LIEBERT SYSTEMS

**EMERGENCY NUMBERS**

HATTIESBURG POLICE: **911**

HATTIESBURG POLICE NON-EMERGENCY: **601-544-7900**

FIRE DEPARTMENT: **911**

HATTIESBURG FIRE DEPT. NON-EMERGENCY: **601-545-4696**

AMBULANCE **911**

## C Spire Contacts for Hattiesburg Switch office

C Spire NOC  
[REDACTED]

Justin Morris Switch  
Technician Cellular:  
[REDACTED]

John Josey  
Manager, Network Services  
[REDACTED]

Scott Morrow  
Sr. Manager, Network Services  
[REDACTED]

## Hattiesburg Coordinated Vendor Contacts

### SWITCH VENDOR

Lucent iCare

24-HOUR NUMBER: 1866LUCENT8 ([REDACTED])

(ER support, Advanced exchange, customer care, etc.)

### FUJITSU DACS, DS3, DS1, FIBER, Ethernet Backhaul.

TELEPAK NETWORKS, INC.

24-HOUR NUMBER: [REDACTED]

Or [REDACTED]

### ACAC WIRELESS

24-HOUR NUMBER: [REDACTED]

### ACAC GENERAL CARRIER

24-HOUR NUMBER: [REDACTED]

### CWIN

24-HOUR NUMBER: [REDACTED]

OPT: 1, 1, 3

### GENERATOR AND POWER

PLANT K and R Services

Robert [REDACTED]

### Taylor Power Systems

#### Priority Order for Emergency Service:

1. Chad Robinson (Service Manager) [REDACTED]
2. Afterhours ON-Call Service [REDACTED]
3. Kelly Johnson (Field Service Tech) [REDACTED]
4. Jai D' Vargas (Tech Support Rep) [REDACTED]
5. Craft Tyler (Sales Manager, MS, AL) [REDACTED]
6. John Scarborough (General Mgr. Sales) [REDACTED]

MS local Number [REDACTED]

Toll Free [REDACTED]

### GENERATOR FUEL

PINE BELT OIL CO

Main Office: [REDACTED]

Emergency Response NO: [REDACTED]

Alternate NUMBER: [REDACTED]

**DC PLANT (RECTIFIERS and BATTERIES)****Mechanical**

CH Smith: wireless

Michael Smith: wireless

STATIONARY POWER (did install)

24-HOUR NUMBER:

**Tony Isenhour: cellular****Electric Utilities Service**

SOUTHERN PINE ELECTRIC POWER ASSOCIATION

24-HOUR NUMBER:

Hattiesburg Office for So Pine

ACCT NUMBER: 7000995001

Meter Number: 11103641

**FIRE PROTECTION**

FYR-FYTER SALES-SERVICE,

INC. Toll Free

Office

Fax

**AIR CONDITIONER UNITS**

MARTINS MECHANICAL:

GENERAL SUPPLY COMPANY

WALKER AND ASSOCIATES

Access and Security Cameras:

Security &amp; Integrated Systems, Inc.

Patrick Saums

Office

Cell

Fax

[www.securitysupportservices.com](http://www.securitysupportservices.com)[patrick@securitysupportservices.com](mailto:patrick@securitysupportservices.com)**WATER & SEWER**

RAWLS SPRINGS WATER ASSOCIATION

**Memphis TN Lucent Switch**

ADDRESS: 2565 HORIZON LAKE  
DRIVE MEMPHIS  
TN. 38133  
SWITCH VENDOR: ALCATEL-  
LUCENT SWITCH TYPE: 5ESS  
2000 DCS  
SOFTWARE LOAD: REL. 25  
ECPLESS FLEXANT  
AUTOPLEX SOFTWARE  
LOAD: REL. 41.0

TECHNOLOGY: CDMA, LTE  
NUMBER OF CELL SITES:  
188

**POWER PLANT:**

ZENITH MX 150 TRANSFER SWITCH

KOHLER 200 KW GENERATOR  
MODEL # 20-2000KW SER. # 0640420  
FUEL TANK CAPACITY: 500  
GALLONS FUEL CONSUMPTION:  
100% LOAD 14.8 GALS. PER HR. (33.8  
hrs.)  
75% LOAD 11.1 GALS. PER HR. (45.0 hrs.)  
50% LOAD 7.9 GALS. PER HR. (63.3 hrs.)  
25% LOAD 4.9 GALS. PER HR. (102.0 hrs.)

208 VOLTS INPUT  
MAX. OUTPUT 694 AMPS.

**LUCENT TECHNOLOGIES GALAXY POWER SYSTEM RECTIFIER BAYS**

QUANTITY OF 5 / LUCENT 200A/48V RECTIFIERS 3/28/00  
QUANTITY OF 6 / TYCO ELECTRONICS 200A/48V RECTIFIERS 05/16/2013

AS OF 05/16/2013 PULLING 1136 AMPS

**BATTERIES:**

ABSOLYTE GP / TYPE 100G33  
INSTALLED 02/24/2012  
STRINGS A, B, C & D

DEKA UNIGY II / TYPE AVR 2/95-33  
L INSTALLED 05/07/2008  
STRINGS E, F, G, & H

**FIRE PROTECTION**

FIKE / MODEL # 10-052 FM-200

**AIR CONDITIONING SYSTEM**

QUANTITY OF 3 / LIEBERT SYSTEM 3 UNITS



**Memphis TN Nortel Switch**

ADDRESS: 2565 HORIZON LAKE  
DRIVE MEMPHIS  
TN. 38133

SWITCH VENDOR: ERICSSON

SWITCH VENDOR:

NORTEL  
SWTCH TYPE: MTX  
SUPERNODE SOFTWARE LOAD:  
MTX-17 / NBSS18.04

TECHNOLOGY: CDMA  
NUMBER OF CELL SITES:  
298

**POWER PLANT:**

TAYLOR 200 KW GENERATOR  
MODEL # DS200M2 SER. # 18772  
TAYLOR POWER SYSTEMS  
461 HWY 49 SOUTH, RICHLAND, MS. 39218  
800-367-7639  
FUEL TANK CAPACITY: 550  
GALLONS FUEL CONSUMPTION:  
100% LOAD 14.0 GALS. PER HR. (35.7 hrs.)  
75% LOAD 12.4 GALS. PER HR. (40.3 hrs.)  
50% LOAD 6.6 GALS.PER HR. (75.8 hrs.)

208 VOLTS INPUT  
MAX. OUTPUT 694 AMPS.

EMERSON NETWORK POWER NETSURE 801 DC POWER  
SYSTEM QUANTITY OF 21 / EMERSON 100A/48V RECTIFIERS  
06/21/2012

AS OF 05/16/2013 PULLING 1108 AMPS

FIRE PROTECTION  
KIDDIE / MODEL # AEGIS 84-732001-001 FM-200

**AIR CONDITIONING SYSTEM**  
QUANTITY OF 3 / LIEBERT SYSTEM 3 UNITS

**Memphis TN Lucent SHLR**

ADDRESS: 2565 HORIZON LAKE  
DRIVE MEMPHIS TN  
38133

LOCATION: SUITE 106, NORTEL

ROOM SHLR VENDOR: LUCENT

**TECHNOLOGIES**

SHLR TYPE: eSM & USDS

eSM LOAD: R28SU4

USDS LOAD: 8.2

**Memphis TN STP/LSMS**

ADDRESS: 2565 HORIZON LAKE  
DRIVE MEMPHIS TN  
38133

LOCATION: SUITE 106, NORTEL

ROOM STP VENDOR: Oracle

STP SOFTWARE: RELEASE 42.0

LSMS SOFTWARE: RELEASE 11.1

**MEMPHIS EMERGENCY NUMBERS**

MEMPHIS POLICE 911 OR 901-545-  
2677

FIRE DEPARTMENT 911 OR 901-548-3311

AMBULANCE 911 OR 901-458-3311

SHELBY COUNTY SHERRIF DEPARTMENT 901-379-7620

## Memphis Coordinated Vendor Contacts

### SWITCH VENDOR

ALCATEL-LUCENT / CTSO

24-HOUR NUMBER: [REDACTED]

### ERICSSON/NORTEL

24-HOUR NUMBER: [REDACTED]

### SHLR VENDOR

LUCENT TECHNOLOGIES

24-HOUR NUMBER: [REDACTED]

SERVICE AGREEMENT 215126

### STP/LSMS VENDOR

Oracle

24-HOUR NUMBER: [REDACTED]

Website: <https://login.oracle.com/mysso/signon.jsp>

STP SYSTEM NUMBER: NT0641004

LSMS SYSTEM NUMBER: LT064300001

### TELLABS DACS, DS3, DS1 OR FIBER OUTAGES

NOCC 24-HOUR NUMBER: [REDACTED]

