STATE OF TENNESSEE

RFP # 317.03-154-07
AMENDMENT # 2

December 21, 2007

THE SUBJECT RFP IS HEREBY AMENDED AS FOLLOWS.

A. The following RFP Schedule of Events updates or confirms scheduled RFP dates.

EVENT	TIME	DATE	UPDATED / CONFIRMED
1. State Issues RFP		October 18, 2007	CONFIRMED
2. State Files E-Rate Form 470		October 19, 2007	CONFIRMED
3. Disability Accommodation Request Deadline		October 26, 2007	CONFIRMED
4. Pre-proposal Conference	2:00 p.m.	November 2, 2007	CONFIRMED
5. Notice of Intent to Propose Deadline		November 9, 2007	CONFIRMED
6. Written Comments Deadline		November 19, 2007	CONFIRMED
7. State Responds to Written Comments		December 21, 2007	CONFIRMED
8. Proposal Deadline	2:00 p.m.	March 3, 2008	CONFIRMED
9. State Completes Technical Proposal Evaluations		March 28, 2008	CONFIRMED
10. State Opens Cost Proposals & Calculates Scores	9:00 a.m.	April 4, 2008	CONFIRMED
11. State Issues Evaluation Notice & Opens RFP Files for Public Inspection	9:00 a.m.	April 11, 2008	CONFIRMED
12. Contract Signing		April 23, 2008	CONFIRMED
13. Contract Signature Deadline		May 15, 2008	CONFIRMED
14. Performance Bond Deadline		June 8, 2008	CONFIRMED
15. Contract Start Date		June 9, 2008	CONFIRMED

B. Informational Note #1

Pursuant to this Amendment #2, the State is also amending RFP Attachment 6.4 – Cost Proposal Spreadsheet. **In preparing their Proposals, all Proposers must be sure that they have downloaded the latest version of the Cost Proposal Spreadsheet, dated December 21, 2007, from the following website**:

http://state.tn.us/finance/oir/pcm/rfps.html

Note that the spreadsheet downloaded from this website supersedes, in its entirety, any and all versions of the Cost Proposal Spreadsheet that previously appeared on the website.

C. The following State responses to the questions detailed shall amend or clarify this RFP accordingly.

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	Note: in the questions that follow, any vendor's restatement of the text of the Request for Proposals (RFP) is for reference purposes only and shall not be construed to change the original RFP wording.	
1.	[VENDOR NAME DELETED] is interested in being a sub-contractor on the attached NetTn Contract. I noticed that there will be a pre-proposal conference on November 2nd. Can you provide me the names and contact information of the companies interested in bidding as a "Prime Contractor" for this Solicitation. I would like to provide them our with [*sic*] our subcontracting credentials.	The State did not maintain a list of attendees at the Pre-Proposal Conference and cannot publish a list of the vendors that have submitted Notices of Intent to propose on the NetTN RFP. Therefore the list that the vendor is requesting cannot be provided.
2.	Can you provide me with the contact names of those who attending this pre-proposal conference on Nov 2nd. I'm interested in being a minority sub-contractor on this solictiation.	See response to RFP Amendment #2, Item 1 above.
3.	[a] Can you please let me know the exact number of students and schools within your district so that I can provide you with an accurate **price quote** to respond to your e-rate application? [b] An **online 30 minute demonstration** can help to put into perspective what we offer. Is there a good time to schedule a demo with you and your team in the next couple of days?	[a] The number of students and schools within a district can be found at the following web site: http://eratey10.k12tn.net/ The column labeled End of Month Membership contains the relevant numbers. Note, however, that the information on the above website is subject to change; therefore, the Department of Finance and Administration does not guarantee the accuracy of this information. [b] RFP #317.03-154-07 does not provide for any form of company or product demonstration. The State will not entertain a demo – live, online, or otherwise – as a part of the NetTN evaluation process. All proposals submitted must conform to the rules for proposal construction and submission detailed in the RFP. See also RFP Amendment #1, Informational Note #1, which was published on November 16, 2007, on the following website: http://state.tn.us/finance/oir/pcm/rfps.html
4.	Please accept the attached proposal in accordance with Universal Service Administrative Company's (E-Rate) Open and Fair Bidding Process. Our proposal has been sent to you since you are the listed contact person on Form 470. We kindly ask that you forward this proposal to any and all parties that are involved in the service provider evaluation process. If you would like us to send a copy of the proposal to any parties directly, please provide us with their names, titles and email addresses. If any additional information or clarification is needed to complete your evaluation process, please let us know so that we may provide you with this	The process for submitting a proposal for NetTN is detailed in RFP #317.03-154-07. If a proposer believes that it has submitted a proposal in error, the proposer may retract the proposal according to the process described in RFP Section 4.11. See also RFP Amendment #1, Informational Note #1, which was published on November 16, 2007, on the following website: http://state.tn.us/finance/oir/pcm/rfps.html

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	information. We are confident you will be impressed with the cost and level of service outlined in our proposal. We look forward to your response on or about your allowable contract date of 11-15-2007. In closing, please let us know the manner in which the service provider you select will be notified (i.e. E-mail, US Mail, telephone, overnight carrier, etc.).	
5.	Do you have a list of area code and prefixes, along with the installation addresses for all of the circuits? This will be required by all carriers who want to bid this.	For end-sites other than the State Department of Education (SDE), the State is amending RFP Attachment 6.9 to provide area codes and prefixes. See revised RFP attached hereto. For SDE end-sites, (RFP Attachment 6.10) phone numbers and installation addresses can be found at the following web site: http://www.k-12.state.tn.us/sde/CreateSchoolList.asp?status=A&schtype=000,003 Note, however, that the information on the above website is subject to change; therefore, the Department of Finance and Administration does not guarantee the accuracy of this information.
6.	**1.9 Performance Bond:** The State shall require a performance bond upon approval of a contract pursuant to this RFP. Comment: Are terms of performance bonding requirements negotiable?	With the exception of minor, non-substantive changes to the performance bond format (RFP Attachment 6.15), the performance bond requirements stated in RFP Section 1.9 are not negotiable. The State intends to execute a performance bond that is substantially the same as the Sample Performance Bond in RFP Attachment 6.15.
7.	**4.6.1 Subcontracting:** The Proposer awarded a contract pursuant to this RFP may not subcontract, transfer, or assign any portion of the contract without the State's prior, written approval. Comment: [a] Are subcontracts permitted? [b] Is it necessary to identify all subcontracts within the final proposal? [c] If subcontracts are permitted, how should Proposer identify where and how subcontractors are to be used?	[a] Yes. [b] The Proposer must disclose within its Proposal all subcontractors with which the Proposer intends to subcontract that are known to the Proposer at the time of Proposal submission. [c] See RFP Attachment 6.3, Section B, Item B.12. See also the response to RFP Amendment #2, Item 112 below.
8.	**Attachment 6.x:** Comment: For all end user locations, please provide an NPA/NXX or telephone number.	See response to Question 5.
9.	**A.2.b NAPs:** The Contractor will be responsible for the placement of at least three Network Access Points (NAPs), one each, in Nashville, Knoxville, and Memphis. For redundancy purposes, the NAPs are required and must mesh together with redundant links. Comment: Is the selected provider allowed to determine the addresses for the NAPs within	Yes. The State does not intend for the NetTN Service Provider's NAP/POP equipment to reside at any State facility. This also includes TBR, SDE and UT properties.

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	Nashville, Knoxville, and Memphis? If not, please provide NAP addresses and NPA/NXX.	
10.	**A.2.e Managed Hardware/Software:** The Contractor will design, deliver, install and manage all the necessary bandwidth, network hardware and software systems for the TNII Association partners: the State of Tennessee, Department of Finance and Administration, Office for Information Resources (OIR); Tennessee Board of Regents (TBR); University of Tennessee (UT); State of Tennessee Department of Education (SDE); and local government individual End Sites for NetTN services. It is the intent of this managed service to provide a technical infrastructure for TNII Association Partners and end users to access, utilize and leverage Internet and WAN based resources as effectively as possible and meet the technical specifications. Comment: [a] Please define network hardware and software systems. Specifically, will Provider be responsible for managing end users systems (desktops, servers, etc)? [b] What software applications will be managed?	[a] The point of demarcation for the NetTN Service Providers responsibility is the router or data communications device that connects an end site's LAN to the NetTN network. The NetTN Service Provider responsibilities include all hardware and software down through the LAN interface of the router or data communications device. [b] The service provider will only manage those software systems necessary for the service provider to meet the required services of the NetTN RFP. The management of end-user software applications is not a requirement of the NetTN RFP. See also the response to Amendment #2, Item 68 below.
11.	**A.2.j QOS:** The Contractor shall maintain Quality of Services (QoS) requirements that are outlined in this Contract for the NetTN network. The Contractor must also implement network and performance management software that can verify QoS requirements are being met. Comment: Does QoS requirement apply to end-user bandwidth from another provider?	No. The QoS requirement applies to the entire NetTN network up to the ISP connections. If the end site has a third party ISP and is not directly connected to NetTN, then QoS at that site is up to the site to manage. QoS tagging shall be maintained for data packet sourced from OIR managed end sites. For example, QoS tagging of data packets originating within the Metropolitan Area Network [managed by OIR] shall be maintained through the MAN connection and throughout NetTN.
12.	**A.4 On-going Network Management** Comment: [a] What minimum polling interval is required (i.e. 5 minute, 10 minute, etc)? [b] Is real-time utilization reporting required?	[a] Contract Attachment A, Service Level Agreements, Sections A.8, A.9, A.10, A.18, and A.19 require a 5 minute sampling rate. [b] Contract Attachment G, Sections G.3, G.4, G.9; and RFP Attachment 6.3, Section T, Items T.4, T.9, etc. specify real-time monitoring, with access to each Association member.
13.	**A.4.k.1 Video Services:** Proposer must provide NetTN Multipoint video services. Comment: [a] How many locations are referred to in 'Multipoint Video services'? [b] What applications will be used? [c] What time of day?	[a] The state currently has 160 end-sites. Any number could be conferenced together for a multipoint call. [b] Scheduling, H.239, People plus Content, IP Firewall Traversal, video+, audio only, bridge-launched calls. [c] While the State would assume that most needs for Multipoint video services would occur during normal business hours (8:00 – 5:00 local time), it is possible that these services could be required at any time of the day or night. The State is amending the *pro forma* Contract to add this provision. See Contract Attachment E, Section E.7.b.ix, in the revised RFP attached

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		hereto.
14.	**A.4.m.2 IP Multicasting:** Proposer must provide IP Multicasting Comment: What NetTN applications require IP Multicast?	The TNII Association currently has no specific applications that require IP multicasting, but anticipates the need for Multicasting for Streaming and other video/voice applications.
15.	**E.5.b Multi-Factor Authentication:** The NetTN Contractor will be responsible for the management and administration of multi-factor authentication. Comment: Please Define Multi-Factor Authentication, what type? (Email address, phrase, etc)	Multifactor Authentication is a system where at least two different methods are used to authenticate the accessing user or system. It is generally recognized to have at least two of these three factors: Something you know, Something you are, Something you have. Email addresses and phrases are examples of factors that might be used; however, there could be others. All services requiring authentication in this RFP should have multifactor authentication support.
16.	**E.5.m – Wireless High Speed Internet access:** Wireless High Speed Internet Access coverage shall be nationwide allowing network access in all 50 States. Comment: [a] Is '50 State' wireless access currently in service by TNII existing provider? If so how many user's are anticipated using Wireless access? [b] Who provides Technical support for wireless users? Are they using State of TN computers or personal computers?	[a] No. There are currently approximately 1,100 3G users. [b] Technical support is at the State Agency Level with possible assistance from OIR for those that apply. Computers could be "State" property or personal.
17.	**E.5.p Wireless Support:** The Contractor must provide all hardware and software documentation/manuals with each data access card. Wireless data access cards must be PCMCIA Type II compatible with an antenna and receive wireless data at a rate of up to 1000 kbps or higher and transmit data at a rate of up to 300 kbps or higher. Comment: What are the expectations of TNII as it it [*sic*] refers to Technical Support of Wireless Data Access Cards? Will Contractor do 'on-site' repair or will defective equipment be shipped somewhere for repair or replacement?	Wireless requirements are specified in the referenced Contract Attachment E, Section E.5. Contractor will not have to do on-site repair of cards. New cards will be shipped by the contractor to any destination of choice, and installed by TNII association partner personnel. The State is amending pro forma Contract Attachment E, Section E.5.p to clarify the State's intent. See revised RFP attached hereto.
18.	**I.2.l Installation:** The Contractor must provide, at a minimum, the following installation and testing criteria.... ii Installation to include... terminating hardware setup, programming, mounting... Comment: Is the contractor responsible for providing cabinets for rack mounting equipment at end user locations? If so, please identify quantity by location and construction specifications.	No. The NetTN end site is responsible for shelves, racks and space. See Contract Attachment I, Section I.2.n.
19.	**P.1.c Level 1 Help Desk Support:** The NetTN contractor will provide a Level 1 help desk for eHealth participants and second and third level support for the hosted identity management solution.	[a] Yes. [b] Yes. The State is amending the eHealth requirements in the RFP to clarify the vendor's responsibilities. See revised RFP attached

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	Comment: [a] Does eHealth Participant mean users both affiliated and not affiliated with State of Tennessee? [b] Does this include application support?	hereto, Contract Attachment P, eHealth Requirements, Item P.1.c.
20.	**P.1.f Promotion of NetTN eHealth Services:** The contractor will promote NetTN eHealth services for both private and public Healthcare facilities/eHealth participants. The private healthcare facilities/eHealth participants will contract directly with the NetTN Contractor for use of the NetTN eHealth Exchange Zone and State of Tennessee NetTN Catalog of Service rates and meet the following specifications: Comment: Please clarify the responsibilities of promoting the NetTN eHealth services?	The NetTN service provider will be responsible for promoting NetTN services, Catalog of Service line items, to healthcare providers. The NetTN service provider account team will promote the NetTN services as the first choice to Healthcare providers. The State is amending pro forma Contract Attachment P, Section P.1.f to clarify the State's intent. See revised RFP attached hereto.
21.	Attachment A, A.3 OIR Data Center Internet Access (DIA) Circuit Availability – the service level requires availability to be measured for the circuit; in order to do so the contractor will need SNMP read only access to the end site router. Will SNMP access be provided so this can be measured?	OIR will use BGP as a peering protocol. The Peer can be monitored. Also the NetTN side of the circuit can be monitored for circuit up/down. SNMP into the OIR router will not be required.
22.	Attachment A, A.4 OIR Data Center Point-to-Point Circuit Availability -- the service level requires availability to be measured for the circuit; in order to do so, the contractor will need SNMP read only access to the end site router. Will SNMP access be provided so this can be measured	The gear provided by the contractor on each end of this point-to-point connection should provide remote monitoring capabilities to detect circuit availability without the dependence on SNMP read access to customer equipment.
23.	Attachment A, A.7 NetTN Edge Device Hourly Errored Packets – the header calls this service level "hourly" but paragraph 2 calls for a daily measurement. Is the intent of the service level a daily measurement?	Yes. The State is amending RFP Attachment A, Item A.7, to remove the conflict. See revised RFP attached hereto.
24.	Attachment A, A.10 NetTN Average Hourly Packet Loss, NAP to NAP – the header calls this service level "hourly" but paragraph 2 calls for a daily measurement. Is the intent of the service level a daily measurement?	The State has deleted Section A.10 from RFP Attachment A. See revised RFP attached hereto.
25	Attachment A, A.11 NetTN Edge Device to the 1st Hop in the Core Hourly Average Round-Trip Response Time Delay – the header calls this service level "hourly" but paragraph 2 calls for a daily measurement. Is the intent of the service level a daily measurement?	Yes. The State is amending RFP Attachment A to remove the conflict. See RFP Attachment A, Item A.9 in the revised RFP attached hereto.
26.	Attachment A, A.12 NetTN Average Hourly Round Trip Latency, NetTN OIR End Site to OIR Data Center NetTN Edge Device – the header calls this service level "hourly" but paragraph 2 calls for a daily measurement. Is the intent of the service level a daily measurement?	Yes. The State is amending RFP Attachment A to remove the conflict. See RFP Attachment A, Item A.10 in the revised RFP attached hereto.
27.	Attachment A, A.13	The State has deleted Section A.13 from RFP

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	NetTN Average Hourly Round Trip Latency, NAP to NAP – the header calls this service level "hourly" but paragraph 2 calls for a daily measurement. Is the intent of the service level a daily measurement?	Attachment A. See revised RFP attached hereto.
28.	Attachment A, A.20 Ordering, Installing, Conducting Verification Testing for New or Upgraded End Site – the service level calls for 30 calendar days or less, with the exception of end site unavailability, or network facilities which must conform to 45 business days. Are these metrics also applicable for fiber based services?	The State is amending the RFP to state that Fiber base facilities for Ethernet and Wavelength services must conform to 60 days. See Contract Attachment A, Section A.17, in the revised RFP attached hereto.
29.	Introduction, 1.1.1 Vision Please define "eligible private entities".	"Eligible private entities" are those end sites that can purchase from the state's NetTN contract. At this time there are 6 identified TNII Association partners. They are: (State agencies), TBR (Universities, Community Colleges and Technology schools), UT (UT campuses and affiliate agencies), SDE (K12 schools), Local Government (cities, counties, and other local governments), and eHealth (end sites). Other eligible entities include private schools and not-for-profit entities. The State has also added the above definition to Contract Attachment Q, Terms and Acronyms. See revised RFP attached hereto.
30.	Attachment 6.1, A.2.c Please clarify if this requirement means two separate Internet Service Providers in each Ingress/Egress NAP or one Internet Service Providers in separate Ingress/Egress NAPs.	Two separate providers in two separate Ingress/Egress NAP's, with automatic failover between the two NAPs. See Contract Attachment E, Section E.1.
31.	Attachment 6.1, A.2.k Please clarify if the State is requiring a comprehensive scheduling system for "streaming video".	The State is not requiring a comprehensive scheduling system for streaming video.
32.	Attachment 6.1, A.4.c - For OIR, the Contractor's NOC must use the State's Remedy system (a single Remedy database shared by both the Contractor and the State) in order to interface with the OIR NOSC. Remedy shall be the system used to open and close all tickets to be acted upon by the Contractor. Please specify the version of Remedy the State is currently using.	ARS 7.0 , ITSM 6.3 , which includes the helpdesk, Change Management, Asset Management, SLA, and will be upgrading the ITSM suite to 7.x after July 2008.
33.	Attachment 6.1, A.4.c - The Contractor shall provide options to interface the Contractor's trouble ticketing system to existing trouble ticketing systems utilized by these entities. Please specify the vendor, software and version of the trouble ticketing systems currently being utilized by TBR, UT and SDE.	At this time, non-OIR entities do not have centralized trouble ticketing systems for all of their end sites, with the exception of UT Knoxville. UT Knoxville uses Paetec/Pinnacle Telemanagement software, version 6. For non-OIR entities that have trouble ticketing systems, the Contractor shall provide options to interface with these systems. For non-OIR entities that do <u>not</u> have trouble ticketing systems, the Contractor will be responsible

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		for providing web-based access to the contractor's trouble ticketing system for searching, viewing and extracting information. The State is amending the RFP to clarify the State's requirements. See *pro forma* Contract Section A.4.c in the revised RFP attached hereto.
34.	Attachment 6.1, C.9 - Calculation of NetTN Administrative Fee. Along with each monthly invoice submitted for payment of NetTN services provided, the Contractor shall remit to the State the NetTN Administrative Fee. For each month, this Fee shall be calculated as follows: **Net Monthly Invoice Amount X .02** Please clarify if the calculation of the administrative fee is: Net Monthly Invoice Amount X .02 Or Net Monthly Invoice Amount divided by .98	The calculation will be: Net Monthly Invoice Amount X .02. The result of this calculation will be the monthly amount that the vendor will remit to the State. For example, if the net monthly invoice for a given month for all line items used by TNII Association Partners was $250,000, then the amount that the vendor would remit to the State for that month would be: $250,000 X .02 = $5,000
35.	Attachment B, SONET Line Items In the catalog there is a request for OC12, OC48 and OC96. Most service providers offer OC12, OC48 and OC192. Is there a requirement for OC96 or would the State consider changing the line item to OC192?	Yes. The State is amending Contract Attachment B to change the line item to OC192. See Contract Attachment B in the revised RFP attached hereto, and download the amended Cost Proposal Spreadsheet from the following website: http://state.tn.us/finance/oir/pcm/rfps.html
36.	Attachment B, Point to Point / Ethernet/ Wavelength In the catalog there is a request for 2, 8, 10, 100, 450 Mbps Metro Ethernet and 1.25, 2.5 and 10Gbps Wavelength Services. Are these services IntraLATA / InterLATA / Interstate or IntraState services only?	The State is amending Contract Attachment B to reflect IntraLATA/IntraState, InterLATA/IntraState and InterState services. See Contract Attachment B in the revised RFP attached hereto, and download the amended Cost Proposal Spreadsheet from the following website: http://state.tn.us/finance/oir/pcm/rfps.html
37.	Attachment B, Point to Point – OIR Are the services listed in these line items InterLATA and IntraLATA or IntraLATA only?	Current plans are for the OIR Data Centers to be housed in the same LATA. However, these plans are subject to change, depending upon the final locations of the Data Centers. The services listed in these line items are for IntraLATA only.
38.	Attachment E, E.4 - Internet traffic for State offices will route through the OIR Data Centers. Please clarify if this statement means that all State offices will be subscribing to "End Site WAN Circuit without Internet access" as shown in Attachment B and will not be subscribing to "End Site WAN Circuit with Internet access" as shown in Attachment B.	That is correct. All "State" agencies under OIR will learn the default-route from the Data Centers and exit OIR managed Internet.
39.	Attachment E, E.6.b - OIR has established guidelines for implementing QoS for OIR supported agencies. OIR will be utilizing Differential Services (DiffServ) to establish service levels within the network. Refer to RFP Attachment 6.11. E.6.c - The TNII Association requires end-to-end IP QoS features to preferentially handle traffic as one of the network's fundamental design philosophies, in	No. Refer to RFP Attachment 6.3, Section I and Contract Attachment E, Section E.6 of Network Requirements.

