Submission For: Santa Rosa City Schools

Broadband Wide-Area Network Services – Dark Fiber

Proposal For:

Introduction:

Santa Rosa City Schools,

Thank you for the opportunity to provide a proposal for service to the Santa Rosa City Schools. Sonic is pleased to provide you a competitivity priced dark fiber solution for connectivity between your locations. Sonic will own and maintain all the fiber used to provision this service. Dark fiber will provide the Santa Rosa City School District virtually unlimited bandwidth scalability, allowing the School District to quickly adapt to the changing network demands.

Sonic is headquartered in Santa Rosa, CA and is the largest independent Internet Service Provider in Northern California, allowing us to provide entities like the Santa Rosa City Schools with flexible and customized solutions that best fit the needs of the district and schools.

Sonic is a California and FCC licensed CLEC (Competitive Local Exchange Carrier U-7002). Sonic has been involved with the E-Rate program since 1998 under SPIN number 143014699. Our Federal Tax ID number is 68-042366.

Sonic can offer Voice, Internet, lit fiber and dark fiber WAN solutions with E-Rate and California Teleconnect funding to qualifying organizations throughout California.

We look forward to the opportunity to work with you.

Sincerely,

Dane Jasper, CEO & Co-Founder
Sonic

Company Profile:
Now with over 28 years in business, Sonic was founded in 1994 by owners Dane Jasper and Scott Doty. Sonic sprung from an effort to bring network connectivity and Internet access to the staff and students of the Santa Rosa Junior College, at a time when many people had not yet heard the terms Internet, email address or World Wide Web.

Headquartered in Northern California, Sonic delivers reliable and cost-effective telecom services to over 100,000 customers throughout California. Sonic is a full facilities-based telecommunications provider and certificated public utility (CPUC license: U-7002). Today Sonic is the largest independent ISP located in Northern California, with over 600 employees located in the San Francisco Bay Area.

Sonic's popularity and tremendous growth are a result of our award-winning customer service, strong privacy policies and a focused technical team that provide reliable network services and support.

Qualifications:
Sonic's leadership values the integration of technology with education. Natural disasters, human error, malicious attacks; any number of unforeseen events can slow or interrupt the communications systems so vital to schools. Sonic provides connectivity solutions that are delivered over a secure, reliable, high performance network. The network is designed with built-in redundancy, diversity and with high performance standards.

Sonic's headquarters include a secured facility with a 5,000 square foot raised-floor data center currently used by multiple local government agencies for hosting and disaster recovery. The data center includes high security with biometric access controls, video surveillance, redundant power, fire suppression, and diverse fiber connections with dual entrances and paths. Sonic is the primary location in the North Bay for disaster recovery and emergency response communications, including hosting the County of Sonoma's redundant e911 system in our facility.

Sonic has independent diesel power with both on-site fuel storage and cooling water, enabling us to power and cool the datacenter independent of utility power, gas, and water. All power transfer systems are fully automated and redundant.

Sonic staffs its own permanent full-time fiber construction crews and owns its fiber construction equipment, ensuring personnel and equipment availability in the event of a disaster. Construction equipment and materials including spare fiber are stored in the North Bay, allowing for rapid response of fiber restoration and splicing repair.

References:

Sonoma County Office of Education (SCOE)
Cody Grosskopf – Director of Information Technology
Phone: 707-524-8324
Email: cgrosskopt@scoe.org
Sonic Personnel: Kinderlin Codding, Brian Botteri, Jon Cromwell
Service:

- 10Gbps Wide-Area Network (WAN) services to 7 sites, including:
  - Healdsburg School District
  - Sonoma Country Day School
  - Roseland Prep
- Dark fiber Wide-Area Network (WAN) services to 60 sites, including:
  - Sonoma County Office of Education
  - Bellevue Union School District
  - Bennett Valley Union School District
  - Cinnabar School District
  - Forestville Union School District
  - Gravenstein Union School District
  - Mark West Union School District
  - Oak Grove Union School District
  - Old Adobe Union School District
  - Piner Olivet Union School District
  - Rincon Valley Union School District
  - Roseland School District
  - Sebastopol Union School District
  - Twin Hills Union School District
  - Waugh School District
  - West Sonoma County High School District
  - Wright School District
  - Independent Charter/Private Schools
- Fiber optic and network maintenance