### AIR CONDITIONER UNITS-

SOEFKER SERVICES

24-HOUR NUMBER [REDACTED]

### ACAC

24-HOUR NUMBER: [REDACTED]

### CWIN

24-HOUR NUMBER: [REDACTED]

OPT: 1, 1, and 3

### AT&T

24-HOUR NUMBER: [REDACTED]

### GENERATOR AND POWER PLANT

RP SERVICE / SCOTT MILLS SR MASTER SERVICE TECHNICIAN

24-HOUR NUMBER: CELL [REDACTED]

OFFICE: [REDACTED]

**MARTIN MECHANICAL:**

C.H. SMITH CELL [REDACTED]

MICHAEL SMITH CELL [REDACTED]

**BATTERIES**

NOLAN BATTERY

24-HOUR NUMBER: [REDACTED]

RUSSEL C. SMITH: [REDACTED]

**FIKE FM-200 FIRE SYSTEM**

STATE SYSTEMS

24-HOUR NUMBER: [REDACTED]

**ALARM MONITORING**

MAUTZ SECURITY

24-HOUR NUMBER: [REDACTED]

**LIEBERT AIR CONDITIONER UNITS**

GENERAL CONTRACTOR

SOEFKER SERVICES MECHANICAL CONTRACTORS

24-HOUR NUMBER: [REDACTED]

**GENERAL SUPPLY COMPANY**

WALKER AND ASSOCIATES

[REDACTED]

**LIGHTS, GAS & WATER**

MEMPHIS LIGHTS, GAS &amp; WATER

24-HOUR NUMBER: [REDACTED]

**GENERATOR FUEL**

WHITEHEAD OIL: [REDACTED]

SAIL OIL: [REDACTED]

**CARD SWIPE SYSTEM**

Security &amp; Integrated Systems Support, Inc.

Patrica Saums

[REDACTED]

Mobile [REDACTED]

**CAMERA SYSTEM**

Security &amp; Integrated Systems Support, Inc.

Patrica Saums

[REDACTED]

Mobile [REDACTED]

**Semmes AL Switch**

**ADDRESS:** 7934 MOFFETT ROAD  
SEMMES, AL. 36575

SWITCH VENDOR: Ericsson  
SWITCH TYPE: MTX  
SUPERNODE SOFTWARE LOAD:  
MTX-17  
TECHNOLOGY: CDMA 1900  
NUMBER OF CELLS: 269

**POWER PLANT**

CUTLER-HAMMER TRANSFER SWITCH CAT ATC3C3X40800XRU 800AMP

**GENERATOR SET**

500 KW  
PERKINS 2500 SERIES  
825 GAL. TANK  
FUEL TYPE:  
DEISEL  
FUEL RATE 100% 35 GAL PER HR  
75% 25 GAL PER  
HR  
50% 17 GAL PER  
HR

**INVERTER**

ONYX MODEL 6421M.  
OUTPUT 120V 192 AMPS  
240V 96 AMPS  
21KVA 18KW

**RECTIFIERS**

EMERSON NETSURE 802  
8 RECTIFIERS 200AMP EACH  
LOAD 1200 AMPS AS OF 05/16/2013

**BATTERIES**

EXIDE ABS LYTEGP TYPE 100G33  
1600 AMPHRS @ 8 HR. TO 1.75  
VPC SPILL PROOF LEAD ACID  
STRINGS A, B, C, D, E AND F

**FIRE PROTECTION**

FIKE FM-200 (HFC-227ea)  
FIKE CHEETAH MODEL 10-068 CONTROL SYSTEM

**AIR CONDITIONING SYSTEM**

SWITCH ROOM (2) LIEBERT 22 TON UNITS

CONTROL ROOM AND OFFICE SPACE—(2) TRANE XB13

OUTSIDE (2) AIR HANDLER MODEL 4TEC3F18B1000AA

**EMERGENCY NUMBERS**

SEMMES POLICE: 251-574-8040

SEMMES POLICE NON-EMERGENCY: 251-574-8040

FIRE DEPARTMENT: 251-645-6622

FIRE DEPARTMENT NON-EMERGENCY: 251-645-6622

AMBULANCE SERVICE (NEWMANS AMBULANCE) 251-471-1541

## Semmes Coordinated Vendor Contacts

### SWITCH VENDOR

Ericsson CNS

24-HOUR NUMBER: [REDACTED] OPTION 1 (EMERGENCIES)

### FUJITSU DACS, DS3, DS1 OR FIBER OUTAGES

NOCC

24-HOUR NUMBER: [REDACTED]

### ACAC

24-HOUR NUMBER: [REDACTED]

### CWIN

24-HOUR NUMBER: [REDACTED]

OPT: 1, 1, and 3

### SPRINT

24-HOUR NUMBER: [REDACTED]

### AT&T

24-HOUR NUMBER: [REDACTED]

GENERATOR AND POWER  
PLANT K&R DIESEL REPAIR

24-HOUR NUMBER: [REDACTED]

[REDACTED]

CELL ROBERT [REDACTED]

### GENERATOR FUEL

PEPCO FUELS

24-HOUR NUMBER: [REDACTED]

### BATTERIES

EXCIDE

24-HOUR NUMBER: [REDACTED]

### AIR CONDITIONING

HILL MARINE

24-HOUR NUMBER: [REDACTED]

### ELECTRICAL

GULF

ELECTRIC

STEWART

[REDACTED]

**FIRE PROTECTION**

FIRE FYTER SALES &amp; SERVICE INC

24-HOUR NUMBER: [REDACTED]

**ALARM MONITORING**

NETGUARDIAN 480

**GENERAL SUPPLY COMPANY**

WALKER AND ASSOCIATES

[REDACTED]

**ELECTRICITY**

ALABAMA POWER

24-HOUR NUMBER: [REDACTED]

Account # [REDACTED]

**WATER & SEWER**

MOBILE WATER &amp; SEWER

24-HOUR NUMBER: [REDACTED]

**CAMERAS, DOOR AND GATE ACCESS**SECURITY AND INTERGRATED SYSTEMS,  
INC. OFFICE [REDACTED]





**Power Company Contacts**  
<http://www.energyright.com/powerco/>

**ALABAMA COMPANIES**

ALABAMA POWER  
24 HOUR NUMBER: 888-430-5787

ALBERTVILLE CITY OF  
256-878-3761

ARAB ELECTRIC 256-586-3196, 256-586-8045

ATHENS UTILITIES  
256-232-1440 EXT 221

BALDWIN EMC  
24 HOUR NUMBER: 800-837-3374 OR 251-989—9999

CHEROKEE ELECTRIC  
256-927-5524, 800-952-2667

CULLMAN EC  
256-737-3201, 800-242-1806

CULLMAN POWER  
256-734-2343

DECATUR UTILITIES  
256-552-1400

FT PAYNE IMPROVEMENT AUTHORITY  
256-845-5900

GUNTERSVILLE ELECTRIC  
256-582-5691

HARTSELLE UTILITIES  
256-773-2533, 256-773-2588

HUNTSVILLE UTILITIES 256-535-1200

JOE WHEELER EMC  
256-552-2300, 800-239-6518

NORTH AL EC  
800-572-2900

MARSHALL DEKALB ELECTRIC  
800-239-3692



PIEDMONT CITY Of  
256-447-3587

RIVIERA UTILITIES (DAPHNE OFFICE)  
24 HOUR NUMBER: 251-626-5000

RIVIERA UTILITIES (FOLEY OFFICE)  
24 HOUR NUMBER: 251-943-5001

SAND MOUNTAIN ELECTRIC  
256-638-2153

SCOTTSBORO ELECTRIC  
256-574-2680

FLORIDA COMPANIES  
CHELCO: CHOCTAWHATCHEE ELECTRIC COOPERATIVE  
24 HOUR NUMBER: 800-342-0990 OR 850-892-2111

GULF POWER  
24 HOUR NUMBER: 800-225-5797 OR 850-969-3111

#### **MISSISSIPPI COMPANIES**

ALCORN COUNTY EPA,  
CORINTH  
24 HOUR NUMBER: 662-287-4402

CENTRAL EPA, CARTHAGE  
24 HOUR NUMBER: 601-267-5671

CENTRAL EPA, BRANDON  
24 HOUR NUMBER: 601-829-1201

CLARKSDALE PUBLIC UTILITIES  
24 HOUR NUMBER: 662-627-8408

COAHOMA EPA, LYON  
24 HOUR NUMBER: 662-624-8321

COAST EPA, BAY ST. LOUIS  
24 HOUR NUMBER: 800-624-3348 OR 228-467-6535

DELTA EPA, GREENWOOD  
24 HOUR NUMBER: 662-453-6352



DELTA EPA, INDIANOLA  
24 HOUR NUMBER: 662-887-1652

DIXIE EPA, LAUREL  
24 HOUR NUMBER: 601-425-2535

DIXIE EPA, WINONA  
24 HOUR NUMBER: 662-283-2544

ENTERGY  
24 HOUR NUMBER: 800-368-3749 (800-968-8243)