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	order to accomplish the task of prioritizing traffic throughout the network. The network must be able to prioritize traffic by marking packets in order to utilize multiple queues for voice, video and other mission critical applications and to process that traffic based on the packet type. Would the State consider adding an additional line item for "QoS Per Path" to support the QoS requirements to the Cost Evaluation Spreadsheet?	
40.	Attachment B, Standard Installation Expedite Charges Would the State consider adding an additional line item for "Installation Expedite Charges" that would apply when the State requests an installation expedited beyond the standard stated installation interval to the Cost Evaluation Spreadsheet?	Yes. The State is amending the Catalog of Services and Cost Proposal Spreadsheets add the line item. See Contract Attachment B, End Site Services, in the revised RFP attached hereto, and download the amended Cost Proposal Spreadsheet from the following website: http://state.tn.us/finance/oir/pcm/rfps.html
41.	Attachment E, E.5.a – Is the State requesting us in the NetTN RFP for the responders to provide a price for 3G Mobile services?	Yes. The State is amending the Catalog of Services to add 3G/4G type access with static IP addresses. See Contract Attachment B, Remote Access User, in the revised RFP attached hereto, and download the amended Cost Proposal Spreadsheet from the following website: http://state.tn.us/finance/oir/pcm/rfps.html
42.	Attachment E, E.5.o - Wireless high-speed network access must attach to the NetTN infrastructure to enable user access to the OIR intranet without the use of a VPN client. This capability must be available in both Tennessee and nationwide coverage Is this particular Wireless reference for mobility wireless (3G, 4G) or also PC-based WiFi? If PC-based WiFi, would the State consider an SSL VPN (clientless) approach, and if so, should this enter the OIR Intranet only via NetTN, or also via DIA into OIR Data Center?	This requirement refers to 3G/4G type service.
43.	Attachment E, E.6.f - The proposed NetTN network shall recognize and support the forwarding of QoS marking, queuing, policing and any other QOS mechanism both outbound and inbound from the Customer Edge (CE) device based on Assured Forwarding, RFC 2597. The proposed NetTN network shall also recognize and support QOS queuing, policing and any other mechanism both outbound and inbound from the Provider Edge (PE) device and from within the Provider Cloud based on Assured Forwarding, RFC 2597. Does this intend that the provider managed CE device must trust the inbound QoS markings from the customer LAN (C device)?	Yes.
44.	Attachment E, **E.9.b.i OIR** – OIR Internet access will be via NetTN DIA from the Data Centers. State	NetTN must provide the capability for each Data Center to connect to 2 different ISPs.

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	agencies will receive their Internet services from the OIR Data Centers over the NetTN backbone. The OIR Data Centers will have access to two diverse Internet Service Providers over fully diverse facilities as sources of the Internet. In capacity planning and engineering for End Sites, the Internet service must be taken into account as a bandwidth variable as well as all other services and applications subscribed to by the agency. This is not-related to question 10 [Item 30 in this document] above, but rather related to the DIA into the OIR data Centers. Does this mean that each OIR Data Center connects to two ISPs? See attachment 6.13.	
45.	Attachment E, E.9.d.x - The Contractor must support IPSec-based Virtual Private Networks (VPNs) over the proposed DIA connectivity. [a] Does this mean that any DIA must include equipment that terminates IPSec tunnels? Or does it mean that we allow IPSec protocols to transit DIA connections? [b] Can we differentiate between DIA only and DIA with IPSec Termination	[a] Allow transit. [b] N/A, due to answer given in [a] above.
46.	Attachment E, E.9.i - The TNII Association Partners shall be able to use the entire 10.X.X.X space at their own discretion. Can the following IP subnets be reserved, 10.216.x.x and 10.218.x.x, 10.220.x.x, 10.224.x.x, 10.32.x.x, 10.33.x.x 10.160.0.0/14 and 10.255.252.0/22 in order to avoid an IP migration in the future.	Each VRF must be able to use the entire 10.X.X.X space with the exception of any contiguous space use by the contractor for the core backbone. For example, OIR and TBR will be on separate VRF's. The contractor's network design must enable OIR and TBR to be able to use the entire remaining 10.X.X.X space for IP address assignment within their respective VRF's.
47.	Attachment E, E.1 - **Access Circuit Services** – The local access connection between the customer premise Edge Device and the Contractor's NAP or POP must use generally and commercially available transport services. Preference should be given to open, secure, scalable, industry-standards-based, services that provide end-to-end Quality of Service (QoS) capable of transporting voice, video, and data applications within a converged media stream. Time Division Multiplexing (TDM) – based transport services, such as T1 digital carrier, DSL, and so on, shall be acceptable where dictated by the business needs such as cost and Service Level Agreement (SLA) of the end site. [a] Do SLA's apply to DSL service? [b] Is there an expectation of QoS for DSL access service?	[a] Circuit-switched DSL communication lines shall be exempt from the following SLAs in Contract Attachment A: A.8, A.9, A.10, A.18, and A.19. [b] No.
48.	G.6.h, For OIR, the Contractor will be provided with a Remedy vendor view which will allow the Contractor to retrieve data contained in OIRs Remedy database. Please provide a detail list of the fields contained within OIR Remedy.	A file (in .pdf format) containing the Remedy fields may be downloaded from the following website: http://state.tn.us/finance/oir/pcm/rfps.html

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49.	G.6.i, It shall be necessary for the Contractor to provide segregated databases for all other TNII Association Partners. These databases will house all configuration information in addition to tracking and creating audit trails for all adds, moves or changes as well as break/fix information. Information in the databases will be entered and accessed through a web based interface. Do the SDE/UT/TBR entities require a separate instance of the database or can this requirement be met through the implementation of logical security contained within a single database?	The requirement can be met with the implementation of logical security contained within a single database.
50.	G.9.b.ii, **Network Response Time** – Round-trip time it takes the network to respond after a user enters a request from End Site device to Destination device (Note: this is not to be compared to application response time, but rather the round-trip time it takes to transmit a packet from End Site to Destination with positive acknowledgment). Network response time is typically measured in sections (e.g. access network response time, core network response time). This approach allows the full end-to-end response time to be determined. Will this type of solution meet TNII's requirements?	Yes, this approach will be acceptable.
51.	G.11.c, OIR – To maintain accurate configuration management information for OIR, the Action Request (AR) System requirements stated in the Network Management section provides the necessary software as it relates to OIR services. OIR shall maintain the Remedy software at the OIR Data Center. The Contractor shall provide a link to the OIR's database where all adds, moves or changes will be recorded. The Contractor will be required to complete all information fields that OIR deems necessary. What are the necessary fields for updating the configuration management information?	See the response to RFP Amendment #2, Item 48 above. The fields in question are contained within the downloadable file.
52.	G.11.g, For OIR, the Configuration Management service offering must utilize an automated, on-line system where a centralized database repository can readily interface with external systems such as inventory, change control, network management databases, and other NetTN Service Contractor's technical information sources using Remedy. Does the State Of Tennessee's Remedy system have a Configuration Management database? If yes, can you describe the fields contained within the Configuration Management database?	See the response to RFP Amendment #2, Item 48 above. The fields in question are contained within the downloadable file. When OIR upgrades to the new ITSM suite the fields will not be same as the current version. At this time, OIR does not have a copy of the new version loaded to the Remedy server. The projected date for the new version to be loaded is after July 2008.
53.	J.1.c, The CD ROM must provide all billing information of all usage associated with each request for service. The billing information on the CD ROM shall be matched with the contract line	[a] Commodity or DI code, an item purchased from this contract. [b] Yes.

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	commodity codes used by the State. [a] What are you referring to when you say usage? Anything other than what is in J.1.f? [b] Is commodity code the same as DI code on the current billing? [c] Is it one code per catalog of services line item?	[c] Yes.
54.	J.1.e, The format of the billing CD must be provided to Billing Services, in writing, within 30 days of award of contract. Format of the CD is required to be in three types of billing records: airtime charges, OC&C charges, and monthly charges. The following formats are not inclusive and additional fields may be required as determined by the State. What is the time limit on additional fields requested after initial submission?	These types should be the only records required. The State reserves the right to add additional types if the need arises. If the State does so, the vendor will have 30 days to send a revised hard-copy format to the State, and 90 days to add the new field(s) to the CD and provide a new test CD. The State is amending Contract Attachment J, Section J.1.e to clarify the State's intent. See revised RFP attached hereto.
55.	J.1.f, Format of usage call records must include: i. Account Number ii. Billing Number iii. Call Date iv. Time of call v. Duration of call vi. Call to city vii. Call to State viii. Call to number ix. Call from city x. Call from State xi. Call from number xii. Call charges xiii. Commodity code Most of this applies to voice type usage which is not part of this RFP. Is this a standard requirement?	If a DI or Commodity code has voice information to be billed, this is a standard requirement.
56.	J.1.i, At the bottom of the billing records a summary record must be provided that summarizes the billing by the commodity code and the amount billed to each commodity code. [a] What type of summary are you referring to? [b] Is this a summary something you already receive or is it something different? The reference to commodity code infers a summary by contract line item.	[a] The summary consists of a line per DI or commodity purchased and a total of all lines. We use this summary to make sure that we are reading all the vendor records sent on the file. [b] We presently receive this summary on all files related to contracts that were bid out by General Services.
57.	J.1.k, The Contractor has until the 17th of the same month to resubmit three corrected CD's. A reprocessing fee of $2,000 will be deducted from the Contractor payment. The State of Tennessee will not consider rejected records after the said date. Is there a number of days between the receipt of the rejection report & the deadline for submittal of the corrected CDs?	The number of days depends upon how soon the vendor sends the billing file to the State. Upon receiving the file from the vendor, if the State finds errors on the file, the State will produce an error report and will send this report to the vendor. If the vendor sends the file to the State by the 1st of the month, the vendor will receive an error report by the 6th. If the vendor submits the file to the State later than the 1st, the vendor's receipt of the error report will be delayed accordingly. Regardless of when the

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		vendor receives the error report, the vendor has until the 17th of the same month to resubmit three corrected CD's. The State of Tennessee will not consider rejected records after the said date. The State is amending *pro forma* Contract Attachment J, Section J.1.k to reflect the above requirements and to restructure the reprocessing fees. See revised RFP attached hereto.
58.	J.2.c, If at anytime, the Contractor is unable to submit accurate invoice information in the required format, the State of Tennessee, Department of Finance and Administration, Billing Services, may at its sole option refuse payment of Contractor's invoice, or may delay payments. Refuse payment of incorrect items or total bill?	If the vendor submits a file that the State of Tennessee cannot read, the State will refuse to pay the entire bill. If the vendor submits a file with correct and incorrect information, the State will pay the correct information.
59.	J.5.a, The Contractor shall provide compiled traffic statistics and operational reports (usage detail reports) as required by the Department of Finance and Administration, Billing Services. The information shall be provided monthly on a CD ROM at no cost to the State. The Contractor shall provide eight hours of training to at least three designated State personnel on the use of the software used to establish the CD information. The Contractor is required to provide support pertaining to this software via telephone during the State's normal business hours (Monday – Friday) 8:00 a.m. to 4:30 p.m. excluding State holidays throughout the term of the contract. What do you mean by traffic statistics? Are you referring to traffic studies on voice services like PRI?	The State is amending the RFP to remove Sections J.5 (Traffic Reports for OIR related Services) and J.5.a from Contract Attachment J. See revised RFP attached hereto.
60.	J.6.a, Contractor must supply the State of Tennessee software that will analyze the Contractor data. This software must be able to sort, query and filter Contractor billing information into Word/Excel type files. The software must be supported by Windows XP or be browser based. The Contractor will supply at no cost to the State of Tennessee eight licenses. [a] BMS type software? [b] Are there any requirements for querying info that is not currently available?	[a] Yes, BMS type software is acceptable. [b] No. All billing information must be on the analyzer. If the vendor is requesting payment of services, both the analyzer and the three required CDs must have the same information and balance in total. The State is amending Contract Attachment J, J.5.a to clarify the State's intent. See revised RFP attached hereto.
61.	J.2.d, The State will only be responsible for associated fees and taxes applicable by law to the State of Tennessee. Does this include E911 charges, if applicable?	The State will pay applicable E911 charges, as long as they are billed to the State by billing number, not bulk billed. The State of Tennessee will not pay for any charges that are not driven down to a billing number (circuit, telephone number or unique billing number). The State is amending Contract Attachment J, J.2.d to clarify the State's intent. See revised RFP attached hereto.

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62.	J.3.a, Upon satisfactory completion of a 90 calendar day billing acceptance period, the State shall issue written notification of billing acceptance. Contractor's invoices will not be paid until billing acceptance by the State. Is this referring to acceptance of the billing format in general?	This is a certification that occurs after the Contract is in effect, to ensure that the billing file from the vendor is formatted correctly. A test file with the State's requested format and DI codes in the correct record type must be submitted to Billing Services in 90 days. If the file is formatted correctly and records are correct, the State will give the vendor an acceptance letter. The vendor still must submit actual billing records in the proper format and correct data before the State will start processing the vendors' bills.
63.	J.3.b, OIR and SDE services, the Contractor shall complete and sign an "Authorization Agreement for Automatic Deposit (ACH Credits) Form". This form shall be provided to the Contractor by the State. Once this form has been completed and submitted to the State by the Contractor, payments shall be made by Automated Clearing House (ACH). The Contractor shall not invoice the State for services until the Contractor has completed this form and submitted it to the State. What are the specifics of the ACH transfer?	This requirement is standard for Finance and Administration services contracts and all contracts bid out by General Services. The State will send a payment through the Federal Reserve to the vendor.
64.	J.7.a, The Contractor shall submit monthly invoices, in form and substance acceptable to the State with all of the necessary supporting documentation, prior to any payment. Will the bill for SDE go to Finance & Administration as part of the OIR bill or will it continue to go directly to the Department of Education?	The SDE bill will go to Finance & Administration, as well as a separate OIR bill will go to Finance & Administration. Refer to the NetTN RFP Attachment J – Billing Requirements, Section J.2.b in the revised RFP attached hereto.
65.	J.12.a, The TNII Association requires that all disputes shall be resolved within a maximum of three billing cycles. What is the difference in this requirement and the requirement in J.1.k? J.1.k states that a corrected CD be issued within the same billing cycle & this one says three billing cycles.	The State is amending the RFP to remove J.12 (Dispute Resolution) and J.12.a from Contract Attachment J. See revised RFP attached hereto.
66.	Attachment A, <u>Service Level Agreements</u> Will the SLAs performance levels be the same for all stakeholder end-sites (OIR, TBR, UT, SDE, and City and Local Governments) on NetTN?	At this time, the SLA performance levels will be the same for all stakeholder end-sites: OIR, TBR, UT, SDE, local government and eHealth end sites on NetTN. The State has amended the RFP throughout to replace the phrase "City and Governments" with "local governments." The State has also added a definition of "Local Governments" to Contract Attachment Q, Terms and Acronyms. Also, note that several Service Level Agreements in Contract Attachment A have been amended in this RFP Amendment #2. See revised RFP attached hereto.

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67.	Attachment B, Catalogue of Services Internet / Intranet Services [a] Can the State provide a definition of "per Account"? Example: "Name Space Management, per account or Web Hosting, per account". [b] Can the State provide additional details on the Web Hosting requirements? [c] Can the State provide additional details on News Port requirements? [d] Can the State provide additional details on Newsfeed requirements?	The State is amending the Catalog of Services as follows: [a] The Catalog of Services is changed to reflect Name Space Management per zone. [b] Web Hosting has been deleted from the Catalog of Services. [c] News Port has been deleted from the Catalog of Services. [d] Newsfeed has been deleted from the Catalog of Services. See Contract Attachment B, Internet/Intranet Services in the revised RFP attached hereto, and download the amended Cost Proposal Spreadsheet from the following website: http://state.tn.us/finance/oir/pcm/rfps.html
68.	E.1, Core Devices Does the State define the new NetTN "core" network as "P devices" or "P + PE devices"?	Please see response to RFP Amendment #2, Item 10 above. The State does not address "P devices" anywhere in the RFP. "PE devices" are discussed in Contract Attachment E, Section E.6.f.
69.	E.9, Address Space (IP Addressing) Can the State provide a quantity estimate on the number of (non-OIR) IP addresses that the contractor will be responsible to manage as the NetTN service provider?	There is the potential for 4 or 5 class B's.
70.	G.7, Level 1 Support – NetTN Help Desk [a] Is the vision of the State that the contractor is to work with two ticketing systems for NetTN (one for OIR's Remedy, and one for the other NetTN stakeholders (Contractor provided))? [b] Can the State provide the name(s) and software versions of the other (non-OIR) ticketing systems in use by NetTN stakeholders (TBR, UT, SDE, and local government)? [c] Can the phone number (1-800) to contact the contractor's Level-1 Help Desk for TBR, UT, SDE, and local government be a single number? [d] Can the email address to contact the contractor's Level-1 Help Desk for TBR, UT, SDE, and local government be a single email address? [e] Can the State provide an estimate of the number of customers who would be calling into the Level-1 Help Desk for TBR, UT, SDE, and local government?	[a] Yes. See also the response to Amendment #2, Item 33 above. [b] See the response to Amendment #2, Item 33 above. It is expected that the NetTN service provider will provide Level-1 Help Desk services for non-OIR entities. [c] Yes, as long as different options are provided for each entity calling the Level-1 Help Desk. [d] Yes. [e] TBR has 46 sites with 3-4 authorized callers per site, UT has 6 sites with 3-4 authorized callers per site. For SDE, the most common method of contacting the NetTN Level-1 Help Desk is for any district or schools user, including teachers or administrators, to contract their district Technology Coordinator to make them aware of the issue. The Technology Coordinator will then contact the Level-1 help Desk as needed. However, any district or schools user may contact the Level 1 Help Desk at any time. Each city, county, or other local government will call into the Level-1 Help desk for their respective end site. The State cannot project the number of city, county, or other local government contacts as this will depend upon

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		the level of NetTN adoption by local entities.
71.	H1-H19, Project Management Section [a] Can you please describe the State's vision for coordination of all the stakeholders (OIR, TBR, SDE, and county and city government) during the transition to the new NetTN? [b] Will the State provide a single point of contact for all stakeholders or will each TNII Association stakeholder have a point of contact for their end sites and users of NetTN?	[a] The TNII association members have prioritized at the highest levels the migration and implementation of the existing End Sites onto the new NetTN WAN network infrastructure. They are committed to a quick and fast migration over to the new service. Each of the TNII association members will work diligently with the NetTN Service Provider in an effort to accelerate the migration and cutover to the new network and other identified non-managed services. [b] See RFP Attachment H, Section H.14
72.	P.2, Hosted Identify Management Can the State provide additional direction on which Service Level Agreements pertain to the eHealth Hosted Identity Management Services?	The State is amending the RFP to clarify the State's requirements. See Contract Attachment P, eHealth Requirements, Item P.1.i.
73.	Other Will all end-sites require 7 x 24 x 365 coverage? If no, can additional detail be provided?	No. The State is amending the Catalog of Services to reflect the hours of coverage for each type of managed WAN circuit. See Contract Attachment B in the revised RFP attached hereto, and download the amended Cost Proposal Spreadsheet from the following website: http://state.tn.us/finance/oir/pcm/rfps.html
74.	General Requirements – Section 4.8 **RFP LANGUAGE** Insurance requirements **REQUESTED LANGUAGE** ADD: "Contractor may self-insure to meet the insurance requirements of the State."	The State does not agree to the requested language.
75.	Pro Forma Contract – Section A.1 Scope of Services **REQUESTED LANGUAGE** ADD the following defined term in the first sentence: "The Contractor shall provide all service and deliverables as required, described, and detailed by this Scope of Services (the "Services") and shall meet all service and delivery timelines specified in the Scope of Services section or elsewhere in this Contract."	The State does not agree to the requested language. The word "services" appears in many contexts throughout the RFP; to attempt to limit the word "services" only to the Scope of Services would lead to potential conflicts.
76.	Pro Forma Contract - C.1. Maximum Liability **RFP LANGUAGE** "The Service Rates include, but are not limited to, all applicable taxes, fees, overheads, and all other direct and indirect costs incurred or to be incurred by the Contractor." **REQUESTED LANGUAGE** ADD the same language as agreed in the TNII Contract at the end of this language, before the period – "and, with the exceptions of E911 and the	The State does not agree to the requested language. With regard to E911 charges, see the response to RFP Amendment #2, Item 61 above.

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	Memphis Franchise Tax, (a) any other charges mandated by Federal or State law which are not included in the Service Rates specified in Contract Attachment B, Catalog of Services, will be applicable to the appropriate Service Rates therein. Furthermore, any Franchise Fees, Taxes or surcharges that are not mandated by Federal or State law shall be included within the amount payable by the State."	
77.	Pro Forma Contract – D.3. Termination for Convenience **RFP LANGUAGE** "The State may terminate this Contract without cause for any reason. Said termination shall not be deemed a Breach of Contract by the State." **REQUESTED LANGUAGE** ADD: (a) Termination by either party of a Service does not waive any other rights or remedies a party may have under this Agreement. Termination or suspension of a Service will not affect the rights and obligations of the parties regarding any other Service. (b) Termination by either party of a Service does not waive any other rights or remedies a party may have under this Agreement. Termination or suspension of a Service will not affect the rights and obligations of the parties regarding any other Service. (c) If a Service or Service component is terminated, the State will pay all amounts incurred prior to the effective date of termination. If the State terminates a Service or Service Component prior to the date the State's obligation to pay for Services begins, the State will reimburse [VENDOR NAME DELETED] for time and materials incurred prior to the effective date of termination, plus any third party charges resulting from the termination. (d) If the State terminates a Service or Service component for without cause, the State will pay applicable termination charges as follows: (i) if termination occurs before the end of the Minimum Payment Period, the State will pay 50% (unless a different percentage is specified in the Pricing Schedule) of the monthly recurring charges for the terminated Service or Service Component multiplied by the months remaining in the Minimum Payment Period,	The State does not accept the requested language. NetTN services are critical to the daily operations of State government; therefore the State cannot take the risk of granting bilateral termination for convenience. In addition, the State cannot agree to pay for any services that it has not received. Consequently, the State cannot agree to "minimum payment periods," "unpaid non-recurring charges," etc.

