

**Request for Proposals  
WAN and Internet Access  
470 # 220004436**

E-RATE RFP #22-01 WAN AND INTERNET

**Original Response**

***Due: January 10, 2022***



**Proposal Validity Period**

The information and pricing contained in this proposal is valid for a period of **180** days from the date on the proposal cover page unless extended in writing by Conterra Ultra Broadband, LLC.

**Terms and Conditions**

Unless otherwise stated herein, this proposal is conditioned upon negotiation of mutually acceptable terms and conditions.

**Copyright Notice and Statement of Confidentiality**

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## CORPORATE INFORMATION

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### *Contract Authority*

**Travis Franks**  
South Central Regional Director of Erate Services  
318.447.8888  
[tfranks@conterra.com](mailto:tfranks@conterra.com)

### Corporate Offices

2101 Rexford Rd, Suite 200E  
Charlotte, North Carolina 28211  
704.936.1800  
877.365.6701 toll-free  
704.936.1801 fax  
[www.conterra.com](http://www.conterra.com)

### Louisiana Regional Offices

#### BATON ROUGE

6141 Crestmont Dr  
Baton Rouge, LA 70809  
866-338-3511

#### HESSMER

2028 HWY 115  
Mansura, LA  
71350  
318-597-3030

#### LAFAYETTE

94 Francois Dr  
Lafayette, LA  
70507  
337-205-6333

**Conterra Ultra Broadband, LLC**  
**Incorporated 2001, South Carolina LLC**  
**Federal ID # 58-2615152**  
**SPIN # 143025700**  
**FCC FRN # 0009750324**  
**Form 499: Filer ID# 823694**  
**Full Time Employees - >250**  
**D&B # 61-944-9726**  
**LA CLEC # TSP00735**

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ST. MARY PARISH SCHOOLS  
E-Rate Request for Proposals

## P. RESPONSE PACKAGE COVER SHEET

### PROPOSAL OPENING:

PROPOSER: Conterra Ultra Broadband, LLC

SIGNATURE: 

NAME: Michael Brady

(PRINT OR TYPE)

ADDRESS: 5301 77 Center Drive

CITY, STATE, ZIP CODE: Charlotte, NC 28217

AREA CODE & PHONE: 704-936-1800

AREA CODE & FAX 704-936-1801

### THE PRINCIPALS OF THE COMPANY ARE:

Name: Craig Gunderson

Title: CEO

Name: Eric Burgess

Title: CFO

Name: Michael Brady

Title: Chief Revenue Officer

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## Section 1: Letter of Transmittal

January 10, 2022

St. Mary Parish School District  
Attn: Kevin Derise  
474 Highway 217  
Centerville, LA 70522

**RE: 470 # 220004436**  
**E-RATE RFP #2022-2023 WAN AND INTERNET**

Thank you for the opportunity to respond to your Request for Proposals for Wide Area Network and Internet Services.

Detel Wireless, LLC ("Detel"), Louisiana's premier provider of broadband services for the K-12 industry, has recently merged operations with Conterra Ultra Broadband, LLC. Conterra Ultra Broadband, LLC ("Conterra") is a national provider of facilities-based broadband services for K-12 entities and has provided wide area networking services to approximately 200 school and library districts nationwide.

Together we provide unparalleled service and support for school and libraries in Louisiana. We are the preeminent provider of Private Fiber Wide Area Network for the K-12 community in Louisiana.

Conterra specializes in providing dedicated managed optical fiber solutions for multi-site K-12 wide area networks that include the system design, engineering, deployment, service, maintenance and on-going monitoring of the network. Our network services are 100% E-Rate Category 1 eligible.

### The Proposed Offering

#### **1. Managed "Lit" Fiber-Optic Ethernet Network**

##### **OPTION 1:**

Conterra will continue to provide St. Mary Parish School District's existing WAN network 10Gbps, with the ability to upgrade to 20Gbps at each site connecting back to the Central Office HUB and adding circuit to Venyu Shreveport up to 10 Gbps 601 Milam Street Shreveport, La. 71101

#### **2. Internet Access**

Managed Internet Access- DIA at 10Gbps to 20Gbps.

**Terms and Conditions**

## Pricing Terms:

- a. 3 Year Term with Two (2) each One (1) Year Optional Extensions.
- b. Conterra accepts BEAR and SPI invoicing.
- c. Service will be handed off to St. Mary Parish SD June 30, 2022.

Conterra would welcome the opportunity to provide additional information regarding our services.

Regards,

**Travis Franks**

South Central Regional Director

318-447-8888 Cell

[tfranks@conterra.com](mailto:tfranks@conterra.com)

## Section 2: Executive Summary

### Conterra Ultra Broadband Overview

Detel Wireless, LLC ("Detel"), Louisiana's premier provider of broadband services for the K-12 industry, has recently merged operations with Conterra Ultra Broadband, LLC ("Conterra"). Conterra is a national provider of facilities-based broadband services for K-12 entities and has provided wide area networking services to approximately 200 school and library districts nationwide.

Conterra has an extensive twenty-year history of service expertise in fiber-optic based, high-reliability data transport network design, engineering, construction, service implementation and delivery. Together we provide unparalleled service and support for school and libraries in Louisiana. We are the preeminent provider of Private Fiber Wide Area Network for the K-12 community in Louisiana.

Conterra is a facilities-based Competitive Local Exchange Carrier (CLEC) certificated by the Louisiana Public Utilities Commission as a Competitive Local Provider (CLP) to provide telecommunication services throughout the state of Louisiana (CLEC # TSP00735). The company maintains regional offices throughout the state.

Conterra is recognized by the Universal Service Administrative Company (SPIN # 143025700) as an eligible telecommunications provider. Conterra is similarly recognized by the Federal Communication Commission (FCC FRN # 0009750324). Conterra certifies that the company is not the subject of the FCC's Red Light Rule.

Conterra currently operates in Louisiana and 21 other states and has provided its high- capacity Private Fiber Transport Services to approximately 200 school and library districts throughout the United States; meeting the daily educational data transport requirements of millions of students, teachers, and administrators.

### The Proposed Network Designs and Service Offerings

#### Conterra's Turn-Key Network Approach

- Professional Design, Network Engineering, Deployment, Systems Integration and Project Management
- Turn-up, Testing and Training
- Service includes all equipment racks, digital equipment, data cabling, and associated termination equipment as required for Managed Services
- Network Operations and Command and Control Monitoring
- On-site Maintenance for the Term of the Contract

Conterra will provide a layer 2 or layer 3 ethernet network service transported over a new state-of-the-art fiber-optic infrastructure, singularly designed, engineered and deployed for the St. Mary Parish School District. The dedicated fiber strands and routing equipment will be exclusive to St. Mary Parish Schools; connecting the District HUB to all District Campuses. Bandwidth choices are yours to select from 10 to 20Gbps per site.

All of the Conterra service offerings will provide high availability; high bandwidth services that support data, voice and video simultaneously. Our dedicated networks allow the district to have the bandwidth to meet the needs of today with the ability to quickly and easily scale bandwidth as the district's needs grow.

This is a departure from traditional LEC or Cable-Co architecture based on shared networks. Within our network, the fiber and equipment are dedicated which allows your network to economically accommodate increasing bandwidth demands and better manage the priority of applications, without having to support legacy handoffs.

## Conterra Private Network Technological Advantages

***Our Private Wide Area Network will provide superior technological and financial advantages compared to traditional "Metro-E" services:***

- **Scalability** – infrastructure will already be in place to grow with your bandwidth needs without additional construction.
- **Performance** – low-latency performance from minimal equipment interfaces and active components.
- **Security/Reliability** – no other entity is on your private network.
- **Operational** – not affected by any shared infrastructure.
- **Cost-efficiencies** – bandwidth upgrades do not require completely new equipment or new circuit installations.

## Network Deployment and Training

Conterra will have several dedicated teams to deploy network segments in parallel to ensure an on-time completion. We will work with district personnel to prioritize the wide area network deployment of individual sites or groups of sites. Our deployment process is managed and tracked regularly on a major and sub-milestone basis with actual achievement measured against plan and forecast delivery dates. Major milestones include: Kick-Off Meeting, Final Engineering, Civil Engineering, Construction Start, Commissioning, Customer Acceptance and Training.

## Customer Support

Conterra's Network Operations organization provides network maintenance, which includes surveillance, trouble-shooting, and resolution through its state-of-the-art 24 X 7 X 365 Network Operation Center (NOC) at our corporate headquarters in Charlotte, NC with back-up operations in Hessmer, LA. The NOC continuously monitors the network equipment, service health, and performance of the Conterra network, responds to network events and service degradations, dispatches local Conterra field technicians, and informs customers of service issues. The Network Operations group also provides technical support and responds to trouble calls from customers through a staff of Technical Support Representatives.

Conterra will provide the district with a web based "Administration Real Time" portal that allows district personnel to monitor key network metrics such as bandwidth, latency, and jitter measurements.

Our dedicated Account Management Team will maintain the customer relationship and provide answers to any customer concerns from the execution of the contract through the deployment of the network and all on-going operations.



