

**LIBRARY BOARD OF TRUSTEES NOTICE OF SPECIAL BOARD MEETING  
MONDAY, MARCH 21, 2022, 4:30 PM  
CASCADE PUBLIC LIBRARY**

**HELD AT**

Cascade City Hall  
105 South Main Street  
Cascade Idaho 83611

**HELD VIA Zoom**

Join Zoom Meeting  
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1. Call to Order
2. Approval of Agenda
3. Internet Services Proposals – ACTION ITEM
4. Board Member Application Consideration – ACTION ITEM
5. Adjournment

# Cascade Public Library

470 #220022103

**PROPOSAL DUE DATE**  
March 15, 2022

Cascade Public Library  
Attn: Casey Taylor  
105 Front Street  
Cascade, ID 83611

ORIGINAL

## Internet Access



Proposed by



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## I. Executive Summary

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ENA Services, LLC (ENA) empowers communities by bridging innovative technologies with exemplary customer care. Our team understands the critical importance of scalable technology solutions in today's digital environment. Since 1996, ENA has had the honor and privilege of serving our customers with our advanced technology solutions, and we thank Cascade Public Library (CPL) for your consideration of our proposal for ENA's Internet access solution.

ENA's superb history of service distinguishes the value of our offerings from others you will review. Throughout this response, we provide concrete examples of our stellar customer service as well as evidence of successful long-term partnerships with the communities we serve. We are not a typical telecommunications company—we are **your service partner**. ENA Internet Access is a turnkey, cost-effective solution offering carrier-class reliability, enhanced security, and world-class customer service.

### *World Class Net Promoter Score*

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

### *E-rate Experience*

ENA is a national leader in providing eligible E-rate services with a broad understanding of the E-rate program and a commitment to use that knowledge and experience to help our customers obtain the E-rate funding they deserve. **ENA Services, LLC, is the respondent of record and should be the named vendor on potential contracts and E-rate filings.**

Our FCC registration numbers are as follows:

- ENA Services, LLC      SPIN - 143030857      FRN – 0015297245

ENA agrees to comply with Lowest Corresponding Price and E-rate gift rules. Upon approval of E-rate funding, ENA works with you to select your E-rate billing method, either Service Provider Invoice (SPI) or Billed Entity Applicant Reimbursement (BEAR). This choice of methodology has proven successful to make reviewing invoices a much more efficient process for our customers.

### *Why Select ENA Internet Access Service*

The power of ENA Internet Access is that it encompasses the provisioning, installation, and maintenance of all circuits, as well as all network and hardware. ENA's Infrastructure as a Service (IaaS) Internet access solution includes network design, 24x7x365 proactive monitoring, and ongoing security and performance evaluations—making ENA the ultimate one-stop shop for all your network infrastructure needs. This approach allows customers to fully leverage our resources for Internet access connectivity services, including all necessary components and infrastructure to receive enhanced service.

Exceptional resiliency and the ability to recover quickly from outages and disasters are key components to ENA's network design, implementation, operational management, and ongoing technology testing. To ensure overall network performance and resiliency, ENA built a national, MPLS-based backbone infrastructure comprised of multiple fault-tolerant links between geographically diverse points of presence (POPs) within hardened data facilities. By establishing geographically separate access points, ENA is able to deliver core network service continuity even in the event of a prolonged incident or disaster affecting any one of our POP locations, ensuring uninterrupted service.

**ENA is committed to designing, delivering, and maintaining innovative Internet access solutions.** Powered by a team of experienced network architects, engineers, and support professionals, ENA's Internet access solutions are designed to deliver robust, reliable, and secure connectivity meeting current and future performance requirements.

### *Contact*

**The principal contact for ENA's response is:**

Cory Dingman - Account Service Manager  
Phone: (615) 312-6204  
E-mail: cdingman@ena.com

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

Sincerely,

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

Chief Revenue Officer

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## III. Internet Access Technical Proposal

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### 1. The ENA Difference

Our proposed Internet access solution leverages ENA's experience in successfully delivering high-quality, reliable, secure, and scalable broadband solutions. We focus on creating a solid network foundation and delivering services designed to accelerate and optimize the efficient use of technology in your organization while also augmenting your technical team with ENA's support staff that possesses a deep understanding of your specialized technologies and unique needs.

With ENA's Infrastructure as a Service (IaaS) approach and experience deploying similar solutions for hundreds of education and library customers, we are able to design a service that supports your objectives and goals. Considering rapid technology change and exponential bandwidth growth, our ability to scale rapidly and continuously means you can be assured of an Internet access service that is virtually future proof.

**You can enhance your Internet access service, improve performance, and ensure solution success with ENA's standard features as described below:**

- **Content**
  - Direct access to education-focused Internet content and sites for better performance - including on-net access to Internet2 (where available)
- **Security**
  - DNS Blackhole service providing an institution-focused blacklist limiting access to malicious sites
  - Responsive distributed denial of service (DDoS) mitigation designed to limit and stop attacks within the ENA core
- **Support**
  - Account service manager (ASM) customer support
  - Engineering team focused on network border security and supporting the overall health of the ENA network
  - 24x7x365 Customer Technical Assistance Center (CTAC) support
  - Online training documentation designed to provide answers to commonly asked questions

**A core benefit of ENA's turnkey IaaS Internet access offering is that it includes everything required to deliver the service including network design, the circuit, all necessary layer 3 networking equipment, maintenance, security, performance evaluation, field engineering resources, and 24x7x365 network monitoring and support for all components over the life of the service.** This comprehensive approach allows customers to fully leverage our skilled resources and industry-leading equipment to receive enhanced Internet access service. ENA's IaaS approach also fully utilizes E-rate funding to cover more overall costs versus a piecemeal approach of purchasing individual products and services.

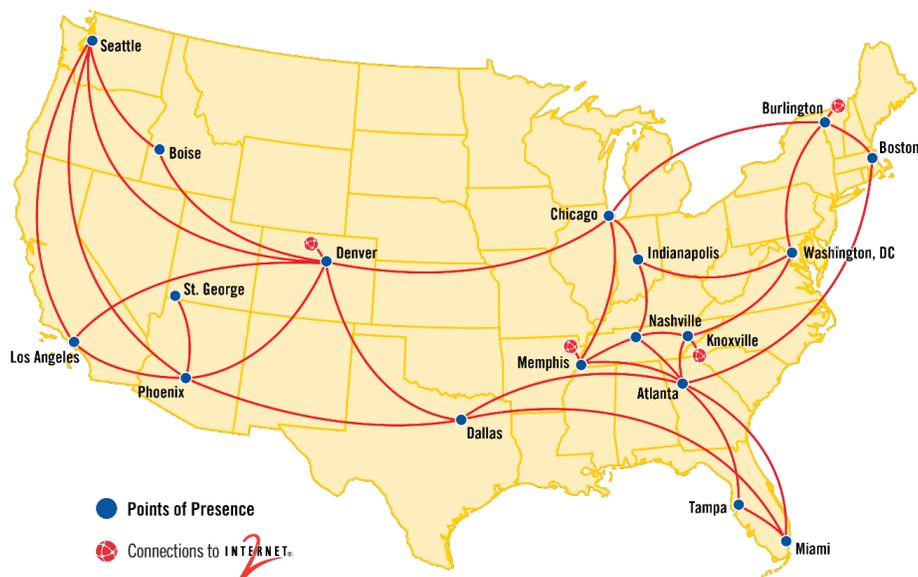
## The ENA National Network

ENA's National Network backbone is an integral part of our service. To ensure overall network performance and resiliency, ENA built an MPLS-based, carrier-grade fiber IP backbone infrastructure comprised of multiple fault-tolerant links between geographically diverse points of presence (POPs) within hardened data center facilities. **Our network includes core peering POPs in major Internet exchange facilities across the United States ensuring every Internet request uses an optimum path to reach its destination.** ENA connects to the global Internet using diverse providers via numerous high-bandwidth connections ensuring reliable Internet access even when one link or provider has trouble. We know the critical importance of highly available network services to our customers, so exceptional resiliency and the ability to recover quickly from outages and disasters are key components to ENA's network design, implementation, operational management, and ongoing technology testing.

Being solely focused on education and library customers led us to develop a top-tier Internet access solution utilizing both our own national backbone connectivity and that of other high-capacity top-tier providers. Along with direct access to content delivery networks (CDNs) and research and education networks, such as Internet2 (where available), ENA's Internet access solution provides a content-rich experience with the lowest latency and fewest hops possible. ENA continues to establish peering relationships with the nation's top online content providers positioning the content your users demand closer to your network, thereby providing the best online experience possible. Through our nationwide network and peering strategy, the most popular online content resides within the ENA network core, often just a single hop from the ENA provided premises equipment installed as part of our managed service.

It is also important to note that ENA is a long-standing member of the Internet2 consortium and can establish additional Internet2 connections in other geographies as requested by customers.

Please click [here](#) to see our ENA Internet Access brochure.