EAST MISSISSIPPI EPA,  
MERIDIAN  
24 HOUR NUMBER: 601-483-7361

4-COUNTY EPA, COLUMBUS  
24 HOUR NUMBER: 662-327-9400

KOSCIUSKO WATER & LIGHT  
24 HOUR NUMBER:

MAGNOLIA EPA, MCCOMB  
24 HOUR NUMBER: 601-684-4011

MISSISSIPPI POWER  
24 HOUR NUMBER: 800-532-1502

MISSISSIPPI STATE UNIV. POWER (MSU)  
24 HOUR NUMBER: 662-325-2052

MONROE COUNTY EPA, AMORY  
24 HOUR NUMBER: 662-256-2962

NATCHEZ TRACE EPA, HOUSTON  
24 HOUR NUMBER: 800-570-8629 OR 662-456-3037  
AFTER HOURS: 662-983-8664 OR 8665

NEW ALBANY LIGHT & GAS  
24 HOUR NUMBER: (662) 534-1041

NORTH EAST MS. EPA, OXFORD  
24 HOUR NUMBER: 662-234-6331

NORTH CENTRAL EPA, BYHALIA  
24 HOUR NUMBER: 662-838-2151



PEARL RIVER VALLEY EPA, COLUMBIA  
24 HOUR NUMBER: 601-736-2666

PONTOTAC EPA, PONTOTOC  
24 HOUR NUMBER: 662-489-3211

PRENTISS COUNTY EPA, BOONEVILLE  
24 HOUR NUMBER: 662-728-4433

SINGING RIVER EPA, LUCEDALE  
24 HOUR NUMBER: 601-947-4211

SOUTHERN PINE EPA, TAYLORSVILLE DISTRICT  
24 HOUR NUMBER: 800-231-5240 OR 601-785-6511

SOUTHERN PINE EPA, NEW HEBRON DISTRICT  
24 HOUR NUMBER: 800-698-9571

SOUTHERN PINE EPA, NEWTON DISTRICT  
24 HOUR NUMBER: 800-698-9573 OR 601-683-2200

SOUTHERN PINE EPA, BRANDON OFFICE  
24 HOUR NUMBER: 800-698-9574

SOUTHWEST MISSISSIPPI  
ELECTRIC LORMAN/P.  
GIBSON/ROXIE/NATCHEZ  
24 HOUR NUMBER: 1-800-287-8564

TALLAHATCHIE VALLEY EPA, BATESVILLE  
24 HOUR NUMBER: 662-563-4742  
662-561-2880

TIPPAH EPA, RIPLEY  
24 HOUR NUMBER: 662-837-8139 –or- 800-813-2998

TISHOMINGO COUNTY EPA, IUKA  
24 HOUR NUMBER: 662-423-3646

TOMBIGBEE EPA, TUPELO  
24 HOUR NUMBER: 662-842-7635

TWIN COUNTY EPA, HOLLANDALE  
24 HOUR NUMBER: 662-827-2262

YAZOO VALLEY EPA, YAZOO CITY  
24 HOUR NUMBER: 662-746-4251



## **TENNESSEE COMPANIES**

### **JACKSON ENERGY**

#### **AUTHORITY**

24 HOUR NUMBER: 731-422-7500

#### **MEMPHIS LIGHT, GAS, & WATER**

24 HOUR NUMBER: 901-544-6500    901-528-4465 (Person)  
901-324-2358

#### **MEMPHIS LIGHTS, GAS & WATER**

24-HOUR NUMBER: 901-820-7878 x140 (Person)

#### **SOUTHWEST TENNESSEE ELECTRIC**

24 HOUR NUMBER: 888-440-1990

## D. Service Locations and Technician Specifics

C Spire's broadband division has offices throughout Mississippi, South Alabama and Memphis, Tennessee area. C Spire has extensive technical staff working daily from Mobile to Memphis. All network field personnel and telecommunications service personnel are dispatched from the Ridgeland, MS Network Operations Command Center. C Spire's broadband division has field technicians located throughout the Southeast region.

C Spire has been in the telecommunications and broadband services business for over 29 years and Telapex, Inc., our parent company, has been in the telecommunications business for over 65 years. The Telapex family of companies employs approximately 1,600 people. Of these employees, there are over 300 classified as technicians.

## E. Description of Proposed Services

The C Spire solution is designed to create a stable, high-speed broadband fiber connection providing the necessary bandwidth while exceeding customer expectations. Our solution provides unparalleled service and unprecedented performance, as evidenced by numerous industry distinctions, market research findings and customer feedback. As a proven leader in telecommunications services, your organization can be confident that the C Spire solution surpasses expectations.

The C Spire E-Rate fiber solution is designed as a custom network, purpose built with your district or libraries' needs in mind. We are proud to provide carrier-grade, broadband networks to schools and libraries transforming high quality learning environments. With a wealth of experience, C Spire understands how critical it is to maintain consistent, reliable access to the tools and applications that you depend upon. Based on this understanding, our networks are built for maximum availability and uptime. With our extensive experience and expertise, you can be confident that C Spire is the right partner for this project.

C Spire will provide Dedicated Internet Access (DIA) and/or Wide Area Network (WAN) circuits broadband services to your organization as specified in the RFP. A solution from C Spire is designed to support the schools within your district; it is not shared with other organizations or businesses – ensuring you maximum availability. All services offered are dedicated high-speed bandwidth service via fiber optic cable. Our Network Operations Command Center (“NOCC”), located in Ridgeland, MS, will monitor and maintain the network. C Spire has been building its fiber optic network in Mississippi for over 15 years, and is very proficient and knowledgeable regarding Mississippi Department of Transportation permit acquisition, requirements and guidelines.



All fiber will be buried using directional boring as the installation method. The services provided by C Spire will be entirely provided over C Spire's facilities. The proposed fiber will be built and owned by C Spire and leased to your organization for the requested timeframe as specified in the Service Level Agreement contract.

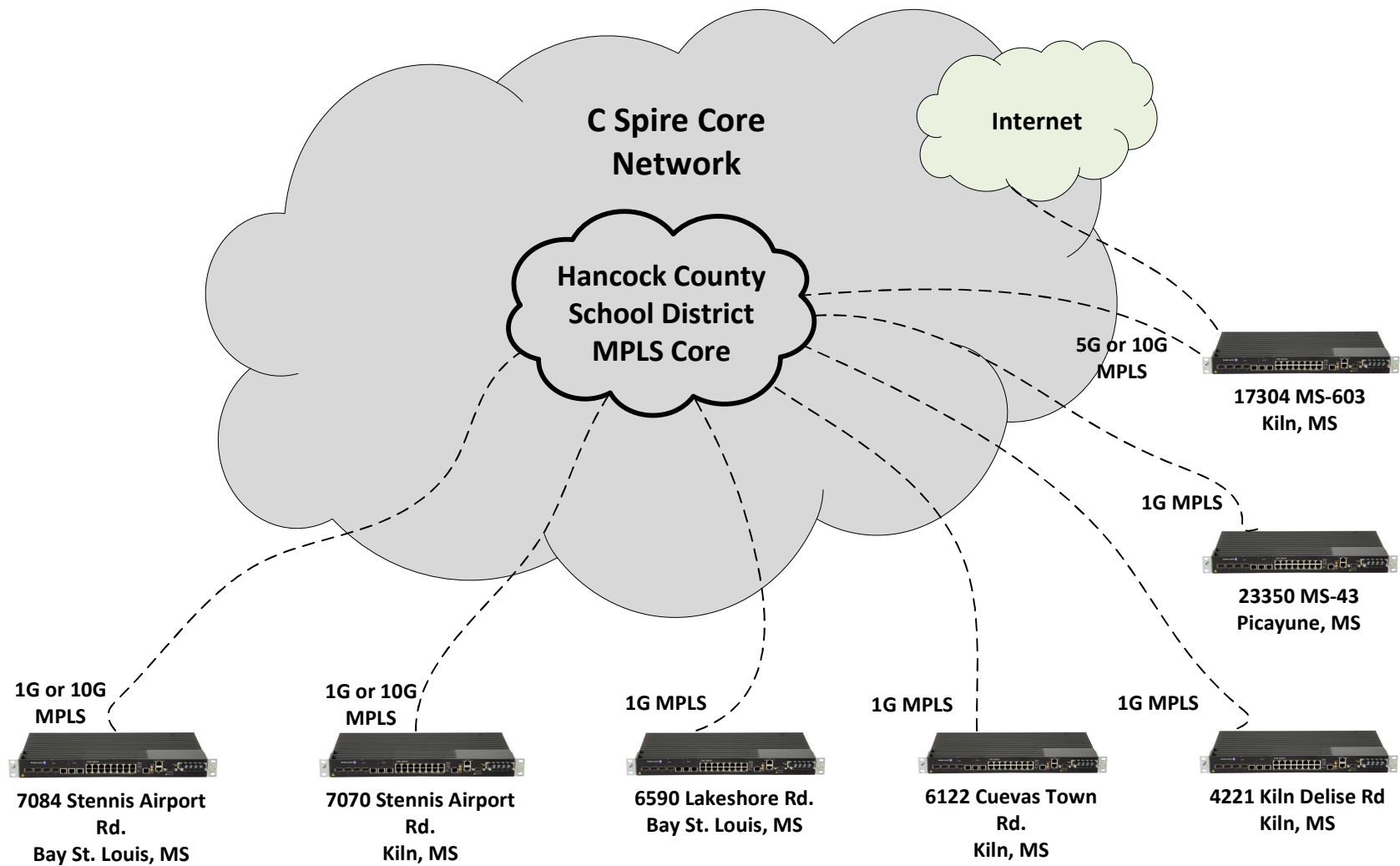
C Spire currently connects to five tier one upstream internet providers that connect to separate C Spire gateways. C Spire connects to these tier one upstream providers at different geographical locations, providing secure, stable, and reliable internet access. C Spire has adequate bandwidth capabilities that in the event that any one upstream provider fails completely, all customers will continue to receive the full bandwidth committed to them by C Spire.