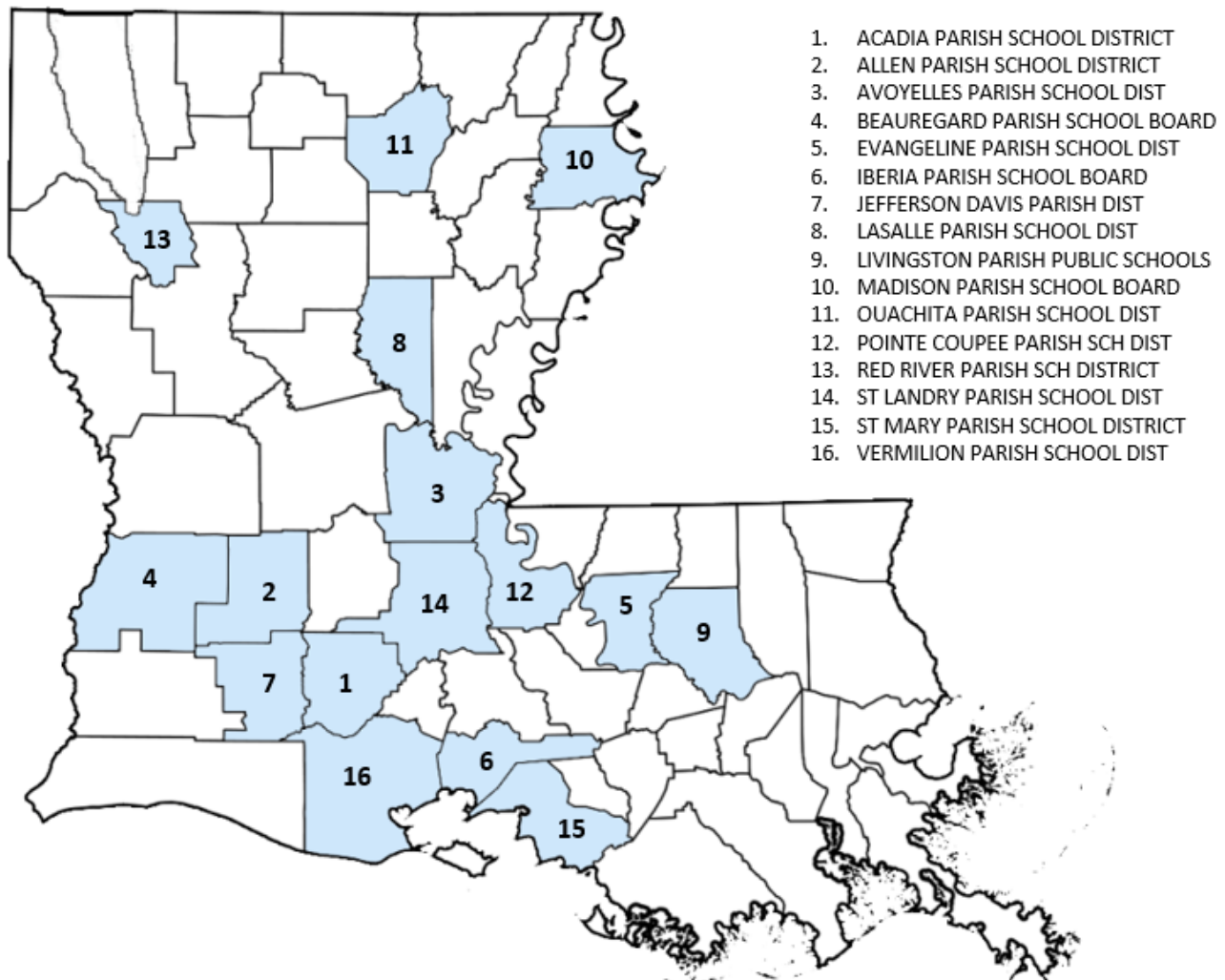
Conterra provides a professionally trained staff to assist applicants in all facets of the E-Rate cycle, including assistance with E-Rate forms and filing guidance. The E-Rate and Regulatory Managers stay abreast of all rules issued by USAC, the Schools and Libraries Division, the Federal Communications Commission, Federal Courts and Congress.

## **Financial Stability**

Conterra's owners include: affiliates of APG Group NV and affiliates of Fiera Infrastructure Inc., along with significant participation by the Company's senior management team. Conterra has a senior-secured credit facility that provides the company with borrowing capacity from a bank group that includes Toronto Dominion Securities, CoBank, Bank of America, among others.

## Section 3: References

### Louisiana K-12 Wide Area Network School Districts



## Louisiana K-12 References

Customer Name Address City, State, Zip	Customer Contact Name E-mail Phone Number	Project Description Dollar Amount	Date of Project Completion
Acadia Parish School District 2402 North Parkerson Ave Crowley, LA 70527-0309	Tina Atkinson Computer Technician III <a href="mailto:tatkinson@acadia.k12.la.us">tatkinson@acadia.k12.la.us</a> 337-783-3664 ext 283	Direct 10 GigE Point-to-Point Optic Fiber Wide Area Network 29 Locations Total Contract Value: \$2,884,260	Jul, 2105
Allen Parish School District 1111 West 7th Avenue Oberlin, LA 70655	David Hooper Technology Supervisor <a href="mailto:david.hooper@allen.k12.la.us">david.hooper@allen.k12.la.us</a> 337-639-4311	Direct 1 Gbps Point-to-Point Fiber Optic Wide Area Network 14 Locations Total Contract Value:\$2,191,332	July, 2012
Avoyelles Parish School District 221 Tunica Drive West Marksville, LA 71351	Becky Spencer Technology Coordinator <a href="mailto:Bspencer@avoyellespsb.com">Bspencer@avoyellespsb.com</a> 318- 240-0234	Direct 10 Gbps Point-to-Point Fiber Optic Wide Area Network 12 Locations Total Contract Value:\$	July, 2015
Beauregard Parish School District 202 West Third Street DeRidder, LA 70634	Marlin Ramsey Chief Technology Officer <a href="mailto:mr Ramsey@beau.k12.la.us">mr Ramsey@beau.k12.la.us</a> 337-462-3357	Direct 1Gbps Point-to-Point Fiber Optic Wide Area Network 14 Locations Total Contract Value:\$1,547,100	July, 2013
Evangeline Parish School District 120 Te Mamou Road Ville Platte, LA 70536	Connie Guillory Technology Supervisor <a href="mailto:connie.guillory@epsb.com">connie.guillory@epsb.com</a> 337-363-6605	Direct 10 Gbps Point-to-Point Fiber Optic Wide Area Network 14 Locations Total Contract Value:\$2,449,650	July, 2014
Iberia Parish School District 1500 Jane Street New Iberia, LA 70563	Dianne Leblanc Technology Supervisor <a href="mailto:dleblanc@iberia.k12.la.us">dleblanc@iberia.k12.la.us</a> 337-364-7641	Direct 1 Gbps Point-to-Point Fiber Optic Wide Area Network 29 Locations Total Contract Value:\$838,704	July, 2015

Jefferson Davis Parish School District 1628 S. Thibodeaux Road Jennings, LA 70546	Laurie Duhon Technology Supervisor <a href="mailto:Laurie.Duhon@jdpsbk12.org">Laurie.Duhon@jdpsbk12.org</a> 337-824-6360	Direct 1 GigE Point-to-Point Fiber Optic Wide Area Network 17 Locations Total Contract Value: 4,732,565	July, 2009
Livingston Parish School District 13909 Florida Boulevard Livingston, LA 70754	Carlos Williams Director of Technology <a href="mailto:carlos.williams@lpsb.org">carlos.williams@lpsb.org</a> 225-686-4313	Direct 1Gbps Point-to-Point Fiber Optic Wide Area Network 47 Locations Total Contract Value:\$2,269,200	July, 2012
Madison Parish School District 1234 Madison High Dr. Tallulah, LA 71282	Kristi Perkins Grants Manager <a href="mailto:kristi.perkins@madisonpsb.org">kristi.perkins@madisonpsb.org</a> 318-574-7400	Direct 1 Gbps Point-to-Point Fiber Optic Wide Area Network 7 Locations Total Contract Value:\$314,580	July, 2015
Ouachita Parish School District 100 Bry Street Monroe, LA 71201	Ken Monroe Technology Director <a href="mailto:Monroe@opsb.net">Monroe@opsb.net</a> 318-432-5120	Direct 1 & 10 Gbps Point-to-Point Fiber Optic Wide Area Network 39 Locations Total Contract Value:\$4,518,630	July, 2014
Pointe Coupee Parish School District 337 Napoleon Street New Roads, LA 70760	Rebecca Stephenson Director <a href="mailto:rebecca.stephenson@pcpsb.net">rebecca.stephenson@pcpsb.net</a> 225-618-48169	Direct 10 Gbps Point-to-Point Fiber Optic Wide Area Network 6 Locations Total Contract Value:\$1,299,744	July, 2014
St. Mary Parish School District 474 Highway 317 Centerville, LA 70522	Kevin Derise Chief Technology Officer <a href="mailto:kderise@stmary.k12.la.us">kderise@stmary.k12.la.us</a> 337-836-6045	Direct 1 Gbps Point-to-Point Fiber Optic Wide Area Network 25 Locations Total Contract Value:\$797,688	July, 2016
Vermilion Parish School District 220 S. Jefferson Street Abbeville, LA 70510	Ben Toups Technology Supervisor <a href="mailto:benjamin.toups@vpsb.net">benjamin.toups@vpsb.net</a> 337-898-5847	Direct 10 Gbps Point-to-Point Fiber Optic Wide Area Network 22 Locations Total Contract Value:\$4,601,569	Jan, 2015

## Section 4: Technical Approach

### Scope of Work

**Conterra Ultra Broadband will provide a turnkey Managed "Lit" Fiber Solution that includes:**

- Professional Design, Network Engineering, Deployment, Systems Integration and Project Management
- Turn-up, Testing, and Training
- Service includes all equipment racks, digital equipment, data cabling, and associated termination equipment as required for Layer 2 transport
- Network Operations and Command and Control Monitoring
- On-site Maintenance for the Term of the Contract