## 2. Project Understanding and Proposed Technical Solution

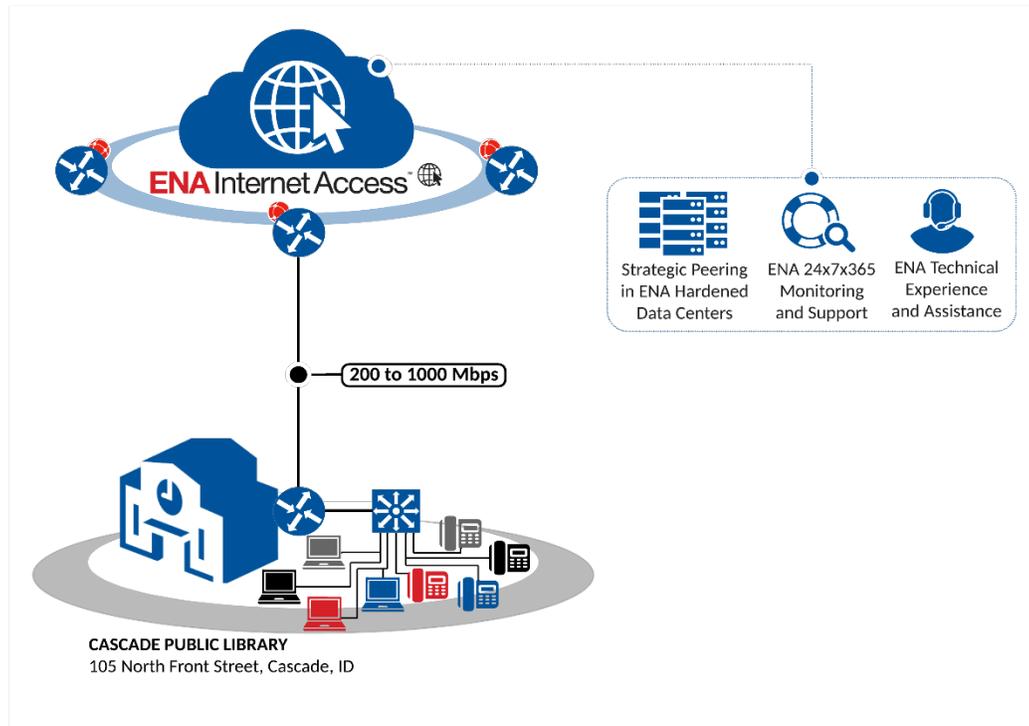
ENA's Internet access solution is more than traditional broadband. With our Infrastructure as a Service (IaaS) approach and our experience deploying similar solutions for hundreds of education and library customers, we are able to design a service to support your objectives and goals. Considering rapid technology change and exponential bandwidth growth, our ability to scale rapidly and continuously means you can be assured of an Internet access service that is virtually future proof.

### *Proposed Internet Access Technical Solution*

ENA understands that Cascade Public Library (CPL) is seeking a long-term partner to provide high-speed, scalable Internet access service with a bandwidth capacity of 200 Mbps scalable to 1000 Mbps as requested at your 105 North Front Street, Cascade, Idaho location. To meet and exceed the requirements of the 470, we propose ENA Internet Access, our fully managed Internet access solution. ENA Internet Access provides a connection at the requested bandwidth and will not rate-limit or throttle connectivity to levels below the contracted bandwidth at any time. Our proposed solution will deliver connectivity into your requested facility, handing off service within the data closet you specify. Our proposed service includes the installation of ENA-owned and managed routing equipment designed to terminate our service, route ENA-allocated IPv4 public addressing to your network and support your required bandwidth rates. The service handoff from our routing appliance will be a standards-based Ethernet connector employing either copper or fiber-optics, based upon the requested bandwidth and the capabilities of your network-edge service appliance.

ENA welcomes the opportunity to provide Internet access to CPL to support your commitment to provide infinite possibilities to inspire, inform and entertain patrons of all ages.

Millions of Americans depend on public libraries to access computers, the Internet, and many online resources. ENA Internet Access connects you to those resources via our Boise POP and is powered by the ENA National Network. ENA has delivered similar solutions across the United States, including statewide networks, to connect education, research, and library institutions to the Internet as a comprehensive service provider. Whether completing a college degree through distance education, getting homework help, applying for employment, or researching and writing a business plan, ENA understands that providing high-quality access to the Internet is critical to meeting the diverse information needs of your community. We are an industry-leading provider that can ensure access to the applications, content, and systems your community desires. We have developed a solution tailored to benefit your organization predicated on our experience and continued success in supporting our partners in research and education. A logical depiction of our proposed solution is below:



### 3. ENA Internet Access Standard Services and Benefits

ENA understands the demands of your ever-expanding Internet access traffic and uses. As part of our service offering, we continually enhance our value-added services to leverage your infrastructure. The following advanced services enable you to cost-effectively remain at the forefront of technology with ENA as your trusted partner.

#### *Customer Premises Equipment (CPE)*

As part of our Infrastructure as a Service (IaaS) approach, ENA delivers a fully managed broadband solution, including all required customer premises equipment (CPE) for network routing along with installation and support as a bundled service. This approach offers several benefits to our customers as outlined below:

- As a vendor-neutral network service provider, we are able to choose the equipment that best fits your needs and optimizes your network.
- If you increase your ENA-provided bandwidth over time, ENA upgrades or changes our equipment delivering the service so you always have the right equipment for your expanding network requirements.
- Capital expenditures for network equipment are eliminated or significantly reduced.
- You do not have to purchase ongoing service agreements or extended warranties on equipment thus achieving greater cost efficiencies.
- All ENA equipment is managed and monitored by ENA in conjunction with local site and customer requirements.

## *Bundled Distributed Denial of Service Security*

ENA is aware of the impact a denial-of-service (DoS) or distributed denial-of-service (DDoS) attack can have in today's digital schools, libraries, and institutions. As an inherent, bundled component of our Internet access service, ENA provides a number of DDoS prevention features that work in partnership with our customers. These features include:

- Ongoing monitoring of potential DDoS attacks using ENA's custom volumetric network monitoring tools.
- Upon detection of a potential attack, working in collaboration with our customer's network team, ENA will null route ("blackhole") all traffic to the specific destination IP address or the range of IP addresses affected by the attack. This rerouting helps limit the effects of the attack and enable ongoing network utilization for the rest of your address range by removing the malicious traffic from your Internet access service.
- Coordinating with our Internet peers to remotely trigger filtering of traffic destined to the victim IP address, using a method known as Remotely Triggered Blackhole Filtering (RTBH), as described in RFC 5635.
- Working with the affected customer's network staff to re-enable connectivity to the affected site or IP address through manipulation of NAT or other IP network management techniques as appropriate.
- Ongoing, ENA network-wide filtering to limit all ENA's Internet access customers' exposure to network time protocol (NTP) amplification, domain name system (DNS) amplification, simple service discovery protocol (SSDP) amplification, character generator protocol (CHARGEN) floods, and user datagram protocol (UDP) fragment overflow.
- Proactive notification of malicious activity originating from within your LAN, suspected host involvement, or exposure to potential hijacking attempts. Additionally, ENA alerts our customers of appliances which may be involved in amplification attacks, potentially due to an applied configuration that is incorrect. ENA sends notifications to our customers to help verify and resolve any issues with hosts which may impact customer connectivity or the health of the Internet.

## *IP Assignments and DNS*

ENA provisions static public IP addresses with an overall strategy that provides participants with a reasonable IP addressing schema, while at the same time following the American Registry for Internet Numbers (ARIN) guidelines. ENA works with each of our customers to determine the number of static IP addresses needed and, as part of our managed service, provides a /28 block of IP addresses consisting of 13 assignable IP addresses. Additional IP address can be acquired through the completion of ENA's IP justification worksheet. Additionally, the geographic assignment of IP addresses allows ENA to summarize routes at our points of presence (POPs), thus providing faster Internet connectivity. ENA is registered with ARIN for use of its IPv4 and IPv6 blocks, and as such will maintain reverse (or PTR) DNS entries for those IP blocks. We work with customers to verify and modify any reverse entries you may need for proper operation of applications and services. As an optional service upon request, ENA will host your DNS forwarding zone(s) facilitating easy management and support of all your Internet access needs.

## *Broadband Network Security*

We understand network security is critical to a safe, productive environment especially at a time when education and library institutions are leveraging and relying on broadband networks for virtually every aspect of their instructional and organizational operations. To safeguard our enhanced service and provide valuable support to our customers, **we use a number of security measures for multilayer protection including those listed below:**

- Implementation of access controls that 1) support carrier best practices to filter spoofed traffic at the provider edge and 2) limit unwanted protocols used in well-known attack vectors.
- Utilization of private telecommunications topologies as defined by the Metro Ethernet Forum carrier design best practices for customer traffic segmentation and protection of private data
- ENA managed devices are hardened for secure remote and local access, authentication, and authorization to protect against unwanted access from unauthorized networks or users.
- Access control on all equipment local ports including serial access for local vulnerability restriction and prevention
- Daily engineering audits and software validations to ensure approved code trains and configurations are employed, alleviating bug exploitation and configuration vulnerabilities
- Proactive network monitoring and notification via real-time monitoring of key performance metrics for all edge equipment on ENA's National Network, including site mapping to compare inclement weather against regional power availability
- Comprehensive, centrally hosted firewall service via ENA NetShield, is an optional solution that includes all hardware, software, and support. ENA NetShield provides an IaaS solution leveraging resilient data center infrastructure and ENA's long-term experience supporting education and library customers with security solutions.

## *Flexible Network Configuration*

ENA's IaaS network solution provides maximum network design flexibility because we are not limited to a specific transport technology or delivery method. Some service providers build their solution based on a specific transport technology, thereby limiting the flexibility of the network. ENA recognizes new technologies will become viable over the course of this project while other technologies may become obsolete. Our flexible approach not only accommodates these changes, but also ensures a best-of-breed network infrastructure throughout the life of the contract.

