



EDUCATION



403+
SERVED MARKETS



18+ MILLION
FIBER MILES



145K
ROUTE MILES

Dekalb County School District

Fiber Maintenance Proposal

[zayo.com](https://www.zayo.com)

Zayo - Fiber Maintenance Pricing

Customer	Dekalb County School District
E-Rate Eligible?	100%
Zayo SPIN	143023855



Pricing Schedule

Existing Fiber Maintenance Agreement Details

Locations	# of Sites	Term	MRC Per Location	Total MRC	Total YRC
All District Locations	145	5 Year	\$118.00	\$17,110.00	\$205,320.00

Proposed Additions to Fiber Maintenance Agreement

Locations	# of Sites	Term	MRC per Location	Total MRC	Total YRC
2175 Parklake Dr	1	Coterminous with Existing Agreement	\$118.00	\$118	\$1,416

Notes:

- 1) All other sites listed in 470 #250012563 are already covered under the existing Zayo Fiber Maintenance Agreement. 2175 Parklake Dr. is the only new site that needs to be added to the existing agreement.

Fiber maintenance practices

- » Call before you dig locate services
- » Routine maintenance and inspection
- » Scheduled maintenance windows and scheduling practices for planned outages
- » Fiber monitoring including information on what fiber management software is used, what fiber monitoring system is used, and who performs the monitoring
- » Handling of unscheduled outages and customer problem reports. What service level agreement is included, and what alternative service levels may be available at additional cost
- » What agreements are in place with applicable utilities and utility contractors for emergency restoration
- » Repair of fiber breaks
- » Replacement of damaged fiber
- » Replacement of fiber which no longer meets specifications
- » Policies for customer notification regarding maintenance
- » Bidder must provide all associated costs, including construction, installation, fees, charges, modulating equipment and surcharges
- » Bidder for dark fiber should also include maintenance costs

Zayo definitions:

Opertaions	Network design, As-builts, Testing, Splicing, Monitoring the Network
Routine maintenance	Cutting trees, Cleaning Access Points
Emergency maintenance	Emergency repair or replacement of duct, conduit, cable
Repaire restoration (NOC)	Normal repair or replacement of duct, conduit, cable
Call before you dig/ locates	Locating of duct, conduit, cable in response to Call Before you Dig requests
Relocations	Relocating of duct, conduit, cable Pro-Rata Share Ex: A 24 count cable needs to be relocated and the Customer utilizes 2 fibers for their services on said cable, then 2/24 (8.3%) of the costs to relocate will be passed through to the customer.

Routine Maintenance and Inspection

If there is an issue with any circuit, Dekalb County Schools will generate a ticket and alert Zayo's dedicated 7/24/365 NOC. Zayo engineers working for resolution. Del Valle may also reach the NCC via phone (866-236-2824) or via email at NCC@zayo.com.

The Zayo NCC works all customer troubles as soon as they are reported and troubles are never queued for pickup, as the individuals in the NCC that answer the phone or respond to email are the skilled technicians that will resolve the customer trouble. Additionally, the Zayo operational management team is immediately accessible at all times via the escalation list on tranzact to address any customer concerns.

Dekalb County Schools will have transparency and accessibility in escalations. The entire management team, including senior executives, publish phone numbers and are reachable 24x7. Customers may escalate as they see appropriate, not stifled by the bureaucratic escalation desk.

Network Surveillance

- » 24x7x365 monitoring of Zayo network facilities & electronics
- » Single screen fault management system for view of entire network
- » Rigorous network maintenance process to support robust network and prevent potential outages
- » Identification of network faults and customer circuit troubles
- » Severity classification of maintenance activities by risk of service impact
- » "Fix it fast" mentality for network impairments to prevent potential outages-all network impairments addressed immediately regardless of day/time.

Customer Care

- » Staffed by knowledgeable, capable technicians that have the knowledge and authority to repair circuits (i.e., no separate/distant repair NOC)
- » Automated, updates as trouble tickets are opened and worked
- » Proactive notification of circuit alarms (zNotify, in development)
- » Transparency and accessibility in escalations – entire management team up to President publishes cell phone numbers and reachable 24x7. Customers may escalate as they see appropriate, not stifled by bureaucratic escalation desk.
- » Customer focused flexibility with support for specialized testing, protection switch tests, circuit reroutes during customer emergencies, and other extraordinary support in pursuit of customer service.