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	plus any waived or unpaid non-recurring charges identified in the Pricing Schedule, plus any charges incurred by [VENDOR NAME DELETED] from a third party (*e.g.,* not an [VENDOR NAME DELETED] Affiliate) due to the termination, all of which will, if applicable, be applied to the State's MARC-Eligible Charges; and (ii) if the State terminates a Pricing Schedule which has a MARC, the State will pay an amount equal to 50% of the unsatisfied MARC, after applying amounts received pursuant to (i), for the balance of the Pricing Schedule Term. (e) The charges set forth above will not apply if a terminated Service Component is replaced with an upgraded Service Component at the same Site, but only if (i) the Minimum Payment Period and associated charge for the replacement Service Component are equal to or greater than the Minimum Payment Period and associated charge for the terminated Service Component and (ii) the upgrade is not restricted in the applicable Service Publication.	
78.	Pro Forma Contract – D.4. Termination for Cause **RFP LANGUAGE** "If the Contractor fails to properly perform its obligations under this Contract in a timely or proper manner, or if the Contractor violates any terms of this Contract, the State shall have the right to immediately terminate the Contract and withhold payments in excess of fair compensation for completed services. Notwithstanding the above, the Contractor shall not be relieved of liability to the State for damages sustained by virtue of any breach of this Contract by the Contractor." **REQUESTED LANGUAGE** Replace first sentence with the following: "If either the State or Contractor fails to perform any material term or condition of this Contract and the failure continues unremedied for thirty (30) days after receipt of written notice, the other party may terminate or suspend for cause any Service affected by the breach."	The State does not agree to the requested language. However, the State is willing to provide a cure period to allow the vendor an opportunity to remedy a breach condition. See revised RFP attached hereto, Attachment 6.1, *pro forma* Contract Section D.4.
79.	Pro Forma Contract – D.5. Subcontracting **REQUESTED LANGUAGE** Please add at the end of this provision the following: "Notwithstanding the foregoing, Contractor may,	The State does not agree to the requested language. The criticality of the NetTN services to daily State operations requires a greater degree of State oversight than might otherwise be necessary. However, vendors should note that the State does not intend to unreasonably withhold approval of subcontractors or contract amendments relating to

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	without State's consent, assign its rights and obligations under this Contract to a Contractor affiliate that controls, is controlled by, or is under common control with Contractor, or subcontract to such an affiliate or a third party work to be performed under this Contract, but Contractor will in each such case remain financially responsible for the performance of such obligations."	ownership changes. See also the response to RFP Amendment #2, Item 113 below.
80.	Pro Forma Contract – D.9. Records **REQUESTED LANGUAGE** Please change as follows: "The Contractor shall maintain documentation for all charges under this Contract. The books, records, and documents of the Contractor, insofar as they relate to work performed or money received under this Contract, shall be maintained for a period of three (3) full years from the date of the final payment, and subject to Contractor's reasonable security requirements and not more than once every twelve (12) months, the State, the Comptroller of the Treasury, or their duly appointed representatives, may, at their own expense, review Contractor's relevant billing records for a period not to exceed the preceding 12 months, for the purpose of assessing the accuracy of Contractor's invoices to the State."	The State does not agree to the requested language.
81.	Pro Forma Contract – D.10 Monitoring **RFP LANGUAGE** "The Contractor's activities conducted and records maintained pursuant to this Contract shall be subject to monitoring and evaluation by the State, the Comptroller of the Treasury, or their duly appointed representatives." **REQUESTED LANGUAGE** Please change to add the language as in D.9. above at the end of the current language before the period: "subject to Contractor's reasonable security requirements and not more than once every twelve (12) months, at the State's own expense, relating to Contractor's relevant billing records only and only for a period not to exceed the preceding 12 months, for the purpose of assessing the accuracy of Contractor's invoices to the State."	The State does not agree to the requested language. Note, however, that while the vendor would be responsible for its own expenses related to any monitoring and evaluation performed under Contract section D.10, the State does not expect the vendor to pay for the expenses incurred by the State during any such monitoring and evaluation.
82.	Pro Forma Contract – D.16. State and Federal Compliance. **RFP LANGUAGE** "The Contractor shall comply with all applicable State and Federal laws and regulations in the performance of this Contract."	The State does not agree to the requested language. The State cannot grant to the Contractor the discretion to unilaterally amend the contract in the future.

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	REQUESTED LANGUAGE ADD: "The parties acknowledge that Contractor's Tariffs or Service Guides, which may be modified from time to time by Contractor, may govern or affect certain Services. This Contract, including any Attachments or Orders or Pricing Schedules, and any applicable Tariffs or Service Guides shall be construed wherever possible to avoid any conflict between them. The terms and conditions in this Agreement that are not incorporated into such Contractor Tariffs or Service Guides shall be fully enforceable whether or not they are included in the Contractor Tariffs or Service Guides. The fact that a condition, right, obligation or other term appears in this Contract but not in an applicable Contractor Tariff or Service Guide shall not be interpreted as, or be deemed grounds for finding, a conflict. Neither Contractor nor State shall urge a court, the Federal Communications Commission or other governmental authority of competent jurisdiction to hold that such non-tariffed terms are invalid or unenforceable. In the event of a final order that a provision of this Contract is unenforceable because the provision is not included in (or inconsistent with) a Tariff or Service Guide, Contractor shall amend the Tariff or Service Guide to incorporate such provisions so as to remove the inconsistency, subject to all applicable legal and regulatory requirements."	
83.	Pro Forma Contract – Section D.17 Governing Law. **REQUESTED LANGUAGE** Please change the second sentence to the following highlighted section: "The Contractor agrees that it will be subject to the exclusive jurisdiction of the courts of the State of Tennessee and the courts of the United States which are located within the State of Tennessee in actions that may arise under this Contract.	The State does not agree to the requested language.
84.	Pro Forma Contract – Section E.3. Subject to Funds Avail- Ability **RFP LANGUAGE** Subject to Funds Availability **REQUESTED LANGUAGE** ADD: If, for any fiscal year during the term of the Agreement, funds are not appropriated by the State's governing board to pay for the Service, or universal service funding is denied, the State may terminate that particular Service as of the last day for which funds were appropriated or universal service funding received ("Date of Termination"), without	The State intends to pursue funding for this program. The Tennessee Constitution, Article II Section 24 prohibits the State from making expenditures except pursuant to legislative appropriations. Any agreement to make payment on a contract for which no funds have been appropriated is unconstitutional. Therefore, the State will not agree to the proposed revisions.

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	being subject to termination charges set forth in the Agreement; provided, however; that (i) the State shall be obligated to pay all charges incurred through the Date of Termination, plus any unrecovered nonrecurring charges which may be owed Contractor on the Date of Termination, (ii) the State shall use its best efforts to obtain funding or universal service discounts for the Service, (iii) the State agrees not to obtain substantially similar service and/or equipment to replace those provided hereunder for a period equal to the remaining term for such Service under this Agreement as of the Date of Termination, (iv) the State shall exercise such right to terminate by delivery to Contractor of a 30 day written notice setting forth the reason for termination, and (v) within 30 days following the delivery of such written notice, the State shall provide Contractor a legal opinion of counsel from the State that no funds have been appropriated."	
85.	Pro Forma Contract – Section E.4 Breach **REQUESTED LANGUAGE** Replace the first sentence with the following : "A party shall be deemed to have breached the Contract such either party fails to perform or observe any material term or condition of this Agreement, including: . — failure to perform in accordance with any term or provision of the Contract; — partial performance of any term or provision of the Contract; — any act prohibited or restricted by the Contract, or — violation of any warranty and such failure continues unremedied for 30 days after receipt of notice. "A party shall be deemed to have breached the Contract if any of the following occurs:	The State does not agree to the requested language. See also response to RFP Amendment #2, Item 78. The State is amending pro forma Contract Sections E.4.iii and iv to relate the breach clause to the cure allowed for Contract Section D.4 Termination for Cause. See revised RFP attached hereto.
86.	Pro Forma Contract – Section E.5. Partial Takeover **RFP LANGUAGE** "The State may, at its convenience and without cause, exercise a partial takeover of any service which the Contractor is obligated to perform under this Contract, including but not limited to any service which is the subject of a subcontract between Contractor and a third party, although the Contractor is not in Breach (hereinafter referred to as "Partial Takeover"). Said Partial Takeover shall not be deemed a Breach of Contract by the State. Contractor shall be given at least 30 days prior	The State does not agree to the requested language. See also response to RFP Amendment #2, Item 77.

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	written notice of said Partial Takeover with said notice to specify the area(s) of service the State will assume and the date of said assumption. Any Partial Takeover by the State shall not alter in any way Contractor's other obligations under this Contract. The State may withhold from amounts due the Contractor the amount the Contractor would have been paid to deliver the service as determined by the State. The amounts shall be withheld effective as of the date the State assumes the service. Upon Partial Takeover, the Contractor shall have no right to recover from the State any actual, general, special, incidental, consequential, or any other damages whatsoever of any description or amount." **REQUESTED LANGUAGE** ADD: "Contractor may treat the Partial Takeover as a termination for convenience with respect to such services that the State takes over."	
87.	Pro Forma Contract Section E.7. Incorporation of Additional Documents **REQUESTED LANGUAGE** Replace items "a – d" with "a – e" as follows: a. amendments and modifications to governing documents as mutually agreed upon in writing by the parties; b. this Contract document and all of its attachments and exhibits, excluding items incorporated by reference c. the Request for Proposals (resulting in this Contract) and its associated amendments; d. any Technical Specifications provided to the Contractor by the State; and e. the Contractor's Proposal, including all clarifications and addenda made thereto at the request of the State. a.	The State does not agree to the requested language. The existing language of *pro forma* Contract Section D.2 already provides the ability to amend the contract by mutual agreement. Any such amendment would, by definition, become a part of the Contract, and as such its order of precedence would by governed by the current Contract Section E.7.a.
88.	PRO FORMA CONTRACT SECTION E.10 **REQUESTED LANGUAGE** PLEASE ADD THE FOLLOWING CLARIFYING LANGUAGE AFTER THE FIRST PARAGRAPH: [a] "The Contractor will be deemed to have satisfied its obligations under this section by exercising the same level of care to preserve the confidentiality of	[a] The State does not agree to the requested language. [b] The State does not agree to the requested language.

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	the State's information as the Contractor exercises to protect its own confidential information so long as such standard of care does not violate the applicable provisions of the first paragraph of this section." IN THE NEXT PARAGRAPH CHANGE THE LAST SENTENCE AS FOLLOWS: [b] "Other than as may be required by law, nothing in this paragraph shall permit Contractor to disclose any information that is confidential under federal or state law or regulations, regardless of whether it has been disclosed or made available to the contractor due to intentional or negligent actions or inactions of agents of the State or third parties."	
89.	Pro Forma Contract Section E.11. Copyrights and Patents. **REQUESTED LANGUAGE** Please change the 1st sentence of this section to read as follows: "The Contractor agrees to indemnify and hold harmless the State of Tennessee as well as its officers, agents and employees from and against any and all claims or suits which may be brought against the State for infringement of any laws regarding patents or copyrights which may arise from the Contractor's performance of this Contract, except where the claim or suit arises out of or results from: State's its officers, agents or employees' modifications to the Service or combinations of the Service with non-Contractor services or products, by State or others; or, use of the Service in violation of this Contract.	The State does not agree to the requested language. However, the State has amended *pro forma* Contract Section E.11, to reflect that the State will not require indemnification in cases in which the claim is based entirely on infringing actions by the State and in which the intellectual property violations are completely unrelated to the Contractor's actions or inactions.
90.	Pro Forma Contract Section E.12. Hold Harmless **RFP LANGUAGE** "The Contractor agrees to indemnify and hold harmless the State of Tennessee as well as its officers, agents, and employees from and against any and all claims, liabilities, losses, and causes of action which may arise, accrue, or result to any person, firm, corporation, or other entity which may be injured or damaged as a result of acts, omissions, or negligence on the part of the Contractor, its employees, or any person acting for or on its or their behalf relating to this Contract. The Contractor further agrees it shall be liable for the reasonable cost of attorneys for the State in the event such service is necessitated to enforce the terms of this Contract or otherwise enforce the obligations of the Contractor to the State. In the event of any such suit or claim, the Contractor shall give the State immediate notice thereof and shall provide all assistance required by the State in the State's defense. The State shall give the Contractor written notice of any such claim or suit,	The State does not agree to the requested language. The State cannot agree to indemnify a contractor or hold it harmless, since this would be lending its credit to a private party which is forbidden by the Tennessee Constitution, Article II Section 31, as well as the State's sovereign immunity under Article I, Section 17.

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	and the Contractor shall have full right and obligation to conduct the Contractor's own defense thereof. Nothing contained herein shall be deemed to accord to the Contractor, through its attorney(s), the right to represent the State of Tennessee in any legal matter, such rights being governed by Tennessee Code Annotated, Section 8-6-106." **REQUESTED LANGUAGE** Replace with the following: "The Contractor State agrees to indemnify and hold each other as well as their respective officers, agents, and employees from and against damages arising out of third party claims which may arise, accrue, or result to any person, firm, corporation, or other entity resulting from injury to or death of any person (including injury to or death of their respective subcontractors or employees) or loss of or damage to tangible real or tangible personal property, to the extent that such liability, loss, damage or expense was proximately caused by the negligent act or omission or the willful or intentional misconduct of the State from whom indemnity is sought, its agents, employees or subcontractors, in connection with the provision or use of Services under this Contract. Contractor shall not be liable under this section for damages caused by service or equipment that is not furnished by Contractor under this Contract. In the event of any such suit or claim, the Contractor shall give the State prompt notice thereof and shall provide all reasonable assistance required by the State in the State's defense. The State shall give the Contractor prompt written notice of any such claim or suit, and the Contractor shall have full right and obligation to conduct the Contractor's own defense thereof. Nothing contained herein shall be deemed to accord to the Contractor, through its attorney(s), the right to represent the State of Tennessee in any legal matter, such rights being governed by Tennessee Code Annotated, Section 8-6-106."	
91.	Pro Forma Contract Section E.14 HIPAA Compliance. **RFP LANGUAGE** "The State and Contractor shall comply with obligations under the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and its accompanying regulations." E.14c – "The State and the Contractor will sign documents, including but not limited to business associated agreements (see Contract Attachment D) …" **REQUESTED LANGUAGE** Please change this to add the following: "As may be required under applicable law, the State and	The State does not intend to ask the contractor to sign a business associate agreement at the time of contract signature since the Federal agency enforcing HIPAA has indicated that the transmission of protected health information does not, by itself, render the contractor a business associate. Section E.14.c of the *pro forma* Contract recognizes that the contractor is not expected to sign a business associate agreement if the provision of information under this contract does not require it. However, if the State or Federal governments determine during the course of the contract that activities of the contractor render it a "business associate" under HIPAA, the contractor will be required to execute a business associate agreement

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	Contractor shall comply with obligations under …" Note that The Business Associate Agreement attachment is not applicable to [VENDOR NAME DELETED]'s services as [VENDOR NAME DELETED]'s services do not rise to the level of a "Business Associate."	in accordance with section E.14.
92.	Pro Forma Contract Section E.21. Limitation of Liability. **RFP LANGUAGE** "The parties agree that the total liability of the Contractor for breach of this Contract shall not exceed two (2) times the value of this contract. The value shall be established by the Contract Maximum Liability in Section C.1 and increased by subsequent amendments if any. The foregoing provision shall not limit the contractor's liability for intentional torts, criminal acts or fraudulent conduct." **REQUESTED LANGUAGE** (a) CONTRACTOR'S ENTIRE LIABILITY, AND THE STATE'S EXCLUSIVE REMEDY, FOR DAMAGES ARISING OUT OF MISTAKES, OMISSIONS, INTERRUPTIONS, DELAYS, ERRORS OR DEFECTS IN THE SERVICES, AND NOT CAUSED BY THE STATE'S NEGLIGENCE, SHALL IN NO EVENT EXCEED THE APPLICABLE CREDITS SPECIFIED IN A SERVICE PUBLICATION OR PRICING SCHEDULE, OR IF NO CREDITS ARE SPECIFIED, AN AMOUNT EQUIVALENT TO THE PROPORTIONATE CHARGE TO THE STATE FOR THE PERIOD OF SERVICE DURING WHICH SUCH MISTAKE, OMISSION, INTERRUPTION, DELAY, ERROR OR DEFECT IN THE SERVICES OCCURS AND CONTINUES. IN NO EVENT SHALL ANY OTHER LIABILITY ATTACH TO CONTRACTOR. (b) SECTION 6.2(a) WILL NOT APPLY TO: (i) BODILY INJURY, DEATH, OR DAMAGE TO REAL OR TANGIBLE PROPERTY DIRECTLY CAUSED BY CONTRACTOR'S NEGLIGENCE; (ii) BREACH OF SECTION 5 (Confidential Information), SECTION 10.1 (Publicity), OR SECTION 10.2 (Trademarks); (iii) SETTLEMENT, DEFENSE OR PAYMENT OBLIGATIONS UNDER	The State does not agree to the requested language. However, in recognition of the perceived risk, the State is amending the *pro forma* Contract to reduce the Limitation of Liability cap to equal the value of the Contract maximum liability. See the amended RFP attached hereto, *pro forma* Contract Section E.21.

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	SECTION 7 (Third Party Claims); OR (iv) DAMAGES ARISING FROM CONTRACTOR'S GROSS NEGLIGENCE OR WILLFUL MISCONDUCT. (c) NEITHER PARTY WILL BE LIABLE TO THE OTHER PARTY FOR ANY INDIRECT, INCIDENTAL, CONSEQUENTIAL, PUNITIVE, RELIANCE, OR SPECIAL DAMAGES, INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOST PROFITS, ADVANTAGE, SAVINGS OR REVENUES, OR INCREASED COST OF OPERATIONS. (d) CONTRACTOR WILL NOT BE LIABLE FOR ANY DAMAGES, EXCEPT TO THE EXTENT CAUSED BY CONTRACTOR'S GROSS NEGLIGENCE OR WILLFUL MISCONDUCT, ARISING OUT OF OR RELATING TO: INTEROPERABILITY, ACCESS OR INTERCONNECTION OF THE SERVICES WITH APPLICATIONS, EQUIPMENT, SERVICES, CONTENT, OR NETWORKS PROVIDED BY THE STATE OR THIRD PARTIES; SERVICE DEFECTS, SERVICE LEVELS, DELAYS, OR INTERRUPTIONS (EXCEPT FOR LIABILITY FOR SUCH EXPLICITLY SET FORTH IN THIS AGREEMENT); FAILURE TO CORRECTLY ROUTE OR COMPLETE CALLS OR OTHER TRANSMISSIONS (INCLUDING 911 CALLS); LOST OR ALTERED MESSAGES OR TRANSMISSIONS; OR UNAUTHORIZED ACCESS TO OR THEFT, ALTERATION, LOSS, OR DESTRUCTION OF THE STATE'S, ITS AFFILIATE'S, USERS', OR THIRD PARTIES' APPLICATIONS, CONTENT, DATA, PROGRAMS, CONFIDENTIAL INFORMATION, NETWORK, OR SYSTEMS. (e) The disclaimer of warranties and limitations of liability set forth in this Agreement will apply regardless of the form of action, whether in contract, equity, tort, strict liability or otherwise and whether damages were foreseeable, and will apply so as to limit the liability of each party and its Affiliates, and their respective employees, directors, subcontractors, and suppliers. The limitations of liability and disclaimers set out in this Section 6 will survive failure of any exclusive remedies provided in this	

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	Agreement.	
93.	**REQUESTED LANGUAGE** [VENDOR NAME DELETED respectfully requests Limitation of Liability language that limits both parties' liability for special, indirect and consequential damages. [VENDOR NAME DELETED] proposes the following language: NEITHER STATE NOR CONTRACTOR OR ANY OF ITS UNDERLYING SERVICE PROVIDERS, INFORMATION PROVIDERS, LICENSORS, EMPLOYEES, OR AGENTS SHALL HAVE ANY LIABILITY FOR INCIDENTAL, CONSEQUENTIAL, ECONOMIC, PUNITIVE, INDIRECT OR SPECIAL DAMAGES SUFFERED BY THE OTHER OR ANY OTHER PARTY, NOR SHALL CONTRACTOR HAVE ANY LIABILITY FOR LOST PROFITS, LOSS OF USE, OR TOLL FRAUD SUFFERED BY STATE OR ANY OTHER PARTY, AS A RESULT OF THIS CONTRACT OR EITHER PARTY'S PERFORMANCE OR FAILURE TO PERFORM UNDER THIS CONTRACT, REGARDLESS OF WHETHER OR NOT SUCH PARTIES HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. STATE EXPRESSLY ACKNOWLEDGES THAT THE PROVISIONS OF THIS SECTION SHALL ALSO APPLY TO ALL CONTENT OR OTHER SERVICES AVAILABLE THROUGH THE SERVICE. STATE AGREES THAT STATE WILL NOT IN ANY WAY HOLD CONTRACTOR RESPONSIBLE FOR ANY SELECTION OR RETENTION OF, OR THE ACTS OR OMISSIONS OF, THIRD PARTIES IN CONNECTION WITH THE SERVICE.	See response to RFP Amendment #2, Item 92, above.
94.	**REQUESTED LANGUAGE** [VENDOR NAME DELETED respectfully requests inclusion of the following language: "All intellectual property in all Services shall be the sole and exclusive property of Contractor or its suppliers."	The State does not agree to the requested language. However, the State is amending the *pro forma* Contract to add intellectual property provisions. See revised RFP attached hereto, Section E.23.
95.	Due to the large nature and complexities of the NetTN bid and in the desire to insure that the bids received provide the most cost effective solution, would the State of Tennessee agree to a second round of questions from prospective respondents in the January timeframe?	It is not the State's intent to entertain an additional round of questions.
96.	In section 1 of the RFP, 1.1 Statement of Purpose and 1.1.1 vision the State refers to the potential solution as a private network or MPLS WAN. In the cost model spreadsheet, the State has included entries for local service such as DSL and Primary Rate ISDN. The inclusion of local service in a private network bid gives an unfair competitive advantage to the Local Exchange Carrier in a given territory. We request that these services be excluded from the bid or given a weighting of zero in the evaluation	No, the intent is to assess a total solution proposed by vendors that addresses all areas included in the scope of services. The NetTN RFP Statement of Purpose states the following: Through this RFP, the State seeks to buy the best services at the most favorable, competitive prices. The State intends to secure a contract from a single

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	process.	contractor who can provide a suite of services which will hereafter be called Network Tennessee (NetTN) in this document. These services may either be managed or unmanaged. "Unmanaged services" refer to end site services provided by the contractor and managed by the TNII Association Partners requesting the unmanaged service. While the selected Contractor may choose to partner or subcontract with other parties to deliver the full suite of required services, the Contractor will always be the responsible party for fulfillment of the contract.
97.	J1-OIR Billing Requirements: Would data provided in an Excel or Access format on CD be acceptable?	Yes. It must be in a fixed format.
98.	Attachment 6.9: Please provide NPANXX and zip code for all locations.	See response to RFP Amendment #2, Item 5 above.
99.	Attachment 6.10: Please provide address, including zip code and NPANXX for each location.	See response to RFP Amendment #2, Item 5 above.
100.	Attachment E: E.3 Higher Education Research Communities-Is the State requiring the contractor to provide wavelength service to all campuses for a fixed rate or is the requirement to describe the capability to support these connections?	At the current time, the following major Research and Medical campuses are the only campuses that will require wavelength services: UT Knoxville UT HSC Memphis University of Memphis East Tennessee State University Middle Tennessee State University Tennessee Tech UT Chattanooga Tennessee State University Austin Peay State University For the above campuses, vendors shall provide the following: (1) fixed-rate pricing for wavelength services as a part of RFP Attachment 6.4, Cost Proposal Spreadsheet, Higher Education Research WAN Circuit; and (2) a description of capability to support the connections in response to RFP Attachment 6.3, Section F.
101.	Attachment E: E.3 Higher Education Research Communities-Will the wavelength service provide transport campus-to-campus or campus-to-research network?	It could be campus-to-campus or campus-to-research network and not necessarily within the State.
102.	Attachment E: E.3 Higher Education Research Communities- Please identify the schools which will require wavelength services.	See response to RFP Amendment #2, Item 100 above.
103.	E.4 Network Host/Data Center: Does the State plan to include fiber cable between the Data Centers in its construction budget?	No.
104.	E.4 Network Host/Data Center: Is the State planning to operate and maintain the Data Center – to – Data Center optical network defined in Attachment 6.13?	The optical network infrastructure between the Data Centers shall be provided via NetTN Catalog of Services. See Contract Attachment B, Point to Point – OIR, in