Oakland Unified School District
Colleen Calvano – Executive Director, Technology Services
Phone: 510-879-2202
Email: colleen.calvano@ousd.org
Service:

- Lit Wide-Area Network (WAN) service to 96-sites
- Fully Managed Dark Fiber, 2-links
- Fiber optic and network maintenance

Windsor Unified School District
Lois Standring – Chief Business Official
Phone: 707-838-7726
Email: lstandring@wusd.org

Sonic Personnel: Kinderlin Codding, Jennifer Ridgway, Jon Cromwell
Service:

- Dark fiber Wide-Area Network (WAN) services to 8 sites
- Fiber optic and network maintenance

Sonoma Marin Area Rail Transit (SMART) Public/Private Partnership
Farhad Mansourian – General Manager
Phone: 707-794-3057
Email: famsourian@sonomamarintrain.org
Sonic Personnel: Dane Jasper, Nathan Patrick, Jon Cromwell, Kinderlin Codding
Service:

- Fiber optic network for the fully-integrated rail signal system
- Fiber network to service Clipper fare system
- Fiber network to service video surveillance cameras at platform, bridge, and tunnel locations
- WiFi at stations for public internet access
- Fiber optic and network maintenance

City of Brentwood Public/Private Partnership
Kerry Breen – Assistant Finance Director
Phone: 925-516-5436
Email: kbreen@ci.brentwood.ca.us
Sonic Personnel: Dane Jasper, Nathan Patrick, Jon Cromwell, Kinderlin Codding
Service:

- Dark and lit City network, with City dedicated fiber
- Gigabit network connecting City facilities including City Hall, Police, Fire, traffic signals and SCADA
- Internet access
- Fiber optic and network maintenance including city-owned conduit and vaults

Dominican University
Peter Mentzer, M.S. Ed. – Executive Director, Information and Technology
Phone: 415-257-1331
Email: peter.mentzer@dominican.edu
Sonic Personnel: Mark Loher, Janell Williamson, Jon Cromwell
Service:

- Internet access
- Hosted voice, 400 seats
- Wide-Area Network (WAN) transport
- Datacenter (off-site backup/recovery)
- Fiber optic and network maintenance

Service Summary: Lease Dark Fiber IRU

Leased Dark Fiber	5-year IRU
Service Description:	Two bi-directional fiber strands

Pricing: See attached pricing spreadsheet. Please note – per USAC, dark fiber is not considered a telecom service, and is not subject to USF. Today for lit networks, this is a 28.9% additional cost overhead. Please weigh this cost savings for dark fiber as part of your cost effectiveness assessment.

E-rate: Upon confirmation of E-rate approval from the District, Sonic will apply eligible discounts for services. Sonic will work with USAC on behalf of District to obtain E-Rate funding reimbursement. District must provide Sonic with a copy of their E-Rate approval.

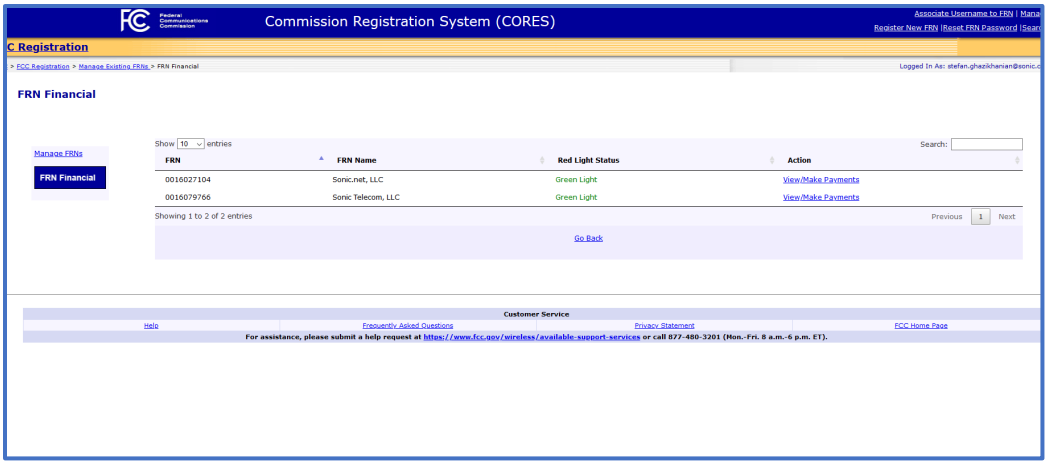
Sonic will work with the Santa Rosa City Schools to amortize the non-discounted portion over a four-year term.