Scheduled maintenance windows and scheduling practices for planned outages

Zayo will provide East Allen County Schools with a minimum of forty-eight (48) hour notice for non-service impacting scheduled maintenance. Zayo will provide East Allen County Schools with a minimum of seven (7) day notice for service impacting planned maintenance and the service will not be done during business hours. Zayo will provide an estimated service disruption time notice and

communicate hourly updates until service restoration.

Maintenance review and notification

- » All maintenance cases submitted and tracked in Salesforce
- » Cases manually reviewed for impact and proper notification intervals prior to processing
- » Automated customer impact assessment and customer notification via Zayo tools and systems

Maintenance Implementation

- » Alarm review prior to execution to ensure normal network conditions and reduce risk of unplanned outage
- » Customer communication before and after maintenance event to those customers experiencing service impact; customer bridges established upon request
- » “All clear” from NOC and affected customers prior to releasing personnel performing activity.

Maintenance Classifications

- » Service Affecting (SA):
 - Service Affecting changes directly impact the service of Zayo Bandwidth customers external or internal
- » Potentially Service Affecting High-Risk (PSA-High):
 - PSA-H changes have a high potential of impacting the service of Zayo Bandwidth customers external or internal, even if no impact is expected. These changes are often more complex in nature and thus incur more risk to the environment. Potentially Service Affecting Low-Risk (PSA-Low): PSA-L changes have a low potential of impacting the service of Zayo Bandwidth customers external or internal, even if no impact is expected. These changes are generally less complex in nature and incur less risk to the environment.
- » Non-Service Affecting (NSA)
 - Any change that has absolutely no possibility of impacting the service of Zayo Bandwidth customers external or internal is considered NSA. This is a very limited scope of work and is often considered standard operating procedure.

Maintenance Classification		Lead Time for Notifications Sent to Customers
Service Affecting - SA		10 business days
Potentially Service Affecting High - PSA-High		5 business days
Potentially Service Affecting Low - PSA-Low		5 business days
Not Service Affecting - NSA		2 calendar days
Demand		>24 hours, <10 calendar days
Emergency		1 hour
Maintenance Window	Days of the Week	Time
SA	Monday – Sunday	00:00-05:00
PSA-High	Monday - Sunday	00:00-05:00
PSA-Low	Monday – Sunday	00:00-05:00
NSA	Monday – Sunday	Not Required

Fiber monitoring including information on what fiber management software is used, what fiber monitoring system is used, and who performs the monitoring

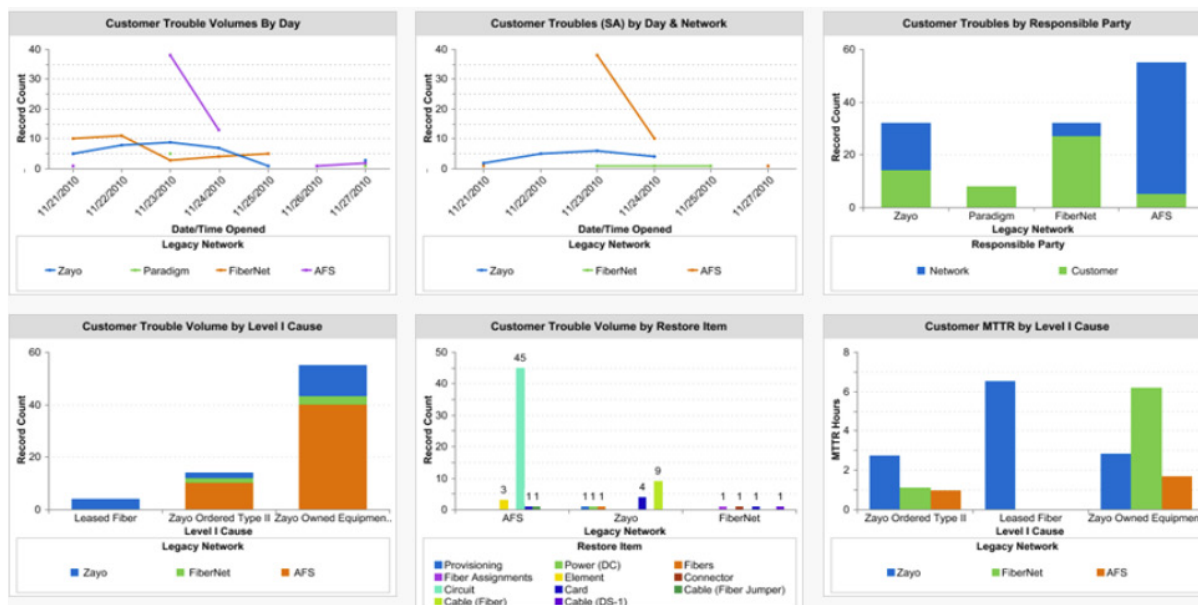
Zayo maintains a comprehensive database of all relevant information associated with Zayo fiber routes and equipment to ensure prompt identification and appropriate response to routine and corrective maintenance situations. The database identifies and documents the Zayo network and all facilities installed in the Zayo network including East Allen County Schools's fiber-optic cable type, number and color coding of fiber strands, origin and destination of each fiber strand, identification of in-use cables, and technical requirements and specifications.