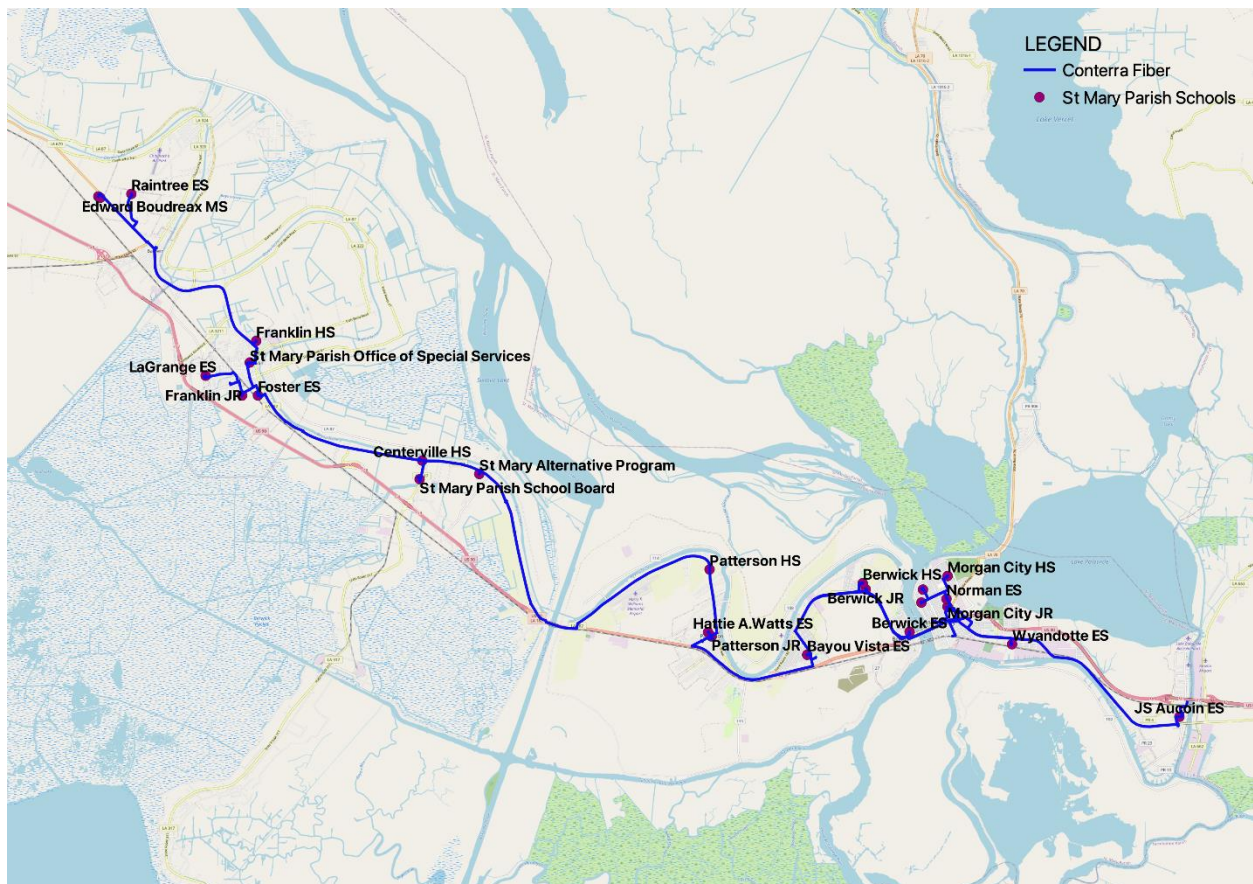
#### Managed "Lit" Fiber Network Service Overview:

- Dedicated fiber strands and routing equipment exclusive to St. Mary Parish SD; connecting the District HUB to all District Campuses.
- If a cable is broken or compromised on one of the rings, the network will re-route data around the failure point within 50 milliseconds.
- Service includes all equipment racks, digital equipment, data cabling, and associated termination equipment as required for Layer 2 transport.
- Symmetrical bandwidth upstream and downstream speeds of **10Gbps to 20Gbps** to each location.
- Highly scalable bandwidth.
- Fiber is provisioned all the way into each location's demarc and terminated in the facilities Main Communication closet with a 1Gbps to 10Gbps fiber handoff. Additional handoffs may be added at later dates.
- Edge site connections are monitored by Conterra with Ciena Network Interface Devices.
- Utilizes standardized ITU, IEE and IETF methods and techniques to implement appropriate Quality of Service objectives within its network including methods supporting packet and ingress/egress port prioritization with up to seven traffic classifiers; eliminating the potential for latency and jitter for high priority traffic such as may be required for VoIP and video applications.
- Specifically supports and is fully compliant with IEEE 802.3, 802.1d, 802.1p, 802.1Q, 802.1QinQ, 802.1ad, 802.3u and 802.3z standards and related IETF RFCs.
- Conterra client premise equipment (CPE) space & power requirements are minimal. A typical site installation requires 4U rack space and approximately 20 amps of 120-volt AC power.
- The network interface will be a 10Gb Ethernet interface.
- On-Going Network Operations, Monitoring and On-site Maintenance for the Term of the Contract.
- Conterra designs its networks to accommodate many additions, moves and changes. Networks are built with retrievable slack points and storage loops.
- Conterra will provide firm test and trace results so the district may procure and appropriately configure optics to each span.

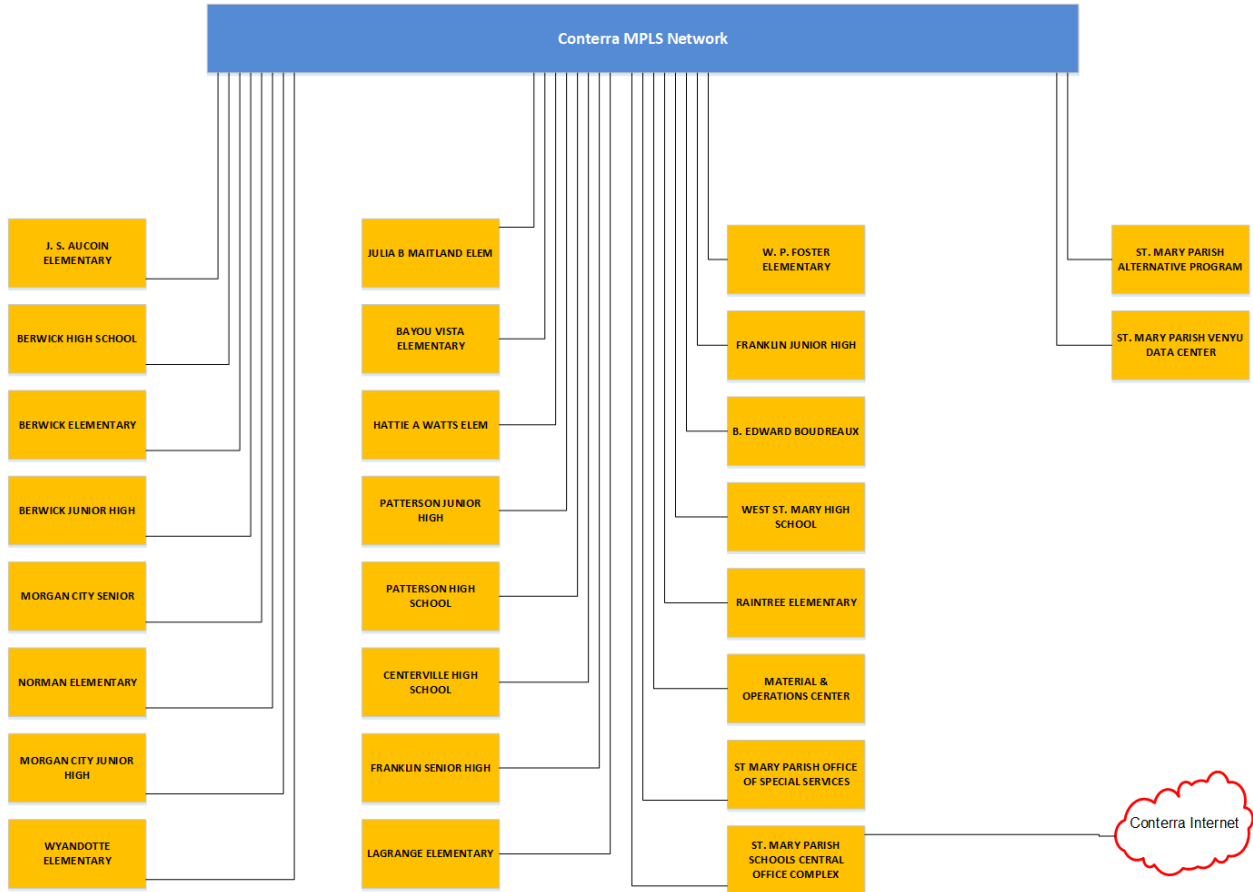
- Conterra will provide PTP fiber circuits at 10000-20000 Mbps to every location and will receive the location's connection and it will enter into Conterra's MPLS network. The flow of traffic can be determined by St. Mary Parish SD and sent to any location desired.

### Managed Lit WAN services Point to Point – 10 to 20Gbps

PHYSICAL :



## LOGICAL:





## Conterra Technological Advantages

Conterra's Wide Area Network will provide superior technological advantages and financial incentives compared to traditional "switched" or "Metro-E" services:

- **Bandwidth-** immediately dedicated **10000-20000 Mbps** symmetrical to every district location.
- **Throughput-** direct building to building Fiber Optical connectivity that does not enter a Cloud or pass through any other service provider's central office.
- **Secure-** dedicated physical fiber separation of district's data traffic from any other organization.
- **Reliability-** fault tolerant ring architecture, fiber optical cabling does not enter a service provider's network cloud.
- **Scalability-** future upgrades in bandwidth available on-demand to 100 Gbps (simple exchange of electronics) without additional construction charges.
- **Simplicity-** services can now be brought in through one location and distributed throughout the network.
- **Modifications, Additions, Changes-** are confirmed immediately. Network complexity is significantly reduced with a dedicated private fiber network.