California Teleconnect Fund (CTF): Upon confirmation of CTF approval from District, Sonic will apply eligible discounts for services upfront. The CTF discount will be applied to the remainder of the charges after the E-Rate discounts have been applied.

Service Delivery Timeframe: Sonic anticipates delivered service within 6 to 12 months after USAC approval. Permit dependent.

FCC Service Provider ID Number and status:

Sonic has completed FCC Form 473 Service Provider Annual Certification for current Funding Year.



Implementation Plan: Leased Dark Fiber

Our team has in-house engineering, regulatory and permitting expertise required to assure consistent management and execution throughout the service delivery process.

Sonic Service Delivery Process:

Step One:

- Contact on-site facilities representatives
- Contact district Project Manager

Step Two:

- Plant fiber strand survey
- Room ready site survey

Step Three:

- Obtain permits
- Complete design/engineering
- Complete room ready requirements

Step Four:

- Installation of required network components
- Fiber splicing

Step Five:

- OTDR testing
- OTDR test results reviewed

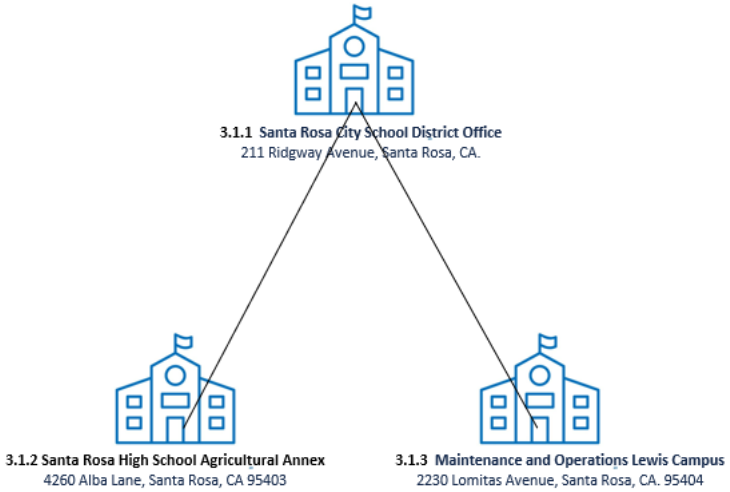
Step Six:

- Optics, equipment and patch installation
- Configurations finalized, completed and circuit activated
- Official handoff and acceptance

Sonic has local in-house construction staff for underground construction (horizontal directional drilling, open trench, hand dig, etc.) fiber pulling, and splicing. As well as in-house crews for aerial strand placement. Sonic contracts with local north bay and bay-area installation crews. All subcontracted construction activities are Sonic supervised.

Network Diagrams:
Leased Dark Fiber – two bi-directional fiber strands

Dark Fiber: Network



Facilities Description:
The Sonic hand-off configuration will require a fiber panel located at the 19" service rack. This panel will be 1U tall. Santa Rosa City Schools must provide an acceptable fiber pathway for the Sonic fiber cable from the conduit entrance location to the service rack. This fiber pathway must be rated, as specified by prevailing code, for the specific building entrance situation. Details can be discussed during the site survey. Additional service termination options, such as fiber panels designed for installation on plywood backboard, are also available upon request.