Please refer to material on subsequent pages for information on fiber monitoring including information on what fiber management software is used, what fiber monitoring system is used and who performs the monitoring.

- » MetaSolv M6 Inventory System
 - Logical inventory of all acquired networks and circuits
 - Single-source for network and circuit records
 - XLR tool for rapid output of technician friendly circuit design
 - "Impact Tool" to identify lower order circuits on high-level optical facility, used during network events and for planning of maintenance activities

Connectivity Type	Category	TID	Equip/Facility	Card/Port/Slot
Cross Reference			ZAYO NE CLR NOT IN M6	
Foreign Information			HANDOFF TO PPL WHICH CARRIES T O Z LOC	
Logical Port	10G OM	PHLAPAFGD01 (Shelf A)	04.04.007.138	1-A-8-1-TX-181
Facility	OC192		101 /OC192 /PHLAPAFGD01/PITBPAQQD01	181
Logical Port	10G OM	PITBPAQQD01 (Shelf A)	01.08.002.138	2-A-4-2-TX-181
Logical Port	OC48 OM	PITBPAQQD01 (Shelf A)	01.08.002.138	7-A-15-7-37
Facility	OC48		105 /OC48 /PITBPAQQD01/PITBPAQQJE2	37
Logical Port	OC48 SR	PITBPAQQJE2-2	01.11.009.156	15-SH 2-2-TX-37
Logical Port	OC48 SR	PITBPAQQJE2-2	01.11.009.156	13-SH 2-TX-37
Facility	OC48		101 /OC48 /CLEYOHIGJE1/PITBPAQQJE2	37
Logical Port	OC48 SR	CLEYOHIGJE1-1	02.11.008.103	17-SH 1-2-TX-37
Logical Port	OC48 SR	CLEYOHIGJE1-1	02.11.008.103	13-SH 1-1-TX-1
Facility	OC48		301AR/OC48 /CLEYOHIG /CLEYOHIGJE1	1
Logical Port	OC48 SR	CLEYOHIGJE1-1	02.11.008.103	13-SH 1-1-TX-1
Foreign Information			DIRECT HANDOFF TO CU	

- » Salesforce CRM
 - Customer and network performance dashboards with detailed performance metrics
 - Real-time open ticket counts for network and customer-related issues
 - Top 5 view of outage causes, customers impacted, outage symptoms, and repair actions taken used to identify and implement corrective actions
 - Custom dashboards provide detailed view of customer-specific performance or network specific performance by region with detailed metrics on all aspects of operational performance



Agreements are in place with applicable utilities and utility contractors for emergency restoration

Zayo has relationships with utilities and utility contractors:

- » Relationships
 - 741 franchise agreements
 - Sharing agreements with DOTs
 - 135 Major Utility Easements (i.e., PAAs)
- » Strong portfolio of engineering and construction firms
 - 155 active outside plant contractors
- » Dedicated OSP team focused on building new network
 - Active construction in 36 states
 - 171 full time OSP staff focused on building new fiber routes

Repair of Fiber Breaks

Zayo will take all reasonable steps to protect East Allen County Schools's ability to continue service and the recovery strategies we employ are designed to mitigate impact on any significant business disruptions. Zayo will follow the same process for repair of fiber breaks as it does for unscheduled outages and customer problem reports. In most cases, recovery times will range from instantaneous to approximately four hours.