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		the revised RFP attached hereto, and the Cost Proposal Spreadsheet, which must be downloaded from the following website: http://state.tn.us/finance/oir/pcm/rfps.html
105.	E.4 Network Host/Data Center: E.4.e Will the State operate and maintain the access network to the Data Centers or is the State saying that they will provide multiple physical entry points to the Data Centers?	Each Data Center will have dual entry points. The State will operate the access network in the Data Centers
106.	E.5 Remote Access: Is the State requirement to allow access to the NetTN Network using existing public wireless Internet services or is the requirement to establish NetTN wireless hotspots/networks for the sole use of NetTN participants?	The State's requirements are outlined in E.5. Remote analog dial-up users will connect directly to the NetTN network either through a local dial number or via an intrastate toll-free access number. Wireless high-speed network access, such as 3G/4G, must attach to the NetTN infrastructure to enable user access to the OIR intranet without the use of a VPN client. See also responses to RFP Amendment #2, Items 16, 41, and 42.
107.	E.5 Remote Access: If the State wishes the contractor to deploy Wi-Fi and WiMAX services as a dedicated NetTN remote access solution, please provide the locations requiring this service.	At this time there is no demand for Wi-Fi and WiMAX services, but the services may be included at a later date through the contract amendment process described in *pro forma* Contract Sections E.18 and E.24.
108.	E.5 Remote Access: E.5.d If the cost are the same, would the State object to the contractor only publishing/using toll-free numbers as the dial-up number?	Remote analog dial-up users will connect directly to the NetTN network either through a local dial number **OR** via an intrastate toll-free access number. The vendor must provide both options; users may choose either option.
109.	If we can't find a satisfactory subcontractor for those portions that we cannot provide, will TNII accept our proposal for those services that we can provide or have suitable subcontractors for?	No. Any vendor that proposes on the NetTN RFP must be able, either by using its own resources or those of subcontractors, to address **ALL** requirements detailed in the RFP. See RFP Section 4.3.2. See also the response to RFP Amendment #2, Item 112 below.
110.	Is the State willing to negotiate and lower the amounts of the required performance bonds?	No.
111.	Would the State be willing to negotiate the following sections of the agreement? • Payment Terms and Conditions • Termination for Convenience • Termination for Cause • HIPPA • Limitation of Liability • Warranty • Audit • Applicable Taxes	This Written Comments procedure gives potential proposers the opportunity to suggest proposed changes to *pro forma* Contract terms. The State will change some provisions based on written comments. However, we cannot make an open-ended commitment to renegotiate contract terms. The State expects the proposer to sign the pro forma contract as it exists after the comment and amendment period, although it may agree to additional language it finds in its best interest to accept. See RFP section 5.3.4.
112.	Section 4 – General Requirements & Contracting Information-4.6 Assignment and Subcontracting-	Any vendor that proposes on the NetTN RFP must be able, either by using its own resources or those

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	4.6.1 – Contractor may not be able to provide all the services requested in this RFP. If we can find a suitable subcontractor and get an agreeable subcontract in place, will the TNII accept them?	of subcontractors, to address **ALL** requirements detailed in the RFP. See RFP Section 4.3.2. It is acceptable to the State for subcontractors to provide NetTN Services of portions thereof, provided the subcontractors in question have been identified to the State within the prime vendor's Proposal, in accordance with RFP Attachment 6.3, Section B, Item B.12. During the term of the Contract, any assignments or transfers of services to subcontractors will be governed by the terms of *pro forma* Contract Section D.5.
113.	Section 4 – General Requirements & Contracting Information-4.6.2 – Contractor can notify the State of changes to a subcontractor, but if, for some reason, subcontractors change during the term of the contract, Contractor won't be able to negotiate with the State for agreement, before we negotiate with a new subcontractor for a new agreement. Will the State agree to this?	It is not the State's intent to dictate when the Contractor enters into negotiations with a new subcontractor. However, the State does not agree to waive its contractual right to approve vendor-proposed subcontractors. The State's rights with regard to pre-approving subcontractors remain as stated in RFP Section 4.6 and RFP Attachment 6.1, *pro forma* Contract, Section D.5. See also the response to RFP Amendment #2, Item 79 above.
114.	Section 4 – General Requirements & Contracting Information-4.6.3. – Contractor can notify the State of changes to a subcontractor, but if, for some reason, subcontractors change during the term of the contract, Contractor won't be able to negotiate with the State for agreement, before we negotiate with a new subcontractor for a new agreement. Will the State agree to this?	See response to RFP Amendment #2, Item 113, above.
115.	Section 4 – General Requirements & Contracting Information-A.8. The State requires their own specific SLAs (Attachment A). Will they considered Contractor's proposal if we offer our standard SLAs which may or may not meet their SLA specifications?	The State assumes that the contract is referring to the pro forma Contract, Section A.8. The State will not accept a vendor's SLAs, either as additions to, or replacements for, the SLAs that are detailed in the RFP. However, the State is deleting and amending some of the RFP SLAs. See revised RFP attached hereto, Contract Attachment A.
116.	Section 4 – General Requirements & Contracting Information-A.9. NetTN Administrative Fee – This requires that we pay to the State, at the same time that we submit an invoice for payment, an amount equal to 2% of the amount of the invoice. Will TNII consider payment of this administrative fee after we have collected the payment of invoices – a month or 2 in arrears?	The State assumes that the contract is referring to the *pro forma* Contract, Section A.9. No. Payment of the 2% Administrative Fee is to be remitted at the same time the invoice is submitted. However, the first month's remittance may be delayed for 30 days to allow the contractor time to receive payment from the State for the first month's service. The State is amending Attachment 6.1, *pro forma* Contract Section C.9, and RFP Attachment 6.7, Section C.1 to clarify the State's intent. See revised RFP attached hereto.
117.	C. Payment Terms and Conditions-C.1. Maximum Liability – Since this is an open-ended contract, there is no way to identify the maximum amount that may be incurred over the 10-year life. How does the State propose to create a number to insert here?	In general, the maximum liability will be derived using the best-evaluated Proposers Cost Proposal amounts and the State's projected usage amounts. Note however that the "usage" amounts listed in RFP Attachment 6.4, Cost Proposal Spreadsheet are for evaluation purposes only. The State

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		reserves the right to change these amounts at any time prior to, or during, the term of the Contract, as necessary, in the best interest of the State.
118.	C. Payment Terms and Conditions-This states that all prices have to include all applicable taxes, fees and surcharges. We can identify what they might be at this current time, but cannot predict what might happen in the future. How does the State propose this to be addressed?	There is no mechanism within the RFP or its *pro forma* contracts for price increases for existing line items. The vendor must assume this risk and propose accordingly. With regard to FCC charges and E911, in the event of an exhorbitant increase, the State may, at its own discretion, consider an amendment to add additional specific line items in accordance with the process described in *pro forma* Contract Sections E.18 and E.24.
119.	C. Payment Terms and Conditions-C.9. Calculation of NetTN Administrative Fee – NetTN Administrative Fee – This requires that we pay to the State, at the same time that we submit an invoice for payment, an amount equal to 2% of the amount of the invoice. Will the State consider payment of this administrative fee after we have collected the payment of invoices – a month or 2 in arrears?	See response to Question 116.
120.	D. Standard Terms and Conditions-D.4 Termination for Cause – Is the State will [*sic*] to negotiate this specific provision with contractor?	The State is unable to provide a specific response to this comment due to its general nature. See also the response to RFP Amendment #2, Item 111.
121.	D. Standard Terms and Conditions-D.5 Subcontracting – Contractor can notify the State of changes to a subcontractor, but if, for some reason, subcontractors change during the term of the contract, Contractor won't be able to negotiate with the State for agreement, before we negotiate with a new subcontractor for a new agreement. Will the State agree to this?	See response to RFP Amendment #2, Item 113.
122.	E. Special Terms and Conditions-E.4.Breach a.(i) – Contractor would request that actual damages are limited to personal injury or property damage caused by the negligent acts or omissions of Contractor or its subcontractors.	See response to RFP Amendment #2, Item 92, above.
123.	E. Special Terms and Conditions-E.4.b. State Breach – We would ask that this section be made mutual so that either party may provide the other 30 days notice of a breach and the breaching party would have 30 days to cure such breach in order to avoid contract termination. Would the State be agreeable to this?	The State does not agree to make the breach clause mutual. However, the State is amending the Contract to provide a cure period. See response to RFP Amendment #2, Item 78.
124.	E. Special Terms and Conditions-E.7. Incorporation of additional Documents – We would request that our proposal, since it is what we are able to offer take precedence over the RFP documents. Would the State be agreeable to this?	No. The State expects proposers to respond to all requirements listed in the RFP, therefore there should not be a substantial difference in what the State is requiring and what the vendor is offering. The order of precedence remains as stated in *pro forma* Contract Section E.7.
125.	E. Special Terms and Conditions-E.14. HIPAA Compliance – HIPAA only applies to healthcare providers/consultants which provide actual healthcare services, referred to in the code as	See response to RFP Amendment #2, Item 91, above.

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	"business associates." Standard commercial telecommunications service providers as a conduit for such information are not considered business associates under the code and as such HIPAA is not applicable to Contractor, therefore we would request that it be removed.	
126.	E. Special Terms and Conditions-E.20. Contractor Commitment to Diversity – Contractor can agree to meet this obligation on a general expenditure basis, but not specifically to this contract. Will the State agree to this?	No. The State has a responsibility to assess diversity participation on a contract by contract basis.
127.	E.21. Limitation of Liability – This creates a limitation of liability cap of 2 times the value of the contract over the 10-year period, which can really only be estimated, but the State intends to identify it in section C.1. Can the State provide the intended Limitation of Liability value?	No. As the vendor has pointed out, the Limitation of Liability is dependent upon the Maximum Liability in Contract Section C.1. The Contract Maximum Liability amount is based, to a large degree, on the costs proposed by the best-evaluated proposer. The State will not know the Limitation of Liability value until a contract is developed for the best-evaluated proposer. See also the response to RFP Amendment #2, Item 117 above.
128.	Attachment A – Service Level Agreements- Will the State consider replacing their standard SLAs with Contractor's standard SLAs?	See response to RFP Amendment #2, Item 115, above.
129.	Attachment D – HIPAA Business Associate Agreement-HIPAA only applies to healthcare providers/consultants which provide actual healthcare services, referred to in the code as "business associates." Standard commercial telecommunications service providers as a conduit for such information are not considered business associates under the code and as such HIPAA is not applicable to Contractor, therefore we would request that it be removed.	See response to RFP Amendment #2, Item 91, above.
130.	Attachment 6.7 – Pro Forma Contract – NetTN Administrative Fees-This contract is specific to the administrative fees that we would have to pay to the State (at the time of invoice submittal). The terms and conditions are substantially similar to those in the previous pro forma contract but fewer of them as they are specific to the Administrative Fees to be paid. One difference is in the sections D.3 And D.4 for Termination of Convenience and Cause, respectively. This states that if the contract is terminated for either reason, then we are to pay to the State the amount of "completed services." What does the State intend by the language here that reads, "Should either the State or the Procuring Party exercise this provision, the Procuring Party shall be required to compensate the State for satisfactory, authorized services completed as of the termination date and shall have no liability to the State except for those units of service which can be effectively used by the Procuring Party"?	In order to clarify the context of the State's answer below, the State must point out that the State is amending RFP Attachment 6.7, Section D.3 to remove the mutual right to Termination for Convenience. This will make the language consistent with main NetTN Contract, RFP Attachment 6.1, Section D.3. RFP Attachment 6.7 is a revenue contract, which establishes the terms under which the vendor (the "Procuring Party") will remit NetTN Administrative Fees to the State. The Contractor's obligation to pay the State is directly related to the amount of services users of NetTN services have used and for which the vendor is invoicing the State. The intent of the language in Section D.3, with regard to the State terminating the Contract for convenience, is as follows: in the event of such termination, the vendor must calculate the Administration Fee, as described in RFP Attachment 6.7, Section C.1, based upon the services NetTN users have used as of the date of the termination, and remit that amount to the State,

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		along with the final invoice. The State is amending RFP Attachment 6.7, *pro forma* Contract, Section D.3, to remove the mutual right to Termination for Convenience and to further clarify the State's intent. See revised RFP attached hereto.
131.	E.14. HIPAA Compliance – Pursuant to the United States Department of Health and Human Services, HIPAA does not require certain private couriers and their electronic equivalents that act merely as conduits for protected health information to enter into business associate contracts. (See attached below and also a copy of a Q&A found at http://hhs.gov/hipaafaq/providers/business/245.html) A conduit transports information but does not access it other than on a random or infrequent basis as necessary for the performance of the transportation services or as required by law. The successful vendor will fit the definition of a conduit, and thus is not a business associate under the code. Will the State remove the requirement that the successful vendor sign a Business Associate Agreement, or will the State agree to further negotiate this provision. **Q&A: Are the following entities considered "business associates" under the HIPAA Privacy Rule: US Postal Service, United Parcel Service, delivery truck line employees and/or their management? No, the Privacy Rule does not require a covered entity to enter into business associate contracts with organizations, such as the US Postal Service, certain private couriers and their electronic equivalents that act merely as conduits for protected health information. A conduit transports information but does not access it other than on a random or infrequent basis as necessary for the performance of the transportation service or as required by law. Since no disclosure is intended by the covered entity, and the probability of exposure of any particular protected health information to a conduit is very small, a conduit is not a business associate of the covered entity.**	See response to RFP Amendment #2, Item 91, above.
132.	Section 4.18 With respect to this section, Contractor requests for inspections would be by mutually agreement.	The State will not agree to make inspections contingent upon mutual agreement.
133.	RFP Attachment 6.4 Cost Proposal Spreadsheet line 5 (1.544mbps End Site WAN with Internet Access) indicates a 2 in the Usage Column for years 1 through 5. This seems to be a very low usage number when you consider RFP Attachment 6.9 (TNII Association End Site Locations) indicates that 92% of the end sites are presently operating at 1.544 mps bandwidth. RFP Attachment 6.4 Cost Proposal Spreadsheet line 29 (1.544mbps End Site	The State is amending RFP Attachment 6.4, Cost Proposal Spreadsheet, to adjust the usage amounts. Vendors must download the amended Cost Proposal Spreadsheet from the following website: http://state.tn.us/finance/oir/pcm/rfps.html

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	WAN with Internet Access for K-12) indicates a 1312 in the Usage Column for years 1 through 5 which is much more in line with the 72% of K-12 sites that are presently operating at 1.544 mbps (RFP Attachment 6.10 K-12 Sites and Locations. Is the 2 in the Usage column for Line 5 an error or an incentive to abandon the present T1 or 1.544 mbps service delivery for End Site WAN with Internet Access?	
134.	RFP Attachment 6.4 Cost Proposal Spreadsheet line 15 (Metro Ethernet 2 Mbps End Site WAN with Internet Access) indicates a 231 in the Usage Column for years 1 and 2 then decreases to 175 from years 3-5. This seems to be a very high usage number when you consider RFP Attachment 6.9 (TNII Association End Site Locations) indicates that 0% of the end sites are presently operating at Metro Ethernet 2 Mbps bandwidth. Is this an error or is it an incentive to deliver an End Site WAN with Internet Access standard design based on Metro Ethernet 2 Mbps service delivery?	See the response to RFP Amendment #2, Item 133 above.
135.	Attachment E - E.1 Network Concept and Connectivity. The state is requesting Universal Access Pricing for all services. In the case of Gigabit local access, is it acceptable for a responder to quote normal local access charges in the rate bundle and treat any special construction charges from the Local Exchange Carrier on an individual case basis? The specific special construction information is only available to the Local Exchange Carrier in a given territory. As written the State of Tennessee would be quoted artifically inflated rates for all end sites including those for which special construction is not required and the RFP would give the LEC in any given territory an unfair competitive advantage.	Yes, vendors should propose local access charges as a part of the bundled rates. With regard to special construction charges, the State is amending the *pro forma* Contract to allow such charges to be included at a later date, on an individual case basis, through the contract amendment process. See revised RFP attached hereto, Attachment 6.1, Sections E.18 and E.24.

D. Delete RFP 317.03-154-07 in its entirety and replace the document with RFP 317.03-154-07, Release 2 (attached hereto).

NOTE: ALL revisions from the previously released RFP document will be emphasized in the attached document as follows. (1) The sentence <u>or</u> paragraph involving any revision in which text is replaced with new text or new text is simply added will be highlighted in yellow. (2) The location of any revision in which text is deleted but <u>not</u> replaced will be denoted by the words, "TEXT DELETED" in bold red caps inserted in the place of the text that is deleted but <u>not</u> replaced.

STATE OF TENNESSEE
DEPARTMENT OF
FINANCE AND ADMINISTRATION

REQUEST FOR PROPOSALS
FOR
NETWORK TENNESSEE - NetTN

RFP NUMBER: 317.03-154-07

Release 2
December 21, 2007

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1 INTRODUCTION

1.1 Statement of Purpose

The State of Tennessee, Department of Finance and Administration, hereinafter referred to as the State, has issued this Request for Proposals (RFP) to define the State's minimum service requirements; solicit proposals; detail proposal requirements; and, outline the State's process for evaluating proposals and selecting the Contractor.

Through this RFP, the State seeks to buy the best services at the most favorable, competitive prices and to give ALL qualified businesses, including those that are owned by minorities, women, persons with a disability, and small business enterprises, opportunity to do business with the state as contractors and sub-contractors.

The State intends to secure a contract from a single contractor who can provide a suite of services which will hereafter be called Network Tennessee (NetTN) in this document. These services may either be managed or unmanaged. "Managed services" are end site services provided by and fully managed by the contractor; it is the contractor's responsibility to provide all implementation, changes, and maintenance of the network circuit and edge device. "Unmanaged services" refer to end site services provided by the contractor and managed by the TNII Association Partners requesting the unmanaged service. Such services include an outsourced, statewide, state of the art, private communications network and require the selected Contractor to be responsible for the engineering, implementation, maintenance and management of NetTN. While the selected Contractor may choose to partner or subcontract with other parties to deliver the full suite of required services, the Contractor will always be the responsible party for fulfillment of the contract. The responses and all other information provided by the Proposer will be reviewed and evaluated by selected members of the Tennessee Information Infrastructure (TNII) Association in determining the selection of the Contractor. The TNII Association is a partnership between the State of Tennessee Department of Finance and Administration, Office for Information Resources OIR), Tennessee Board of Regents (TBR), University of Tennessee (UT), State of Tennessee Department of Education (SDE), and local governments.

In addition to the NetTN services contract described above, the State will also enter into a separate revenue contract with the same successful proposer. The purpose of this contract is to collect an administrative fee to fund the office and services of the Executive Director of the TNII Association. See RFP Attachment 6.7 for a *pro forma* version of this contract.

In addition to providing the necessary circuitry for NetTN, the Contractor shall be required to engineer, install, maintain and manage most of the edge devices required for NetTN. Depending on the location, the edge devices shall support any or all of the necessary interfaces for Internet, video conferencing and other Internet Protocol (IP) connectivity.

Upon award of the contract, the Contractor shall have six months to build the backbone infrastructure to support the TNII Association's end site users. The Contractor shall be allotted no more than 16 months to transition end locations and add new end sites to NetTN which includes OIR Data Centers and End Site locations (approximately 1300+), TBR locations, and SDE K-12 locations (approximately 1400+). Before the transition is initiated, a plan shall be provided to the State indicating the mechanisms to be implemented to provide connectivity between TNII users to NetTN users and their host locations. The Contractor shall work with the TNII Association in determining the best transition times and dates to minimize any interruption of work flow during normal business hours.

NetTN will be the infrastructure for the next ten years. Therefore, NetTN must set in place the technology, bandwidth capacity, and fundamental architecture that will create a truly converged network for voice, data and video, leaving behind older technologies and protocols that primarily were designed to support legacy voice, video and data. In addition, NetTN must have the ability to refresh technology, update services and reduce costs as the communications environment

changes. The TNII Association and its end users are eager to move forward to a new network that will provide improvements in performance, efficiency, ease of use and reductions in cost.

Note that throughout this document, the State has used terms or acronyms that may be unfamiliar. Therefore, the State has included a glossary in Contract Attachment Q. Also, the Proposers should be aware that the terms "vendor," "Proposer," and "Contractor," are used somewhat interchangeably, with the usage differing in relation to the timing of the term's usage within the overall procurement and project management process. The State will use these terms, depending upon context, to mean a vendor that is providing, or could potentially provide, NetTN related services.

1.1.1 Vision

The network vision for the State of Tennessee is a robust unified network structure that serves the diverse needs of our state's citizens; their governmental entities, from the local level through all three branches of state government; educational institutions, from kindergarten through post graduate; and establishes a statewide presence on which the economy will develop. While the network described in this RFP is classed as a private network for intergovernmental and inter-educational needs, it will reach into all 95 counties of the state, to each state office, to every school, every college or university, and potentially every office of local government and non-profit organizations providing government related services and public and eligible private entities.

In an effort to accelerate eHealth deployment across the State of Tennessee, the NetTN network will serve as the main and the most affordable broadband choice for eHealth participants, which include licensed health care professionals and health care stakeholders. The contractor will promote NetTN eHealth services for both private and public Healthcare facilities and eHealth participants. The private healthcare facilities/eHealth participants will contract directly with the NetTN Contractor for use of the NetTN eHealth Exchange Zone, a private authenticated network, and State of Tennessee NetTN Catalog of Service rates.

This outsourced effort encourages industry from fiber providers, long haul carriers, to the local exchanges to invest in the capacity and technology to meet the needs of the public and of business anywhere within the State of Tennessee.

The elements of State of Tennessee government and education have very similar needs for administrative service. Namely, a network that is available, reliable, driven by strong service level agreements, and competitively priced. The service offerings incorporate a universal pricing structure across the state to assure that rural areas participate fully in the development of electronic government services, extended educational presence, and information access. There is one exception to the universal pricing structure: the State expects vendors to provide reduced Special Education Rates for bandwidth between campuses to be used for research purposes (see further discussion of Special Education Rates below and in Contract Attachment B, the row labeled "Higher Education Research WAN Circuits"). The network service delivered by this effort has the ability to adapt to technological development and refreshment as well as to expanded service, within the scope for the changes to this effort, for a full decade. It must provide bandwidth at ever increasing speed as more business is done electronically and to assure access is always available to the Internet and to advanced educational networks such as Internet 2 for expanded research and educational needs.

Paramount features of the effort are security, availability, and reliability. Any attempts to intrude upon network services are prevented, those rare attempts which succeed are detected, and once detected are prevented from damaging either the data being carried or our confidence in the structure of the network. The network integrity is unimpeachable. Government, education, and the citizens know that the network is available 24 hours per day because the connections within the structure are so sound that even multiple failures will not deter service. And when there are component failures, the network provider responds rapidly and reliably to restore service.