## Section 5: Transition

**Louisiana Based Deployment Organization and Support Personnel- 25 local support personnel are located in Lafayette Parish to support St Mary.**

***Conterra South Central Regional  
Director of E-rate Sales  
Travis Franks***

Mr. Franks will interact with the district as the Senior Sales and Contract Manager. Mr. Franks has over 20 years of experience with high technology and communications in the Louisiana K-12 industry. Mr. Franks specializes in the management of complex business relationships, project management and regulatory issues of complex E-Rate funded projects.

***Conterra  
Senior Sales Engineer  
Josh Roy***

Mr. Roy has 23 years' experience in technology with an emphasis in computer systems and communications networking. For 17 Years Mr. Roy has been an integral part of Conterra Broadband/Detel's successful E-rate solutions. His main role is Sales Engineering and E-rate Support Account Management in Louisiana.

Mr. Roy has a degree in Micro Computer Information Systems and holds multiple certifications including CCNA and ACMA. Mr. Roy has held a major position in designing and implementing the Detel network for the K-12 industry. Mr. Roy's responsibilities additionally include maintenance and installation supports and implementation.

***Conterra  
South Central Region  
Director of Fiber Networks  
Beau Griffin***

Mr. Griffin is the Director of the South-Central Region Fiber Network. He is responsible for the direction and coordination of all construction and maintenance projects within the region. His roles include overseeing employee productivity and monitoring revenue margins. Beau is also responsible for identifying and targeting areas in which the business can improve operations and researching and implementing new directives for business growth and prosperity.

Prior to joining Conterra Networks, Mr. Griffin was a Project Manager at Network USA, LLC of Lafayette, LA. As a Project Manager, Beau coordinated activities, assigned duties, responsibilities, and spans of authority to project personnel. He assessed current or future customer needs and priorities through communicating directly with customers. He designed, estimated, and built telecom regeneration sites from the ground up, to include site preparation, fiber facilities, site grounding, power systems, and network equipment installation. Mr. Griffin has been in the telecommunications field as an OSP Engineer and a Carrier Sales Engineer since graduating from Northwestern State University in 2005.

**Conterra**  
**Manager South Central Region**  
**OSP WAN Design and Engineering**  
**Glen Mayeux**

Mr. Mayeux is responsible for the Outside Plant Design and Engineering of our Louisiana K-12 WANs. He has 36 + years of maintenance experience ranging from aircraft electronics, computer networks, to OSP Design & Construction. He has worked for the U.S. Air Force as well as General Dynamics, Lockheed Martin, Jostens Learning, and CompassLearning.

He has an extensive knowledge Fiber optic communication planning and design, cost estimations for LAN/WAN design projects, Geospatial Information System (GIS) Mapping, Right-of-Way (ROW) survey; permitting and Wireless Tower Engineering & Installation throughout Louisiana. Mr. Mayeux recently completed our Ft Worth ISD WAN build of 200 miles, 144 site networks located in the city limits of Ft Worth, Texas.

Certifications include:

- Telcom Comprehensive Grounding & Protection of Comm Sites Certification
- Microsoft Network Plus Certification
- Cisco Routing & Switching Trainings
- Novell Network, MS Server & SQL Trainings
- MS Project 2013 Advanced, Business Ethics & Project Management Advanced Certifications
- PowerPoint Advanced, Access Advanced, Excel Advanced, PivotTables Certifications
- Certified OSP Fiber Optic Technician
- Premise Cabling Technician Certification
- Certified Fiber Optic Design Specialist
- Traffic Control Safety Supervisor Certification

**Conterra**  
**South Central Region**  
**Operations Manager**  
**Greig J. Prejean**

Mr. Prejean is responsible for the operations and maintenance of Conterra's broadband and backhaul networks across the Gulf Coast States, including Louisiana. His career has included 32+ years of operational experience for major carriers and competitive local exchange carriers (CLEC). He has been responsible for all aspects of Conterra's regional Gulf Coast telecommunications operations including, Inside and Outside Fiber Operations and Maintenance as well as all Field Service activities.

Mr. Prejean is a 1986 graduate of South Louisiana Community College – TH Harris Campus in Industrial Technology.

## ***Senior Corporate Support Personnel***

### **Michael L. Tompkins Executive VP and Chief Operations Officer**

Mr. Tompkins has over 22 years of experience in the telecommunications industry, leading operations, engineering, construction, sales and marketing teams at the executive leadership level. He leads the engineering, operations, project management and IT organizations and has overall responsibility for service delivery and support.

Mr. Tompkins worked at Oxford Networks for nearly 20 years, primarily holding the position of Executive Vice President of Operations where he had overall responsibility for network operations, construction, engineering, customer service, managed service operations, data center operations, facilities and safety. Mr. Tompkins also held the position of Senior Vice President of Operations at FirstLight Fiber before joining Conterra.

Mr. Tompkins served 4 years in the United States Air Force, which included duty stations in Germany, Nevada and Saudi Arabia in support of Desert Shield and Desert Storm.

### **James Davis VP OSP Engineering & Construction**

James Davis is the Vice President of the Outside Plant Engineering and Construction division of Conterra. In this role, James is leading the challenge to create company standards across multiple regions that include the multiple previous acquisitions. As the manager of the largest capital expenditure budget within Conterra, James is leading the charge to create synergies with purchasing and finance that will drive better capital efficiencies in the construction processes.

Prior to joining Conterra, James was the President of Network USA and SunAmerica Communications of Lafayette, LA. As President of Network USA and SunAmerica, James guided the day to day activities of the operation of the companies as well as managed the sales and financial aspects. James has been in the telecommunications field in a capacity of analyst, engineer, sales and management since graduating from Texas A&M University in 1990 with a BS in Engineering Technology.

### **Chris Harris, P.E. VP of Engineering Chief Technology Officer**

Mr. Harris has 15 + years of experience in Network Architecture, Construction & Operation. Mr. Harris is accountable for Network Layer 1-3 Architectures, RF Planning and Customer Service Level Integrity. Mr. Harris is responsible for the overall network design and engineering.

Mr. Harris is a licensed Professional Engineer and a graduate of University of Idaho in Electrical Engineering.

## **Boyd Gregory**

### **Senior Network Engineer**

Mr. Gregory will interface with the districts technical and information technology staff to integrate the Conterra network with the districts local area networking infrastructure. Additionally, his role of Network Architect will include:

- IP and Ethernet design & Integration of WAN to LAN infrastructure

Mr. Gregory is a senior level Network Engineer with 20+ years of experience in designing enterprise class networks. Post 9/11, Mr. Gregory leveraged his expertise within the banking and financial industries. Prior to Conterra Ultra Broadband, Mr. Gregory was a senior engineer employed by Xerox managing network assets spanning North America, Europe, India, and the Caribbean.

Mr. Gregory received his Bachelor of Science degree from Mississippi State University. He holds certifications as a Cisco Certified Network Professional (CCNP R&S) and a Metro Ethernet Forum Carrier Ethernet Certified Professional (MEF-CECP). Boyd is an active member of the Charlotte Cisco Users group.

## **David Warden**

### **Vice President Network Deployment**

Mr. Warden has the overall responsibility for delivering the network service. His roles and responsibility include:

- Deliver the required functionality
- Meet the quality specifications
- Deliver on schedule

Mr. Warden has 30+ years of technical experience in the Telecommunications and Information Technology field. Warden is responsible for the overall project implementation. He has developed and deployed thousands of miles of fiber infrastructure across the State of North Carolina, and thousands more across the southeastern United States. Additionally, David is recognized as a leader in developing collaborative partnerships and opportunities involving numerous service providers, energy companies, and enterprise entities.

Warden was the Senior Director for the build out of the nearly 2,000-mile MCNC/Golden Leaf Statewide fiber network. As Senior Director, his involvement included participating in and overseeing all aspects of the fiber project, which was completed on time and on budget. He was the primary interface with all CAIs including K-12, colleges and universities, healthcare, municipal entities, and service providers.

Prior to Conterra, David worked at MCNC, PalmettoNet, DukeNet Communications, FPL/Fiber, BTI, and MCI. At these companies, David gained experience with fiber-optic design for both long-haul and metro networks, as well as the design of SONET, DWDM, and Ethernet equipment. He managed a team of engineers with the responsibility for the planning, design, and construction of customer builds and network expansion.

**John Marquis**  
**Vice President of National Operations**

Mr. Marquis is the responsible for the operations and maintenance of Conterra's nationwide broadband and backhaul networks. Mr. Marquis role will be to ensure the on-going health and maintenance of the network.

His career has included 29 years of operational experience for major carriers and competitive local exchange carriers (CLEC). Mr. Marquis has been responsible for all aspects of Conterra's telecommunications operations including, Inside and Outside Fiber engineering and installation, Municipal Approvals, Central Office installation and Maintenance as well as all Field Service activities.

Mr. Marquis' employment history includes: MCI- Network Operations Manager, KMC- Operations/Maintenance Officer, TelCove- Quality Control Officer, and Level 3- Operations.

## Project Management/Deployment

**Conterra will work with the district to ensure a seamless transition without loss of continuity to your currently installed services.** Typically, the old and new networks can be run in parallel, and sites can be migrated one at a time or in selected groups (prioritized by the district) to minimize risk and keep the amount of work in manageable portions. Conterra will deploy individual circuits parallel to the existing production network. This is a “technology hardening” phase completed prior to customer hand over. Wherever possible, the new network will connect into existing production network elements, with a “soft cutover” methodology used, whereby traffic is redirected through routing in software. During the operational cutover period, Conterra will have at a minimum the lead Project Manager and a certified Field Technician on-site.