Service Order Mask:

- Service Location
- Desired Network Configuration
- Site Survey
- MPOE Location
- Mounting Preference
- Demarcation Location
- Local Contact

Customer Support:
Customer shall have access to Sonic Technical Support and the Network Operations Center (NOC). Communications with Support may be via telephone, e-mail and/or on-line trouble ticket system. Sonic provides a point of contact that routes request/problems to the appropriate service group as follows:

NOC Support is responsible for the problems/requests that cannot be resolved via Technical Support or network emergencies that constitute a service outage. NOC support is available 24x7x365 via their toll-free hotline. Any notification of service outage should be reported via telephone to the NOC.

Technical Support is responsible for tracking and solving problems during Sonic.net Support Hours as posted on the Sonic Support web site (**http://www.sonic.net/support**). Non-critical/outage related queries and support request will be resolved through this channel.

Service Availability and Uptime:
Sonic will guarantee network availability of 99.99% of a given month excluding scheduled maintenance. Scheduled maintenance is downtime for which Sonic will provide Santa Rosa City Schools advance written notice. In the event of any unscheduled downtime, District and Sonic will jointly determine the cause of the downtime. If such downtime is in excess of 0.01% for a given month excluding scheduled maintenance, Sonic shall make reasonable and appropriate accommodations to School District.

Network Availability:
Sonic will calculate customer's "Network Unavailability" on a calendar year basis. "Network Unavailability" consists of the number of minutes that the Sonic.net network was not available for the customer's services and is measured based on the total downtime of the affected services. Network downtime shall exist when a service is unable to transmit data, customer has notified Sonic.net though a telephone call to the NOC and Sonic.net records such a failure in the trouble ticket system. Network unavailability and network downtime will not include periods during which routine or scheduled service maintenance, alteration, or implementation is being performed, or any unavailability or inability to transmit resulting from natural disasters or outages out of Sonic's control.

Fiber Maintenance Practices:
Sonic uses 811/Call Before You Dig for underground excavation notices. All Sonic fiber is subject to notification and marking as part of this process. Additionally, Sonic strictly complies with Federal, State, and 811 guidelines for underground excavation during network construction.

Sonic performs routine maintenance and inspection of its fiber system on an as-needed basis. Specific inspection points include water intrusion into splice cases, damaged cable sheaths, micro-bends, and other potential impairments to the network.

Sonic uses industry-leading software to manage its fiber network, including solutions from 3-GIS and ESRI. This software gives us a clear, geographically-accurate picture of the exact location and configuration of the Sonic physical plant.

Unlike most utilities, Sonic has in-house construction resources for conduit placement (horizontal directional drilling, open trench, hand dig, etc.), fiber pulling, and splicing. This is especially important in emergency situations, as delays in customer restoration are often attributed to the unavailability of construction resources. In addition to in-house crews, Sonic has break-fix contracts with many local contractors to reduce outage durations and provide seamless coverage. Fiber break/damage repairs can be conducted with in-house resources. Sonic will meet a 2 hour Mean Time To Respond for fiber

outages and fiber troubleshooting. This timeframe includes the time from first call to crews mobilized to inspect the damage and formulate a repair plan. Sonic will begin break/fix restoration within four hours.