Our solution provides a complete, turnkey solution with stellar service and ongoing support. C Spire offers 24/7/365 support to all broadband and telecommunications customers. The C Spire Solution provides an enterprise Support Center Helpdesk through C Spire's Assist for Business team. The Helpdesk provides personalized support and assistance with a full crew of highly-trained staff, Monday through Friday, from 8:00 a.m. to 5:30 p.m. Questions or concerns outside of these hours are routed to on-call team members allowing C Spire to offer customers 24x7 support and assistance. For network monitoring purposes, C Spire's Network Operations Command Center (NOCC) is on the job every minute of every day. Staffed by an outstanding team of engineers and technical staff, this group is committed to keeping all network services up and running at optimal levels.

C Spire's Field Services Team will provide on-premises service as determined through the service support process. The majority of service requests will be resolved remotely by our team members. However, onsite support may include equipment testing, repair, replacement, or general troubleshooting of any element of our premises-based network infrastructure.



## F. Diagram of Proposed Network



## Hancock County School District WAN and DIA



DRAWN BY	CHEVY MANNIE
REVISED	2-21-2019

## G. Warranty Documentation: Service Level Agreement (SLA) Sample Document

### SERVICE LEVEL AGREEMENT

THIS SERVICE LEVEL AGREEMENT (the “Agreement”) is entered into effective on the latest date of execution set forth below (the “Effective Date”), and is by and between Telepak Networks, Inc., a Mississippi corporation marketing its services under the C Spire Business Solutions™ brand (“C Spire”), and \_\_\_\_\_, a \_\_\_\_\_ **[corporation/limited liability company]** (“Customer”). C Spire and Customer are sometimes referred to collectively as the “Parties” and individually as a “Party.”

#### Recitals

WHEREAS, C Spire provides certain telecommunications services to Customer under one or more Telecommunications Services Agreements (each a “TSA”);

WHEREAS, C Spire and Customer desire to enter into this Agreement which requires C Spire to provide specified levels of reliability and quality of Services (as hereinafter defined) under the TSA(s) executed between the Parties; and

WHEREAS, this Agreement also provides the terms and conditions of certain service credits that may be given to Customer in the event the reliability or quality of the Services fails to meet the levels specified in this Agreement.

NOW, THEREFORE, premises considered and for other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the Parties do hereby agree as follows:

#### I. Definitions.

A. C Spire’s Network. Means the telecommunications network constructed, owned, or operated by C Spire.

B. Circuit. A DS-1, DS-3, OC-3, Ethernet connection, or other Services specified in an executed TSA.

C. Emergency Maintenance. Emergency Maintenance is maintenance that is required, as determined by C Spire and at the sole discretion of C Spire, in order to maintain the integrity and operation of C Spire’s Network. By the very nature of Emergency Maintenance, notifications can only be sent as early as the determination that Emergency Maintenance is required.

D. Force Majeure Event. Any delay or failure in performance of any Service to the extent that such delay is caused by acts of God, including but not limited to earthquakes, hurricanes, floods, fires, storms, tornadoes, lightning, wars, revolution, civil commotion, acts of public enemy and/or terrorists, embargo, acts of government in its sovereign capacity, labor difficulties, or any other

circumstances beyond the reasonable control and not caused by any fault or negligence of the delayed Party.

E. Interruption. An Interruption is when a Circuit or Service becomes completely inoperative to the Customer because of a failure of a C Spire component used to furnish the Service to the Customer.

F. Major Interruption. An Interruption having a duration in excess of twenty (20) consecutive minutes.

G. Off-Net Service. Service where one or both locations to be connected, or any portion of the Circuit located between the locations to be connected, is (are) not served solely by C Spire's Network.

H. On-Net Service. When both locations to be connected and all Circuits between the locations are served solely by C Spire's Network.

I. Planned Interruption. An Interruption caused by scheduled maintenance or planned enhancements or upgrades to C Spire's Network.

J. Points of Presence or POP. A specific location where Customer or C Spire originates or terminates Service.

K. Service. Transmission service provided between two or more Points of Presence.

## **II. Network Availability and Performance Service Metrics and Credits.**

A. Exclusive Remedy. Customer's sole and exclusive remedy for an Interruption shall be credit allowances by C Spire, which may be used by Customer to reduce amounts due and payable by Customer for Services provided by C Spire. C Spire shall have no liability of any kind to any third party users of the Services or customers of Customer. A credit allowance will be given to the Customer only in accordance with the provisions set forth below.

B. On-Net Services. Subject to the "Exclusions" set forth below in Section II.D. and the limitations and definitions set forth in Section I above, C Spire makes the following service commitments and will provide the following service credits for On-Net services only:

### **1. Network Availability SLA.**

- The SLA service parameter for Network Availability for On-Net Services shall be not less than 99.99%. Network Availability is calculated as the percentage of time during a calendar month that the Customer has not suffered an Interruption in Service. The Network Availability SLA includes the C Spire core network and the C Spire local access to the customer's premise.
- Network Availability =  $[(24 \text{ hours/day}) \times (\text{number of days in the calendar month}) \times (60 \text{ minutes/hour})] - [(\text{minutes of Interruption}) \div (24$

hours/day) x (number of days in the calendar month) x (60 minutes/hour)].

- The duration of an Interruption is measured from the time of the opening of a trouble ticket by Customer as indicated in C Spire's trouble reporting system until the time of restoration as indicated by the same system. The duration of an Interruption shall not include any period in which C Spire is not given full and free access to Customer's facilities and equipment for the purposes of investigating and correcting the cause of the Interruption.
- The Customer is responsible for (1) notifying C Spire within fifteen (15) days following the end of the calendar month during which Network Availability has fallen below the Network Availability SLA and (2) requesting a service credit.
- Upon verification by C Spire that the actual service performance for Network Availability was less than the Network Availability SLA during the calendar month in question, C Spire will provide a service credit of ten percent (10%) of the Monthly Recurring Charge (MRC) for such month for the affected Circuit(s) ("Network Availability SLA Credit"). The service credit may be pro-rated between two billing cycles in the event the Customer's billing cycle does not coincide with the calendar month.
- Notwithstanding the above, Customer shall not suffer more than two Major Interruptions of an On-Net Circuit during a twelve month period, provided that C Spire will provide a service credit in the amount of twenty-five percent (25%) of the MRC for the affected Circuit(s) for the month in which the third Major Interruption occurs ("Major Interruption Credit"). Following receipt of a Major Interruption Credit, the number of Major Interruptions for the affected Circuit(s) shall be deemed zero (0) and the twelve month clock for measuring their frequency for purposes of this paragraph shall re-start.
- The duration of a Major Interruption is measured from the time of the opening of a trouble ticket by Customer as indicated in C Spire's trouble reporting system until the time of restoration as indicated by the same system. The duration of a Major Interruption shall not include any period in which C Spire is not given full and free access to Customer's facilities and equipment for the purposes of investigating and correcting the cause of the Major Interruption.
- A Customer may not receive a Major Interruption Credit and a Network Availability SLA Credit for the same Circuit(s) or Services in the same month.