In preparation for an on-time delivery of network service, Conterra has completed an initial design/engineering study of the proposed Wide Area Network that includes but not limited to the following:

- Labor, materials and equipment
- All federal, state and local zoning and permitting requirements and associated costs
- All inspection fees, material testing and surveying
- Installation of infrastructure of conduit, aerial strand fiber cabling, OSP route engineering
- Building entries, fiber splicing and testing
- Erosion control, SWMP and roadway sweeping
- Electronics, labor, materials and equipment

## Construction / Deployment Process

We have included an Estimated Project Deployment Gantt Chart in this proposal. Our initial meeting with district personnel will prioritize the wide area network deployment of individual sites or groups of sites. Since this is a customized turn-key network, individual strands of single-mode fiber will be delivered to each WAN location. Single and/or groups of sites can be cut-over for service upon customer acceptance.

Our network deployments are accomplished by an Interdisciplinary Project Team consisting of Engineers, Real Estate & Zoning Specialists, IT Network Engineers, Construction Managers, Logistic Specialists, Electricians & Electronics Installers and Field Operations personnel. We use a combination of internal and contracted external resources to efficiently complete our projects.

Our deployment process is managed and tracked regularly on a major and sub-milestone basis with actual achievement measured against plan and forecast delivery dates. Major milestones include: Kick-Off Meeting, Final Engineering, Civil Engineering, Construction Start, Commissioning, and Customer Acceptance. Each of these milestones has a number of sub-milestones that need to be achieved and met to ensure full completion. Many of the sub-milestones are managed in parallel which ensures the most efficient use of time and resources to achieve timely project completions.

## Section 6: Customer Service & Operations

### Network Operations

Conterra's Network Operations organization provides network maintenance, which includes surveillance, trouble-shooting, and resolution through its state-of-the-art 24 X 7 X 365 Network Operation Center (NOC) at our corporate headquarters in Charlotte, NC with back-up operations in Longview. The NOC continuously monitors the network equipment, service health, and performance of the Conterra network, responds to network events and service degradations, dispatches local Conterra field technicians, and informs customers of service issues.

In addition, the Network Operations group also provides technical support for customers through a staff of Technical Support Representatives on a 24 X 7 X 365 basis.

The NOC maintains a staff of engineers and technicians that are trained in an array of networks, elements, and technologies in the Conterra network (Ethernet, Sonet, TDM, Internet Access, VoIP, Firewalls, etc.). Conterra engineers have earned many industry certifications, including: MEF Metro Ethernet Forum, CCIE (Cisco Certified Internetwork Expert), Cisco Certified Network Associate (CCNA), Cisco Certified Network Professional (CCNP), Microsoft Certified Systems Engineer (MCSE), A+, Network+, and other certifications in specific vendor equipment.

The Conterra NOC provides the following automated management functions:

- **Continuous Network Monitoring 24 X 7 X 365** of all critical components delivering proactive monitoring, notification, web-based reporting and automated service restoration of the network.
- **Configuration Management** provides remote automatic configuration of networks and manages any changes or upgrades to the network.
- **Fault Management** contains functions for acquisition, presentation, and storage of alarms and events from the network.
- **Security Management** handles security within the NOC accessing control over the network elements.
- **Performance Monitoring** of all network metrics.

Our Ethernet services are delivered over our dedicated carrier-class equipment and highly reliable dedicated fiber circuits. Our around the clock network monitoring is performed to detect circuit faults and proactive measures are taken to restore upon notification. Conterra maintains a comprehensive database of all relevant information associated with our fiber routes and equipment is maintained to ensure prompt identification and appropriate response to all maintenance situations.

## Conterra Customer Call Handling

The Conterra Network Operations Center ("**NOC**") provides proactive support for all customers through a professionally staffed help desk; 24 X 7 x 365.

We can be reached two ways:

- The toll-free Conterra NOC number is [800-634-1374](tel:800-634-1374).
- Through our web portal at [WWW.CONTERRA.COM](http://WWW.CONTERRA.COM).
- By E-Mail: [Support@conterra.com](mailto:Support@conterra.com) or [NOC@conterra.com](mailto:NOC@conterra.com)
- During the Conterra Training Course, you will receive a packet of information that includes all of your specific Conterra points of contact, including the names, numbers, email address, etc. of the assigned account personnel.

### ***SERVICE OUTAGE PROCESS***

Priority Level	Criteria	Response Time	MTTR Goal	Ticket Updates
<b>Level 1 "Critical"</b>	a. Total Loss of Service b. Service disruption to the point of where the Customer is unable to use the service	15 minutes to respond to customer with a trouble ticket # and information	Less than 4 hours	Constantly as milestones are met
<b>Level 2 "Major"</b>	Service degraded but usable	15 minutes to respond to customer with a trouble ticket # and information	Less than 4 hours	Constantly as milestones are met
<b>Level 3 "Minor"</b>	A problem that does not impact Service	On an alert from the Customer		As milestones are met



## Trouble Ticketing Procedures

- The Network Management System and NOC personnel analyze all customer affecting faults within seconds of alarms to isolate the location of the fault (e.g. which network segment has an issue).
- NOC personnel perform first level diagnostics on the network segments and elements to further isolate the issues to a component level when possible.
- If the problem is complex or involves a carrier outage, the customer is notified within 10 minutes by e-mail and/or pager and given a trouble ticket reference number and an explanation of what action is being taken.
- When first level diagnostics are not conclusive, the NOC manager dispatches field personnel for further fault isolation and coordinates additional diagnostics with our customers.
- After the fault is isolated, the NOC technician coordinates with field personnel and the customer to remediate issues including network element reboots and replacements.
- All replaced equipment is tested by Conterra for root cause analysis.
- After root cause is determined, the Conterra trouble ticket is closed and all related trouble tickets are closed.

## Fiber Restoration Plan

1. Cable and conduit maintenance and repair are conducted on a 24/7/365 basis. Conterra's qualified personnel staff of administration support, IT and field repair services ensure the performance of network monitoring, maintenance, and service restoration. Our repair crews carry the proper test equipment (Optical Time-Domain Reflectometers) and tooling for the job. The OTDR locates and diagnoses many of the problems associated with physical cable-plant.
2. Fibers are prioritized. Conterra networks have spare fibers. When your system is down, the priority fibers are fixed first.
3. All of our Conterra Field Technicians carry spare connectors and a connectorization kit or a mechanical-splice kit.
4. Conterra maintains local trained locate and repair crews to terminate and test the fiber network. All local Field Technicians are certified by Conterra to maintain the service infrastructure. They are strategically located to guarantee an on-site MTTR of 4 hours or less.

<b>Administrative and Escalation Procedures for Service Impairment Issues</b>			
<b>Response Levels</b>	<b>Contact/Type of Request</b>	<b>Response Entity</b>	<b>Contact Information</b>
<b>1st Level</b>	<b>Administrative Non-Service Affecting</b>	<b>Conterra Administrative Offices</b>	<b>888-266-4836</b> <a href="mailto:eratebillingsupport@conterra.com">eratebillingsupport@conterra.com</a>
<b>2nd level</b>	<b>Technical Non-Service Affecting</b>	<b>Conterra Technical Assistance Center</b>	<b>800-634-1374</b> <a href="mailto:noc@conterra.com">noc@conterra.com</a>
<b>3rd Level</b>	<b>Technical Service Affecting/Impairment</b>	<b>Conterra Network Operations Center</b>	<b>800-634-1374</b> <a href="mailto:noc@conterra.com">noc@conterra.com</a>
<b>4th Level</b>	<b>Technical Critical/Loss of Service</b>	<b>Field Supervisor</b>	<b>800-634-1374</b> <a href="mailto:noc@conterra.com">noc@conterra.com</a>
<b>5th Level</b>	<b>Engineering Management</b>	<b>VP National Operations John Marquis</b>	<b>804-836-2119</b> <a href="mailto:jmarquis@conterra.com">jmarquis@conterra.com</a>
<b>6th Level</b>	<b>Management</b>	<b>Executive VP &amp; COO Mike Tompkins</b>	<b>207-740-3303</b> <a href="mailto:mtompkins@conterra.com">mtompkins@conterra.com</a>

## USAC/E-RATE Assistance

Conterra provides a professionally trained staff to assist applicants in all facets of the E-Rate cycle including an E-Rate and Regulatory Manager to stay abreast of rules issued by USAC, the Schools and Libraries Division, the Federal Communications Commission, Federal Courts and Congress. The Conterra E-Rate Manager, Contracts Manager and Accounting Supervisor all attend the annual E-Rate Training Seminars offered by the Schools and Libraries Division and participate in the monthly SLD Service Provider Conference Call. Conterra's experience with this program and federal and state regulation allows Conterra to move as smoothly as possible through the funding and deployment process insuring the timely and accurate filing of crucial forms.

Conterra utilizes either BEAR or SPI Service Agreements that detail the procedures to be followed should the applicant lose E-Rate funding or if the E-Rate program is significantly changed.

Conterra will work closely with the customer to ensure the annual Form 471 is filed in a timely manner. Conterra will complete and send the Item 21 attachment to the applicant for filing. Conterra will also contact all customers as soon as the 471-filing window opens annually to begin the filing process.

## Dedicated Account Management and Customer Care

Conterra will provide a dedicated Account Management Team that maintains the customer relationship and will provide answers to any customer concerns from the deployment “kick-off” meeting through the term of the contract. They provide strong relations and communications skills, applying technical knowledge and policies in direct support of your district.

Our Account Management Team will meet with district personnel on a regular basis to review the network Service Level Availability and all other strategic metrics. They will keep you abreast of industry changes and events and make recommendations on network additions, changes, and upgrades. Our goal is for you to have the most cost-efficient network available.

Jessica Davis is the Senior Manager for Service Delivery and Customer Care. Her team is responsible for installations and post-install non-technical support. Jessica has over 12 years of telecom experience in varying roles and responsibilities. Jessica recently joined Conterra from Charter Communications where she led their Client Services back office team which handled MACD and Complex Billing and Account Issues. Her goal and her department’s goal is to provide an exceptional customer experience to all of Conterra’s customers.