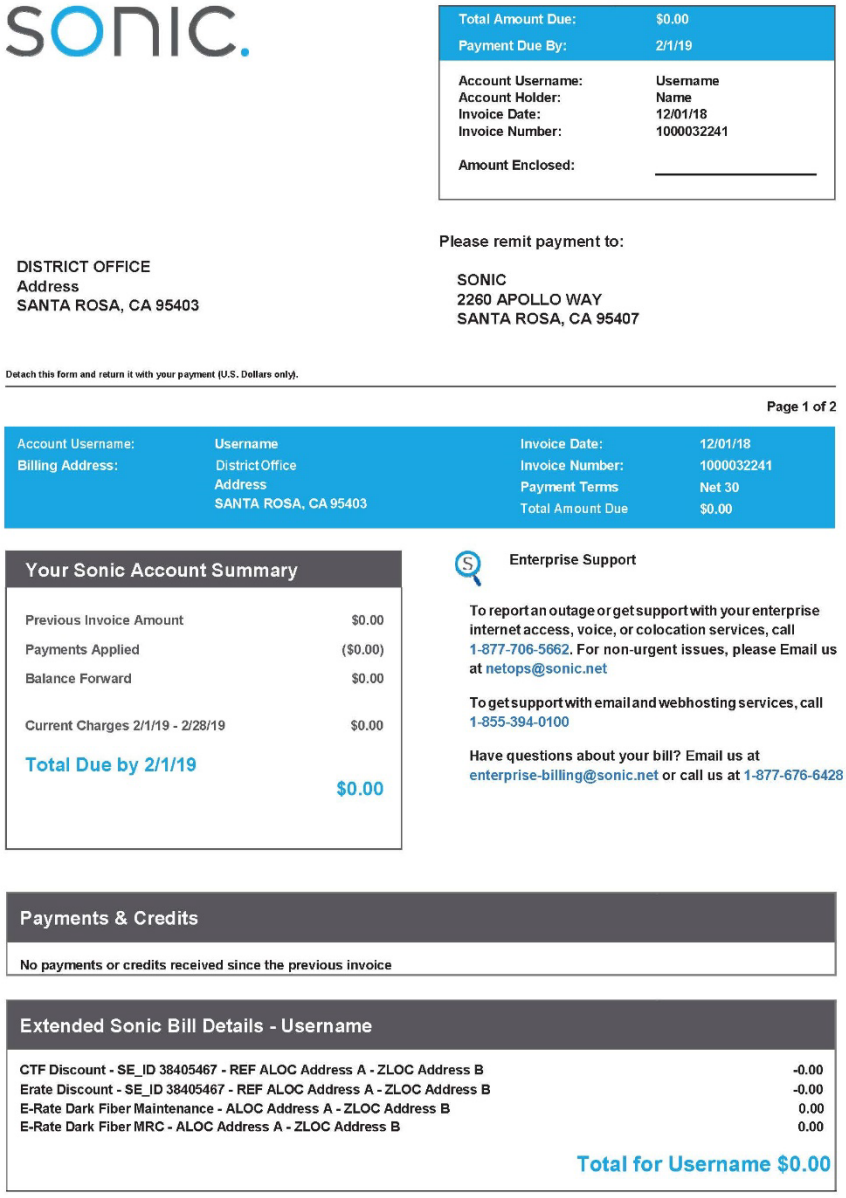
Fiber replacements necessary due to non-service-impacting structure, cable, or fiber damage are typically handled as Normal Maintenance defined below.

Maintenance Window Definition:
Maintenance performed by Sonic shall be classified as one of the following two types:

Normal Maintenance: shall refer to: (a) upgrades of hardware or software; or (b) upgrades to increase capacity. Normal Maintenance while being conducted may degrade the quality of the service provided, which may include an outage of the service. An outage related to Normal Maintenance shall not be deemed to be network downtime. Normal Maintenance is typically performed between the hours of 12:01am and 4:00am. Our goal is provide as much advance notice as possible for Normal Maintenance activities, and we strive for at least 7 days' notice.

Urgent Maintenance: shall refer to efforts by Sonic to correct conditions which are likely to cause a material service outage, and which require immediate correction. Urgent Maintenance, while being conducted, may degrade the quality of the services provided and may include an outage of the services. An outage related to Urgent Maintenance shall be deemed an outage for purposes of calculating network downtime. Sonic may undertake Urgent Maintenance at any time Sonic.net deems necessary. Sonic shall provide notice of Urgent Maintenance to customer as soon as it is commercially reasonable under the circumstances.

Sample Billing Statement:



sonic.

Total Amount Due:	$0.00
Payment Due By:	2/1/19
Account Username:	Username
Account Holder:	Name
Invoice Date:	12/01/18
Invoice Number:	1000032241
Amount Enclosed:	_____

DISTRICT OFFICE
Address
SANTA ROSA, CA 95403

Please remit payment to:

SONIC
2260 APOLLO WAY
SANTA ROSA, CA 95407

Detach this form and return it with your payment (U.S. Dollars only).