2. Network Performance Parameters.

- The Network Performance Parameters (NPP) for C Spire's On-Net Service performance shall be a Latency of < 25ms, Jitter of < 0.5ms and Packet Loss < 0.1% for each port.
- Latency, Jitter and Packet Loss are measured by averaging sample measurements taken during a calendar month between the Network Termination Equipment (NTE) between which the Customer ports are attached (i.e., end to end) when the Service is available for use by the Customer. The NPPs are based on the C Spire network-wide average of the Customer's traffic traversing between the NTE and the C Spire network.
- These NPPs apply only to the C Spire core network and C Spire local access network.
- The Customer is responsible for (1) notifying C Spire within fifteen (15) days following the end of the calendar month during which the actual service metrics within any calendar month fail to meet the NPPs, and (2) requesting a service credit.
- Upon verification by C Spire that the actual service metrics within any calendar month fail to meet the NPPs, C Spire shall have one (1) month to correct the problem.
- If after one month, one or more service metric still fails to meet the applicable NPP, then C Spire shall provide the Customer with a credit equal to ten percent (10%) of the MRC for all affected Circuits ("NPP Credit"). Only one NPP credit, per Circuit, shall be applied per calendar month.
- Customer shall not be entitled to receive an NPP Credit for the same Circuit(s) or Services in the same month as Customer receives a Network Availability Credit or Major Interruption Credit.
- Latency may vary on ports with Real Time CIR of 10 Mbps or below and Real Time EVCs on such ports are excluded from calculations that determine whether the Latency NPP is met.

3. Limitation on Credits. In no calendar month shall the total service credits, including Network Availability SLA Credits, Major Interruption Credits and NPP Credits cumulatively exceed one hundred percent (100%) of the MRC for the applicable Service.

C. Off-Net Services. C Spire will not provide credits for any Interruption of Off-Net Services. C Spire will pass through to Customer any Interruption credits it receives from third party suppliers of Off-Net Services.

D. Exclusions. No credit will be given for any Interruption, Major Interruption or failure to meet any applicable Network Availability SLA due to any of the following:

1. Acts or omissions of Customer, its affiliates, or the employees or contractors of either of them;
2. Failure of Services not provided by C Spire;
3. For any failures of structures, facilities or equipment on Customer's side of demarcation;
4. During any period in which C Spire is not given full and free access to Customer's facilities and equipment for the purposes of investigating and correcting the Interruption, Major Interruption or performance issue;
5. If Customer continues to voluntarily make use of such Service or Circuit(s), in which case an Interruption or Major Interruption will be deemed not to have occurred;
6. That occurs or continues due to Customer's failure to authorize replacement of any element or special construction;
7. That occurs because of a cable cut and/or dig up, power surge or power failure, regardless of fault for such occurrence;
8. For Planned Interruptions;
9. For Emergency Maintenance; and/or
10. Due to a Force Majeure Event.

### **III. Maintenance.**

Planned Interruptions. Planned Interruptions will only be performed during the hours of 12:00 a.m. to 5:00 a.m. central standard time unless otherwise agreed by the Parties. C Spire will notify Customer no less than ten (10) Days prior to any Planned Interruption.

### **IV. Network Monitoring and Trouble Reporting.**

A. System Monitoring and Trouble Reporting. C Spire will monitor the Services provided to Customer 24 hours a day, 7 days a week, 365 days a year. C Spire will establish a process for Customer to accept reports relating to repair or maintenance associated with the Services provided by C Spire to Customer. C Spire will maintain a 24 hours a day, 7 days a week point-of-contact for Customer to report Service troubles. The telephone number for C Spire's Customer Point of Contact (855-277-4732) AKA 855 CSPIRE2. Customer will maintain a 24 hours a day, 7 days a week point-of-contact for C Spire to report Service troubles. The telephone number for Customer is \_\_\_\_\_ and the email address is \_\_\_\_\_.

B. Response to Service Calls. C Spire will respond to Service calls initiated by Customer. C Spire will pass through to Customer any service charges incurred to respond to Service calls where no trouble is found.

**V. Miscellaneous.**

A. Notices. Notices to be given in connection with this Agreement shall be in writing and delivered personally, by email (with confirmed receipt), by facsimile (with confirmed receipt), by professional courier, or by certified, registered, or express U.S. Mail, postage prepaid, return receipt requested to the respective addresses set forth herein (or at such other addresses as shall be given in writing by either Party to the other). All notices are effective upon receipt.

If to C Spire:                      Telepak Networks, Inc.  
   Attn: Chief Technology Officer  
   1018 Highland Colony Parkway, Suite 420  
   Ridgeland, MS 39157  
   Facsimile: 601-487-7135  
   Email: sbye@cspire.com

With cc to:                      Charles L. McBride, Jr.  
   SVP – Legal & General Counsel  
   Telapex, Inc./C Spire  
   1018 Highland Colony Parkway  
   Suite 700  
   Ridgeland, MS 39157  
   Facsimile: 601-353-0950  
   Email: cmcbride@telapexinc.com

If to Customer:                \_\_\_\_\_  
   \_\_\_\_\_  
   \_\_\_\_\_  
   \_\_\_\_\_

B. Confidentiality. This Agreement and its terms are confidential information of the Parties and neither Party shall disclose it to any third parties without the prior written consent of the other Party. Notwithstanding the foregoing, either Party may disclose, without consent, this Agreement to its attorneys, accountants, employees, directors, shareholders, lenders, and to the extent required by a valid subpoena or order of a court or other governmental body or any political subdivision thereof. In the event a Party is required to disclose this Agreement pursuant to a valid order or subpoena of a court or other governmental body or any political subdivision thereof, such party shall first give notice to the other Party and afford the other Party a reasonable opportunity to interpose an objection or to otherwise obtain a protective order regarding the confidential information. In any event, except to the extent disclosure is legally required, the confidential information so disclosed shall remain confidential information subject to protection under this Section for all other purposes. This provision shall survive termination of this Agreement.



C. Compliance with Laws. Each Party shall comply with all applicable federal, state, and local laws and regulations.

D. Survival of Obligations. The respective obligations of the Parties under this Agreement that by their nature would continue beyond the termination, cancellation, or expiration, shall survive any termination, cancellation, or expiration, including, but not limited to, obligations to indemnify and maintain confidentiality.

E. Headings. The headings of the sections of this Agreement are for convenience of reference only and shall not limit or otherwise affect the meaning hereof.

F. Severability. In the event any terms and conditions of this Agreement shall be deemed invalid by any arbitrator or court of competent jurisdiction, such terms shall be severed from this Agreement and all other provisions of this Agreement shall remain in full force and effect.

G. No Waiver. No waiver of any of the provisions of this Agreement shall be binding unless it is in writing and signed by both Parties. The failure of either Party to insist on the strict enforcement of any provision of this Agreement shall not constitute a waiver of any provision and all terms shall remain in full force and effect.

H. Governing Law and Statutes of Limitation. This Agreement shall be governed by and construed under the laws of the State of Mississippi. Any claims arising out of or related to this Agreement shall be made within one (1) year from the date the claim arises.

I. Alternative Dispute Resolution. The Parties plan to use due diligence to work together to implement this Agreement. However, the Parties understand that issues and conflicts may arise. The Parties acknowledge their desire to reach a working solution by using good faith attempts to resolve such issues and conflicts.

If a dispute arises between the Parties relating to this Agreement, the Parties agree to use the following alternative dispute resolution (“ADR”) procedure. Any claim or controversy related to or arising out of this Agreement whether in contract or in tort (“Dispute”), will be resolved on a confidential basis according to the following process, which either Party may start by delivering to the other Party a written notice describing the Dispute and the amount involved (“Demand”). Notwithstanding the foregoing, any then-existing Service that is not a part of a Demand shall remain in full force and effect for so long as such Service is in effect. After receipt of a Demand, authorized representatives of the Parties will meet at a mutually agreed upon time and place to try to resolve the Dispute by negotiation. If the Dispute remains unresolved after forty-five (45) days after the receipt of the Demand, then either Party may commence confidential and binding arbitration in Jackson, Mississippi under the auspices of the American Arbitration Association (“AAA”) pursuant to its Commercial Arbitration Rules. No statements by, or communications between, the Parties during negotiation or mediation, or both, will be admissible for any purpose in arbitration. Each Party shall bear its internal expenses and its attorney’s fees and expenses, and jointly share the cost of the arbitration. The decision(s) of



the arbitrator(s) shall be final and binding on the Parties and judgment thereon may be entered by any court of competent jurisdiction.