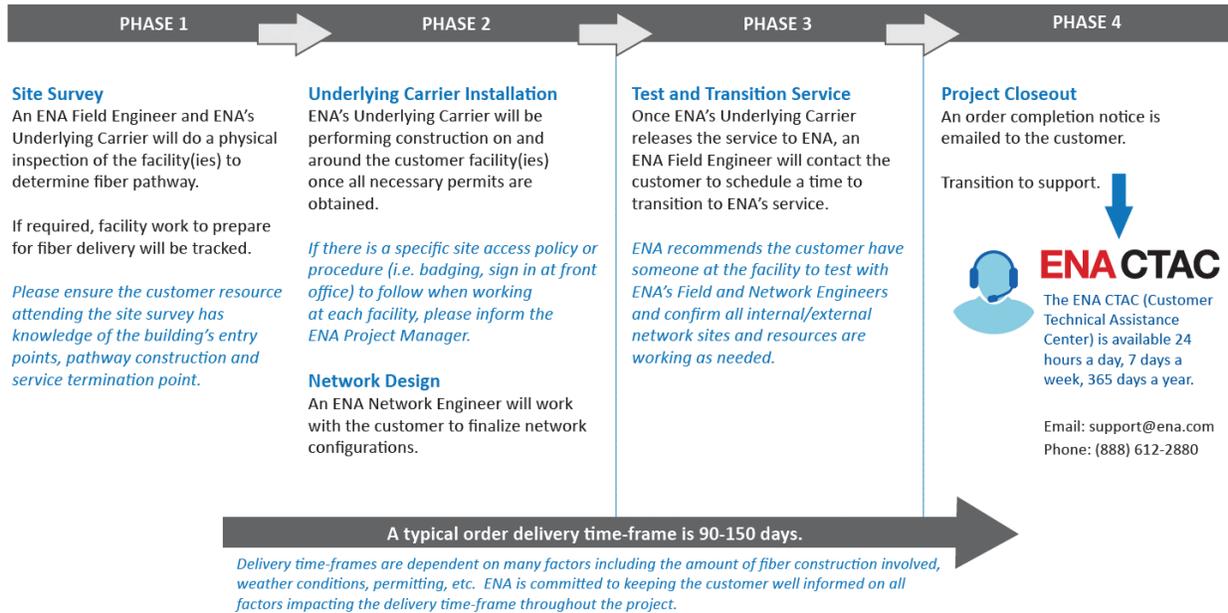
## **4. Project Management and Implementation Plan**

### *Project Management*

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

A highly skilled and experienced ENA project manager (PM) is assigned and dedicated to managing the installation of all new and migrated ENA services. The PM has full authority to bring ENA skills, resources, and intellectual capital to bear to ensure project success. The PM will have the support and oversight of the ENA Manager, Project Management Office, and the Director, Project and Proposal Management for a successful project execution. ENA PMs have provided oversight and management for

the deployment of thousands of site connections and have a full appreciation for the level of attention to detail and meticulous follow-up required to ensure on-time delivery and a smooth transition.



### ENA Fiber Implementation Process

### Implementation Timeframe

Each implementation is unique, and ENA works with each customer to determine a mutually agreeable implementation timeframe. Based on projects of similar size and scope, ENA expects to be substantially complete with all implementation-related activities within 120 days of contract signature. Timeframe estimates are based on ENA's extensive experience and are subject to change based on hardware availability and delivery lead times, permitting and construction requirements, customer site readiness (including completion of customer designated make-ready work), timely access to in-scope locations and other circumstances beyond ENA's control. **Existing service upgrades are typically completed within 30-60 days depending on the bandwidth requested.**

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## IV. Service Support

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

### 1. The ENA Customer Technical Assistance Center

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

#### *Experienced and Certified Personnel for Superior Customer Service*

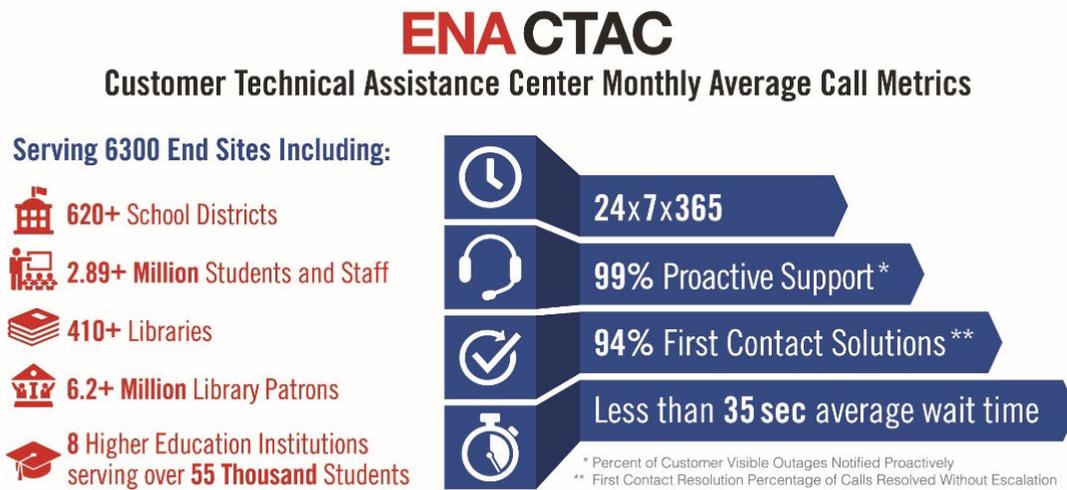
ENA invests in the ongoing professional development of our support staff, with a dual emphasis on technology skills and industry-recognized customer service processes. In addition to the focus on customer service, ENA's CTAC Customer Support Engineers (CSEs) pursue specialized, industry-recognized technical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

ENA embraces the methodologies of the Information Technology Service Management (ITSM) principals and related frameworks to deliver our comprehensive customer support model. Utilizing both an ITSM-based ticketing system and direct customer feedback via transaction-based surveys, our CTAC focuses on continuous improvement. Surveys are tracked and any customer identified issues are reported to our CTAC management who engage the customer, inquiring further about the incident and confirming we understand what area or process needs improvement. ENA finds these discussions invaluable to continuous improvement process.

#### *Key Performance Indicator Metrics*

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

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



### Key Performance Indicator Metrics

#### *24x7x365 Proactive Monitoring*

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

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

## 2. Seamless and Responsive Service and Escalation Procedures

### *Focus on Customer Satisfaction*

Fundamental to the overall ENA support model is ENA's ownership and accountability to satisfy the customer's need. Everyone on the ENA support team adheres to the principles of rapid response and continual communication to ensure our customers are always informed regarding progress of their request or incident. While the CTAC is the main focal point for all ongoing support, sometimes an escalation requires the engagement of either ENA specialized design engineers or management.

## *Ongoing Customer Support Process and Escalations*

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

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

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

### Escalation Matrix

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

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

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

**Incident Escalation Matrix**

## Management Engagement

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

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

Customer Service Escalation Path

## ENA Change Management and Notification of Service Interruption

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

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

## 3. Service and Support Applications

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

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

### My Applications

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

● BROADBAND
● ENTERPRISE SYSTEMS
● SYSTEM TOOLS
● COMMUNICATION

Network Monitoring

Live network status reporting

Data Inquiry

Manage requests for data service changes

Account Management

MyENA user management

Partner Programs

Partner programs order form

ENA SmartVoice Admin

Group level management

ENA SmartVoice User

Individual extension management tool

Video Collaboration

Video and web conferencing

### Other tools

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

● WIFI / LAN
● CLOUD
● SECURITY

ENA Air

Managed WLAN reporting and analytics

ENA Air

Managed WLAN operational control

ENA TrustCompute

Cloud computing

ENA TrustVault

Cloud storage

ENA TrustBackup

Backup as a service

ENA WebSafe

Content filtering management and reporting

**my.ENA Portal**

## *ENA Ticket Tracker*

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

## *ENA Network Monitoring and Bandwidth Utilization*

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

## **ENA Network Monitoring**

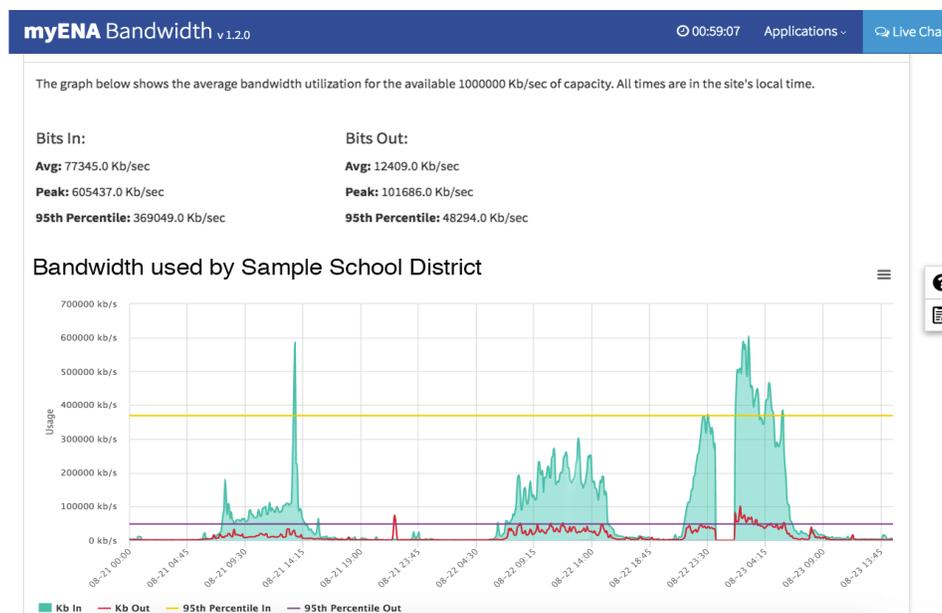
Just like the CTAC’s monitoring tools, ENA’s Network Monitoring tool utilizes the same checks to poll devices installed within the customers premises every five minutes. If a check fails or performs outside expected boundaries, the tool will alert you of the failure in order to take corrective action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