Melissa Howarth has recently been added to the Customer Care team to focus specifically on Education and Carrier customers. She worked with Jessica previously and has a proven ability to solve complex issues while providing a superior customer support experience. With 5 years of telecom experience, Melissa has the knowledge and work-ethic to assist Conterra’s largest customers.

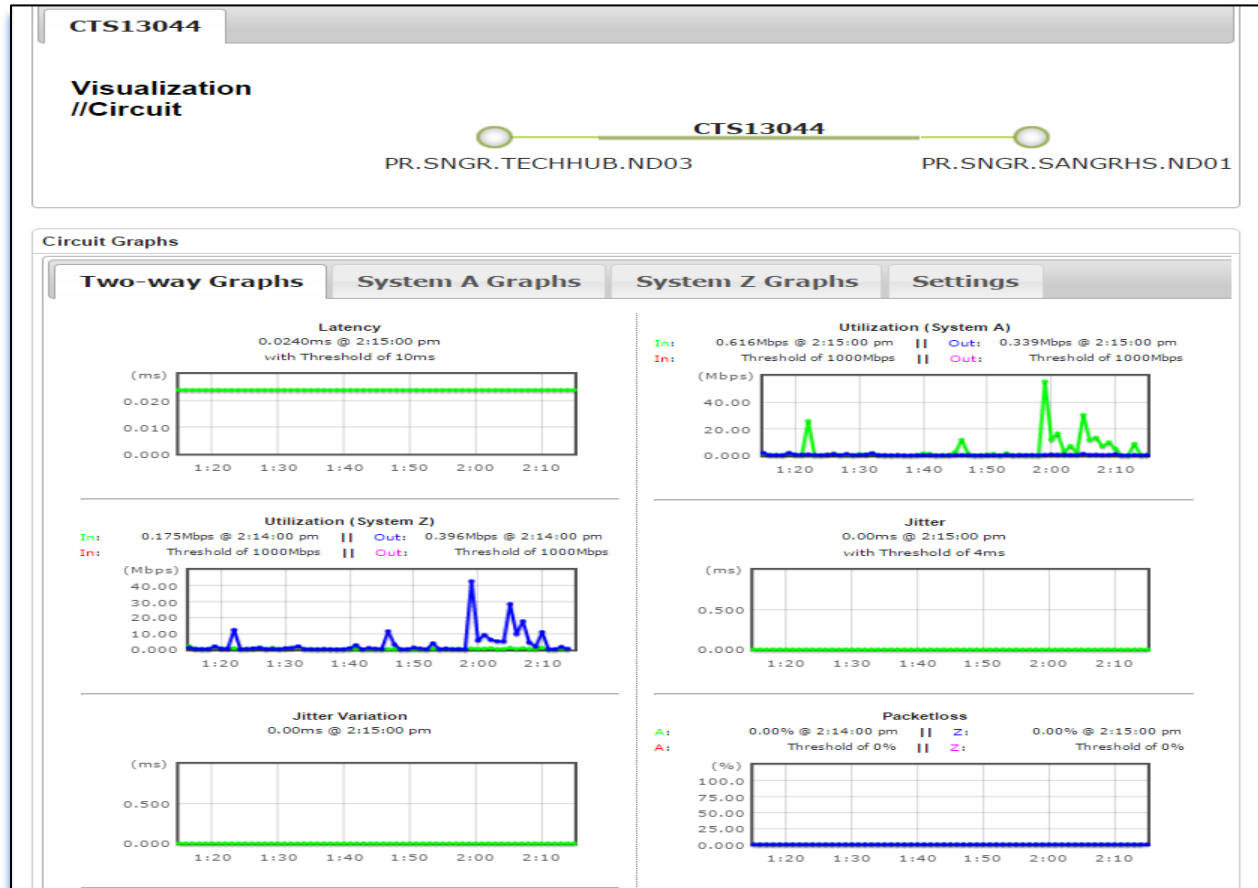
## Web Portal - Customer Network Monitoring Application

In addition to our proactive network monitoring, Conterra provides a **“Real Time” web portal** that enables customers to monitor both real time and historical utilization and performance metrics of the Conterra WAN service with granularity to an individual location or aggregation metrics of all locations.

The application: an easy-to-use intuitive reporting interface which provides data for any time period in both graphical and tabular data formats. Conterra supplied Network Interface Devices collect two-way performance information continually and provide high precision bandwidth, latency, and jitter measurements. Based upon custom profiles and reporting, you can easily define screens and develop graphic analysis. Performance information is presented in a customizable web portal which provides easy-to-read visualization of circuits, performance graphs, and tabular data suitable for download and analysis in programs such as Excel.

The SLA and/or Application Report Manager provides Service Assurance-based Availability and Performance reporting of individual or groups of circuits based on domain selection. The availability and performance reports allow for date & time filtering (5 minutes to annual reports) upon selection of a specific report type. Reports are provided in tabular format which offer per data type / column sorting (ascending & descending) as well as capability to export uptime, downtime, and perform reports.

## Example of Web Portal Reports:



**The Web Portal can produce Internet Access Usage Reports and access is provided without additional cost to customer**

## Service Level Agreement Overview

In the unlikely event of a service impairing issue, Conterra's Service Level Agreement (SLA) provides credits for such occurrences which are commensurate with the period of degraded performance or unavailability. Additionally, the Conterra SLA provides for guaranteed response times and mean time to repair (MTTR) for such issues.

### SERVICE LEVEL AGREEMENT CRITERIA "LIT FIBER SERVICES"

Description	Metric
<b>Bandwidth</b>	<b>Non-throttled contracted (CIR) rates</b>
<b>Network Health Monitoring</b>	<b>24 X 7 X 365 Conterra Monitoring</b>
<b>Customer "Web Portal" Monitoring Tool</b>	<b>Conterra Supplied</b>
<b>Response Time for Outages</b>	<b>&lt;10 minutes</b>
<b>Availability Objective per Month</b>	<b>&gt;99.995%</b>
<b>Latency Commitment</b>	<b>&lt;5 milliseconds round trip</b>
<b>Jitter Commitment</b>	<b>&lt;2 milliseconds</b>
<b>Bit-Error Rate Commitment</b>	<b>&lt;0.1% between designated end points</b>
<b>Mean-Time-to-Repair</b>	<b>&lt;4 hours</b>
<b>Scheduled Maintenance Reporting Commitment</b>	<b>&gt; 48 Hours</b>

## Section 7: Account Team

### Louisiana Based Account Management Team

Responsibility	Name	Contact Number	E-Mail Address
Director of E-Rate Sales	Travis Franks	318-447-8888	<a href="mailto:tfranks@conterra.com">tfranks@conterra.com</a>
Senior Sales Engineer	Josh Roy	318-305-0777	<a href="mailto:jroy@conterra.com">jroy@conterra.com</a>
Director of Fiber Networks	Beau Griffin	337-412-4324	<a href="mailto:bgriffin@conterra.com">bgriffin@conterra.com</a>
Manager, OSP WAN Design	Glen Mayeux	319-359-0860	<a href="mailto:gmayeux@conterra.com">gmayeux@conterra.com</a>
Operations Manager	Greig J. Prejean	337-534-5808	<a href="mailto:gprejean@conterra.com">gprejean@conterra.com</a>

## Section 9: Pricing



Fiber Driven. People Powered.

SAMPLE PRICING FORMS INTERNET MONTHLY COST			
SITE	COST 10 GIGS	COST 15 GIGS	COST 20 GIGS
ST. MARY PARISH SCHOOL CENTRAL OFFICE COMPLEX (DATA CENTER)	\$5,799.00	\$6,299.00	\$6,999.00

23

## WAN Pricing



Conterra Ultra Broadband, LLC

SAMPLE PRICING FORMS (WAN) MONTHLY COST				
SITE	COST 10 GIGS	COST 15 GIGS	COST 20 GIGS	
1. J. S. AUCOIN ELEMENTARY	\$849.00	\$1,099.00	\$1,299.00	
2. BERWICK HIGH SCHOOL	\$849.00	\$1,099.00	\$1,299.00	
3. BERWICK JUNIOR HIGH	\$849.00	\$1,099.00	\$1,299.00	
4. BERWICK JUNIOR HIGH	\$849.00	\$1,099.00	\$1,299.00	
5. MORGAN CITY SENIOR	\$849.00	\$1,099.00	\$1,299.00	
6. NORMAN ELEMENTARY	\$849.00	\$1,099.00	\$1,299.00	
7. MORGAN CITY JUNIOR HIGH	\$849.00	\$1,099.00	\$1,299.00	
8. WYANDOTTE ELEMENTARY	\$849.00	\$1,099.00	\$1,299.00	
9. JULIA B MAITLAND ELEM	\$849.00	\$1,099.00	\$1,299.00	
10. BAYOU VISTA ELEMENTARY	\$849.00	\$1,099.00	\$1,299.00	
11. HATTIE A WATTS ELEM	\$849.00	\$1,099.00	\$1,299.00	
12. PATTERSON JUNIOR HIGH	\$849.00	\$1,099.00	\$1,299.00	
13. PATTERSON HIGH SCHOOL	\$849.00	\$1,099.00	\$1,299.00	
14. CENTERVILLE HIGH SCHOOL	\$849.00	\$1,099.00	\$1,299.00	
15. FRANKLIN SENIOR HIGH	\$849.00	\$1,099.00	\$1,299.00	
16. LAGRANGE ELEMENTARY	\$849.00	\$1,099.00	\$1,299.00	
17. W. P. FOSTER ELEMENTARY	\$849.00	\$1,099.00	\$1,299.00	
18. FRANKLIN JUNIOR HIGH	\$849.00	\$1,099.00	\$1,299.00	
19. B. EDWARD BOUDREAUX MIDDLE SCHOOL	\$849.00	\$1,099.00	\$1,299.00	
20. WEST ST. MARY HIGH SCHOOL	\$849.00	\$1,099.00	\$1,299.00	
21. RAINTREE ELEMENTARY	\$849.00	\$1,099.00	\$1,299.00	
22. MATERIAL & OPERATIONS CENTER	\$849.00	\$1,099.00	\$1,299.00	
23. ST MARY PARISH OFFICE OF SPECIAL SERVICES	\$849.00	\$1,099.00	\$1,299.00	
24. ST. MARY PARISH SCHOOLS CENTRAL OFFICE COMPLEX	\$849.00	\$1,099.00	\$1,299.00	
25. ST. MARY PARISH ALTERNATIVE PROGRAM	\$849.00	\$1,099.00	\$1,299.00	
NEW SITE	1 GIGS	5 GIGS	10 GIGS	20 GIGS
26. ST. MARY PARISH VENYU DATA CENTER	\$1,500.00	\$1,550.00	\$1,600.00	\$1,950.00