Beyond the basic administrative need, education in Tennessee has special requirements. The State of Tennessee must grow economically as well as improve educational opportunities for our citizenry. Technology research in the state not only incubates new business, industry and job opportunities but also benefits the academic reputation of Tennessee higher education. A major underlying principle of this RFP will be for the respondents to demonstrate how the proposed solution will benefit economic development and education as well as exhibit an understanding how their consideration for higher education and economic development will benefit both the State of Tennessee and the provider.

The service required by each campus varies by both the role it plays in education and the community and the available network staff. To maintain the reputation and prestige associated with education in Tennessee, Higher Education needs reasonably priced (Special Education Rates) bandwidth between the campuses, which would include 2.5 Gigabit connections to the smaller institutions and 10 Gigabit connections to those engaged in research. The Student usage represents a unique challenge in that connectivity to the Internet must be almost limitless. Primary education at every level requires assured access through the Internet and extension of Internet 2 to information worldwide. While encouraging research and exploration of information at all levels, the network protects our children by appropriately filtering the content which they may access. The overarching theme in education is service at a price that is reasonable and comparable to or less than that in surrounding states. There is a separate section of the Cost Proposal Spreadsheets, as referenced in RFP Attachment 6.4, devoted to Higher Education Research WAN Circuits. Proposers will enter the Special Education Rates here.

The network structure and service delivered initially by this network is only the beginning. Today's network provides for voice, data, and video services on a single consolidated structure. Tomorrow's network must allow integration to continue as services merge into seamless information access.

We recognize that meeting the needs of this RFP will require a significant investment from industry both in terms of partnership among service providers and physical structure to reach reliably into all areas of Tennessee. Through a long-term, highly-successful partnership with a single provider of service that is fully accountable for all service delivered under this RFP, the State of Tennessee envisions a robust, integrated network capable of enabling government, education and non-profit institutions to serve the needs of the state's citizenry.

1.1.2 Background on Tennessee Information Infrastructure Network

The concept of an integrated statewide communications network, which eventually became known as the Tennessee Information Infrastructure Network (TNII), first emerged in 1994. Prior to 1999, Tennessee operated several different network infrastructures. There were separate networks for State government, K12, TBR and the UT system. This multiplicity of networks was not cost effective or an efficient use of resources. The Information Systems Council (ISC) determined that an integrated network infrastructure would be the strategic direction.

The main purpose for that proposed infrastructure was to afford equalized access to Tennessee government entities, as well as provide a cost-effective means for growth by county, city, and municipalities to access numerous services related to State and local governments, education, health care, and public safety.

Additionally, this arrangement would provide a single point of contact for ordering, provisioning, troubleshooting, and supporting telecommunication needs. This goal was especially important since Tennessee's current infrastructure is comprised of multiple telecom contractors with geographically dispersed networks.

In 1998 a RFP was issued to secure the contract for the first outsourced statewide network, TNII, which would provide consolidated services for each of the TNII Association Partners. Under this

RFP, a contract was subsequently awarded to BellSouth and Qwest Communications who, in conjunction with Electronic Data Systems (EDS) and Cisco, provided a fully outsourced private network. The current TNII network is used extensively by OIR and TBR for providing services to 1300+ locations in all 95 counties. In addition to data and Internet services, video conferencing is also used on the network. Many of the applications accessed through this network are critical, including applications involving child welfare, health and safety.

The State of Tennessee entered into a five-year contract with BellSouth and Qwest in 1999 to develop TNII. BellSouth and Qwest served as co-prime Contractors, coordinating all local telephone companies (local exchange carriers) to provide an end-to-end service.

The goals of TNII were:

- Provide communication services.
- Minimize any rate disparity.
- Provide equivalent rates to all counties.
- Build economies of scale.
- Provide an information infrastructure to support educational initiatives.
- Provide the ability to accommodate health care initiatives.
- Provide opportunities for economic development.
- Provide a robust, yet cost effective solution that fits the needs of the services.

The BellSouth and Qwest contract focused on communications services, rather than electronic equipment, cabling, and other components that comprise the “physical network.”
It also focused on:

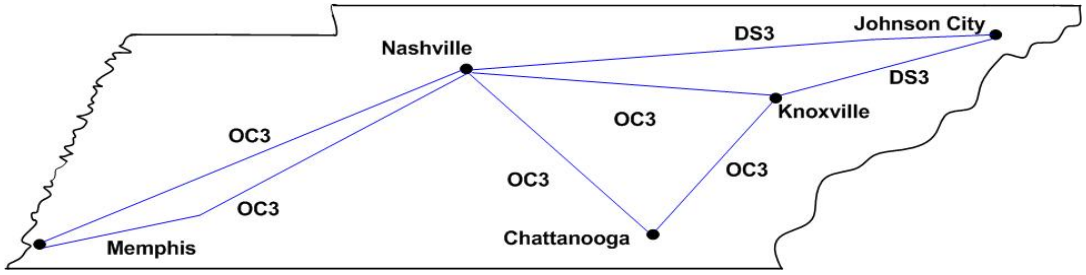
Provisioning
Consolidated invoicing
Problem resolution

The current TNII network is a private integrated Internet Protocol (IP) based network utilizing Multiprotocol Label Switching (MPLS) technology to create a fault-tolerant network for transporting voice, video, data and Internet services. Voice-over-Internet Protocol (VoIP) communications is offered on this network, and projects are underway that will require IP Telephony applications to be expanded over the NetTN infrastructure.

The core backbone Wide Area Network (WAN) links of TNII consist of Optical Carrier 3 (OC3) links, cross-connected for redundancy from Network Access Points (NAP) in Memphis, Nashville, Chattanooga, and Knoxville. Digital Signals 3 (DS3) connections exist between Knoxville, Johnson City and Nashville. Electronic Data System (EDS) Engineers currently manage all of the routing functionality configured on the network. The core of the network separates traffic between the TNII Association entities. TNII managed equipment includes:

- Customer Premise Equipment (CPE) routers
- Access circuit
- Core backbone
- Remote Access (RA)
- Internet Egress, firewalls and Intrusion Detection System (IDS)
- Video bridge and scheduler

Current TNII
Core Backbone
Utilizing IP & MPLS

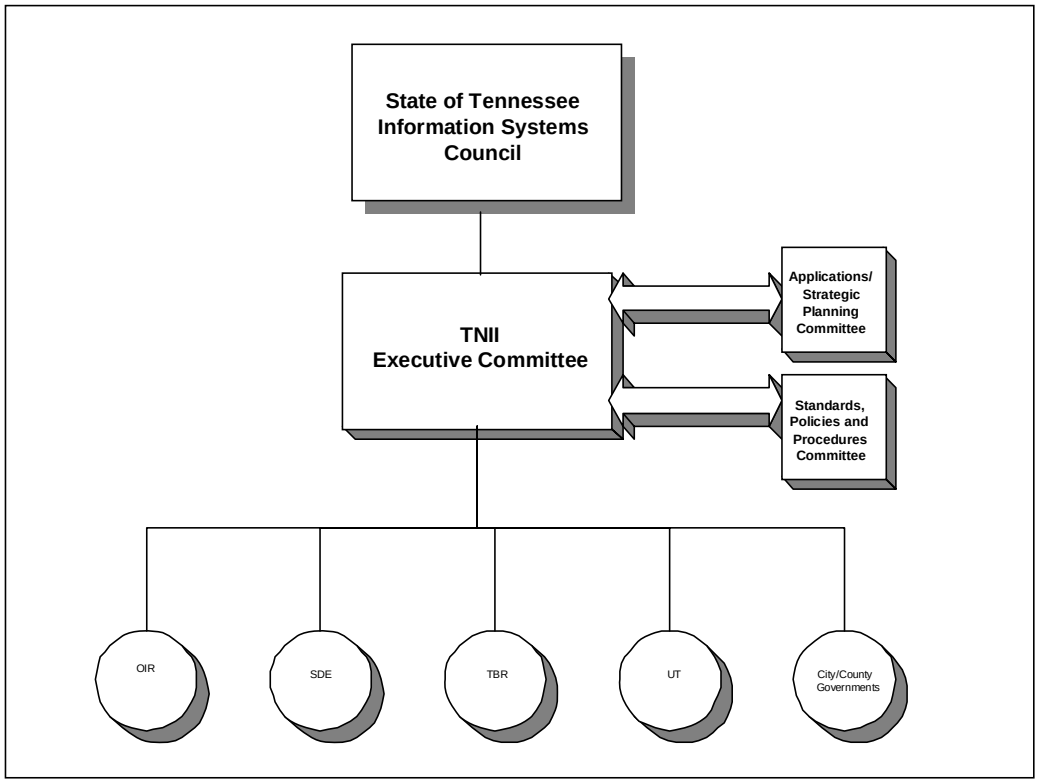


TNII also includes within its core services video bridging and scheduling. Video conferencing is transported via IP and all sites are standardized on H.323v4. OIR uses video conferencing services in over 150 sites.

Attachments 6.9 ("TNII Association End Site Locations") and 6.10 ("K-12 Sites and Locations") provide a list of current sites of TNII, current bandwidth needs, type of government entity, and location.

1.1.3 TNII Association

The TNII Association is a partnership between the State of Tennessee Department of Finance and Administration, Office for Information Resources, Tennessee Board of Regents, University of Tennessee, State of Tennessee Department of Education, and local governments.



The governing and decision making authority for TNII and subsequently NetTN shall be a five member Executive Committee functioning under the auspices of the State of Tennessee's Information Systems Council (ISC). The Executive Committee shall be comprised of one representative from each of the following Association partners:

- State of Tennessee, Office for Information Resources (OIR)
- State of Tennessee, Department of Education (SDE)
- The Tennessee Board of Regents (TBR)
- The University of Tennessee (UT)
- Local Governments

The CEO of each Association partner shall appoint each Executive Committee member, with the exception of the local government representative, annually. The local government appointment shall be alternated annually between the two local government groups based on a recommendation submitted annually by either the Tennessee Municipal League (for cities) or the Tennessee County Services Association (for counties) to the retiring Executive Committee.

The Chair of the TNII Executive Committee shall be elected annually by and from within the committee at its annual organizational meeting.

The TNII Executive Committee shall:

a) Designate or employ (through OIR) an Executive Director for the TNII Association and establish a budget for that office.

b) Approve any contracts and/or selection of vendors for the provision of NetTN services;

c) Designate and appoint appropriate NetTN advisory committees to address issues such as, but not limited to, architecture, strategic planning, vendor relationships, standards, policy and procedure issues of common concern.

d) More specifically, approve the standards and procedures via which TNII Association partners will interact with NetTN vendors, each other, and with the TNII Association.

e) Review and act on recommendations from the various advisory committees.

f) Report, at least annually, the progress and status of the TNII Association to the CEO of each Association partner.

Executive Director

Under the direction of the TNII Executive Committee, the TNII Executive Director will:

a) Be NetTN's contract administrator, both vendor and Association.

b) Be NetTN's focus for data collection and reporting for the Association.

c) Be an Ex Officio member of all advisory committees.

d) Coordinate and support NetTN's advisory committees.

e) Be the principal liaison among the TNII Association partners.

f) Report to and provide staff support for the TNII Executive Committee.

g) Serve as the public contact point for the TNII Association.

h) Present and market NetTN services to the greater Tennessee community.

i) Exercise day to day operational directions of the Contractor and the overall NetTN effort.

The TNII Executive Committee shall be supported by at least two standing Advisory Committees appointed by the Executive Committee from the recommendations of Association partners. The Executive Committee, as well as these two standing Advisory Committees, may appoint various ad hoc committees and/or task forces as deemed necessary to facilitate their respective roles. The two Advisory committees and their responsibilities are:

a) Applications/Strategic Planning Committee

This committee shall address the technical and implementation issues surrounding the NetTN wide area network infrastructure. Applications and strategic planning efforts shall include but not be limited to network architecture, network design, and assessment of emerging technologies.

b) Standards, Policies and Procedures Committee

This committee shall address the development of the operational standards, policies and procedures via which Association partners will interact with the NetTN Service providers and each other. These standards, policies, and procedures include but are not limited to:

- NetTN Acceptable Use Policy
- NetTN Security Standards
- IP Network Layer Addressing Standards
- NetTN NOC Standards, Policies and Procedures

- Network Management Operations: Fault, Performance, Configuration, Accounting, and Security Management
- Video Conferencing Scheduling Standards and Procedures
- TNII Association Reporting Requirements

The TNII Executive Director shall publish and maintain for the Association all standards, policies and procedures approved by the Executive Committee. Each Association partner shall be required to comply with these approved standards, policies and procedures as a condition of their participation with NetTN.

1.1.4 NetTN and TNII Names are Synonymous

For the purposes of all contracts, grants, or other documents outside of the Network Tennessee - NetTN Contract that make reference to "TNII," it should be understood that, upon approval of the NetTN Contract, NetTN services replace, or over time will replace, the services known as Tennessee Information Infrastructure (TNII) and that the terms NetTN and TNII are considered synonymous names for the State's private telecommunications network.

1.2 Scope of Service, Contract Period, and Required Terms and Conditions

The RFP Attachment 6.1, *Pro Forma* Contract details the State's required:

- Scope of Services and Deliverables in Section A;
- Contract Period in Section B;
- Payment Terms in Section C;
- Standard Terms and Conditions in Section D; and,
- Special Terms and Conditions in Section E.

The *pro forma* contract substantially represents the contract document that the proposer selected by the State MUST agree to and sign.

1.3 Nondiscrimination

No person shall be excluded from participation in, be denied benefits of, be discriminated against in the admission or access to, or be discriminated against in treatment or employment in the State's contracted programs or activities on the grounds of disability, age, race, color, religion, sex, national origin, or any other classification protected by federal or Tennessee State Constitutional or statutory law; nor shall they be excluded from participation in, be denied benefits of, or be otherwise subjected to discrimination in the performance of contracts with the State or in the employment practices of the State's contractors. Accordingly, all vendors entering into contracts with the State shall, upon request, be required to show proof of such nondiscrimination and to post in conspicuous places, available to all employees and applicants, notices of nondiscrimination.

The State has designated the following to coordinate compliance with the nondiscrimination requirements of the State of Tennessee, Title VI of the Civil Rights Act of 1964, the Americans with Disabilities Act of 1990, and applicable federal regulations.

Emily M. Passino, Ph.D.
Senior Management Consultant
F&A / Office of Consulting Services
Snodgrass TN Tower, 12th Floor
Nashville, TN 37243-1700
Phone: 615.741.6030 ~ Fax: 615.532.1892
http://www.state.tn.us/finance/rds/consulting_services_home.html

1.4 Assistance to Proposers With a Disability

A Proposer with a disability may receive accommodation regarding the means of communicating this RFP and participating in this RFP process. A Proposer with a disability should contact the RFP Coordinator to request reasonable accommodation no later than the Disability Accommodation Request Deadline detailed in the RFP Section 2, Schedule of Events.

1.5 RFP Communications

1.5.1 Unauthorized contact regarding this RFP with employees or officials of the State of Tennessee other than the RFP Coordinator detailed below may result in disqualification from this procurement process.

1.5.1.1 Interested Parties must direct all communications regarding this RFP to the following RFP Coordinator, who is the State of Tennessee's only official point of contact for this RFP:

Travis Johnson, Procurement and Contract Management
Department of Finance and Administration
17th Floor, Wm. R. Snodgrass Tennessee Tower
312 8th Avenue North
Nashville, Tennessee 37243
Telephone Number: (615) 741-5727
Facsimile: (615) 741-6164 Fax
Email: travis.johnson@state.tn.us

1.5.1.2 Notwithstanding the foregoing, Interested Parties may contact the staff of the Governor's Office of Diversity Business Enterprise for general, public information regarding this RFP, assistance available from the Governor's Office of Diversity Business Enterprise, or potential future State procurements.

1.5.2 The State has assigned the following RFP identification number that must be referenced in all communications regarding the RFP:

RFP - 317.03-154-07

1.5.3 Any oral communications shall be considered unofficial and non-binding with regard to this RFP.

1.5.4 Each Proposer shall assume the risk of the method of dispatching any communication or proposal to the State. The State assumes no responsibility for delays or delivery failures resulting from the method of dispatch. Actual or electronic "postmarking" of a communication or proposal to the State by a deadline date shall not substitute for actual receipt of a communication or proposal by the State.

1.5.5 The RFP Coordinator must receive all written comments, including questions and requests for clarification, no later than the Written Comments Deadline detailed in the RFP Section 2, Schedule of Events.

1.5.6 The State reserves the right to determine, at its sole discretion, the appropriate and adequate responses to written comments, questions, and requests for clarification. The State's official responses and other official communications pursuant to this RFP shall constitute an amendment of this RFP.

1.5.7 The State will convey all official responses and communications pursuant to this RFP to the potential proposers from whom the State has received a Notice of Intent to Propose.

1.5.8 Only the State's official written responses and communications shall be considered binding with regard to this RFP.

1.5.9 The State reserves the right to determine, at its sole discretion, the method of conveying official responses and communications pursuant to this RFP (e.g., written, facsimile, electronic mail, or Internet posting). Internet posted documents will be available at the following website address:

http://state.tn.us/finance/oir/pcm/rfps.html

1.5.10 Any data or factual information provided by the State, in this RFP or an official response or communication, shall be deemed for informational purposes only, and if a Proposer relies on such data or factual information, the Proposer should either: (1) independently verify the information; or, (2) obtain the State's written consent to rely thereon.

1.6 Notice of Intent to Propose

Each potential Proposer should submit a Notice of Intent to Propose to the RFP Coordinator by the deadline detailed in the RFP Section 2, Schedule of Events. The notice should include:

- Proposer's name
- Name and title of a contact person
- Address, telephone number, and facsimile number of the contact person
- Email address of the contact person

NOTICE: A Notice of Intent to Propose creates no obligation and is not a prerequisite for making a proposal, however, it is necessary to ensure receipt of RFP amendments and other communications regarding the RFP (refer to RFP Sections 1.5, et seq., above).

1.7 Proposal Deadline

Proposals must be submitted no later than the Proposal Deadline time and date detailed in the RFP Section 2, Schedule of Events. A proposal must respond to the written RFP and any RFP exhibits, attachments, or amendments. A late proposal shall not be accepted, and a Proposer's failure to submit a proposal before the deadline shall cause the proposal to be disqualified.

1.8 Pre-Proposal Conference

A Pre-Proposal Conference will be held at the time and date detailed in the RFP Section 2, Schedule of Events. The purpose of the conference is to discuss the RFP scope of services. While questions will be entertained, the response to any question at the Pre-Proposal Conference shall be considered tentative and non-binding with regard to this RFP. Questions concerning the RFP should be submitted in writing prior to the Written Comments Deadline date detailed in the RFP Section 2, Schedule of Events. To ensure accurate, consistent responses to all known potential Proposers, the official response to questions will be issued by the State as described in RFP Sections 1.5, et seq., above and on the date detailed in the RFP Section 2, Schedule of Events.

Pre-Proposal Conference attendance is <u>not</u> mandatory, and <u>each potential Proposer will be limited to a maximum number of three (3) attendees</u> due to space limitations. The conference will be held at:

Multimedia Room
3rd Floor Conference Center
Wm. R. Snodgrass Tennessee Tower
312 8th Avenue North
Nashville, Tennessee 37243

1.9 Performance Bond

The State shall require a performance bond upon approval of a contract pursuant to this RFP.

The successful Proposer must meet this performance bond requirement by providing the State (as required) a performance bond for the first, annual period of the Contract (ending December 31st following the Contract Start Date) in the amount of Ten Million Dollars ($10,000,000), and, thereafter, new annual (or re-issued) performance bonds in the following amounts covering each subsequent annual period of the Contract:

- Ten million dollars ($10,000,000.00) for year two,
- Seven million dollars ($7,000,000.00) for year three,
- Six million dollars ($6,000,000.00) for year four,
- Five million dollars ($5,000,000.00) for year five,
- Five million dollars ($5,000,000.00) for year six,
- Five million dollars ($5,000,000.00) for year seven,
- Five million dollars ($5,000,000.00) for year eight,
- Five million dollars ($5,000,000.00) for year nine,
- Five million dollars ($5,000,000.00) for year ten.

The successful Proposer shall obtain the required performance bonds in form and substance acceptable to the State (refer to RFP Attachment 6.15) and, for the year one performance bond, provide it to the State no later than the day immediately preceding the Contract start date detailed in the RFP Section 2, Schedule of Events, and as may be amended. The Contractor must provide annual (or re-issued) performance bonds to the State no later than December 10th preceding the annual covered period beginning on January 1st of each year.

Failure to provide to the State the performance bond in the amount of Ten Million Dollars ($10,000,000) as required prior to the Contract start date and, as applicable in the case of an annual performance bond, no later than December 10th preceding each annual covered period beginning on January 1st each year, shall result in contract termination.

The successful Proposer shall make all necessary arrangements for the performance bond prior to the Contract start date and prior to any subsequent performance bond deadlines in the case of an annual performance bond. The State will not assist the Proposer securing the services of any fidelity or guaranty underwriter.

Failure to adhere to the requirements of this RFP Section 1.9 shall result in termination of the Contract as a material breach of the contract.

1.10 Contractor Licensure

Appropriate Tennessee Contractor License(s) are required, and demonstration of current licensure is a mandatory part of the Proposal submission (see RFP Attachment 6.1 Pro Forma Contract A.10).

Proposers shall be familiar with the contractors licensing Act of 1976, as currently amended (codified in *Tennessee Code Annotated,* Sections 62-6-101, et seq.) A Proposal will not be admitted for any Proposer who's Proposal is in conflict with state licensing law. Also see RFP Section 4.9 and *pro forma* Contract Section A.10.

Proposers should verify that The Board for Licensing Contractors has current and correct licensure information on file. For inquiries contact:

Carolyn Lazenby
Board for Licensing Contractors
500 James Robinson Parkway, Suite 110
Nashville, TN 37243
(615) 532-3990 or 1-800-544-7693

2 RFP SCHEDULE OF EVENTS

The following Schedule of Events represents the State's best estimate of the schedule that will be followed. Unless otherwise specified, the time of day for the following events will be between 8:00 a.m. and 4:30 p.m., Central Time.