At a glance, all customer administrators can determine:

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

## ENA Bandwidth Utilization

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



ENA Bandwidth Utilization Tool

## 4. Comprehensive Training

ENA provides comprehensive help documentation, user guides, tutorials, and help videos for all our solutions and services. At [help.ena.com](http://help.ena.com) customers can find online training and tutorials on all customer-accessible reporting, monitoring, and management tools. Training materials include detailed information regarding all of the robust reporting and monitoring included with your service as well as information for basic troubleshooting. In addition, ENA provides facilitated, interactive webinars which include a live demonstration of the network monitoring and management tools, along with a time for specific questions to be addressed. These webinars are scheduled on request.

## V. Internet Access Proposal Pricing

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

### Fully Managed Internet Access

*Cascade Public Library Office - 105 N. Front Street, Cascade, ID 83611*

Monthly Recurring Price Per Site Before E-Rate Discount		
Service Speed	36 Month Term	60 Month Term
200 Mbps	\$1,025	\$850
500 Mbps	\$1,350	\$1,050
1 Gbps	\$2,000	\$1,650

### Pricing Footnotes for ENA Internet Access Service

- ENA's fully managed Internet Access is priced as one service and reflects the price before any E-rate discount is applied. This service includes circuit, end site router, equipment maintenance, service monitoring, field support, Service Level Agreement (SLA), and all required ENA equipment. All service pricing listed is per month, per unit, and per site.
- Additional Internet Access service options are available at increments between the speeds and prices listed in the pricing chart above.
- All term options are eligible for two voluntary 12-month extensions at the listed price.
- ENA will notify the customer once the carrier installs the circuit, and ENA is ready to turn up service. ENA will then work with the customer to determine a mutually agreed upon date to turn up service. In the event of customer delays in turning up service, ENA reserves the right to start billing the customer for the service two weeks after ENA's notification that service is ready to be turned up.
- All service delivery prices (including optional services) are based on expected site readiness to receive the services including conduit, electrical capacity, backer board, and similar. If site walkouts determine a need for site make-ready work, then service may not be available until such work is completed by the customer.
- ENA Internet Access services are subject to ENA's acceptable use policy, the Master Service Agreement (MSA), and tariffs. MSA documents for ENA Internet Access services can be found [here](#).
- There are currently no governmental fees applicable to the broadband services requested. However, if such fees become applicable in the future, governmental fees (to the extent the customer is not exempt from such fees) including state, local, and federal taxes, fees, Universal Service Fund (USF) fees, E911 taxes/fees, and similar, are in addition to the above rates. These

fees will be charged at the applicable rates set by governmental entities and are subject to change over the life of the service contract.

- If services are subject to early termination, the customer agrees at the date of early termination:
  - (i) to pay all fees and other amounts due for service(s) incurred through date of early termination, (ii) reimburse all otherwise unrecovered charges incurred by ENA for the service(s), both recurring and non-recurring through the date of early termination, and (iii) pay all direct and reasonable costs associated with the termination of the service(s) through the date of early termination. For purposes of this section, “direct costs” are costs that ENA incurs from persons not a party, such as, without limitation, underlying carriers and/or vendors with whom ENA subcontracts to provide the service(s), as a result of early termination of service(s) and/or a site. ENA shall not be reimbursed for any anticipatory profits which have not been earned up to the date of early termination. The client further agrees that it will not contract with any other provider for the same or substantially similar services or equipment through the end of the initial term.



Sparklight Business Response 470# 220022103

Sparklight SPIN# 143016933

Cascade Public Library: 105 N Front St, Cascade, ID 83611

## ABOUT SPARKLIGHT BUSINESS

- 7th largest cable company in the U.S.
- \$1.01 billion in yearly revenue
- 1.3 million+ total customers in 21 states;  
60,000+ business customers
- Headquartered in Phoenix, AZ  
2,000+ associates across the nation
- Focused on customer satisfaction, associate satisfaction and local service
- Committed to strengthening and improving the communities we serve





## VENDOR SUMMARY

Sparklight is U.S. Headquartered in Phoenix, Arizona, and the 7<sup>th</sup> largest cable provider in the country. We provide superior telecommunications solutions to a wide range of businesses. Our wide range of products includes; cable modem-based solutions for small and medium-sized businesses, and fiber-optic services for large enterprises.

Sparklight supports the communication and entertainment demands of more than 1.3 million residential and commercial customers in twenty-one (21) states including; Alabama, Arizona, Arkansas, Idaho, Illinois, Indiana, Iowa, Kansas, Louisiana, Minnesota, Mississippi, Missouri, Nebraska, New Mexico, North Dakota, Oklahoma, Oregon, Tennessee, Texas, South Dakota, and Washington. Additionally, over 60,000 businesses in largely non-metropolitan markets trust Sparklight for their business phone and Internet, bundles, cable TV and fiber-optic systems, wiring their business.

Since inception in 1986, Sparklight's market focus has been in servicing the technology needs of communities. Sparklight is dedicated to providing an array of technology solutions to help the needs of business, government agencies and Education. Our market focus has led to the development of a sophisticated network with the capacity to manage contractual obligations, as well as the timelines associated.

Sparklight not only meets but exceeds the high expectations of our clientele. Our network provides the best in security and reliability to help our customers improve efficiency. Our commitment extends to a full investment of our people, processes and financial strength. Sparklight offers the following areas of expertise:

- Reliability – Achieve maximum productivity with our next-generation nationwide network and 24/7 enterprise level support.
- Speed – Put your organization on the fast track with 10Mbps to 10Gbps or more.
- Affordable – Sparklight provides network technologies to fit the needs of any project.
- Efficiency – Increase productivity with Sparklight's custom system solutions
- Innovative – Sparklight invests heavily on network upgrades and enhancements in order to bring the latest technology and fastest Internet speeds to our customers.

No matter the size of the project and no matter how complex the operation, Sparklight has the leading-edge technology to achieve your goals and accelerate your success.



## Experience

Sparklight has been in business since 1986 and offers an array of technology solutions to help the needs of business. For over thirty (30) years, we have specialized in providing network services to both government and education clients. With over 1.3 million satisfied customers, Sparklight has the experience to customize a technological solution based on the requirements of the school district. Sparklight 's reliable network provides Fiber, Coax, Ethernet, PRI, SIP and cloud based phones. As a leader in the industry, we recognize the importance of industry trends which is why our product development team stays at the forefront of system innovation. We own network and provide business solutions across twenty-one (21) states. Sparklight takes a pro-active method and is consistent in analyzing population and growth of community in order to provide proper bandwidth speeds and integrity of the network. Sparklight competitively shops major reputable suppliers and does not have any specific partnership/relationship with any one manufacturer. All certified/approved suppliers are expected to follow industry standards.

## We are committed to customer service

Sparklight's support driven approach dedicates customer support members to every client. Their sole function is to ensure that each and every client is provided with a full-service customer experience. With over 2400+ employees, Sparklight clients receive superior customer service in all aspects of network service. Our team of employees is passionate about the business and provides exceptional client support. We take the initiative to make things better and maintain constructive relationships. We think beyond the moment.