## Section 10: Appendices

- a. Louisiana CLEC Registration**
- b. SoS Certificate of Authority**
- c. SPAC**
- d. Red Light Display System (RLDS) Status**
- e. Insurance Certificate**
- f. W-9**
- g. Service Provider Acknowledgements**
- h. List of Entities**
- i. Non-Collusion Form**

## *Louisiana Public Service Commission*

### *Certificate of Authority to Operate*

**Certificate Number TSP00735**

*A Certificate of Authority to Operate is hereby granted to*

**CONTERRA ULTRA BROADBAND, LLC**

*A telecommunications service provider under the laws of Louisiana, whose principal office location or place of business is 2101 Rexford Road, Suite 200E, Charlotte, NC 28211.*

*Conterra Ultra Broadband, LLC shall operate in full accordance with the rules and regulations of the Louisiana Public Service Commission relevant to the provision of telecommunications services. This certificate as originally filed authorizes Conterra Ultra Broadband, LLC to provide Competitive Local Exchange Carrier, Interexchange Carrier, and Competitive Access Provider services within the State of Louisiana.*

*Witness the signature and seal of the Commission at Baton Rouge, Louisiana this 17<sup>th</sup> day of Feb., 2020.*

*Louisiana Public Service Commission  
Attest.*



*Brandon M. Frey  
Executive Secretary*

## **Appendice A**



*As Secretary of State of the State of Louisiana I do hereby Certify that*

an Application for Certificate of Authority of

**CONTERRA ULTRA BROADBAND, LLC**

Domiciled at COLUMBIA, SOUTH CAROLINA, was filed in this Office on January 10, 2005,

I further certify that no certificate of withdrawal has been issued.

In testimony whereof, I have hereunto set my hand and caused the Seal of my Office to be affixed at the City of Baton Rouge on,

November 20, 2018

*Secretary of State*

Web 35852146Q



Certificate ID: 11015938#MVM73

To validate this certificate, visit the following web site, go to **Business Services, Search for Louisiana Business Filings, Validate a Certificate**, then follow the instructions displayed.  
**[www.sos.la.gov](http://www.sos.la.gov)**

Page 1 of 1 on 11/20/2018 10:17:38 AM


## Appendix B

## Appendix C

Show **10** entriesSearch: 

SPIN ▲	Service Provider Name	Doing Business As	Contact Name	Contact Address	Contact Phone	Form 499 Filer	SPAC Filed
143025700	Conterra Ultra Broadband, LLC		Juanita Cook	5301 77 Center Drive Charlotte NC 28217	704936-1722	Y	2004, 2005, 2006, 2007, 2008, 2009, 2010, 2011, 2012, 2013, 2014, 2015, 2016, 2017, 2018, 2019, 2020, 2021

## Appendix D


**Federal Communications Commission**

Red Light Display System (RLDS)

Red Light Display System

[Home](#) | [FAQ](#) | [Red Light Display System](#)

Logged in as FRN: Conterra Ultra Broadband, LLC (0009750324) [\[Log Out\]](#)

[Back](#) [Print](#)

4/29/2021 1:57 PM

Current Status of FRN 0009750324

STATUS: Green

You have no delinquent bills which would restrict you from doing business with the FCC.

The Red Light Display System checks all FRNs associated with the same Taxpayer Identification Number (TIN). A green light means that there are no outstanding delinquent non-tax debts restricting business with the Commission by any FRN associated with requester's TIN. The Red Light Display System was last updated on 04/29/2021 at 6:30 AM; it is updated once each business day at about 7 a.m. ET.

Customer Service

[Red Light Help](#)
[FCC Code Collection](#)
[FCC Fees](#)
[Web Policies / Privacy Policy](#)

Red Light Display System Help Line: (877) 480-3201, option 6; TTY (202) 414-1255 (Mon.-Fri. 8 a.m.-6:00 p.m. ET)

Red Light Display System has a dedicated staff of customer service representatives standing by to answer your questions or concerns. You can email us at [rls@fcc.gov](mailto:rls@fcc.gov), or fax us at (202) 418-7855.

## Appendix E

Page 1 of 1



## CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)  
01/25/2021

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

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

<b>PRODUCER</b> Willis Towers Watson Southeast, Inc. c/o 26 Century Blvd P.O. Box 305191 Nashville, TN 372305191 USA		<b>CONTACT NAME:</b> Willis Towers Watson Certificate Center <b>PHONE (A/C, No, Ext):</b> 1-877-945-7378 <b>FAX (A/C, No):</b> 1-888-467-2378 <b>E-MAIL ADDRESS:</b> certificates@willis.com															
<b>INSURED</b> Conterra Ultra Broadband, LLC 5301 77 Center Drive. Charlotte, NC 28217		<table border="1"> <thead> <tr> <th>INSURER(S) AFFORDING COVERAGE</th> <th>NAIC #</th> </tr> </thead> <tbody> <tr> <td>INSURER A: Travelers Property Casualty Company of Am</td> <td>25674</td> </tr> <tr> <td>INSURER B: Travelers Indemnity Company of CT</td> <td>25682</td> </tr> <tr> <td>INSURER C: Standard Fire Insurance Company</td> <td>19070</td> </tr> <tr> <td>INSURER D:</td> <td></td> </tr> <tr> <td>INSURER E:</td> <td></td> </tr> <tr> <td>INSURER F:</td> <td></td> </tr> </tbody> </table>		INSURER(S) AFFORDING COVERAGE	NAIC #	INSURER A: Travelers Property Casualty Company of Am	25674	INSURER B: Travelers Indemnity Company of CT	25682	INSURER C: Standard Fire Insurance Company	19070	INSURER D:		INSURER E:		INSURER F:	
INSURER(S) AFFORDING COVERAGE	NAIC #																
INSURER A: Travelers Property Casualty Company of Am	25674																
INSURER B: Travelers Indemnity Company of CT	25682																
INSURER C: Standard Fire Insurance Company	19070																
INSURER D:																	
INSURER E:																	
INSURER F:																	

**COVERAGES** **CERTIFICATE NUMBER:** W19928586 **REVISION NUMBER:**

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

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input checked="" type="checkbox"/> PRO-JECT <input checked="" type="checkbox"/> LOC OTHER:			H-630-9N225373-TIL-20	09/10/2020	09/10/2021	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COM/OP AGG \$ 2,000,000 \$
B	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> NON-OWNED AUTOS ONLY			810 9N235735	09/10/2020	09/10/2021	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
A	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> DED <input checked="" type="checkbox"/> RETENTION \$ 10,000			CUP 9023X017	09/10/2020	09/10/2021	EACH OCCURRENCE \$ 15,000,000 AGGREGATE \$ 15,000,000 \$
C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N No	N/A	UB-9N229311-20-I3-G	09/10/2020	09/10/2021	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000

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

<b>CERTIFICATE HOLDER</b>  Evidence	<b>CANCELLATION</b>  SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.
	AUTHORIZED REPRESENTATIVE  

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ACORD 25 (2016/03)