RFP SCHEDULE OF EVENTS **NOTICE: The State reserves the right, at its sole discretion, to adjust this schedule as it deems necessary. The State will communicate any adjustment to the Schedule of Events to the potential proposers from whom the State has received a Notice of Intent to Propose.**		
EVENT	**TIME**	**DATE (all dates are State business days)**
1. State Issues RFP		**October 18, 2007**
2. State Files E-Rate form 470		**October 19, 2007**
3. Disability Accommodation Request Deadline		**October 26, 2007**
4. Pre-proposal Conference	**2:00 p.m.**	**November 2, 2007**
5. Notice of Intent to Propose Deadline		**November 9, 2007**
6. Written Comments Deadline		**November 19, 2007**
7. State Responds to Written Comments		**December 21, 2007**
8. Proposal Deadline	**2:00 p.m.**	**March 3, 2008**
9. State Completes Technical Proposal Evaluations		**March 28, 2008**
10. State Opens Cost Proposals and Calculates Scores	**9:00 a.m.**	**April 4, 2008**
11. State Issues Evaluation Notice and Opens RFP Files for Public Inspection	**9:00 a.m.**	**April 11, 2008**
12. Contract Signing		**April 23, 2008**
13. Contract Signature Deadline		**May 15, 2008**
14. Performance Bond Deadline		**June 8, 2008**
15. Contract Start Date		**June 9, 2008**

3 PROPOSAL REQUIREMENTS

Each Proposer must submit a proposal in response to this RFP with the most favorable terms that the Proposer can offer. There will be no best and final offer procedure.

3.1 Proposal Form and Delivery

3.1.1 Each response to this RFP must consist of a Technical Proposal and a Cost Proposal (as described below).

3.1.2 Each Proposer must submit, in hardcopy form, one (1) original and one (1) copy of the Technical Proposal. The State also requires twenty-two (22) CD copies of the Technical Proposal. The hardcopies and CDs must be submitted to the State in a sealed package that is clearly marked:

"Technical Proposal in Response to RFP - 317.03.154 – Do Not Open"

In the case of a discrepancy between the hardcopy RFP version and a CD version, the hardcopy will take precedence over the CD copies.

WARNING: Do not include Cost Proposal information on the Technical Proposal CD.

3.1.3 Each Proposer must submit one (1) hardcopy and one (1) CD copy of the Cost Proposal to the State in a separate, sealed package that is clearly marked:

"Cost Proposal in Response to RFP - 317.03.154 – Do Not Open"

The contents of the hardcopies and CD are detailed in RFP Section 3.1.4 below.

3.1.4 The Cost Proposal must be recorded on exact duplicates of (1) RFP Attachment 6.4, Cost Proposal & Scoring guide signature page and (2) RFP Attachment 6.4 – Cost Proposal Spreadsheet: Years 1 – 5, and RFP Attachment 6.4 – Cost Proposal Spreadsheet: Years 6 – 10. The Spreadsheets are found at the following website:

http://State.tn.us/finance/oir/pcm/rfps.html

The Proposer shall complete the Cost Proposal & Scoring Guide signature page, the two Cost Proposal Spreadsheets (for Years 1-5 and Years 6-10), and will enter the Proposer's company name into the spreadsheets to identify the company preparing the Cost Proposal. The spreadsheets will automatically fill in amounts and calculate the Cost Proposal Spreadsheet Totals (the third spreadsheet in the notebook). The Proposer will then print off a hard copy of the completed spreadsheets for inclusion within the sealed Cost Proposal. The Proposer will also make a CD copy of the spreadsheets. The Proposer will then include both the paper and CD copies of the Cost Proposal components within its separately sealed Cost Proposal package.

The Cost Proposal package must contain the following items (as indicated below):

1. Signed and Dated Attachment 6.4, Cost Proposal & Scoring Guide signature page
2. Response to RFP Attachment 6.4 – Cost Proposal Spreadsheets, including three spreadsheets: for Years 1 – 5, Years 6 -10, and Totals. This is a printout of the Excel format spreadsheets, and it must be an exact duplicate of the electronic version.
3. CD containing item 2 above, in Excel format.

In the event of any differences between printed and electronic versions, or problems with the CD, the contents of the printed Cost Proposal components shall prevail.

3.1.5 If a Proposer encloses the separately sealed proposals (as detailed above) in a larger package for mailing, the Proposer must clearly mark the outermost package:

"Contains Separately Sealed Technical and Cost Proposals for RFP - 317.03.154"

3.1.6 In order to comply with the contractors licensing Act of 1976, as currently amended (codified in ***Tennessee Code Annotated***, Sections 62-6-101, et seq.), the Proposer must clearly display all required Contractor License information on the **OUTERMOST** package. A form for this purpose is included as RFP Attachment 6.8. The Proposer should use this form or an exact duplicate, fill out ALL information, and affix the completed form to the outermost package. Failure to fill out the form correctly, provide all information, and/or properly affix the form to the submission package may result in the disqualification of the Proposal.

3.1.7 The State must receive all proposals in response to this RFP, at the following address, no later than the Proposal Deadline time and date detailed in the RFP Section 2, Schedule of Events:

Department of Finance and Administration
Office for Information Resources
17th Floor, William R. Snodgrass TN Tower
312 8th Avenue North
Nashville, TN 37243

3.1.8 A Proposer may not deliver a proposal orally or by any means of electronic transmission.

3.2 Technical Proposal

3.2.1 The RFP Attachment 6.3, Technical Proposal and Evaluation Guide details specific requirements for making a Technical Proposal in response to this RFP. This guide includes mandatory and general requirements as well as technical queries requiring a written response.

NOTICE: No pricing information shall be included in the Technical Proposal. Inclusion of Cost Proposal amounts in the Technical Proposal shall make the proposal non-responsive and the State shall reject it.

3.2.2 Each Proposer must use the Technical Proposal and Evaluation Guide to organize, reference, and draft the Technical Proposal. Each Proposer should duplicate the Technical Proposal and Evaluation Guide and use it as a table of contents covering the Technical Proposal (adding proposal page numbers as appropriate).

3.2.3 Each proposal should be economically prepared, with emphasis on completeness and clarity of content. A proposal, as well as any reference material presented, must be written in English and must be written on standard 8 1/2" x 11" paper (although foldouts containing charts, spreadsheets, and oversize exhibits are permissible). All proposal pages must be numbered.

3.2.4 All information included in a Technical Proposal should be relevant to a specific requirement detailed in the Technical Proposal and Evaluation Guide. All information must be incorporated into a response to a specific requirement and clearly referenced. Any information not meeting these criteria will be deemed extraneous and will in no way contribute to the evaluation process.

3.2.5 The State may determine a proposal to be non-responsive and reject it if the Proposer fails to organize and properly reference the Technical Proposal as required by this RFP and the Technical Proposal and Evaluation Guide.

3.2.6 The State may determine a proposal to be non-responsive and reject it if the Technical Proposal document fails to appropriately address/meet all of the requirements detailed in the Technical Proposal and Evaluation Guide.

3.3 Cost Proposal

3.3.1 The Cost Proposal must be submitted to the State in a sealed package separate from the Technical proposal.

3.3.2 Each Cost Proposal must be recorded on an exact duplicate of the signature page and spreadsheets referenced in RFP Attachment 6.4, Cost Proposal and Evaluation Guide.

3.3.3 Each Proposer shall ONLY record the proposed cost exactly as required by the Cost Proposal and Evaluation Guide and shall NOT record any other rates, amounts, or information.

3.3.4 The proposed cost shall incorporate all costs for services under the contract for the total contract period.

3.3.5 The Proposer must sign and date the Cost Proposal.

3.3.6 If a Proposer fails to submit a Cost Proposal as required, the State shall determine the proposal to be non-responsive and reject it.

4 GENERAL REQUIREMENTS & CONTRACTING INFORMATION

4.1 Proposer Required Review and Waiver of Objections

Each Proposer must carefully review this RFP and all attachments, including but not limited to the *Pro Forma* Contract, for comments, questions, defects, objections, or any other matter requiring clarification or correction (collectively called "comments"). Comments concerning RFP objections must be made in writing and received by the State no later than the Written Comments Deadline detailed in the RFP Section 2, Schedule of Events. This will allow issuance of any necessary amendments and help prevent the opening of defective proposals upon which contract award could not be made.

Protests based on any objection shall be considered waived and invalid if these comments/objections have not been brought to the attention of the State, in writing, by the Written Comments Deadline.

4.2 RFP Amendment and Cancellation

The State reserves the unilateral right to amend this RFP in writing at any time. If an RFP amendment is issued, the State will convey such amendment to the potential proposers who submitted a Notice of Intent to Propose. Each proposal must respond to the final written RFP and any exhibits, attachments, and amendments.

The State of Tennessee reserves the right, at its sole discretion, to cancel and reissue this RFP or to cancel this RFP in its entirety in accordance with applicable laws and regulations.

4.3 Proposal Prohibitions and Right of Rejection

4.3.1 The State of Tennessee reserves the right, at its sole discretion, to reject any and all proposals in accordance with applicable laws and regulations.

4.3.2 Each proposal must comply with all of the terms of this RFP and all applicable State laws and regulations. The State may reject any proposal that does not comply with all of the terms, conditions, and performance requirements of this RFP. The State may consider any proposal that does not meet the requirements of this RFP to be non-responsive, and the State may reject such a proposal.

4.3.3 A proposal of alternate services (i.e., a proposal that offers services different from those requested by this RFP) shall be considered non-responsive and rejected.

4.3.4 A Proposer may not restrict the rights of the State or otherwise qualify a proposal. The State may determine such a proposal to be a non-responsive counteroffer, and the proposal may be rejected.

4.3.5 A Proposer may not submit the Proposer's own contract terms and conditions in a response to this RFP. If a proposal contains such terms and conditions, the State may determine, at its sole discretion, the proposal to be a non-responsive counteroffer, and the proposal may be rejected.

4.3.6 A Proposer shall not submit more than one proposal. Submitting more than one proposal shall result in the disqualification of the Proposer.

4.3.7 A Proposer shall not submit multiple proposals in different forms. This prohibited action shall be defined as a Proposer submitting one proposal as a prime contractor and permitting a second Proposer to submit another proposal with the first Proposer offered as a subcontractor. This restriction does not prohibit different Proposers from offering the same subcontractor as a part of their proposals, provided that the subcontractor does not also submit a proposal as a prime contractor. Submitting multiple proposals in different forms may result in the disqualification of all Proposers knowingly involved.

4.3.8 The State shall reject a proposal if the Cost Proposal was not arrived at independently without collusion, consultation, communication, or agreement as to any matter relating to such prices with any other Proposer. Regardless of the time of detection, the State shall consider any of the foregoing prohibited actions to be grounds for proposal rejection or contract termination.

4.3.9 The State shall not contract with or consider a proposal from:

4.3.9.1 An individual who is, or within the past six months has been, an employee or official of the State of Tennessee.

4.3.9.2 A company, corporation, or any other contracting entity in which an ownership of two percent (2%) or more is held by an individual who is, or within the past six months has been, an employee or official of the State of Tennessee (this shall not apply either to financial interests that have been placed into a "blind trust" arrangement pursuant to which the employee does not have knowledge of the retention or disposition of such interests or to the ownership of publicly traded stocks or bonds where such ownership constitutes less than 2% of the total outstanding amount of the stocks or bonds of the issuing entity);

4.3.9.3 A company, corporation, or any other contracting entity which employs an individual who is, or within the past six months has been, an employee or official of the State of Tennessee in a position that would allow the direct or indirect use or disclosure of information, which was obtained through or in connection with his or her employment and not made available to the general public, for the purpose of furthering the private interest or personal profit of any person; or,

4.3.9.4 Any individual, company, or other entity involved in assisting the State in the development, formulation, or drafting of this RFP or its scope of services shall be considered to have been given information that would afford an unfair advantage over other Proposers, and such individual, company, or other entity may not submit a proposal in response to this RFP.

4.3.9.5 For the purposes of applying the requirements of RFP subsection 4.3.9, *et seq.*, an individual shall be deemed an employee or official of the State of Tennessee until such time as all compensation for salary, termination pay, and annual leave has been paid.

4.3.10 The State reserves the right, at its sole discretion, to waive a proposal's variances from full compliance with this RFP. If the State waives minor variances in a proposal, such waiver shall not modify the RFP requirements or excuse the Proposer from full compliance with such. Notwithstanding any minor variance, the State may hold any Proposer to strict compliance with this RFP.

4.4 Incorrect Proposal Information

If the State determines that a Proposer has provided, for consideration in this RFP process or subsequent contract negotiations, incorrect information that the Proposer knew or should have known was materially incorrect, that proposal shall be determined non-responsive and shall be rejected.

4.5 Proposal of Additional Services

If a proposal offers services in addition to those required by and described in this RFP, the additional services may be added to the contract before contract signing at the sole discretion of the State. Notwithstanding the foregoing, a Proposer shall not propose any additional cost amount(s) or rate(s) for additional services.

NOTICE: The Proposer's Cost Proposal, as proposed on RFP Attachment 6.4 - Cost Proposal Spreadsheets, shall record only the proposed cost as required in this RFP and shall not record any other rates, amounts, or information. If a Proposer fails to submit a Cost Proposal as required, the State shall determine the proposal to be non-responsive and shall reject the proposal.

4.6 Assignment and Subcontracting

4.6.1 The Proposer awarded a contract pursuant to this RFP may not subcontract, transfer, or assign any portion of the contract without the State's prior, written approval.

4.6.2 A subcontractor may only be substituted for a proposed subcontractor at the discretion of the State and with the State's prior, written approval.

4.6.3 At its sole discretion, the State reserves the right to refuse approval of any subcontract, transfer, or assignment.

4.6.4 Notwithstanding State approval of each subcontractor, the Proposer, if awarded a contract pursuant to this RFP, shall be the prime contractor and shall be responsible for all work performed.

4.7 Right to Refuse Personnel

At its sole discretion, the State reserves the right to refuse any personnel, of the prime contractor or a subcontractor, for use in the performance of a contract pursuant to this RFP.

4.8 Insurance

The State may require the apparent successful Proposer to provide proof of adequate worker's compensation and public liability insurance coverage before entering into a contract. Additionally, the State may require, at its sole discretion, the apparent successful Proposer to provide proof of adequate professional malpractice liability or other forms of insurance. Failure to provide evidence of such insurance coverage is a material breach and grounds for termination of the contract negotiations. Any insurance required by the State shall be in form and substance acceptable to the State.

4.9 Licensure

Before a contract pursuant to this RFP is signed, the apparent successful Proposer must hold all necessary, applicable business and professional licenses. The State may require any or all Proposers to submit evidence of proper licensure.

4.9.1 As the work performed under a Contract pursuant to this RFP includes installation as well as supply of materials, the Proposal submission constitutes a bid and Tennessee Contractor license(s) are required. These classifications are outlined in Rule 0680-1-.16 under Electrical Contracting and under Specialty.

4.9.2 The following license classifications are considered acceptable for Proposers to bid: E; E-D; E-F; E-G; E-J; CE; CE-D; CE-F; CE-G; CE-J; S-Telecommunications; S-Fiberoptic; or S-Low Voltage Computer Wiring.

4.9.3 Contractor License information must be clearly displayed on the Proposal submission package at the time of submittal, or the Proposal will not be accepted for evaluation. See RFP Section 3.1.6 and RFP Attachment 6.8.

4.10 Service Location and Work Space

The service pursuant to this RFP is to be performed, completed, managed, and delivered as detailed in the RFP Attachment 6.1, *Pro Forma* Contract. Work space on the State's premises may be available for contractor use in accordance with the *Pro Forma* Contract or at the State's discretion. Any work performed on the State's premises shall be completed during the State's standard business hours unless otherwise agreed to by the State. Normal State work hours are 8:00 a.m. to 4:30 p.m. local time. However, the State may request that Contractor staff to work additional hours beyond the normal State work hours as necessary to meet project deadlines.

4.11 Proposal Withdrawal

A Proposer may withdraw a submitted proposal at any time up to the Proposal Deadline time and date detailed in the RFP Section 2, Schedule of Events. To do so, a Proposer must submit a written request, signed by a Proposer's authorized representative, to withdraw a proposal. After withdrawing a previously submitted proposal, a Proposer may submit another proposal at any time up to the Proposal Deadline.

4.12 Proposal Errors and Amendments

Each Proposer is liable for all proposal errors or omissions. A Proposer will not be allowed to alter or amend proposal documents after the Proposal Deadline time and date detailed in the RFP Section 2, Schedule of Events unless such is formally requested, in writing, by the State.

4.13 Proposal Preparation Costs

The State will not pay any costs associated with the preparation, submittal, or presentation of any proposal.

4.14 Disclosure of Proposal Contents

Each proposal and all materials submitted to the State in response to this RFP shall become the property of the State of Tennessee. Selection or rejection of a proposal does not affect this right. All proposal information, including detailed price and cost information, shall be held in confidence during the evaluation process. Notwithstanding, a list of actual proposers submitting timely proposals may be available to the public, upon request, directly after technical proposals are opened by the State.

Upon the completion of the evaluation of proposals, indicated by public release of an Evaluation Notice, the proposals and associated materials shall be open for review by the public in accordance with Tennessee Code Annotated, Section 10-7-504(a)(7). By submitting a proposal, the Proposer acknowledges and accepts that the full proposal contents and associated documents shall become open to public inspection.

4.15 Contractor Registration

All service contractors with State of Tennessee contracts must be registered through the Department of Finance and Administration's Service Provider Registry prior to contract approval. However, registration with the State is not required to make a proposal (any unregistered service provider must simply register as required prior to the final contract approval). Refer to the following Internet URL for more information about the Service Provider Registry and to register "on-line."

www.state.tn.us/finance/rds/ocr/sprs.html

4.16 Contract Approval

The RFP and the contractor selection processes do not obligate the State and do not create rights, interests, or claims of entitlement in either the Proposer with the apparent best-evaluated proposal or any other Proposer. Contract award and State obligations pursuant thereto shall commence only after the contract is signed by the Contractor and the head of the procuring State agency and after the contract is approved and signed by all other State officials as required by State laws and regulations.

4.17 Contract Payments

All contract payments shall be made in accordance with the contract's Payment Terms and Conditions provisions (refer to RFP Attachment 6.1, *Pro Forma* Contract, Section C). No payment shall be made until the contract is approved as required by State laws and regulations. Under no conditions shall the State be liable for payment of any type associated with the contract or responsible for any work done by the Contractor, even work done in good faith and even if the Contractor is orally directed to proceed with the delivery of services, if it occurs before contract approval by State officials as required by applicable statutes and rules of the State of Tennessee or before the contract start date or after the contract end date specified by the contract.

4.18 Contractor Performance

The Contractor shall be responsible for the completion of all work set out in the contract. All work is subject to inspection, evaluation, and acceptance by the State. The State may employ all reasonable means to ensure that the work is progressing and being performed in compliance with the contract. At reasonable times, the State may inspect those areas of the Contractor's place of business that are related to the performance of the contract. If the State requires such an inspection, the Contractor shall provide reasonable access and assistance.

4.19 Contract Amendment

During the course of this contract, the State may request the Contractor to perform additional work for which the Contractor would be compensated. That work shall be within the general scope of this RFP. In such instances, the State shall provide the Contractor a written description of the additional work, and the Contractor shall submit a time schedule for accomplishing the additional work and a price for the additional work based on the rates included in the Contractor's proposal to this RFP. If the State and the Contractor reach an agreement regarding the work and associated compensation, such agreement shall be effected by means of a contract amendment. Any such amendment requiring additional work must be mutually agreed upon by the parties and signed by the Contractor and the head of the procuring State agency and must be approved by other State officials as required by State laws and regulations. The Contractor shall not commence additional work until the State has issued a written contract amendment and secured all required approvals.

4.20 Severability

If any provision of this RFP is declared by a court to be illegal or in conflict with any law, said decision shall not affect the validity of the remaining RFP terms and provisions, and the rights and obligations of the State and Proposers shall be construed and enforced as if the RFP did not contain the particular provision held to be invalid.

5 PROPOSAL EVALUATION & CONTRACT AWARD

5.1 Evaluation Categories and Maximum Points

The State will consider qualifications and experience, general approach, specific requirements, and cost in the evaluation of proposals. The maximum points that shall be awarded for each of these categories are detailed below:

CATEGORY	MAXIMUM POINTS POSSIBLE
Qualifications and Experience	**155**
General Approach	**70**
Specific Requirements	**350**
Cost Proposal	**425**

5.2 Evaluation Process

The proposal evaluation process is designed to award the contract not necessarily to the Proposer of least cost, but rather to the Proposer with the best combination of attributes based upon the evaluation criteria.

5.2.1 The RFP Coordinator will use the RFP Attachment 6.3, Technical Proposal and Evaluation Guide, to manage the Technical Proposal Evaluation and maintain evaluation records.

5.2.1.1 The RFP Coordinator will review each Technical Proposal to determine compliance with mandatory requirements (refer to RFP Attachment 6.3, Technical Proposal and Evaluation Guide, Technical Proposal Section A). As necessary, the RFP Coordinator will may request assistance from Subject Matter Experts (SMEs) in reviewing mandatory requirements. SMEs are State employees or contractors with specific knowledge related to the requirements in question. SMEs may produce reports that are then submitted for the consideration of the RFP Coordinator and/or the Evaluation Team; however, SMEs may <u>not</u> score Proposals. If the RFP Coordinator determines that a proposal may have failed to meet one or more of the mandatory requirements, the Proposal Evaluation Team will review the proposal and document its determination of whether: (1) the proposal meets requirements for further evaluation; (2) the State will request clarifications or corrections; or, (3) the State will determine the proposal non-responsive to the RFP and reject it.

5.2.1.2 A Proposal Evaluation Team, made up of three or more State employees, will evaluate each Technical Proposal that appears responsive to the RFP.

5.2.1.3 Each Proposal Evaluation Team member will independently evaluate each proposal against the evaluation criteria in this RFP, rather than against other proposals, and will score each in accordance with the RFP Attachment 6.3, Technical Proposal and Evaluation Guide. At the request of the RFP Coordinator the Proposal Evaluation Team may seek the assistance of SMEs.

5.2.1.4 The State reserves the right, at its sole discretion, to request Proposer clarification of a Technical Proposal or to conduct clarification discussions with any or all Proposers. Any such clarification or discussion shall be limited to specific sections of the proposal identified by the State. The subject Proposer shall put any resulting clarification in writing as may be required by the State.

5.2.2 After Technical Proposal evaluations are completed, the RFP Coordinator will open the Cost Proposals and use the RFP Attachment 6.4, Cost Proposal and Evaluation Guide to calculate and document the Cost Proposal scores.

5.2.3 For each responsive proposal, the RFP Coordinator will add the average Technical Proposal score to the Cost Proposal score (refer to RFP Attachment 6.5, Proposal Score Summary Matrix).

5.3 Contract Award Process

5.3.1 The RFP Coordinator will forward the results of the proposal evaluation process to the head of the procuring agency who will consider the proposal evaluation process results and all pertinent information available to make a determination about the contract award. The State reserves the right to make an award without further discussion of any proposal.

Notwithstanding the foregoing, to effect a contract award to a proposer other than the one receiving the highest evaluation score, the head of the procuring agency must provide written justification for such an award and obtain the written approval of the Commissioner of Finance and Administration and the Comptroller of the Treasury.

5.3.2 After the agency head's determination, the State will issue an Evaluation Notice to identify the apparent best-evaluated proposal on the Evaluation Notice date detailed in the RFP Section 2, Schedule of Events.