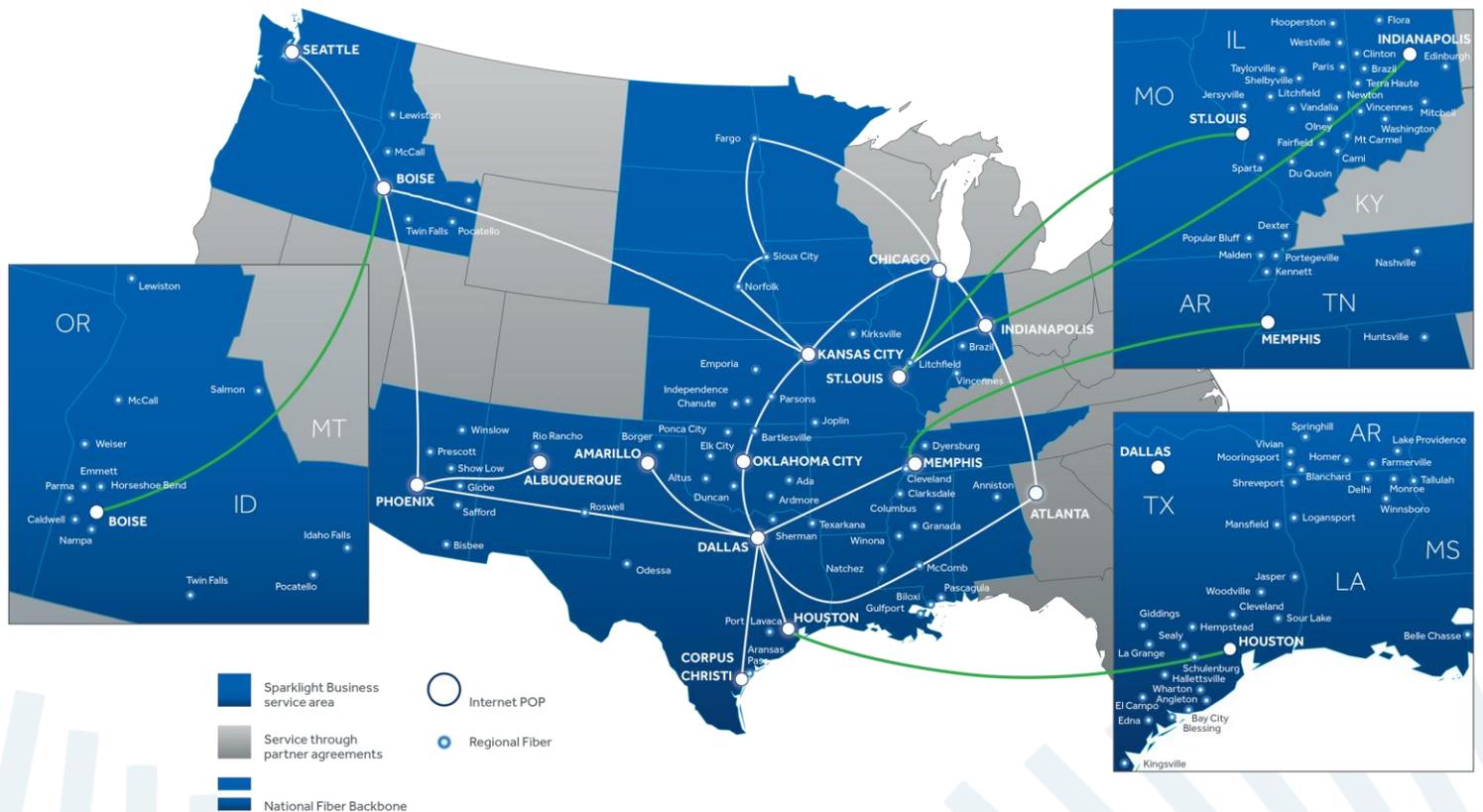
## We are local

Sparklight is committed to strengthening and improving the communities we serve, not only through our products and services, but through our support of local community and nonprofit agencies, events and initiatives. Our associates are passionate about giving back to the communities in which they live and work, volunteering year-round to raise money and support causes which will benefit the community. We recognize that we have a responsibility to our customers and the communities where we do business, and we will continue to ensure that we are the kind of company that our communities are proud to call a neighbor.

# NATIONWIDE FIBER BACKBONE

Our state-of-the-art, multi-service nationwide fiber-optic backbone supports all Sparklight Business services, including Direct Internet Access (DIA) and Ethernet Networking Solutions. This allows us to offer Business Fiber solutions both locally and nationwide via multiple Internet PoPs (Points of Presence).

This map shows our national fiber-optic backbone, regional fiber networks and local service areas.





## SPARKLIGHT BUSINESS SERVICES TEAM

NAME / YEARS EMPLOYED	TITLE	PHONE
Chris Boone / 11 years Christopher.Boone@sparklight.biz	Senior Vice President, Business Services	(602) 364-6567
Stephen Tulloh / 4 years Stephen.Tulloh@sparklight.biz	Sr. Director of Sales, Business Services	(602) 364-6269
Katherine Creech / 20 years Katherine.Creech@sparklight.biz	Director of Operations	(602) 364-6481
Brian Babcock / 11 years Brian.Babcock@sparklight.biz	Enterprise Sales Manager	(208) 571-1502
Abdoulaye Samb / 6 years Abdoulaye.Samb@sparklight.biz	Manager of Engineering and Design	(646) 571-8716
Joseph Groves / 12 years Joeph.Groves@sparklight.biz	Business Sales Engineer	(228) 332-0572
Chris Vilkauskas / 3 years Christopher.Vilkauskas@sparklight.biz	Deployment Coordinator	(480) 246-0712
Rudy Gutierrez / 15 years Rudy.Gutierrez@sparklight.biz	Government & Education Specialist	(928) 443-3365

# BUSINESS INTERNET PLANS

Plan	Speed	M2M	12 Month	24 Month	36 Month
<b>Business Internet 50</b>	50 Mbps down 5 Mbps up	\$84.99	\$80.74	\$76.49	\$72.24
<b>Business Internet 150</b>	150 Mbps down 15 Mbps up	\$149.99	\$142.49	\$134.99	\$127.49
<b>Business Internet 300</b>	300 Mbps down 30 Mbps up	\$249.99	\$237.49	\$224.99	\$212.49
<b>Business Internet 500</b>	500 Mbps down 50 Mbps up	\$499.99	\$474.99	\$449.99	\$424.99
<b>Business Internet 1 Gig</b>	1000 Mbps down 50 Mbps up	\$699.99	\$664.99	\$629.99	\$594.99

Modem = \$10.99/mo.  
 Wi-Fi = \$9.95/mo.  
 Wi-Fi Extenders = \$5.95/ea./mo.  
 Internet Backup Service = \$29.99/mo.

1 Static IP = \$9.95/mo.  
 5 Static IPs = \$19.95/mo.  
 13 Static IPs = \$39.95/mo.

Equipment, taxes and fees not included in the above rates. All services not available in all areas.  
 Estimated taxes are less than \$5.00 per month.



## REFERENCES

---

District/School: Yavapai County Educational Technology Consortium (YCETC)

---

Contact Person: Stan Goligoski Title: Executive Director

---

Phone# (928) 442-5754 Email: stan.goligoski@yavapai.us

---

Size of District: Countywide Year(s) Services Provided: 4

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Address: 2970 Centerpointe E. Dr, Prescott, AZ 86301

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District/School: Embry-Riddle Aeronautical University

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Contact Person: Brent Ellzey Title: Senior Network Engineer

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Phone# (928) 777-3849 Email: brent.ellzey@erau.edu

---

Size of District: College Year(s) Services Provided: 5

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Address: 3700 Willow Creek Rd, Prescott, AZ 86301

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District/School: Heber-Overgaard USD #6

---

Contact Person: Brenda Samon Title: Business Manager

---

Phone# (928) 535-4622 Email: brenda.samon@h-oschools.org

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Size of District: USD Year(s) Services Provided: 3

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Address: 3375 Buckskin Canyon Rd, Heber, AZ 85928

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District/School: Blackfoot School District

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Contact Person: Eric Smith Title: Network Engineer

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Phone# (208) 782-9548 Email: smithri1@d55.k12.id.us

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Size of District: 13 sites Year(s) Services Provided: 10+

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Address: 270 E Bridge St, Blackfoot, ID 83221

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## THANK YOU

Rudy Gutierrez  
Government & Education Specialist,  
Sparklight Business  
(928) 443-3365

[rudy.gutierrez@sparklight.biz](mailto:rudy.gutierrez@sparklight.biz)



ZiPLY Fiber

135 Lake Street South, Suite 155, Kirkland, WA 98033



Cascade Public Library  
Form 470 Application: 220022103  
2022 Internet  
2/21/2022

February 21, 2022

Casey Taylor  
Cascade Public Library  
105 Front Street  
PO Box 10  
Cascade, ID 83611

**Re: FCC Form 470 Application Number: 220022103 2022 Internet**

Dear Casey,

It is with sincere pleasure Ziplly Fiber offers this proposal for FCC Form 470 Application Number: 220022103 2022 Internet. As your Cascade Public Library provider headquartered in the Pacific Northwest, we are committed to working closely with businesses across our four-state region to deliver reliable technology solutions. This proposal outlines the services we can provide for your organization. Ziplly is dedicated to delivering the best and most reliable internet to the Pacific Northwest, to provide its residents and businesses with the internet they deserve. We look forward to working with you.

On May 1<sup>st</sup>, 2020, Northwest Fiber, LLC. d.b.a Ziplly Fiber acquired the operating assets and territories of Washington, Oregon, Idaho and Montana from Frontier Communications, Inc. in a \$1.3 billion purchase agreement. Northwest Fiber, LLC. is a privately held limited liability corporation. The current company employees over 1,200 personnel across all four western states and is investing over \$400 million in network expansion, upgrades, performance and reliability to residential, small business, state and local government, enterprise, and wholesale telecommunications customers.

The company executive management team is comprised of the following individuals:

**Harold Zeitz, CEO**

Former COO Wave Broadband 2014-2019 (17 years industry experience)

**David Bohan, CFO**

Former CFO Edge2Net (25 years industry experience)

**Brian Stading, COO**

Former President West-Region CenturyLink 2011-2019 (34 years industry experience)

**Mike Doherty, CMO**

Former President, Cole & Weber Advertising (19 years industry experience)

**Bam Liem, CTO**

Former CTO Wave Broadband (35 years industry experience)

**Byron Springer, General Counsel**

Former Executive VP-Legal Wave Broadband (14 years industry experience)

**Steve Weed, Executive Chairman**

Founder, CEO of Wave Broadband (37 years industry experience)

The company's official headquarters is in Kirkland Washington at 135 Lake Street South, Suite 155, Kirkland, WA 98033. Key management responsible for providing telecommunications services are located at both the Kirkland and Everett office facilities. Additional company information can be found at: [www.ziplyfiber.com](http://www.ziplyfiber.com).