J. Entire Agreement. This Agreement along with the TSA(s) for Services embodies the entire Agreement between the Parties hereto. Any amendments hereto must be made in writing and signed by both Parties.

K. Counterparts. This Agreement may be executed in counterparts each of which together shall constitute one original instrument.

IN WITNESS WHEREOF, the duly authorized representatives of the Parties hereby execute this Agreement effective as of the Effective Date.

**“C SPIRE®”**

**TELEPAK NETWORKS, INC.**

By: \_\_\_\_\_

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

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

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

**“CUSTOMER”**

\_\_\_\_\_

By: \_\_\_\_\_

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

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

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

## H. Complete Description of Service Provider's NOCC

The C Spire Network Operations Control Center is located at 1018 Highland Colony Parkway, Suite 400, Ridgeland, MS. A Network Operations Control Center Technician can be reached at any time by calling 1-800-342-3716, extension 7399. Our NOCC is:

- Central contact for all testing and troubleshooting.
- Manned 24x7x365 on site in Ridgeland, MS.
- Staffed by nine (9) service personnel.
- Supervised by a manager on call 24x7x365 for escalations

The Network Operations Control Center can look at all networks circuits remotely and if physical dispatch is needed the Field Services Group will be contacted and a local area technician will assist in clearing the trouble.

C Spire encourages all customers and potential customers to tour our Network Operations Center and facilities to verify and confirm the state of the art facilities and service level.

Additionally, please contact your Government and Education Account Executive with any issues, needs or concerns.

## I. USAC Service Provider Identification Number (SPIN)

### *Reference Area - Schools and Libraries Division*

#### Reference SPIN and BEAR Contact Search Results

Guidance on determining if a company is eligible to provide telecommunications services:

Form 499 Filer column indicates "Y":

- This service provider has successfully filed a Form 499 with USAC. Telecommunications providers with a "Y" are eligible to provide Telecommunications Services and Internet service providers with a "Y" are eligible to provide Interconnected Voice over Internet Protocol (VoIP) services.

All other designations:

- Some service providers that do not have a "Y" designation are eligible to provide Telecommunications Services because they meet [certain conditions](#) and are exempt from filing a [Form 499](#). You can [contact the Client Service Bureau](#) to determine if the company has met those conditions.

Form 499 Filer column indicates "X":

- This service provider has been researched by USAC and is **not** eligible to provide Telecommunications Services.

Form 499 Filer column indicates "Z":

- This service provider is currently being researched by USAC to determine if it is eligible to provide Telecommunications Services.

Form 499 Filer column is blank:

- This service provider has not been researched and its status is unverified.

Applicants are reminded that they should confirm this and all other information with the service provider.

Page 1 of 1  
Results 1 - 1 of 1

SPIN	Service Provider Name	Doing Business As	Contact Name	Contact Address	Contact Phone	Form 499 Filer	SPAC Filed
143021979	Telepak Networks, Inc.		Jamie Vega	1018 Highland Colony Parkway Suite 510, Ridgeland, MS 39157-8719	601974-7664	Y	2003 2004 2011 2012 2013 2014 2015 2016 2017 2018

## J. Documentation for Incorporation and Years in Business

### State of Mississippi

Secretary of State's Office

Eric Clark

Secretary of State  
Jackson, Mississippi

#### CERTIFICATE OF EXISTENCE/AUTHORITY

I, ERIC CLARK, Secretary of State of the State of Mississippi, and as such, the legal custodian of the corporate records, required by the laws of Mississippi, to be filed in my office, do hereby certify:

That on July 05, 1989 the state of Mississippi issued a Charter/Certificate of Authority to:

TELEPAK NETWORKS, INC.

That the state of incorporation is MISSISSIPPI.

That the period of duration is Perpetual.

That according to the records of this office, Articles of Dissolution or a Certificate of Withdrawal have not been filed.

That according to the records of this office, a current Annual Report has been delivered to the Office of the Secretary of State.

I further certify that all fees, taxes and penalties owed to this state, as reflected in the records of the Secretary of State, have been paid and that the corporation is in existence or has authority to transact business in Mississippi.



Given under my hand  
and seal of office  
April 10, 2001

A handwritten signature in cursive script that reads "Eric Clark".

ERIC CLARK,  
Secretary of State

BEFORE THE PUBLIC SERVICE COMMISSION

STATE OF MISSISSIPPI

RE: APPLICATION OF TELEPAK NETWORKS, INC. FOR  
A CERTIFICATE OF PUBLIC CONVENIENCE  
AND NECESSITY TO PROVIDE LOCAL  
TELECOMMUNICATION SERVICES OF EVERY  
KIND AND NATURE THROUGHOUT THE BELLSOUTH  
CERTIFICATED AREAS; TO PROVIDE INTEREXCHANGE  
TELECOMMUNICATION SERVICES, BOTH INTERLATA  
AND INTRALATA OF EVERY KIND AND NATURE  
THROUGHOUT THE STATE OF MISSISSIPPI AND TO LEASE  
AND CONSTRUCT CERTAIN TELECOMMUNICATIONS  
FACILITIES NECESSARY TO PROVIDE SUCH SERVICES

DOCKET NO. 99-UA-621

ORDER GRANTING CERTIFICATE OF  
PUBLIC CONVENIENCE AND NECESSITY  
AND AUTHORIZING ACQUISITION AND CONSTRUCTION OF FACILITIES

THIS CAUSE came on this day to be heard before the Public Service Commission of the State of Mississippi ("Commission") on the petition of Telepak Networks, Inc. ("Telepak" or "Petitioner") for a Certificate of Public Convenience and Necessity to provide local telecommunication services of every kind and nature throughout the BellSouth certificated areas in Mississippi, to provide intrastate intraLATA interexchange telecommunication services of every kind and nature throughout the State of Mississippi and for authority to lease and to construct certain telecommunication facilities in Mississippi.

Due and proper notice of the filing of the Petition was given in the manner required by law, including publication of such notice to the public in *The Clarion Ledger*, a newspaper published at the seat of government at Jackson, Hinds County, Mississippi more than twenty (20) days prior to

the day of said hearing. Proof of Publication was lawfully filed with this Commission and copies of said notice were lawfully mailed by the Secretary of the Public Service Commission, to proper officials, throughout the State of Mississippi. Notice of the filing of the petition was served on all "interested persons" as defined in Rule 2K of the Commission's Public Utility Rules of Practice and Procedure, all as shown by the Certificate of Service attached to the petition which was filed in this case. No objections, interventions or protests were filed. The Commission having fully considered the petition and the exhibits filed therewith, the prefiled sworn testimony of V. H. (Hu) Meena, Jr. in support of said Petition, and the recommendation of the Public Utilities Staff that said Petition be approved, and being fully advised in the premises, finds as follows:

1.

Telepak is a Mississippi corporation duly authorized to transact business in the State of Mississippi. Telepak is a wholly owned subsidiary of Telapex, Inc., a Mississippi corporation. Various wholly owned subsidiaries of Telapex, Inc. including Telapak, Inc., Delta Telephone Company and Franklin Telephone Company hold certificates of public convenience and necessity from this Commission to furnish telecommunication services, both local and interexchange, in various areas throughout the State of Mississippi.

Telepak, in its Petition, seeks a certificate of public convenience and necessity to furnish local telecommunication services throughout the BellSouth certificated areas and to provide intrastate interLATA and intraLATA long distance telecommunication services, both as a reseller and as a facilities based carrier, throughout the State of Mississippi, and to lease and construct certain telecommunication facilities hereinafter described. This Commission finds it has jurisdiction of Petitioner and the subject matters of this case.



2.

Telepak Networks, Inc., formerly known as MobilSouth, Inc. obtained a Certificate of Public Convenience and Necessity from this Commission to provide certain paging services (which are no longer subject to Commission jurisdiction) in Docket 90-UA-444. MobilSouth, Inc.'s name was changed to Local Paging, Inc. on the 30<sup>th</sup> day of October, 1991. On the 27<sup>th</sup> day of July, 1999, Local Paging Inc.'s name was changed to Telepak Networks, Inc.

3.

Petitioner possesses the requisite managerial, financial and technical abilities to furnish the telecommunication services for which it is seeking a certificate of public convenience and necessity. A description of the background and experience of certain key personnel of Telepak, which demonstrates the extensive telecommunications, operational and technical expertise of Telepak is attached as Exhibit "B" to the Petition heretofore filed in this cause.