The ACORD name and logo are registered marks of ACORD

SR ID: 20639446

BATCH: 1960418

## Appendix F

DocuSign Envelope ID: ED6D6FE3-668A-4DBB-B8DA-0FDC1AEC65BF

Form (Rev. October 2018) Department of the Treasury Internal Revenue Service	<h3 style="margin: 0;">Request for Taxpayer Identification Number and Certification</h3> <p style="margin: 0;">▶ Go to <a href="http://www.irs.gov/FormW9">www.irs.gov/FormW9</a> for instructions and the latest information.</p>	<b>Give Form to the requester. Do not send to the IRS.</b>																																																		
<b>W-9</b>																																																				
1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank. <b>Conterra Ultra Broadband Holdings, Inc.</b>																																																				
2 Business name/disregarded entity name, if different from above <b>See Attached Statement</b>																																																				
Print or type. See Specific Instructions on page 3.	3 Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only <b>one</b> of the following seven boxes.																																																			
	<input type="checkbox"/> Individual/sole proprietor or single-member LLC																																																			
	<input checked="" type="checkbox"/> C Corporation <input type="checkbox"/> S Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Trust/estate																																																			
	<input type="checkbox"/> Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=Partnership) ▶ _____ <b>Note:</b> Check the appropriate box in the line above for the tax classification of the single-member owner. Do not check LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC is another LLC that is not disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC that is disregarded from the owner should check the appropriate box for the tax classification of its owner. <input type="checkbox"/> Other (see instructions) ▶ _____																																																			
4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3): Exempt payee code (if any) _____ Exemption from FATCA reporting code (if any) _____ <small>(Applies to accounts maintained outside the U.S.)</small>																																																				
5 Address (number, street, and apt. or suite no.) See instructions. <b>5301 77 Center Drive</b>		Requester's name and address (optional)																																																		
6 City, state, and ZIP code <b>Charlotte, NC 28217</b>																																																				
7 List account number(s) here (optional)																																																				
<b>Part I Taxpayer Identification Number (TIN)</b>																																																				
Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see <i>How to get a TIN</i> , later. <b>Note:</b> If the account is in more than one name, see the instructions for line 1. Also see <i>What Name and Number To Give the Requester</i> for guidelines on whose number to enter.																																																				
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td colspan="10" style="text-align: center;">Social security number</td> </tr> <tr> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> </tr> <tr> <td colspan="10" style="text-align: center;">or</td> </tr> <tr> <td colspan="10" style="text-align: center;">Employer identification number</td> </tr> <tr> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> </tr> </table>			Social security number																				or										Employer identification number																			
Social security number																																																				
or																																																				
Employer identification number																																																				
<b>Part II Certification</b>																																																				
Under penalties of perjury, I certify that:																																																				
1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and 2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and 3. I am a U.S. citizen or other U.S. person (defined below); and 4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.																																																				
<b>Certification instructions.</b> You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for Part II, later.																																																				
<b>Sign Here</b>	DocuSigned by: Signature of U.S. person ▶ <i>Mark Gossett</i> <small>A9E7880232BF4B8...</small>																																																			
	Date ▶ 1/12/2021																																																			
<b>General Instructions</b>																																																				
Section references are to the Internal Revenue Code unless otherwise noted.																																																				
<b>Future developments.</b> For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to <a href="http://www.irs.gov/FormW9">www.irs.gov/FormW9</a> .																																																				
<b>Purpose of Form</b>																																																				
An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following.																																																				
<ul style="list-style-type: none"> <li>• Form 1099-DIV (dividends, including those from stocks or mutual funds)</li> <li>• Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)</li> <li>• Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)</li> <li>• Form 1099-S (proceeds from real estate transactions)</li> <li>• Form 1099-K (merchant card and third party network transactions)</li> <li>• Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)</li> <li>• Form 1099-C (canceled debt)</li> <li>• Form 1099-A (acquisition or abandonment of secured property)</li> </ul>																																																				
Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.																																																				
If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See What is backup withholding, later.																																																				

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Box 2 of the attached Form W-9 includes the following business names and entities, which are not recognized for tax purposes:

- Conterra Networks
- Detel Wireless, LLC
- Conterra Ultra Broadband, LLC
- Conterra Wireless Broadband, LLC
- Broadplex, LLC
- Network USA, LLC
- Sun America Communications, LLC
- Tim Ron Enterprises, LLC
- Network Communications

[www.Conterra.com](http://www.Conterra.com)

5301 77 Center Drive, Charlotte, NC 28217



## Appendix G

### C. SERVICE PROVIDER ACKNOWLEDGEMENTS

7. The Service Provider acknowledges that no change in the products and services specified in this document will be allowed without prior written approval from the DISTRICT.

**Conterra Acknowledges and will comply.**

8. If the Vendor changes a Service Provider Identification Number (SPIN), the DISTRICT must be notified in writing before filing Form 471.

**Conterra Acknowledges and will comply.**

9. The Service Provider acknowledges pricing submitted in the proposal is the lowest corresponding price (LCP) under § 54.511(b). Should it not be the lowest corresponding price, the service provider must disclose the conditions leading to the DISTRICT being charged over the lowest corresponding price. The geographical area will be defined as the Vendor's footprint within the State of Louisiana unless otherwise explained in the response. Vendors not submitting the LCP in response to this RFP may be disqualified from bidding.

**Conterra Acknowledges and will comply.**

10. This offer is in full compliance with USAC's Free Services Advisory. There are no free services offered that would predicate an artificial discount and preclude the DISTRICT from paying its proportionate share of costs. The service provider agrees to provide substantiating documentation to support this assertion should the DISTRICT, USAC, or the FCC request information.

**Conterra Acknowledges and will comply.**

11. The Service Provider agrees to file the Annual Service Provider Certification (SPAC) required by the E-rate program, thus, agreeing to abide by all E-Rate program rules as codified by the Federal Communications Commission (FCC).

**Conterra Acknowledges and will comply.**



## Appendix H

ST. MARY PARISH SCHOOLS  
E-Rate Request for Proposals

### R. LIST OF ENTITIES AND CURRENT WAN BANDWIDTH

ENTITY	ENTITY TYPE	ADDRESS	CITY AND ZIP	BANDWIDTH
1. J. S. AUCOIN ELEMENTARY	SCHOOL	739 JULIA ST.	AMELIA, LA. 70340	10 GIGS
2. BERWICK HIGH SCHOOL	SCHOOL	700 PATTIE DR	BERWICK, LA. 70342	10 GIGS
3. BERWICK ELEMENTARY	SCHOOL	400 TEXAS ST	BERWICK, LA. 70342	10 GIGS
4. BERWICK JUNIOR HIGH	SCHOOL	3955 BOURGEOIS DR.	BERWICK, LA. 70342	10 GIGS
5. MORGAN CITY SENIOR	SCHOOL	2400 TIGER DR	MORGAN CITY, LA. 70380	10 GIGS
6. NORMAN ELEMENTARY	SCHOOL	900 SPRUCE ST	MORGAN CITY, LA. 70380	10 GIGS
7. MORGAN CITY JUNIOR HIGH	SCHOOL	911 MARGUERITE ST	MORGAN CITY, LA. 70380	10 GIGS
8. WYANDOTTE ELEMENTARY	SCHOOL	2 GLENWOOD ST	MORGAN CITY, LA. 70380	10 GIGS
9. JULIA B MAITLAND ELEM	SCHOOL	1907 FEDERAL AVE	MORGAN CITY, LA. 70380	10 GIGA
10. BAYOU VISTA ELEMENTARY	SCHOOL	1155 DELMAR RD	MORGAN CITY, LA. 70380	10 GIGS
11. HATTIE A WATTS ELEM	SCHOOL	1307 3RD ST	PATTERSON, LA. 70380	10 GIGS
12. PATTERSON JUNIOR HIGH	SCHOOL	225 CATHERINE ST.	PATTERSON, LA. 70380	10 GIGS
13. PATTERSON HIGH SCHOOL	SCHOOL	2525 MAIN STREET	PATTERSON, LA. 70380	10 GIGS
14. CENTERVILLE HIGH SCHOOL	SCHOOL	9225 Hwy 182 W	CENTERVILLE, LA. 70522	10 GIGS
15. FRANKLIN SENIOR HIGH	SCHOOL	1401 CYNTHIA ST	FRANKLIN, LA. 70538	10 GIGS
16. LAGRANGE ELEMENTARY	SCHOOL	2129 CHATSWORTH RD	FRANKLIN, LA. 70538	10 GIGS
17. W. P. FOSTER ELEMENTARY	SCHOOL	101 2ND ST	FRANKLIN, LA. 70538	10 GIGS
18. FRANKLIN JUNIOR HIGH	SCHOOL	525 MORRIS ST	FRANKLIN, LA. 70538	10 GIGS
19. B. EDWARD BOUDREAUX	SCHOOL	18333 HWY 182	BALDWIN, LA. 70514	SHARED

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**ST. MARY PARISH SCHOOLS**  
E-Rate Request for Proposals

20. WEST ST. MARY HIGH SCHOOL	SCHOOL	18333 HWY 182	BALDWIN, LA. 70514	10 GIGS
21. RAINTREE ELEMENTARY	SCHOOL	501 RAINTREE DRIVE	BALDWIN, LA. 70514	10 GIGS
22. MATERIAL & OPERATIONS CENTER	NIF	212 ONSTEAD ST	MORGAN CITY, LA. 70380	10 GIGS
23. ST MARY PARISH OFFICE OF SPECIAL SERVICES	NIF	402 IBERIA ST	FRANKLIN, LA. 70538	10 GIGS
24. ST. MARY PARISH SCHOOLS CENTRAL OFFICE COMPLEX	NIF	474 HIGHWAY 317	CENTERVILLE, LA. 70538	10 GIGS
25. ST. MARY PARISH ALTERNATIVE PROGRAM	ANNEX	131 CLAUSEN RD S	FRANKLIN, LA. 70538	10 GIGS
26. ST. MARY PARISH VENYU DATA CENTER	NIF	601 Milam Street	Shreveport, La. 71101	NEW Open July 1, 2022

**S. CURRENT INTERNET ACCESS**

NAME OF SITE	CURRENT SPEED	ADDRESS	CITY AND STATE
ST. MARY PARISH SCHOOL CENTRAL OFFICE COMPLEX (DATA CENTER)	10 GIGS		

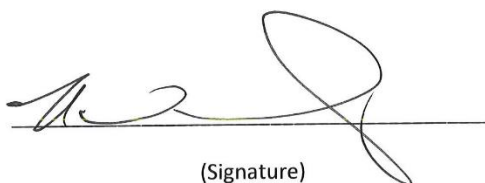
## Appendix I- Non-Collusion Form

ST. MARY PARISH SCHOOLS  
E-Rate Request for Proposals

### Q. NON-COLLUSION STATEMENT

ST. MARY PARISH SCHOOLS

Michael Brady, states that he/she is  
Chief Revenue Officer (a partner of the firm, officer of the corporation, or individual making the foregoing proposal); that said proposal is genuine and not collusive or sham; that said Proposer has not colluded, conspired, connived or agreed, directly or indirectly, with any other Proposer or person to put in a sham proposal or to refrain from proposal, collusion, or communication or conference, with any person, to fix the proposal price or to fix any overhead, profit or cost element, or that of any other Proposer, or to secure any advantage against any person interested in the proposed contract, and that all statements contained in the said proposal or proposal are true.



(Signature)

December 13, 2021

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