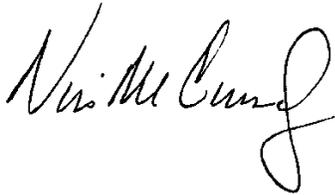
The primary point of contact for Joint School District 171 will be Natalie Chiles, Strategic Account Executive.

Natalie Chiles' contact details:

Office: (208) 664-7154  
Mobile: (208) 215-5710  
Email: [natalie.chiles@ziply.com](mailto:natalie.chiles@ziply.com)

Thanks again for considering Zply Fiber for your communication needs. We appreciate the opportunity to present this proposal and look forward to hearing from you soon.

Regards,

A handwritten signature in black ink, appearing to read "Natalie Chiles". The signature is fluid and cursive, with a large, stylized "N" and "C".

Director, Commercial Sales Operations

**Enclosures:**

Exhibit A: Zply Fiber SLA  
Exhibit B: Installation Schedule

# Cascade Public Library

## EXECUTIVE SUMMARY

### ZiPLY Proposal

ZiPLY Fiber is proposing Dedicated Ethernet Internet Access with bandwidths from 100 Mbps to 1 Gbps. Pricing has been supplied with 12-month, 36-month and 60-month terms. As well as any installation charges that might be applicable.

As the telecommunications provider for the entire region, ZiPLY Fiber is uniquely positioned to provide the highest quality, most reliable internet solution for Cascade Public Library required application. This enables us to utilize our company-owned fiber optic network, the largest in the region, to provide a scalable solution to meet the current needs, while positioning Cascade Public Library to add capacity when required. This is unique to ZiPLY Fiber and unmatched by our competitors.

**ZiPLY Fiber SPIN ZiPLY** Fiber of Idaho, LLC ID 143002528 803994

### ZiPLY Fiber Company Overview

ZiPLY Fiber is a part of Northwest Fiber, LLC, an American telecommunications company based in Kirkland, Washington. ZiPLY Fiber and Wholesail Networks are subsidiaries of Wave Division Capital, a private investment company, which is also Kirkland-based. The company started business operations on May 1, 2020 when it completed its acquisition of Frontier Communications' Northwest operations and assets for \$1.3 billion. ZiPLY Fiber serves more than 500,000 customers across the four states and has a workforce of approximately 1,000 employees. ZiPLY immediately embarked on a \$500M upgrade of the former Frontier network in WA, OR, ID and MT. Part of the investment provided the DWDM backbone and Hillsboro dark fiber ring we reflected in this proposal. Subsequently in 4<sup>th</sup> quarter of 2021 we have added additional \$350M investment to further augment our network.

## **ZiPLY's Network**

ZiPLY's fiber optic network consists of over 20,000 route-miles, growing to 50,000 over the next 36 months. We've invested over \$500M to upgrade and expand the current network, re-engineering the core network to be capable of 20+ Tbps on all inter-city routes.

We've engineered the core and aggregation networks to be fully redundant, with dual infrastructure that will maintain connections even when an issue arises. This is done to provide zero disruption to our customers.

We own and maintain over 200 Central Offices (CO) throughout our service area, servicing over 210 regional cities and towns. Utilizing our own fiber optic network eliminates the need of using third-party carriers for our service.

## **Infrastructure Upgrades**

We've made a variety of core infrastructure upgrades that significantly increase network performance and reliability, such as:

- Replacing legacy copper wiring with high-capacity fiber
- Extending the core network closer to premise
- Standardizing CO design across the region
- Incorporating dense wavelength division multiplexing (DWDM) technology.

## **Redundant Core**

Another way we reinforce reliability and performance is with a core DWDM backbone capable of 20+ Tbps on all fiber routes. Unlike other carriers who rely on us for last-mile connections, we own our network. That means we maintain our own independent systems between markets, so we control the maintenance schedule and can isolate and fix any issues that arise, which helps keep our customers reliably connected all the time.

## **Capacity Management**

Unlike many of our competitors, ZiPLY limits usage on individual legs of our core network to 40% or less. This means there is plenty of bandwidth to spare in the event of outages on any individual leg that would force capacity on to any other leg of our core network. We've also significantly overbuilt major location connections with 800 gigabit trunking so our customers are less likely to see congestion-related slowdowns. While not a question asked in this RFP, we feel our commitment to capacity management differentiates us from our competition in the area in a significant way.

## **DDoS Protection**

Unlike many of our competitors, ZiPLY protects you against DDoS attacks before they reach your border at no additional cost. While not a question asked in this RFP, we would submit that this is an important part of evaluating your long-term network partner.

## **Automated Configuration**

We use automated configuration management to minimize human error and increase reliability. Remote monitoring and automation mean fewer technicians in and out of the facility and the ability to identify any issues before they become visible to the human eye.

## Customer Care Support Center

A critical component of supporting this service is our comprehensive tiered support approach. The CCSC provides proactive monitoring, management and escalations for all events that arise on Zply Fiber services and infrastructure. Understanding the critical nature of our customer's mission, the Zply Fiber CCSC team provides complete service and support capabilities. Single point-of-contact, 24x7, for all incidents, service requests. The Toll-free number gives customers access to our dedicated service and support team, providing easy and immediate access to highly skilled and certified technicians and engineers who can efficiently resolve all service-related issues.

### Service Level Commitments

#### Priority 1 – Critical

- Criteria: Total loss of service; customer incident; degraded services (the service is degraded to the extent where the customer is unable to use it and is prepared to release it for immediate testing.)
- Notification: Zply Fiber provides customer update every 60 minutes
- Mean Time to Restore (MTTR): 4 hours

#### Priority 2 – Medium

- Criteria: Degraded service (the service is degraded; the customer is able/still wanting to use it and is not prepared to release it for immediate testing.)
- Notification: Zply Fiber provides customer update every 2 hours
- Mean Time to Restore (MTTR): 24 hours

#### Service Request / Project Request

- Criteria: Move, Add, or Change of a service.
- Notification: Zply Fiber provides customer update upon completion
- Time to complete: Per customer guidance

### Customer Communication Targets

- **Phone Call:** CCSC is always staffed 24x7 and managed to provide a target call answer time of 30 seconds or less.
- **Notifications:** All incidents are tracked in our ticketing system and notifications are sent via e-mail upon customer subscription
- **Outage Notification:** Zply Fiber targets customer notification of service outages or severe degradation within 15 minutes of the time the outage or degradation reported, or an alarm generated

- **Restoration Notification:** Business Technical Support targets customer notification of service restoration following an outage within 15 minutes of the time of restoration
- **Escalation:** If the situation warrants escalation, or if the customer requests additional attention to an incident, any of the Business Technical Support staff members have the authority to escalate at any time. The Customer will be kept updated on incident resolution status on a regular basis until the escalated incident is resolved.

## Contact Information

Zipty Fiber Support	When to Call	Contact Information
Customer Care Support Center	Repair and support questions answered for all services	(888) 488-0072 (Toll-Free) Available 24 hours a day, 7 days a week, year- round

## Dedicated Ethernet Internet Access Pricing

Cascade Public Library 105 Front Street, PO Box 10 Cascade, ID 83611					
Product	Bandwidth	12 MRC	36 MRC	60 MRC	Comments
Ethernet Internet Access	100M/100M	\$630.00	\$504.00	\$454.00	<b>No Installation/Special                      Construction                      Charges are Applicable</b>
	200M/200M	\$670.00	\$536.00	\$482.00	
	300M/300M	\$710.00	\$568.00	\$511.00	
	400M/400M	\$750.00	\$600.00	\$540.00	
	500M/500M	\$790.00	\$632.00	\$569.00	
	600M/600M	\$830.00	\$664.00	\$58.00	
	700M/700M	\$870.00	\$696.00	\$626.00	
	800M/800M	\$910.00	\$728.00	\$655.00	
	900M/900M	\$950.00	\$760.00	\$684.00	
	1G/1G	\$990.00	\$792.00	\$713.00	

## Additional Services

IP Options	All Terms	NRC
/30 IP Block (4 IPs; 1 usable)	\$0.00	\$0.00
/29 IP Block (8 IPs; 5 usable)	\$0.00	\$0.00
/28 IP Block (16 IPs; 13 usable)	\$29.95	\$25.00
/27 IP Block (32 IPs; 29 usable)	\$59.95	\$25.00
/26 IP Block (64 IPs; 61 usable)	\$89.95	\$25.00
/25 IP Block (128 IPs; 125 usable)	\$179.95	\$25.00
/24 IP Block (256 IPs; 253 usable)	\$299.95	\$25.00
/64 IPv6 Block	\$0.00	\$0.00
/48 IPv6 Block	\$0.00	\$0.00

## Additional Tax Information

If services are subject to state or federal tariffs, Ziplly Fiber will provide copies of the governing tariffs at any time upon request.

All quotes based on service availability.

This proposal does not in itself constitute a contract. Any final agreement between the parties is subject to completion of a contract executed by the parties. A contract for the proposed services will be provided upon request.

Corporate and specific product names, trademarks, service marks, icons, and trade identifications of Ziplly Fiber and other companies in this proposal should be considered proprietary to the respective company.