4.

Petitioner seeks authority to provide all forms of local telecommunication services throughout the BellSouth certificated areas which any other telecommunication carrier is currently authorized to provide and all forms of intrastate interLATA and intraLATA interexchange telecommunication services which any other telecommunications carrier is currently authorized to provide, including local and interexchange voice, video and data services and any combination thereof and all other enhanced and other telecommunication services of every kind and nature both wireline and wireless which any other carrier is currently authorized to provide. Petitioner's request includes One Plus (1+) Zero Plus (0+) and Zero Minus (0-) services. Petitioner intends to operate both as a reseller and a facilities based carrier. Telepak has leased certain telecommunication facilities from BellSouth Telecommunication Company and, in addition, desires and intends to



construct facilities in the State of Mississippi which will, upon completion, cost in excess of \$15,000,000.00. Such facilities will be used, in part, to furnish interexchange telecommunication services to customers of Telepak throughout the State of Mississippi and will be capable of furnishing voice, video, data and other enhanced telecommunication services of every kind and nature throughout this state.

## 5.

In May, 1999, Telepak, Inc., a wholly owned subsidiary of Telepex, Inc. entered into a contract with BellSouth Telecommunication Company to lease facilities in various counties in the State of Mississippi for the purpose of furnishing telecommunication service to the people of the State of Mississippi. Telepak, Inc. intends to assign said contract to Telepak Networks, Inc. Telepak intends to utilize said leased facilities for the purpose of furnishing telecommunication services to its customers in this state. In addition, Telepak intends to construct in the State of Mississippi, approximately 425 miles of high capacity fiber optic cable along with all ducts, conduits, connectors, poles, appliances, fixtures, appurtenances and equipment of every kind and nature which may be necessary, useful to or used by Telepak in the conduct of its telecommunication business. Telepak intends to begin construction of the new facilities before the end of 1999 and hopes to complete construction of all of said facilities not later than the year 2005. The facilities which petitioner has acquired from BellSouth and the facilities which it presently intends to construct are located in the following counties in Mississippi: Amite, Bolivar, Chickasaw, Clay, Coahoma, Copiah, Covington, DeSoto, Forrest, Grenada, Harrison, Hinds, Holmes, Itawamba, Jackson, Kemper, Lafayette, Lamar, Lauderdale, Lee, Leflore, Lowndes, Lincoln, Marion, Marshall, Montgomery, Monroe, Newton, Noxubee, Oktibbeha, Panola, Perry, Pike, Pontotoc, Quitman, Rankin, Scott, Simpson, Sunflower, Tishomingo, Tunica, Walthall, Washington, Webster, Wilkinson, Yalobusha and Yazoo. Telepak

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has submitted, under seal, a map which shows the general location of the facilities which have been leased to Telepak by BellSouth Telecommunications and which also shows the general location of the proposed new facilities which Telepak intends to construct. This Commission finds that said map contains confidential trade secrets and confidential commercial, proprietary information. Accordingly, said map shall remain under seal and shall be released only in accordance with the laws of the State of Mississippi and this Commission's Rules of Practice and Procedure including, but not limited to, Rule 4(D), (E) and (I).

6.

The engineering plans and specifications for said new facilities have not yet been completed. At such time said plans and specifications are completed, Telepak will file a copy of the same with this Commission under seal. No required approvals from health or environmental quality authorities are necessary prior to beginning construction of the facilities. The total estimated cost of the proposed new facilities is approximately \$15,000,000.00. Petitioner's initial funds will come from Telapex, Inc., Petitioner's parent corporation. Additional funds necessary to finance the project will be internally generated from monies received for furnishing service to customers and from borrowed funds from various lending institutions. No phase of the project will commence until adequate financing has been obtained for that particular phase.

7.

Petitioner has represented to this Commission that it will, in connection with its dial tone voice grade local exchange telephone service (POTS), either directly or through arrangements with others provide access to 911 and E911 services; white page directory listing; access to telephone relay services; access to directory assistance; access to operator services; equal access to long distance carriers; free blocking of 900 and 700 type services; interconnection on a non-

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discriminatory basis with other local exchange companies and other miscellaneous services currently provided by existing local exchange carriers and interexchange carriers in the State of Mississippi.

8.

To the extent economically and technically feasible, including the future availability of cost based unbundled loops, Telepak will be willing to provide service to all customers in the same service classification in its designated geographic areas in accordance with its tariff offering.

9.

Petitioner has represented to this Commission that it is familiar with and will adhere to the Commission's Rules and Regulations concerning telecommunication services. Petitioner's parent company, Telapex, Inc., through various subsidiary companies has been furnishing telecommunication services throughout the State of Mississippi for many years and this Commission is intimately familiar with Petitioner's parent company and with the managerial qualifications and abilities of Petitioner's key personnel. Petitioner has adequate internal procedures to prevent deceptive and unfair marketing practices and to handle customer complaints and network problems.

10.

Petitioner will provide telecommunication services to customers in Mississippi subject to and in accordance with the laws of the State of Mississippi and the applicable orders, rules and regulations of the Commission and any other regulatory body having jurisdiction over Petitioner's services or facilities. Petitioner's provision of such services will provide a competitive alternative to the public and will further the public interest by expanding the availability of technologically advanced telecommunication facilities in the State of Mississippi. Construction of the proposed new facilities will create new jobs for the people of the State of Mississippi, will increase the tax base of the counties in which the facilities are located and will increase the total miles of

telecommunications equipment in the State of Mississippi available for use by the public. Customers will benefit by having alternatives from which to choose and approval of this Petition will lead to substantial additional private investment in Mississippi's telecommunication infrastructure.

11.

This Commission finds that Telepak should be exempt from the record keeping requirements that require a provider of local exchange telecommunication services to maintain financial records in compliance with the Uniform System Of Accounts ("USOA"). This rule was developed as a means of regulating telecommunication companies subject to rate base regulation. As a competitive carrier, Petitioner will maintain a single set of books in accordance with Generally Accepted Accounting Principles ("GAAP"). To require it to also keep a set of books in conformance with the USOA would be needlessly expensive and would serve no useful purpose given the competitive nature of Petitioner's operations.

IT IS THEREFORE ORDERED by the Public Service Commission of the State of Mississippi as follows:

1. Telepak Networks, Inc. should be and it is hereby granted (a) a Certificate of Public Convenience and Necessity to furnish local telecommunication services throughout the BellSouth certificated areas in Mississippi including voice, video and data services and any combination thereof and all other enhanced and other telecommunication services both wireless and wireline of every kind and nature which any other carrier is currently authorized to provide and (b) a Certificate of Public Convenience and Necessity to provide intrastate interLATA and intraLATA interexchange telecommunication services including voice, video and data services and any combination thereof along with all other enhanced telecommunication services both wireless and wireline, of every kind and nature, One Plus (1+), Zero Plus (0+) and Zero Minus (0-) telecommunication services and every

other telecommunication service of any kind and nature which any other carrier is currently authorized to provide.

2. Telepak Networks, Inc. should be and it is hereby authorized to lease telecommunications facilities from BellSouth Telecommunications, Inc. and in addition, is authorized to construct approximately 425 miles of high capacity fiber optic cable along with all ducts, conduits, connectors, poles, appliances, fixtures, appurtenances and equipment of every kind and nature which may be necessary, useful or used by Telepak in the conduct of its telecommunications business in Mississippi, beginning with facilities to be constructed in the following Mississippi counties: Amite, Coahoma, DeSoto, Forrest, Harrison, Itawamba, Jackson, Lafayette, Lee, Marshall, Perry, Pike, Pontotoc, Tishomingo, Tunica, and Wilkinson.

3. Telepak Networks, Inc. is hereby authorized to acquire, by negotiation if practical and eminent domain if necessary, all rights-of-way, easements, licenses and permits necessary for the construction of any facilities which might be necessary in furnishing telecommunication services pursuant to the Certificate of Public Convenience and Necessity granted herein.

4. Telepak should be and it is hereby exempt from record keeping regulations that require a provider of local exchange telecommunication services in the State of Mississippi to maintain financial records in compliance with the uniform system of accounts ("USOA"), and authorized to maintain a single set of books in accordance with Generally Accepted Accounting Principals ("GAAP").

5. Pursuant to Miss. Code Ann. § 77-3-13(3)(Supp. 1999) the Commission is authorized to attach to the exercise of the rights granted by this certificate, "Such reasonable terms and conditions as to time or otherwise as in its judgment the public convenience, necessity and protection



may require” (Commission’s emphasis). Section 77-3-13(3) provides further that the certificate holder, “may forfeit such certificate after issuance for noncompliance with its terms.”