NOTICE: The Evaluation Notice shall not create rights, interests, or claims of entitlement in either the Proposer with apparent best-evaluated proposal or any other Proposer.

5.3.3 The State will also make the RFP files available for public inspection on the Evaluation Notice date detailed in the RFP Section 2, Schedule of Events.

5.3.4 The Proposer with the apparent best-evaluated proposal <u>must</u> agree to and sign a contract with the State which shall be substantially the same as the RFP Attachment 6.1, *Pro Forma* Contract.

However, the State reserves the right, at its sole discretion, to add terms and conditions or to revise *Pro Forma Contract* requirements in the State's best interest subsequent to this RFP process. No such terms and conditions or revision of contract requirements shall materially affect the basis of proposal evaluations or negatively impact the competitive nature of the RFP process.

5.3.5 The Proposer with the apparent best-evaluated proposal must sign and return the contract drawn by the State, pursuant to this RFP, no later than the Contract Signature Deadline date detailed in the RFP Section 2, Schedule of Events. If the Proposer fails to provide the signed contract by the deadline, the State may determine that the Proposer is non-responsive to the terms of this RFP and reject the proposal.

5.3.6 If the State determines that the apparent best-evaluated proposal is non-responsive and rejects the proposal after opening Cost Proposals, the RFP Coordinator will re-calculate scores for each responsive Cost Proposal to determine the new, apparent best-evaluated proposal.

ATTACHMENT 6.1

PRO FORMA CONTRACT

The *pro forma* contract detailed in this attachment contains some "blanks" (signified by descriptions in capital letters) that shall be completed with appropriate information in the final contract resulting from this RFP.

CONTRACT
BETWEEN THE STATE OF TENNESSEE,
[STATE AGENCY NAME]
AND
[CONTRACTOR NAME]

This Contract, by and between the State of Tennessee, [STATE AGENCY NAME], hereinafter referred to as the "State" and [CONTRACTOR LEGAL ENTITY NAME], hereinafter referred to as the "Contractor," is for the provision of NetTN services, as further defined in the "SCOPE OF SERVICES."

The Contractor is AN INDIVIDUAL / A FOR-PROFIT CORPORATION / A NONPROFIT CORPORATION / A SPECIAL PURPOSE CORPORATION OR ASSOCIATION / A FRATERNAL OR PATRIOTIC ORGANIZATION / A PARTNERSHIP / A JOINT VENTURE / A LIMITED LIABILITY COMPANY.

Contractor Vendor Identification Number: FEDERAL EMPLOYER ID # OR SOCIAL SECURITY #
Contractor Address: ADDRESS
Contractor Place of Incorporation or Organization: LOCATION

A. SCOPE OF SERVICES:

A.1. The Contractor shall provide all service and deliverables as required, described, and detailed by this Scope of Services and shall meet all service and delivery timelines specified in the Scope of Services section or elsewhere in this Contract.

Contract Section A outlines the scope of services and deliverables the State shall require the Contractor to provide. It also describes the level of revenue sharing required by the State. The scope of service for Network Tennessee (NetTN) shall be demanding in nature, and the Contractor must meet the requirements detailed in this Contract as well as all requirements imposed by Additional Documents listed in Contract Section E.7.

A.2. <u>Network Concept and Connectivity</u>

A.2.a. The Contractor is responsible for the design, construction, implementation and management of a flexible and scalable, high-speed, statewide Optical Transport Network (OTN) infrastructure. During the implementation and migration of existing sites, the NetTN network will run in parallel and directly communicate to the existing networks, which are known as the TNII Network.

A.2.b. The Contractor will be responsible for the placement of at least three Network Access Points (NAPs), one each, in Nashville, Knoxville, and Memphis. For redundancy purposes, the NAPs are required and must mesh together with redundant links.

A.2.c. The NetTN Contractor is required to provide Ingress/Egress to two different Internet Service Providers in two different NAPs with automatic failover.

A.2.d. All Core Network locations (NAPs or Points of Presence [POPs]) shall have circuit diversity (different fiber sheath and fiber route) for active redundancy to other Core Network locations with the same bandwidth availability to ensure reliability of the Core Network.

A.2.e. The Contractor will design, deliver, install and manage all the necessary bandwidth, network hardware and software systems for the TNII Association partners: the State of Tennessee, Department of Finance and Administration, Office for Information Resources (OIR); Tennessee Board of Regents (TBR); University of Tennessee (UT); State of Tennessee Department of Education (SDE); and local government individual End Sites for NetTN services. It is the intent of this managed service to provide a technical infrastructure for TNII Association Partners and end users to access, utilize and leverage Internet and WAN based resources as effectively as possible and meet the technical specifications.

The Contractor is responsible for a secure logical VRF (Virtual Route Forwarding) for each current and future TNII Association Partner.

A.2.f. SDE service shall include Internet Access and bundled Internet services to include management of electronic mail services, security, network management, and operational support of the SDE VRF of the NetTN network. SDE locations shall be in compliance with E-Rate guidelines for Priority 1 E-Rate funding (see Contract Section A.3 below).

A.2.g. The Contractor will design, deliver, install and manage all the necessary bandwidth, network hardware and software systems for non-profits who are providing government-related services.

A.2.h. The Contractor shall provide Universal Access pricing, as listed in the Contract Attachment B, NetTN Catalog of Service Offerings, for End Site locations desiring Wide Area Network (WAN) transport from the NetTN network infrastructure anywhere within the State. Universal Access pricing shall be defined as a single price structure for the same WAN connectivity service anywhere within the State of Tennessee.

A.2.i. Support for mobile end users, telecommuters, and access from home computers into the NetTN wide area network is required. Remote access refers to network connections that are temporary by nature originating from a remote location. The NetTN Remote Access analog solution shall provide a secure multi-factor authenticated access by using firewalls, network Intrusion Detection and Protection Systems as described herein. OIR currently has 2700 dial-up accounts and 1100 3G users that allow access to the TNII network. The TNII Association requires remote access options to include but not be limited to:

i. Wireless Access

(1) 3G
(2) 4G
(3) Wi-Fi
(4) WiMAX

ii. Broadband Internet Services

(1) DSL
(2) Cable

iii. Analog Dial-up

A.2.j. The Contractor shall maintain Quality of Services (QoS) requirements that are outlined in this Contract for the NetTN network. The Contractor must also implement network and performance management software that can verify QoS requirements are being met.

A.2.k. The Contractor shall provide video communications to include multipoint and point-to-point video conferencing in addition to streaming video with a comprehensive scheduling system.

A.2.l. The NetTN Contractor shall provide the network infrastructure necessary to support IP Multicast services.

A.2.m. The TNII Association Partners will be looking for new innovative and cost effective methods for Internet delivery from the NetTN Contractor, both managed and unmanaged (Direct Internet Access). The following is a list of technologies that will be considered:

i. Optical (OC-3, OC-12, etc.)
ii. Ethernet (2 Mbps, 4 Mbps, 8 Mbps, 10 Mbps, 1 Gbps, etc.)
iii. Leased line (T-1, DS3, etc.)
iv. DSL (ADSL, SDSL)

v. Cable
vi. Wireless
- Wi-FI
- WiMAX

vii. Other applicable technologies

A.2.n. The Contractor shall be responsible for providing content filtering. For SDE, the Contractor shall be required to provide a solution that complies with the Children's Internet Protection Act (Pub. L. 106-554), Title XVII-Children's Internet Protection.

A.2.o. Upon transition of SDE to NetTN, the Contractor shall provide email services including management and administrative functions required for email support to NetTN SDE subscribed users. The Contractor will be responsible for the implementation and transition from the existing SDE Contractor to the NetTN network.

A.2.p. The Contractor shall be responsible for providing DNS services.

A.3. Universal Services Fund. Support for Universal Services Fund: The Universal Services Fund (USF) provides communities across the country with affordable telecommunication services. The Universal Services Administrative Company (USAC) manages the fund. The Schools and Libraries Universal Service Support Mechanism (E-Rate) provides discounts to assist most schools and libraries in the United States in obtaining affordable telecommunications and Internet access. Rural Health Care is a universal service support mechanism that provides reduced rates to rural Health Care Providers (HCPs) for telecommunications services related to the use of telemedicine & telehealth. The Contractor must provide a network that will allow the schools and libraries in Tennessee to qualify for Universal Services Administrative Company (USAC) Funds. The network must allow the Rural Health Care providers in Tennessee to qualify for Universal Services Administrative Company (USAC).

A.3.a. E-Rate Service Provider Compliance Requirements. The Contractor will comply with all service provider related requirements associated with the USAC's Schools & Libraries E-rate Program. (http://www.universalservice.org/sl/providers/). The following defines the mandatory requirements for the Contractor to be in compliance with the E-Rate rules and regulations as they pertain to successfully submitting a bundled K12 service offering. The K12 bundled Internet service offering must provide a solution that complies with these requirements as part of their overall service offering. Contractor's failure to meet these requirements will be cause for the State to immediately terminate the contract and pursue a cause of action for damages.

i. The NetTN Contractor must be an eligible telecommunications provider and comply with all service provider related requirements associated with the USAC's Schools & Libraries E-rate Program.
ii. The E-rate Program is built on the foundation of self-certification. The service provider who participates in the E-rate Program has a responsibility to educate themselves about the Program requirements and timelines. Certain service provider requirements are outlined in the Schools and Libraries Division (SLD) Guide to Service Provider Participation in the E-Rate, which is located on the SLD web site at www.universalservice.org/sl. The SLD web site contains other pertinent information relevant to service providers.
iii. The NetTN Contractor must be in compliance with the E-rate Program rules at all times. In the event that the SLD determines that the service provider has not acted in compliance with Program rules, it can result in denial of funding, reduction in funding, cancellation of funding (a commitment adjustment), audit or other investigation, for which the service provider will take full responsibility.
iv. The NetTN Contractor will be registered with USAC by filing FCC Form 498, Service Provider Information Form. In addition, each K-12 service provider must have on file with USAC FCC Form 473, Universal Service for Schools and Libraries Service Provider Annual Certification Form.
v. The NetTN Contractor must comply with and/or assist the State in the following E-Rate related matters:

(1) The NetTN Contractor must assist in the FCC Form 471 process.

(a) The Contractor will provide the State information about the technology, the products and the services that are being provided.

(b) The Contractor will provide information that the State can include with their application, as the supporting documentation, which describes in detail the services being ordered.

(c) If the State decides to do a service substitution, the Contractor will detail how the original request is being met by the newly desired configuration.

(d) The Contractor will provide clarification, as necessary, to the State about billing account numbers, contract numbers, phone numbers, ineligible components (if any), and other details of existing services.

(e) The Contractor will provide the State all information about Service Provider Identification Numbers (SPIN) numbers and company names.

(f) The Contractor will provide the State backup documentation and information during the Program Integrity Assurance (PIA) staff application review.

(g) The Contractor will provide the State with information during the preparation of FCC Form 471.

(h) The Contractor will review the Receipt Acknowledgement Letter (RAL) and provide written notifications to the State of the corrections that are required.

(i) The Contractor will make the necessary corrections based on the notifications provided to the State.

(j) The Contractor will review the Funding Commitment Decisions Letter (FCDL) to insure its accuracy. The Contractor will provide written notification of any problems to the State. The Contractor will provide information for the State to file an appeal and/or make corrections in accordance with the timelines published by USAC at www.universalservice.org/sl.

(k) The Contractor will assist in the FCC Form 486 process. The Contractor will provide the State with information relevant to the actual start date of services. The Contractor will monitor the Form 486 filing to ensure that the State does not miss any Form 486 deadlines.

(l) The Contractor will monitor the Form 472 filing to ensure that the State does not miss any Form 472 deadlines.

A.4. On-going Network Management Services

A.4.a. The Contractor shall include a comprehensive network management service to support the new NetTN WAN infrastructure; various network layer protocols, and the Edge Device equipment that comprises the new, NetTN WAN infrastructure.

The TNII Association has defined the following as the outsourced network management domain:

i. WAN communication circuits
ii. End-to-end connectivity between the NetTN Core Network and End Sites
iii. Edge devices
iv. Video Communications Gatekeepers where required
v. All other WAN devices or services identified by the TNII Association.

A.4.b. The functional requirements and specifications for network management functionality and services fall into the following categories:

i. Fault Management – Fault and Problem management is a process within Network Operations responsible for applying proven and consistent analytical approaches to network problem determination, isolation, and resolution. The primary objective is to minimize network interruptions that would negatively impact service levels to the end user. The NetTN Contractor's Fault and Problem management service must interface to the existing OIR Network Operations and Security Center (NOSC) infrastructure and any other TNII Association Partner delegated to problem resolution.

ii. Performance Management – Network Capacity and Performance management shall be a functional area within the NetTN Contractor's overall network management service offering. Performance management is focused on capturing and analyzing network component utilization data. Optimization of network capacity and performance is accomplished by adjusting parameters within the network's design constraints. The NetTN Contractor's proactive Performance management service shall provide monthly network performance reports to support the SLAs designated as Attachment A of this NetTN RFP.

iii. Configuration Management – Configuration management is the process within Network Operations responsible for maintaining a database of technical information on all network components and End Site connections to the new NetTN WAN infrastructure. Moves, adds, changes and deletes (MACD) for all End Site connections must be part of the overall Configuration Management service offering. In addition, configuration information shall be required to support the Fault and Problem management functions of the Network Operations Center during problem identification and resolution.

iv. Security Management – Network Security management is the process within Network Operations that implements and enforces NetTN security policies and procedures to protect the NetTN WAN infrastructure from unauthorized access, modification, disruption or destruction. The NetTN Contractor's on-going security management service and practice must include internal security audits, verification testing, and monitoring to accommodate the security requirements desired by the TNII Association. The TNII Association, or their delegated party, must also be capable of viewing and auditing routing and switching configurations respective to the ownership of the data in question traversing the NetTN Network. In the case of information security incidents or investigations, information security personnel employed by the State of Tennessee, The University of Tennessee (UT), and Tennessee Board of Regents (TBR) SDE or local government must have the capability to analyze and determine course of action while working with the Contractor. The TNII Association, at its sole discretion, may also require a security audit by a third party every six months.

v. Accounting Management – Accounting and Cost Management is an ongoing function within Network Operations with two functions. The first is the monitoring and control of the cost of the network, both capital and operating expenses. The second is the administration of a billing scheme for the Universal Access pricing that is being delivered to the NetTN End User community. The billing scheme must fulfill and meet the requirements stated in Contract Attachment J, Billing Requirements.

A.4.c. <u>Network Operations Center (NOC)</u>

The Contractor must have a 24x7 Network Operations Center (NOC). The NOC shall provide constant monitoring and dedicated network management services required by the State in this Contract.

For OIR, the Contractor's NOC must use the State's Remedy system (a single Remedy database shared by both the Contractor and the State) in order to interface with the OIR NOSC. Remedy shall be the system used to open and close all tickets to be acted upon by the Contractor.

The Board of Regents (TBR), UT, SDE (K-12), and local government shall also require the use of a trouble ticketing system that shall be separate from the trouble ticketing database utilized by OIR. The Contractor shall provide options to interface the Contractor's trouble ticketing system to existing trouble ticketing systems utilized by these entities. For entities that do not have trouble ticketing systems, the Contractor will be responsible for providing web-based access to the contractor's trouble ticketing system for searching, viewing and extracting information.

The Contractor must define and establish efficient standard operating procedures to describe in detail the interactions between the Contractor's NOC with the OIR NOC, and with key operational personnel at TBR, UT, and K-12. This shall be paramount to ensure a smooth and seamless transition for the future network management responsibility.

A.5. Implementation of the New NetTN Network and Services

A.5.a. The Contractor shall update and continually maintain the NetTN Network and Services End Site cutover and implementation plan (the "Implementation Plan") that was submitted in tentative form as a part of the Proposal. This Implementation Plan shall contain specific detail about how individual OIR, TBR, UT, SDE and local government End Sites shall be transitioned to the new NetTN network. The TNII Association shall work with the Contractor as needed to construct and continually modify the Implementation Plan. This plan shall be based on input provided by the TNII Association to minimize disruption of services and work flow at End Site locations and maximize available resources.

A.5.b. Maintaining Network Availability

The current TNII network is in production and the implementation of the new, NetTN WAN infrastructure must be transparent and seamless. The Contractor shall maintain and provide to the TNII Association, upon request, a fall back plan if the migration and implementation cutover of End Site locations proves to be unreliable and disruptive.

A.6. Upon request of the TNII Association, and as applicable by law, the Contractor shall comply with all CALEA requirements applicable to the NetTN network or End Site users.

A.7. As other services become available through technological developments, the Contractor will be required to make these services available to the TNII Association. The Contractor and the TNII Association will mutually decide if the service is beneficial to TNII Association Partners and should be added to the contract, in accordance with contract Section E.19. Services added will require agreement regarding the service level factors and the cost.

A.8. Service Level Agreements (SLA)

Service level agreements (SLAs) and Contractor performance commitments are specified in this Contract, in Attachment A. The Contractor shall be responsible for generating monthly network management reports as well as providing network management data to the TNII Association for monitoring and verifying Contractor compliance with the SLAs and commitments defined in this contract.

A.9. NetTN Administrative Fee

The Contractor shall remit an amount monthly to the State (Department of Finance and Administration Office of Business and Finance) equal to 2% of the net monthly invoices submitted by the Contractor for NetTN services provided by the Contractor for all Tennessee public entities (OIR, SDE [K-12], UT, TBR, local governments and Non-profits). See Contract Section C.9 for details regarding the calculation of the remittance amount. The 2% fee will fund the budget for the TNII Executive Director and the staff for the TNII Association. This remittance shall be made in accordance with the terms of a separate "NetTN Administrative Fees" contract, which shall be entered into by the parties. Note: The amount of the 2%

fee is not E-Rate eligible. [THIS FEE SHALL BE REMITTED UNDER THE TERMS SPECIFIED IN RFP ATTACHMENT 6.7 – PRO FORMA CONTRACT – NETTN ADMINISTRATIVE FEES. THE STATE WILL ENTER INTO THIS REVENUE ADMINISTRATIVE FEE CONTRACT WITH THE SUCCESSFUL PROPOSER AT THE SAME TIME THAT THE STATE ENTERS INTO THE PRESENT CONTRACT.]

A.10. Contractor Licensure and Work Procedures

A.10.a. The Contractor is responsible for all licenses, certifications, permits, etc. required for completion of the work as required by this Contract.

i. Tennessee Contractor license(s) will be required. The following contractor license classifications are considered acceptable: E; E-D; E-F; E-G; E-J; CE; CE-D; CE-F; CE-G; CE-J; S-Telecommunications; S-Fiberoptic; or S-Low Voltage Computer Wiring.

ii. These classifications are outlined in Rule 0680-1-.16 under Electrical Contracting and under Specialty.

A.10.b. The Contractor must replace or restore (at least to the original condition) any damage to floor, ceiling, walls, furniture, landscape, etc. caused by its personnel and/or operations, at the Contractor's expense.

A.10.c. During site installation/construction, the Contractor must maintain a clean and safe working environment for not only Contractor staff, but also State workers and the public.

i. The Contractor must minimize disruptions to the State work force as much as possible.

ii. The Contractor must leave all work areas secured, safe, and clean after stopping for the day.

A.10.d. The Contractor must use the State's (or the requesting entity's) work order system to receive and update work orders. All work order direction MUST be in written form (electronic or paper), with the exception of stop work orders, which may be given verbally (followed by written notification). All work orders must be completed on time as defined by the 'due date' on the work order issued by the State.

A.11. NetTN and TNII Names are Synonymous

For the purposes of all contracts, grants, or other documents outside of the Network Tennessee - NetTN Contract that make reference to "TNII," it should be understood that, upon approval of this Contract, NetTN services replace, or over time will replace, the services known as Tennessee Information Infrastructure (TNII) and that the terms NetTN and TNII are considered synonymous names for the State's private telecommunications network.

B. CONTRACT TERM:

This Contract shall be effective for the period commencing on June 9, 2008, and ending on June 8, 2018. The State shall have no obligation for services rendered by the Contractor which are not performed within the specified period.

C. PAYMENT TERMS AND CONDITIONS:

C.1. Maximum Liability. In no event shall the maximum liability of the State under this Contract exceed [WRITTEN DOLLAR AMOUNT] ($[NUMBER AMOUNT]). The Service Rates in Section C.3 shall constitute the entire compensation due the Contractor for the Service and all of the Contractor's obligations hereunder regardless of the difficulty, materials or equipment required. The Service Rates include, but are not limited to, all applicable taxes, fees, overheads, and all other direct and indirect costs incurred or to be incurred by the Contractor.

The Contractor is not entitled to be paid the maximum liability for any period under the Contract or any extensions of the Contract for work not requested by the State. The maximum liability represents available funds for payment to the Contractor and does not guarantee payment of any such funds to the Contractor under this Contract unless the State requests work and the Contractor performs said work. In which case, the Contractor shall be paid in accordance with the Service Rates detailed in Section C.3. The State is under no obligation to request work from the Contractor in any specific dollar amounts or to request any work at all from the Contractor during any period of this Contract.

C.2. Compensation Firm. The Service Rates and the Maximum Liability of the State under this Contract are firm for the duration of the Contract and are not subject to escalation for any reason unless amended.

C.3. Payment Methodology. The Contractor shall be compensated based on the Service Rates herein for units of service authorized by the State in a total amount not to exceed the Contract Maximum Liability established in Section C.1. The Contractor's compensation shall be contingent upon the satisfactory completion of units of service or project milestones defined in Section A. The Contractor shall be compensated based upon the rates approved and accepted by the State in the NetTN Catalog of Service Offerings, Contract Attachment B.

The Contractor shall submit monthly invoices, in form and substance acceptable to the State as outlined in Contract Attachment J, Billing Requirements, with all of the necessary supporting documentation, prior to any payment. Such invoices shall be submitted for completed units of service or project milestones for the amount stipulated.

C.4. Travel Compensation. The Contractor shall not be compensated or reimbursed for travel, meals, or lodging.

C.5. Payment of Invoice. The payment of the invoice by the State shall not prejudice the State's right to object to or question any invoice or matter in relation thereto. Such payment by the State shall neither be construed as acceptance of any part of the work or service provided nor as an approval of any of the amounts invoiced therein.

C.6. Invoice Reductions. The Contractor's invoice shall be subject to reduction for amounts included in any invoice or payment theretofore made which are determined by the State, on the basis of audits conducted in accordance with the terms of this Contract, not to constitute proper remuneration for compensable services.

C.7. Deductions. The State reserves the right to deduct from amounts which are or shall become due and payable to the Contractor under this or any contract between the Contractor and the State of Tennessee any amounts which are or shall become due and payable to the State of Tennessee by the Contractor.

C.8. Automatic Deposits. The Contractor shall complete and sign an "Authorization Agreement for Automatic Deposit (ACH Credits) Form." This form shall be provided to the Contractor by the State. Once this form has been completed and submitted to the State by the Contractor all payments to the Contractor, under this or any other contract the Contractor has with the State of Tennessee shall be made by Automated Clearing House (ACH). The Contractor shall not invoice the State for services until the Contractor has completed this form and submitted it to the State.