**ETHERNET SERVICE LEVEL AGREEMENT**

This **ETHERNET SERVICE LEVEL AGREEMENT (“SLA”)** applies to Ethernet Services ordered pursuant to an E-LINE Ethernet Virtual Private Line (EVPL), Ethernet Private Line (EPL), Ethernet Internet Access (EIA), or IP VPN Schedule executed by and between Customers and **Northwest Fiber, LLC.** (“ZiPLY Fiber”). The terms of this SLA apply exclusively to the Ethernet network elements directly within ZiPLY Fiber’s management responsibility and control (“E- E-LINE Service”).

**1. Operational Objectives**

A. **Availability:** Circuit Availability is the ability to exchange data packets with the nearest ZiPLY Fiber Internet Point of Presence or E-LINE Customer egress port (Z location) via the ingress port (A location). “Service Outage” occurs when packet transport is unavailable or when the output signal is outside the limits of this service guarantee. Availability is measured by the number of minutes during a calendar month that the Service is operational, divided by the total minutes in that calendar month. Calculation is based on the stop-clock method beginning at the date and time of the Customer-initiated trouble ticket and ends when ZiPLY Fiber restores SLA-compliant circuit operation. ZiPLY Fiber’s E-LINE Service Availability commitment and applicable Service credit are outlined in **Table 1A**, subject to Sections 3 and 4 below.

Table 1A: Availability		
Circuit Availability (CA)		MRC Service Credit
Availability	99.999%	Below 99.999%: Service Credit = 10% of MRC
		Below 95.0%: Service Credit = 50% of MRC

B. **Mean Time to Repair (MTTR):** MTTR is a monthly calculation of the average duration of time between Trouble Ticket initiation (in accordance with Section 2B) and ZiPLY Fiber’s reinstatement of the Service to meet the Availability performance objective. The MTTR objectives, and credits applicable to a failure to meet such objectives, are outlined in **Table 1B**, subject to Sections 3 and 4 below.

Table 1B: MTTR		
Mean Time To Repair		MRC Service Credit
MTTR ON-NET	4 Hours	25 % MRC above 4 hrs
		50% MRC above 6 hrs.
MTTR Off-NET	6 Hours	25 % MRC above 6 hrs
		50% MRC above 8 hrs.

**2. Performance Objectives**

These Performance Objectives do not apply to Ethernet Internet Access services.

A. **Packet Delivery:** The Frame Loss Ratio (FLR) is a round trip measurement between ingress and egress ports (NIDs) at the Customer’s A and Z locations of packet delivery efficiency. FLR is the ratio of packets lost, round trip, vs. packets sent. Packet delivery statistics are collected for one calendar month. Credits will be based on ZiPLY Fiber’s verification of packet delivery performance between NIDs at Customer’s Service Location. The packet delivery SLA applies to CIR-compliant packets on Ethernet LAN / WAN circuits only. ZiPLY Fiber offers three FLR Quality of Service (QoS) levels for Ethernet Data Service. The applicable SLA is based on the QoS level, as outlined in **Table 1C**. Ethernet Gold and Platinum are premium level services designed to support commercial customers’ mission-critical and real time applications.

- **Standard QoS** service is ZiPLY Fiber’s basic business class data service with improved performance across all standard performance parameters. Ethernet Silver SLA, termed Standard Data (SD) Service, is ZiPLY Fiber’s upgraded replacement of *Best Effort* Ethernet designed specifically for the commercial customer.
- **Gold QoS** service is a premium business data service featuring enhanced performance parameters with packet forwarding priority set to *Priority Data*.
- **Platinum QoS** service carries ZiPLY Fiber’s highest QoS performance parameters and includes voice grade packet forwarding priority set to *Real Time*.

If packet delivery performance falls below the applicable packet delivery percentage, Customer will be entitled to a Service credit as outlined in **Table 1C**, subject to Sections 3 and 4 below.

Table 1C: Frame Loss Ratio (FLR)				
Packet Loss QoS Level	Frame Loss Ratio (FLR) CITY	Frame Loss Ratio (FLR) STATE	Frame Loss Ratio (FLR) Inter-STATE	MRC Service Credit
<b>Standard</b> [Standard Data Service]	<b>0.10%</b>	<b>0.10%</b>	<b>0.10%</b>	<b>10%</b>
<b>Gold</b> [Priority Data Service]	<b>0.01%</b>	<b>0.01%</b>	<b>0.025%</b>	<b>15%</b>
<b>Platinum</b> [Real Time Data Service]	<b>0.01%</b>	<b>0.01%</b>	<b>0.025%</b>	<b>20%</b>

B. **Latency:** Latency, Frame Transfer Delay (FTD), is the maximum packet delivery time measured round-trip between Customer’s A and Z locations at the Committed Information Rate (CIR). Latency is measured across On-Net Service paths between ingress and egress NIDs. Measurements are taken at one-hour intervals over a one month period. Credits are based on round-trip latency of 95<sup>th</sup> percentile packet. Customer must meet the following criteria to qualify for Service credits on the E-LINE Latency SLA outlined in **Table 1D**:

- Access loops at Customer locations A and Z may be fiber or copper connectivity from the Serving Wire Center to the NIDs at each premise to qualify for the circuit SLA.

- Each SLA guarantee is associated with ONLY one QoS Level. Ziplly Fiber will honor the Service credit associated with the QoS level ordered for On-Net Services. Customer will be entitled to Service credits if the Service fails to meet applicable Performance Objective as outlined in **Table 1D** subject to Sections 3 and 4 below

<b>Table 1D: Frame Transfer Delay (FTD):</b>				
<b>Latency QoS Level</b>	<b>Round Trip Delay CITY</b>	<b>Round Trip Delay STATE</b>	<b>Round Trip Delay Inter-STATE</b>	<b>MRC Service Credit</b>
<b>Standard</b> [Standard Data Service]	≤ 10 ms	≤ 20 ms	≤ 50 ms	10%
<b>Gold</b> [Priority Data Service]	≤ 10 ms	≤ 18 ms	≤ 40 ms	15%
<b>Platinum</b> [Real Time Data Service]	≤ 10 ms	≤ 15 ms	≤ 20 ms	20%

- C. **Jitter:** Packet Jitter, Frame Delay Variance (FDV), is the difference in end-to-end one-way delay between selected packets in a data stream with any lost packets being ignored. Ziplly Fiber guarantees average FDV (inter-packet differential) performance on E-LINE Service transmissions will meet performance parameters outlined in the table below. Credits are based on the monthly average Frame Delay Variance. Customer must meet the following criteria to qualify for Service credits on the E-LINE Jitter SLA:

- Access loops at Customer Service Locations A and Z may be fiber or copper connectivity from the Serving Wire Center to the NIDs at each Service Location to qualify for Fiber Loop FDV SLA.
- Each SLA guarantee is associated with ONLY one QoS Level. Ziplly Fiber will honor the Service credit associated with the QoS level ordered for E-LINE Services, as outlined in the applicable Ethernet Service Schedule. Customer will be entitled to the credit as outlined in **Table 1E** if E-LINE Services fail to meet applicable service level objectives, subject to Sections 3 and 4 below.

<b>Table 1E: Frame Delay Variance (FDV):</b>				
<b>Jitter QoS Level</b>	<b>Average Jitter Per Site CITY</b>	<b>Average Jitter Per Site STATE</b>	<b>Average Jitter Per Site Inter-STATE</b>	<b>MRC Service Credit</b>
<b>Silver</b> [Standard Data Service]	n/s	n/s	n/s	10%
<b>Gold</b> [Priority Data Service]	≤ 5 ms	≤ 10 ms	≤ 30 ms	15%
<b>Platinum</b> [Real Time Data Service]	≤ 2 ms	≤ 5 ms	≤ 15 ms	20%

### 3. Service Outage Reporting Procedure.

- Ziplly Fiber will maintain a point-of-contact for Customer to report a Service Outage, twenty-four (24) hours a day, seven (7) days a week.
- When a Service Outage occurs, Customer must contact Ziplly Fiber’s commercial customer support center (also known as the “NOC”) at **1-(888) 488-0072** to identify the Service Outage and initiate an investigation of the cause (“Trouble Ticket”). Responsibility for Trouble Ticket initiation rests solely with Customer. Once the Trouble Ticket has been opened, the appropriate Ziplly Fiber departments will initiate diagnostic testing and isolation activities to determine the source. In the event of a Service Outage, Ziplly Fiber and Customer will cooperate to restore the Service. If the cause of a Service Outage is a failure of Ziplly Fiber’s equipment or facilities, Ziplly Fiber will be responsible for the repair. If the degradation is caused by a factor outside the control of Ziplly Fiber, Ziplly Fiber will cooperate with Customer to conduct testing and repair activities at Customer’s cost and at Ziplly Fiber’s standard technician rates.
- A Service Outage begins when a Trouble Ticket is initiated and ends when the affected E-LINE Service is Available; provided that if the Customer reports a problem with a Service but declines to allow Ziplly Fiber access for testing and repair, the Service will be considered to be impaired, but will not be deemed a Service Outage subject to these terms.
- If Ziplly Fiber dispatches a field technician to perform diagnostic troubleshooting and the failure was caused by the acts or omissions of Customer or its employees, affiliates, contractors, agents, representatives or invitees; then Customer will pay Ziplly Fiber for all related time and material costs at Ziplly Fiber’s standard rates.