Page 1 of 2

Account Username:	Username	Invoice Date:	12/01/18
Billing Address:	District Office Address SANTA ROSA, CA 95403	Invoice Number:	1000032241
		Payment Terms	Net 30
		Total Amount Due	$0.00

Your Sonic Account Summary

Previous Invoice Amount	$0.00
Payments Applied	($0.00)
Balance Forward	$0.00
Current Charges 2/1/19 - 2/28/19	$0.00
Total Due by 2/1/19	$0.00

Enterprise Support

To report an outage or get support with your enterprise internet access, voice, or colocation services, call 1-877-706-5662. For non-urgent issues, please Email us at netops@sonic.net

To get support with email and webhosting services, call 1-855-394-0100

Have questions about your bill? Email us at enterprise-billing@sonic.net or call us at 1-877-676-6428

Payments & Credits

No payments or credits received since the previous invoice

Extended Sonic Bill Details - Username

CTF Discount - SE_ID 38405467 - REF ALOC Address A - ZLOC Address B	-0.00
Erate Discount - SE_ID 38405467 - REF ALOC Address A - ZLOC Address B	-0.00
E-Rate Dark Fiber Maintenance - ALOC Address A - ZLOC Address B	0.00
E-Rate Dark Fiber MRC - ALOC Address A - ZLOC Address B	0.00

Total for Username $0.00

Support/Contacts:

Deployment and Turn-up Support:

Primary Contact
PM Assigned to Project
Contact TBD

1st Level Escalation
Kinderlin Codding
ES/E-rate Specialist
Mobile: 707-217-5088
Email: kinderlin.codding@sonic.com

2nd Level Escalation
Nathan Patrick
CTO
Office: 707-522-1000
Direct: 707-237-6218
Email: nathan.patrick@sonic.com

3rd Level Escalation
Dane Jasper
CEO
Office: 707-522-1000
Direct: 707-237-6205
Email: dane.jasper@sonic.com

Technical Support: Email: netops@sonic.com

Primary Contact
Sonic NOC - Network Operation Center
NOC: 877-706-5662
Email: netops@sonic.com

1st Level Escalation
Nathan Patrick
CTO
Office: 707-522-1000
Direct: 707-237-6218
Email: nathan.patrick@sonic.com

2nd Level Escalation
Dane Jasper
CEO
Office: 707-522-1000
Direct: 707-237-6205
Email: dane.jasper@sonic.com

Billing Support:

Primary Contact
Sarah Garcia
E-rate Billing Specialist
Office: 707-522-1000
Email: sarah.garcia@sonic.com

1st Level Escalation
Kinderlin Codding
EA/E-rate Support
Office: 707-522-1000 Ext. 2345
Email: kinderlin.codding@sonic.com

2nd Level Escalation
Dane Jasper
CEO
Office: 707-522-1000
Direct: 707-237-6205
Email: dane.jasper@sonic.com

Key Sonic Team Members:

Dane Jasper – Chief Executive Officer & Co-Founder

- Office: 707-522-1000
- Direct: 707-237-6205
- **Email:** dane.jasper@sonic.com

Dane has significant experience and expertise in all aspects of data and voice networks, with over 28 years of experience in the telecommunications industry. Mr. Jasper's experience includes IP networking, fiber optic infrastructure, network, planning, and security. As CEO of Sonic, Dane's principal duties include the day to day management and oversight of all aspects of the organization, as well as driving the company's strategic vision and objectives.

Nathan Patrick – Chief Technology Officer

- Office: 707-522-1000
- Direct: 707-237-6218
- **Email:** nathan.patrick@sonic.com

Nathan has more than 22-years of experience building IP/MPLS networks, including 20-years of experience at Sonic. In his role as CTO, Nathan oversees inside and outside plant, network operations, network engineering, programming, systems engineering, and product management. He has overall responsibility for the successful implementation of the Sonic network and its customer facing services, including all aspects of network and support systems design.