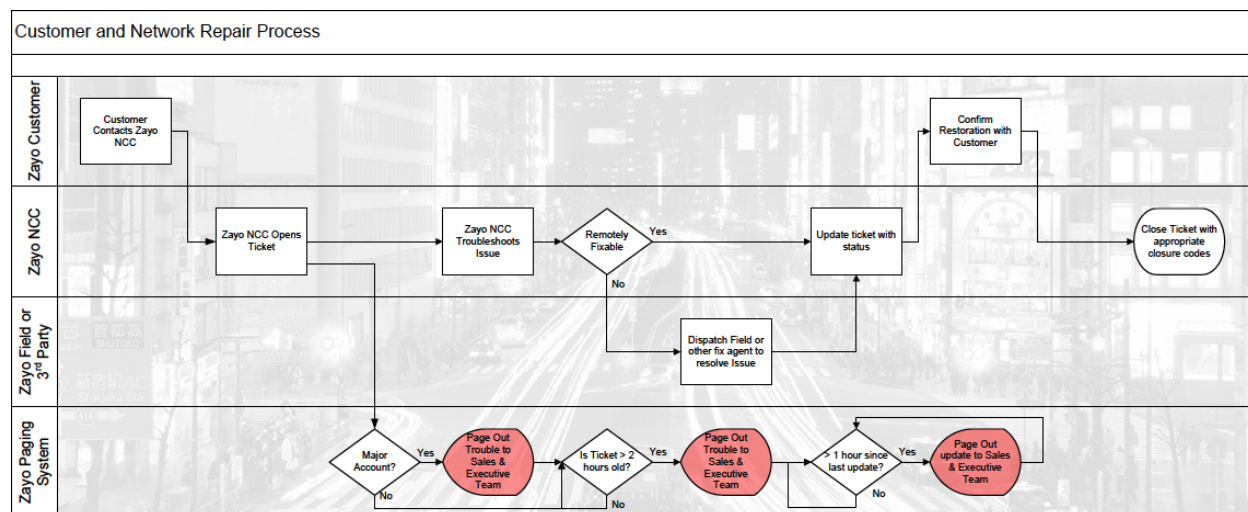
Zayo employs a "fix it fast" mentality for network impairments to prevent potential outages. Zayo has a two-hour target time-to-repair (TTR) for events impacting protected services and a four-hour target TTR for unprotected services. Zayo also has internal paging and escalation to immediately inform

sales/executives of significant customer issues.

Step-by-step details of the process are as follows:

- » Cut occurs
- » Testers dispatched
- » Restoration crews dispatched
- » Testers arrive for OTDR shots
- » Restoration crew directed to cut location
- » Restoration crew arrives
- » Excavation/prep complete
- » Splicing starts
- » Splicing completes
- » Customer restored

A diagram of the repair process is below:



East Allen County Schools will have access to live trouble ticket updates via Zayo's transact portal. Every action is logged and updated in regular intervals

Replacement of damaged fiber

Zayo will replace all damaged fiber impacting network performance. Please refer to Service Level Agreement.

Replacement of fiber which no longer meets specifications

Zayo will replace all damaged fiber impacting network performance. Please refer to Service Level Agreement.

Policies for customer notification regarding maintenance

See maintenance practices above

Process for changing procedures, including customer notification practices

If changes in the proposed route come about because of permitting issues, Zayo will communicate with East Allen County Schools. The routes on the KMZs included in this design are subject to change.

Process for moves adds and changes

Please see response above

Process of responding to locate requests

Zayo will:

1. Do a "Call Before You Dig" prior to any excavation and trenching.
2. Make trench sides as nearly vertical as practical except where sloping of sides is allowed.
3. Remove all rock, boulders, hard material, unstable material, and yielding and unsatisfactory materials within the limits indicted for trench excavation and dispose of off the site. Notify the District's Project Manager immediately in writing if it becomes necessary to remove such materials to beyond the trench limits.
4. Temporarily support or replace existing concrete or granite curb encountered in excavation in kind. Dispose and replace bituminous lip curb in kind.
5. Excavation operations adjacent to and below existing structures and utilities shall be done manually. Report damage to utility lines or subsurface construction immediately to the District's Project Manager.
6. Keep excavated materials and construction equipment and materials a safe distance back from the edge of excavations to avoid overloading the sides of the trench and to prevent slides or cave-ins.
7. Grade areas around trench as necessary to prevent surface water from flowing into excavations.
8. Walkway and grassed areas not back-filled at the end of the workday shall be enclosed with snow fence until restored to grade. Roadway trenches shall not be re-opened to traffic unless either:
 - (a)a road plate capable of sustaining HS-20 loading is in place or,
 - (b)temporary gravel is placed to bring the trench area to finish grade.