### 4. Credit Request and Eligibility.

- In the event of a Service Outage, Customer may be entitled to a credit against the applicable On-Net Service MRC if (i) Customer initiated a Trouble Ticket; (ii) the Service Outage was caused by a failure of Ziplly Fiber’s equipment, facilities or personnel; (iii) the Service Outage warrants a credit based on the terms of Section 1; and (iv) Customer requests the credit within thirty (30) days of last day of the calendar month in which the Service Outage occurred.
- Credits do not apply to Service Outages caused, in whole or in part, by one or more of the following: (i) the acts or omissions of Customer or its employees, affiliates, contractors, agents, representatives or invitees; (ii) failure of power; (iii) the failure or malfunction of non-Ziplly Fiber equipment or systems; (iv) circumstances or causes beyond the control of Ziplly Fiber or its representatives; (v) a Planned Service Interruption; (vi) Emergency Maintenance or (vii) interruptions resulting from Force Majeure events as defined in Customer’s ZFSA. In addition, Customer will not be issued credits for a Service Outage during any period in which Ziplly Fiber is not provided with access to the Service location or any Ziplly Fiber network element, or while Customer is testing

- C. and/or verifying that the problem has been resolved. "Planned Service Interruption" means any Service Outage caused by scheduled maintenance, planned enhancements or upgrades to the Ziplly Fiber network; provided that Ziplly Fiber will endeavor to provide at least five (5) business days' notice prior to any such activity if it will impact the Services provided to Customer. "Emergency Maintenance" means maintenance which, if not performed promptly, could result in a serious degradation or loss of service over the Ziplly Fiber network.
  - D. Notwithstanding anything to the contrary, all credit allowances will be limited to maximum of 50% of the MRC for the impacted E-LINE Service, per month. For cascading failures, only the primary or causal failure is used in determining Service Outage and associated consequences. Only one service level component metric can be used for determining Service credits. In the event of the failure of the Service to meet multiple metrics in a one-month period, the highest Service credit will apply, not the sum of multiple Service credits.
  - E. This SLA guarantees service performance of Ziplly Fiber's Ethernet data services only. This SLA does not cover TDM services [DS1, NxDS1, or DS3 services] or other voice or data services provided by Ziplly Fiber. This SLA does not apply to services provided over third party non-partner facilities, through a carrier hotel, or over Ziplly Fiber facilities which terminate through a meet point circuit with a third party non-partner carrier.
  - F. The final determination of whether Ziplly Fiber has or has not met SLA metrics will be based on Ziplly Fiber's methodology for assessment of compliant performance. Service Outage credits are calculated based on the duration of the Service Outage, regardless of whether such Service Outage is the result of failure of the Service to meet one or more performance metric.
  - G. Credit allowances, if any, will be deducted from the charges payable by Customer hereunder and will be expressly indicated on a subsequent bill to Customer. Credits provided pursuant to this SLA shall be Customer's sole remedy with regard to Service Outages.
5. **Chronic Outage:** An individual E-LINE Service qualifies for "Chronic Outage" status if such service fails to meet the Availability objectives, and one or more of the following: (a) a single Trouble Ticket extends for longer than 24 hours, (b) more than 3 Trouble Tickets extend for more than 8 hours, during a rolling 6 month period, or (c) 15 separate Trouble Tickets of any duration within a calendar month. If an E-LINE Service reaches Chronic Outage status, then Customer may terminate the affected E-LINE Service without penalty; provided that Customer must exercise such right within ten (10) days of the E-LINE Service reaching Chronic Outage status and provide a minimum of 15 days prior written notice to Ziplly Fiber of the intent to exercise such termination right.

**You'll soon enjoy a reliably fast fiber ethernet connection to your business, but first we want to walk you through the installation process.**

Some businesses are connected to the fiber network via existing underground conduit; others are connected via overhead wiring. In some cases, we may be required to bury a new line from the street to your business or to replace an existing one. To make this process as smooth as possible, we assign a dedicated project manager (PM) to every fiber ethernet installation.

## The Fiber Construction and Installation Process

### 1. Site visit

estimated (5 Days)

First the engineering team will schedule a site visit. At the site visit, our technician will determine if an underground fiber line must be installed or replaced. They may ask some basic questions about your property, such as:

- Do you have existing conduit or an approved pathway into the building?
- Does the MPOE (minimum point of entry) or DMARC have permanent power and backboard space for CPE (customer premise equipment)?

During the visit, please feel free to share any questions or concerns with your Zply Fiber technician. If necessary, the technician will submit a work order to either install or replace your underground fiber line.

### 2. Site survey

estimated (5 Days)

If construction is needed, the construction team will schedule a site survey, where additional information will be gathered. Temporary markings may be painted on the ground indicating the path that will be taken when placing the buried line. You don't need to be present for this visit unless access must be granted due to locked gates or other obstacles.



### 3. Underground utility locate request and markings

estimated (20 Days)

If applicable, Dig Safe (811) will notify any local utilities, such as electric and gas companies, so they can identify where their utility lines are buried using temporary flags, spray paint or chalk that will eventually wash away. This work must be completed to ensure that no utility lines are damaged during the digging process. If applicable, this process usually takes up to three business days.

### 4. Scheduling

estimated (20 Days)

Once the utility lines have been marked, the construction team will work with you to schedule your new fiber line installation date.



### 5. Construction

estimated (35 Days)

We always do our best to install your new underground fiber line as quickly as possible. However, delays can be caused by:

- **Permitting** - In some communities, we are required to apply for and receive a permit before we can replace the underground line, which can take from five to 30 days.
- **Weather** - Unpredictable weather conditions can sometimes prevent the digging required to bury your fiber line. Extreme weather conditions, such as freezing or flooding, can result in even longer delays.
- **Underground utility locates** - All utilities must either mark their lines or let us know they have no lines where we're digging, which can sometimes cause delays.
- **Other issues** - Delays can also be caused by events that limit our access, or additional equipment needed to perform the work. In the event of a delay other than those listed above, our crew will contact you to explain the issue and provide an estimated date of completion.

### 6. Construction

Estimated (5 Days)

Once your new underground fiber line has been installed, any areas disturbed during excavation and construction will be restored.



### 7. Installation and provisioning

estimated (30 Days)

The engineering team will coordinate for premise equipment installation and configuration. The work is usually completed in a day.



### 8. Ready for Service

Estimated Total (120 Days)

When the circuit configuration is complete, you'll receive a ready-for-traffic email notification that your service is live and ready for testing and acceptance.



### 9. Installation Complete

Once you've officially accepted the circuit, you'll receive a Zply Fiber Service Acceptance Notice, which confirms acceptance and provides billing and account management contact details.



**Questions or concerns? Contact your dedicated Zply Fiber project manager.**

# Library Board Application

**Joni Stevenson**

**(208)720-7665**

[joni@cascadeschools.org](mailto:joni@cascadeschools.org)

**I have been a resident of Cascade since 2008**

**126 Par Drive Cascade, ID 83611**

## **Why I am interested in becoming a library trustee:**

Reading is my first love and one of my earliest passions that really started with me in the 4th grade. I found reading as a measure to escape my own social awkwardness and learn more about the world outside of the small, rural town that I grew up in. Reading opened doors for me when I was in college to show me the larger world of Education and the potential impact that one person can have. Once I started my career in the complex field of education I leaned on books to learn how to better serve my learners, then did the same when I made my debut into School Administration. Professional literature has transformed my professional career and allowed me to start a trajectory of learning that has advanced me to the position of School Leader in my short time in the field. I am most interested in becoming a library trustee because I want to contribute in every way that I can to create meaningful literacy experiences for the people of Cascade and to better connect and serve our community with resources that are available and necessary to create a more healthy community.

## **Experience and skills that I bring to the Board:**

- Educator for 15 years - pre kindergarten-12th grade Principal 6 years
- I work closely with the Cascade School Board am aware of open meeting laws and procedures
- Organized in my tasks, priorities, and ongoing documentation of my current role.
- Scheduled and disciplined in maintaining my calendar
- Vast experience in crucial confrontations and conversations
- First Aid and CPR trained
- 6 years of Leadership experience and training through the Idaho State Department of Education
- Women in Leadership Conference attendee
- Social emotional and interpersonal skills
- Conflict management skills
- Staff evaluation and accountability skills and systems creation
- Lead school reform through data driven decision making and creating sustainable systems
- School strategic planning experience
- Leadership Team Leader
- Community member of Cascade since 2008
- I am a mother of two boys and I care deeply about the direction of the community
- Understanding of social circles and power structures/influences in Cascade
- Grant writing and managing
- Google Technologies Proficient, level 1 certified
- Incoming School Superintendent for Cascade Schools

**The library's most important roles in the community are:**

1. Connecting community members to resources and experiences that will enrich and enhance their lives.
2. Develop and foster a level of all types of literacy (digital, social, print, etc).
3. Contribute positively to the culture and family-friendly atmosphere of Cascade through partnerships and innovative ideas.

**Problems and Challenges facing libraries:**

1. Keeping current with the everchanging information and literacy sources - - staying current and relevant
2. Limited funding for small, rural libraries.
3. Engaging community members in programming and library offerings.

**YES** - I am available to attend Board meetings at 4:00pm on the 3rd Tuesday of each month at the Cascade Public Library.

I understand that the information provided in this application is part of a public record and could be available to others upon request.

A handwritten signature in black ink that reads "Jai Devenow". The signature is written in a cursive style with a large, looping initial "J".

March 17, 2022