Therefore, pursuant to the above statutory authority, and for the reasons set forth in the final order adopting slamming rules, Docket No. 98-AD-90, the granting of this certificate is conditional. The condition is that the certificate holder shall not violate any of the Commission’s Rules, and in particular Rule 47.1, Rules and Regulations Governing Public Utility Service, pertaining to slamming and telemarketing. If the Commission finds, after notice and a hearing, that the certificate holder has violated any Commission Rule, particularly Service Rule 47.1, the certificate may be forfeited, the company may be subject to a civil penalty pursuant to Miss. Code Ann. § 77-1-53 (1992), as amended, and may be subject to all other fines and penalties pursuant to applicable law and rules of this Commission.

Due to the fact that many slammed customers will not be able to leave work to attend a hearing in Jackson, the Commission finds that it is in the public interest to accept sworn affidavits from ratepayers who have been slammed. Should any such occur, Petitioner will have an opportunity, through the hearing process, to dispute the affidavits.

The Final Order in Docket 98-AD-90 is incorporated herein by reference.

6. Within sixty (60) days after it initiates initial service in Mississippi, Telepak shall furnish to the Executive Secretary of the Commission the original and fourteen (14) copies of its responses to the questions set forth in the Commission’s October 8, 1997 “Order Requesting Information” in Docket No. 97-AD-321. Thereafter, Telepak shall continue to furnish such information on a monthly basis until said Order is modified or canceled.

7. At such time as its engineering plans and specifications for the new facilities described hereinabove have been completed, said engineering plans shall be filed with this Commission. Telepak is authorized to file said plans under seal.

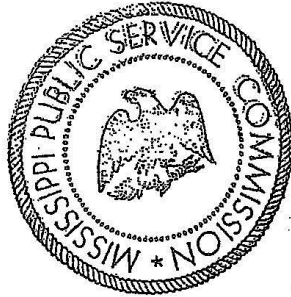
8. Prior to offering service to customers pursuant to the Certificate of Public Convenience and Necessity granted herein, Telepak shall file tariffs for such service with this Commission, all as required by the laws of the State of Mississippi and the rules and regulations of this Commission.

9. Prior to beginning service, Petitioner shall have a toll free customer service number for use by its customers to call the company. Telepak will furnish the toll free number to this Commission for its records. The toll free number will be printed on the customer's monthly billing statement.

10. As soon as reasonably practical, Telepak shall file, or cause to be filed with this Commission, all Interconnection Agreements it has entered into with other local exchange companies in order to furnish service pursuant to the Certificate of Public Convenience and Necessity herein granted.

Chairman Bo Robinson votes Agree; Vice Chairman George Byars votes Agree and Commissioner Nielsen Cochran votes Agree.

ORDERED AND ADJUDGED by the Mississippi Public Service Commission this the 14<sup>th</sup>  
day of October, 1999.



Bo Robinson  
Bo Robinson, Chairman  
George Byars  
George Byars, Vice Chairman  
Nielsen Cochran  
Nielsen Cochran, Commissioner

ATTEST A TRUE COPY

Brian U. Ray  
Brian U. Ray, Executive Secretary



## K. Technical Certifications

The following list is a sample of the technical qualifications and certifications maintained by our staff. Copies of certificates are available upon request.

### Core Networking Certifications

BTI 7000 Management Access/Provisioning  
Flashwave 4500 System Turn-Up & Test  
Flashwave 4100 System Turn-Up & Test  
Flashwave 9500 System Turn -Up & Test  
Alcatel Lucent 7450 Engineering  
Alcatel Lucent 7750 Engineering  
Alcatel Lucent 7210 SAS x Turn-Up & Test  
SONET/SDH  
Fiber Optic Certification Class  
Occam Turn-Up & Test  
Flashwave 4500 System Maintenance & Operations  
Flashwave 4100 System Maintenance & Operations  
Cisco CCNAs - Wireless, Routing and Switching, and Security

### Network Monitoring Certifications

Alcatel Lucent SAM Maintenance & Operations  
NETSMART 1500 EMS User Operations

### Hosted VOIP Certifications

Polycom Certifications  
Broadsoft Introduction  
Broadsoft System Administration  
Management of Broadsoft Platforms  
ACME Session Boarder Controller Training  
Alcatel Lucent PSTN Gateway Training  
Administration of Adtran and AOS Certifications

### WIFI Certifications

CWNP: Certified Wireless Network Professional  
CWNA: Certified Wireless Network Administrator  
Aerohive Certified WLAN Administrator

## L. Vendor References

Customer references are provided below that are using C Spire services and are similar in scope, complexity, responsibility, and technologies to the services sought in the Request for Proposal.

Customer Name:	Rankin County School District
Address:	127-A Pleasant Street, Brandon, MS 39042
Name of Contact:	Amanda Harris
Title:	Director of Technology
Email Address:	aharris@rcsd.ms
Telephone Number:	(601) 825-8625
Contract Service Period:	June 2012 to present
Types of Services Provided	Ethernet WAN circuits, Direct Internet Access and Hosted VoIP.
Please briefly describe the scope of the services provided:	Constructed a District Wide Area Network (WAN) connecting twenty six (26) District locations to the District Office, Dedicated broadband Internet Access and Hosted VoIP.

Customer Name:	Booneville School District
Address:	201 North First Street, Booneville, MS 38829
Name of Contact:	Dustin Pounders
Title:	Technology Coordinator
Email Address:	dpounders@boonevilleschools.org
Telephone Number:	662-728-2171
Contract Service Period:	July 2012 to present
Types of Services Provided	Leased Fiber Connectivity and Direct Internet Access
Please briefly describe the scope of the services provided:	Booneville School District currently has two 1 Gbps Ethernet point-to-point circuits between the District Office and Booneville High School and between the District Office and Booneville Elementary School. All three locations share a 300Mbps Dedicated Internet Access connection at the District Office

Customer Name:	Philadelphia Public School District
Address:	248 Byrd Ave. North, Philadelphia, MS 39350
Name of Contact:	Chad Penson
Title:	Director of Technology
Email Address:	cpenson@philytornadoes.com
Telephone Number:	601-656-2955
Contract Service Period:	July 2013 to Present
Types of Services Provided	Ethernet WAN circuits, Direct Internet Access with symmetrical/ dedicated circuits and PRI
Please briefly describe the scope of the services provided:	Constructed a District Wide Area Network (WAN) connecting Philadelphia Elementary to the District Office with (1) Gigabit Circuits. Dedicated broadband Internet Access which includes Internet access service up to 1000 Mbps to the District's demarcation point.

Customer Name:	DeSoto County School District
Address:	5 E. South Street Hernando, MS 38632
Name of Contact:	Lendon Balch
Title:	Chief Technology Officer
Email Address:	lendon.balch@dcsms.org
Telephone Number:	(662) 449-7164
Contract Service Period:	July 2012 to present
Types of Services Provided	Ethernet WAN circuits and Direct Internet Access with symmetrical/ dedicated circuits
Please briefly describe the scope of the services provided:	Constructed a District Wide Area Network (WAN) connecting forty-three (43) District locations to the District Office currently with (10) Gigabit Circuits, currently operating at 1 and 2Gb with ability to increase to 10Gb. Dedicated broadband Internet Access which includes Internet access service up to 2 Gigabit to the District's demarcation point.

## Additional References

Customer Name: Corinth School District  
Business Address: 1204 North Harper Road, Corinth, MS 38834  
Contact Name: Bobby Strickland, Technology Director  
Contact Telephone Number: 662-287-2425  
Contact Email: bstrickland@corinth.k12.ms.us  
Dates of Installation: July 2013  
Description of Responsibilities: Leased Fiber Connectivity and Direct Internet Access  
Dates of Installation: July 2014  
Description of Responsibilities: Hosted Wireless and Hosted VoIP

Customer Name: Clinton Public School District  
Business Address: 1021 Clinton Industrial Road, Clinton, MS 39059  
Contact Name: Kim Griffin, Director of Technology  
Contact Telephone Number: 601-925-4011  
Contact Email: KGriffin@clintonpublicschools.com  
Dates of Installation: July 2013  
Description of Responsibilities: Direct Internet Access and Hosted VoIP

Customer Name: Smith County School District  
Business Address: 212 Sylvarena Avenue, Raleigh, MS 39153  
Contact Name: Larry Bryant, Technology Coordinator  
Contact Telephone Number: (601) 782-4296  
Contact Email: larry.bryant@smithcountyschools.net  
Dates of Installation: July 2012  
Description of Responsibilities: Direct Internet Access  
Dates of Installation: July 2014  
Description of Responsibilities: Direct Internet Access and Hosted VoIP