C.9. Calculation of NetTN Administrative Fee. Along with each monthly invoice submitted for payment of NetTN services provided, the Contractor shall remit to the State the NetTN Administrative Fee. For each month, this Fee shall be calculated as follows:

Net Monthly Invoice Amount X .02

"Net Monthly Invoice Amount" is the total monthly charges for any TNII Association authorized line items of service (from the NetTN Catalog of Service Offerings), less any charges that cannot be driven directly to a valid billing number.

The first month's remittance may be delayed for 30 days to allow the contractor time to receive payment from the State for the first month's service. All other remittances, beginning with the second month's invoice, must be remitted along with the invoice for that month.

D. STANDARD TERMS AND CONDITIONS

D.1. Required Approvals. The State is not bound by this Contract or any amendment thereof until it is approved by the appropriate State officials in accordance with applicable Tennessee State laws and regulations.

D.2. Modification and Amendment. This Contract may be modified only by a written amendment executed by all parties hereto and approved by the appropriate Tennessee State officials in accordance with applicable Tennessee State laws and regulations.

D.3. Termination for Convenience. The State may terminate this Contract without cause for any reason. Said termination shall not be deemed a Breach of Contract by the State. The State shall give the Contractor at least sixty (60) days written notice before the effective termination date. The Contractor shall be entitled to receive compensation for satisfactory, authorized service completed as of the termination date, but in no event shall the State be liable to the Contractor for compensation for any service which has not been rendered. Upon such termination, the Contractor shall have no right to any actual general, special, incidental, consequential, or any other damages whatsoever of any description or amount.

D.4. Termination for Cause. If the Contractor fails to properly perform its obligations under this Contract in a timely or proper manner, or if the Contractor violates any terms of this Contract, the State shall have the right to terminate the Contract and withhold payments in excess of fair compensation for completed services.

a. The State will provide notification of termination for cause in writing. This notice will: (1) specify in reasonable detail the nature of the breach; (2) provide the Contractor with an opportunity to cure, which must be requested in writing no less than 10 days from the date of the Termination Notice; and (3) shall specify the effective date of termination in the event the Contractor fails to correct the breach. The Contractor must present the State with a written request detailing the efforts it will take to resolve the problem and the time period for such resolution. This opportunity to "cure" shall not apply to circumstances in which the Contractor intentionally withholds its services or otherwise refuses to perform. The State will not consider a request to cure contract performance where there have been repeated problems with respect to identical or similar issues, or if a cure period would cause a delay that would impair the effectiveness of State operations. In circumstances where an opportunity to cure is not available, termination will be effective immediately.

b. Notwithstanding the foregoing, the Contractor shall not be relieved of liability to the State for damages sustained by virtue of any breach of this Contract by the Contractor.

D.5 Subcontracting. The Contractor shall not assign this Contract or enter into a subcontract for any of the services performed under this Contract without obtaining the prior written approval of the State. If such subcontracts are approved by the State, they shall contain, at a minimum, sections of this Contract below pertaining to "Conflicts of Interest," "Nondiscrimination," and "Records" (as identified by the section headings). Notwithstanding any use of approved subcontractors, the Contractor shall be the prime contractor and shall be responsible for all work performed.

D.6. Conflicts of Interest. The Contractor warrants that no part of the total Contract Amount shall be paid directly or indirectly to an employee or official of the State of Tennessee as wages, compensation, or gifts in exchange for acting as an officer, agent, employee, subcontractor, or consultant to the Contractor in connection with any work contemplated or performed relative to this Contract.

D.7. Nondiscrimination. The Contractor hereby agrees, warrants, and assures that no person shall be excluded from participation in, be denied benefits of, or be otherwise subjected to discrimination in the performance of this Contract or in the employment practices of the Contractor on the grounds of disability, age, race, color, religion, sex, national origin, or any other classification protected by Federal, Tennessee State constitutional, or statutory law. The Contractor shall, upon request, show proof of such nondiscrimination and shall post in conspicuous places, available to all employees and applicants, notices of nondiscrimination.

D.8 Prohibition of Illegal Immigrants. The requirements of Public Acts of 2006, Chapter Number 878, of the state of Tennessee, addressing the use of illegal immigrants in the performance of any contract to supply goods or services to the state of Tennessee, shall be a material provision of this Contract, a breach of which shall be grounds for monetary and other penalties, up to and including termination of this Contract.

a. The Contractor hereby attests, certifies, warrants, and assures that the Contractor shall not knowingly utilize the services of an illegal immigrant in the performance of this Contract and shall not knowingly utilize the services of any subcontractor who will utilize the services of an illegal immigrant in the performance of this Contract. The Contractor shall reaffirm this attestation, in writing, by submitting to the State a completed and signed copy of the document as Attachment C, hereto, semi-annually during the period of this Contract. Such attestations shall be maintained by the contractor and made available to state officials upon request.

b. Prior to the use of any subcontractor in the performance of this Contract, and semi-annually thereafter, during the period of this Contract, the Contractor shall obtain and retain a current, written attestation that the subcontractor shall not knowingly utilize the services of an illegal immigrant to perform work relative to this Contract and shall not knowingly utilize the services of any subcontractor who will utilize the services of an illegal immigrant to perform work relative to this Contract. Attestations obtained from such subcontractors shall be maintained by the contractor and made available to state officials upon request.

c. The Contractor shall maintain records for all personnel used in the performance of this Contract. Said records shall be subject to review and random inspection at any reasonable time upon reasonable notice by the State.

d. The Contractor understands and agrees that failure to comply with this section will be subject to the sanctions of Public Chapter 878 of 2006 for acts or omissions occurring after its effective date. This law requires the Commissioner of Finance and Administration to prohibit a contractor from contracting with, or submitting an offer, proposal, or bid to contract with the State of Tennessee to supply goods or services for a period of one year after a contractor is discovered to have knowingly used the services of illegal immigrants during the performance of this Contract.

e. For purposes of this Contract, "illegal immigrant" shall be defined as any person who is not either a United States citizen, a Lawful Permanent Resident, or a person whose physical presence in the United States is authorized or allowed by the federal Department of Homeland Security and who, under federal immigration laws and/or regulations, is authorized to be employed in the U.S. or is otherwise authorized to provide services under the Contract.

D.9. Records. The Contractor shall maintain documentation for all charges under this Contract. The books, records, and documents of the Contractor, insofar as they relate to work performed or money received under this Contract, shall be maintained for a period of three (3) full years from the date of the final payment and shall be subject to audit at any reasonable time and upon reasonable notice by the State, the Comptroller of the Treasury, or their duly appointed representatives. The financial statements shall be prepared in accordance with generally accepted accounting principles.

D.10. Monitoring. The Contractor's activities conducted and records maintained pursuant to this Contract shall be subject to monitoring and evaluation by the State, the Comptroller of the Treasury, or their duly appointed representatives.

D.11. Progress Reports. The Contractor shall submit brief, periodic, progress reports to the State as requested.

D.12. Strict Performance. Failure by any party to this Contract to insist in any one or more cases upon the strict performance of any of the terms, covenants, conditions, or provisions of this Contract shall not be construed as a waiver or relinquishment of any such term, covenant, condition, or provision. No term or condition of this Contract shall be held to be waived, modified, or deleted except by a written amendment signed by the parties hereto.

D.13. Independent Contractor. The parties hereto, in the performance of this Contract, shall not act as employees, partners, joint venturers, or associates of one another. It is expressly acknowledged by the parties hereto that such parties are independent contracting entities and that nothing in this Contract shall be construed to create an employer/employee relationship or to allow either to exercise control or direction over the manner or method by which the other transacts its business affairs or provides its usual services. The employees or agents of one party shall not be deemed or construed to be the employees or agents of the other party for any purpose whatsoever.

The Contractor, being an independent contractor and not an employee of the State, agrees to carry adequate public liability and other appropriate forms of insurance, including adequate public liability and other appropriate forms of insurance on the Contractor's employees, and to pay all applicable taxes incident to this Contract.

D.14. State Liability. The State shall have no liability except as specifically provided in this Contract.

D.15. Force Majeure. The obligations of the parties to this Contract are subject to prevention by causes beyond the parties' control that could not be avoided by the exercise of due care including, but not limited to, acts of God, riots, wars, strikes, epidemics or any other similar cause.

D.16. State and Federal Compliance. The Contractor shall comply with all applicable State and Federal laws and regulations in the performance of this Contract.

D.17. Governing Law. This Contract shall be governed by and construed in accordance with the laws of the State of Tennessee. The Contractor agrees that it will be subject to the exclusive jurisdiction of the courts of the State of Tennessee in actions that may arise under this Contract. The Contractor acknowledges and agrees that any rights or claims against the State of Tennessee or its employees hereunder, and any remedies arising therefrom, shall be subject to and limited to those rights and remedies, if any, available under *Tennessee Code Annotated*, Sections 9-8-101 through 9-8-407.

D.18. Completeness. This Contract is complete and contains the entire understanding between the parties relating to the subject matter contained herein, including all the terms and conditions of the parties' agreement. This Contract supersedes any and all prior understandings, representations, negotiations, and agreements between the parties relating hereto, whether written or oral.

D.19. Severability. If any terms and conditions of this Contract are held to be invalid or unenforceable as a matter of law, the other terms and conditions hereof shall not be affected thereby and shall remain in full force and effect. To this end, the terms and conditions of this Contract are declared severable.

D.20. Headings. Section headings of this Contract are for reference purposes only and shall not be construed as part of this Contract.

E. SPECIAL TERMS AND CONDITIONS:

E.1. Conflicting Terms and Conditions. Should any of these special terms and conditions conflict with any other terms and conditions of this Contract, these special terms and conditions shall control.

E.2. Communications and Contacts. All instructions, notices, consents, demands, or other communications required or contemplated by this Contract shall be in writing and shall be made by facsimile transmission, by overnight courier service, or by first class mail, postage prepaid, addressed to the respective party at the appropriate facsimile number or address as set forth below or to such other party, facsimile number, or address as may be hereafter specified by written notice.

The State:
Vickie Stanfill, TNII Executive Director
15th Floor Tennessee Tower
312 8th Avenue, North
Nashville, TN 37243-0288
Telephone Number: (615) 253-5529
Facsimile Number: (615) 253-1433
Email: Vickie.Stanfill@state.tn.us

The Contractor:
[NAME AND TITLE OF CONTRACTOR CONTACT PERSON]
[CONTRACTOR NAME]
[ADDRESS]
[TELEPHONE NUMBER]
[FACSIMILE NUMBER]

All instructions, notices, consents, demands, or other communications shall be considered effectively given as of the day of delivery; as of the date specified for overnight courier service delivery; as of three business days after the date of mailing; or on the day the facsimile transmission is received mechanically by the facsimile machine at the receiving location and receipt is verbally confirmed by the sender if prior to 4:30 p.m. CST. Any communication by facsimile transmission shall also be sent by United States mail on the same date of the facsimile transmission.

E.3. Subject to Funds Availability. The Contract is subject to the appropriation and availability of State and/or Federal funds. In the event that the funds are not appropriated or are otherwise unavailable, the State reserves the right to terminate the Contract upon written notice to the Contractor. Said termination shall not be deemed a breach of Contract by the State. Upon receipt of the written notice, the Contractor shall cease all work associated with the Contract. Should such an event occur, the Contractor shall be entitled to compensation for all satisfactory and authorized services completed as of the termination date. Upon such termination, the Contractor shall have no right to recover from the State any actual, general, special, incidental, consequential, or any other damages whatsoever of any description or amount.

E.4. Breach. A party shall be deemed to have breached the Contract if any of the following occurs:

— failure to perform in accordance with any term or provision of the Contract;
— partial performance of any term or provision of the Contract;
— any act prohibited or restricted by the Contract, or
— violation of any warranty.

For purposes of this Contract, these items shall hereinafter be referred to as a “Breach.”

a. Contractor Breach— The State shall notify Contractor in writing of a Breach.

i. In event of a Breach by Contractor, the state shall have available the remedy of Actual Damages and any other remedy available at law or equity.

ii. Liquidated Damages— In the event of a Breach, the State may assess Liquidated Damages. The State shall notify the Contractor of amounts to be assessed as Liquidated Damages. The parties agree that due to the complicated nature of the Contractor's obligations under this Contract it would be difficult to specifically designate a monetary amount for a Breach by Contractor as said amounts are likely to be uncertain and not easily proven. Contractor hereby represents and covenants it has carefully reviewed the Liquidated Damages contained in Contract Attachment A and agree that said amounts represent a reasonable relationship between the amount and what might reasonably be expected in the event of Breach, and are a reasonable estimate of the damages that would occur from a Breach. It is hereby agreed between the parties that the Liquidated Damages represent solely the damages and injuries sustained by the State in losing the benefit of the bargain with Contractor and do not include any injury or damage sustained by a third party. The Contractor agrees that the liquidated damage amount is in addition to any amounts Contractor may owe the State pursuant to the indemnity provision or other section of this Contract.

The State may continue to withhold the Liquidated Damages or a portion thereof until the Contractor cures the Breach, the State exercises its option to declare a Partial Default, or the State terminates the Contract. The State is not obligated to assess Liquidated Damages before availing itself of any other remedy. The State may choose to discontinue Liquidated Damages and avail itself of any other remedy available under this Contract or at law or equity; provided, however, Contractor shall receive a credit for said Liquidated Damages previously withheld except in the event of a Partial Default.

iii. Partial Default— In the event of a Breach, the State may declare a Partial Default. In which case, the State shall provide the Contractor written notice of: (1) the date on which Contractor shall terminate providing the service associated with the Breach; and (2) the date the State will begin to provide the service associated with the Breach. The Notice of partial default and termination of services associated with the breach shall advise the Contractor whether there is an opportunity to cure or if the State has determined under Section D.4 that an opportunity to cure is not applicable. Notwithstanding the foregoing, the State may revise the time periods contained in the notice written to the Contractor.

In the event the State declares a Partial Default, the State may withhold, together with any other damages associated with the Breach, from the amounts due the Contractor the greater of: (1) amounts which would be paid the Contractor to provide the defaulted service; or (2) the cost to the State of providing the defaulted service, whether said service is provided by the State or a third party. To determine the amount the Contractor is being paid for any particular service, the Department shall be entitled to receive within five (5) days any requested material from Contractor. The State shall make the final and binding determination of said amount.

The State may assess Liquidated Damages against the Contractor for any failure to perform which ultimately results in a Partial Default with said Liquidated Damages to cease when said Partial Default is effective. Upon Partial Default, the Contractor shall have no right to recover from the State any actual, general, special, incidental, consequential, or any other damages whatsoever of any description or amount. Contractor agrees to cooperate fully with the State in the event a Partial Default is taken.

iv. Contract Termination— In the event of a Breach, the State may terminate the Contract immediately or in stages. The Contractor shall be notified of the termination in writing by the State. Said notice shall hereinafter be referred to as Termination Notice. The Termination Notice shall advise the Contractor whether there is an opportunity to cure or if the State has determined under Section D.4 that an opportunity to cure is not

applicable. The Termination Notice may specify either that the termination is to be effective immediately, on a date certain in the future, or that the Contractor shall cease operations under this Contract in stages. In the event of a termination, the State may withhold any amounts which may be due Contractor without waiver of any other remedy or damages available to the State at law or at equity. The Contractor shall be liable to the State for any and all damages incurred by the State and any and all expenses incurred by the State which exceed the amount the State would have paid Contractor under this Contract. Contractor agrees to cooperate with the State in the event of a Contract Termination or Partial Takeover.

The Termination Notice must (1) specify in reasonable detail the nature of the breach; (2) provide Contractor with an opportunity to cure, which shall be no less than 10 days from the date of the Termination Notice; (3) shall specify the effective date of termination in the event Contractor fails to correct the breach. The Termination Notice may specify that the Contractor shall cease operations under this Contract in stages. Contractor must present the State with a written request detailing the efforts it will take to resolve the problem. This opportunity to "cure" shall not apply to circumstances in which the Contractor intentionally withholds its services or otherwise refuses to perform. The State will not consider a request to cure contract performance where there have been repeated problems with respect to identical or similar issues, or if a cure period would cause a delay that would impair the effectiveness of State operations.

b. State Breach— In the event of a Breach of Contract by the State, the Contractor shall notify the State in writing within 30 days of any Breach of Contract by the State. Said notice shall contain a description of the Breach. Failure by the Contractor to provide said written notice shall operate as an absolute waiver by the Contractor of the State's Breach. In no event shall any Breach on the part of the State excuse the Contractor from full performance under this Contract. In the event of Breach by the State, the Contractor may avail itself of any remedy at law in the forum with appropriate jurisdiction; provided, however, failure by the Contractor to give the State written notice and opportunity to cure as described herein operates as a waiver of the State's Breach. Failure by the Contractor to file a claim before the appropriate forum in Tennessee with jurisdiction to hear such claim within one (1) year of the written notice of Breach shall operate as a waiver of said claim in its entirety. It is agreed by the parties this provision establishes a contractual period of limitations for any claim brought by the Contractor.

E.5. Partial Takeover. The State may, at its convenience and without cause, exercise a partial takeover of any service which the Contractor is obligated to perform under this Contract, including but not limited to any service which is the subject of a subcontract between Contractor and a third party, although the Contractor is not in Breach (hereinafter referred to as "Partial Takeover"). Said Partial Takeover shall not be deemed a Breach of Contract by the State. Contractor shall be given at least 30 days prior written notice of said Partial Takeover with said notice to specify the area(s) of service the State will assume and the date of said assumption. Any Partial Takeover by the State shall not alter in any way Contractor's other obligations under this Contract. The State may withhold from amounts due the Contractor the amount the Contractor would have been paid to deliver the service as determined by the State. The amounts shall be withheld effective as of the date the State assumes the service. Upon Partial Takeover, the Contractor shall have no right to recover from the State any actual, general, special, incidental, consequential, or any other damages whatsoever of any description or amount.

E.6. State Furnished Property. The Contractor shall be responsible for the correct use, maintenance, and protection of all articles of nonexpendable, tangible, personal property furnished by the State for the Contractor's temporary use under this Contract. Upon termination of this Contract, all property furnished shall be returned to the State in good order and condition as when received, reasonable use and wear thereof excepted. Should the property be destroyed, lost, or stolen, the Contractor shall be responsible to the State for the residual value of the property at the time of loss.

E.7. Incorporation of Additional Documents. The documents detailed below shall be incorporated as a part of this Contract by reference and, in the event of a discrepancy or ambiguity regarding the Contractor's duties, responsibilities, and performance under this Contract, shall govern in the order of precedence herein detailed.

a. this Contract document and all of its attachments and exhibits, excluding items incorporated by reference;

b. the Request for Proposals (resulting in this Contract) and its associated amendments;

c. any Technical Specifications provided to the Contractor by the State; and

d. the Contractor's Proposal, including all clarifications and addenda made thereto at the request of the State.

E.8. Lobbying. The Contractor certifies, to the best of its knowledge and belief, that:

a. No federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any federal contract, grant, loan, or cooperative agreement.

b. If any funds other than federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this contract, grant, loan, or cooperative agreement, the Contractor shall complete and submit Standard Form-LLL, ``Disclosure Form to Report Lobbying,'' in accordance with its instructions.

c. The Contractor shall require that the language of this certification be included in the award documents for all sub-awards at all tiers (including subcontracts, sub-grants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly. This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into and is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, *U.S. Code*. Any person who fails to file the required certification shall be subject to a civil penalty of not less than $10,000 and not more than $100,000 for each such failure.

E.9. Prohibited Advertising. The Contractor shall not refer to this Contract or the Contractor's relationship with the State hereunder in commercial advertising in such a manner as to state or imply that the Contractor or the Contractor's services are endorsed.

E.10. Confidentiality of Records. Strict standards of confidentiality of records and information shall be maintained in accordance with applicable state and federal law. All material and information, regardless of form, medium or method of communication, provided to the Contractor by the State or acquired by the Contractor on behalf of the State shall be regarded as confidential information in accordance with the provisions of applicable state and federal law, state and federal rules and regulations, departmental policy, and ethical standards. Such confidential information shall not be disclosed, and all necessary steps shall be taken by the Contractor to safeguard the confidentiality of such material or information in conformance with applicable state and federal law, state and federal rules and regulations, departmental policy, and ethical standards.

The Contractor's obligations under this section do not apply to information in the public domain; entering

the public domain but not from a breach by the Contractor of this Contract; previously possessed by the Contractor without written obligations to the State to protect it; acquired by the Contractor without written restrictions against disclosure from a third party which, to the Contractor's knowledge, is free to disclose the information; independently developed by the Contractor without the use of the State's information; or, disclosed by the State to others without restrictions against disclosure. Nothing in this paragraph shall permit Contractor to disclose any information that is confidential under federal or state law or regulations, regardless of whether it has been disclosed or made available to the Contractor due to intentional or negligent actions or inactions of agents of the State or third parties.

It is expressly understood and agreed the obligations set forth in this section shall survive the termination of this Contract.

E.11. Copyrights and Patents. The Contractor agrees to indemnify and hold harmless the State of Tennessee as well as its officers, agents, and employees from and against any and all claims or suits which may be brought against the State for infringement of any laws regarding patents or copyrights which may arise from the Contractor's performance of this Contract, unless the claim is based entirely on infringing actions by the State and in which the alleged intellectual property violations are completely unrelated to the Contractor's actions or inactions. In any such action brought against the State, the Contractor shall satisfy and indemnify the State for the amount of any final judgment for infringement. The Contractor further agrees it shall be liable for the reasonable fees of attorneys for the State in the event such service is necessitated to enforce the terms of this Contract or otherwise enforce the obligations of the Contractor to the State. The State shall give the Contractor written notice of any such claim or suit and full right and opportunity to conduct the Contractor's own defense thereof.

E.12. Hold Harmless. The Contractor agrees to indemnify and hold harmless the State of Tennessee as well as its officers, agents, and employees from and against any and all claims, liabilities, losses, and causes of action which may arise, accrue, or result to any person, firm, corporation, or other entity which may be injured or damaged as a result of acts, omissions, or negligence on the part of the Contractor, its employees, or any person acting for or on its or their behalf relating to this Contract. The Contractor further agrees it shall be liable for the reasonable cost of attorneys for the State in the event such service is necessitated to enforce the terms of this Contract or otherwise enforce the obligations of the Contractor to the State.

In the event of any such suit or claim, the Contractor shall give the State immediate notice thereof and shall provide all assistance required by the State in the State's defense. The State shall give the Contractor written notice of any such claim or suit, and the Contractor shall have full right and obligation to conduct the Contractor's own defense thereof. Nothing contained herein shall be deemed to accord to the Contractor, through its attorney(s), the right to represent the State of Tennessee in any legal matter, such rights being governed by *Tennessee Code Annotated*, Section 8-6-106.

E.13. Tennessee Consolidated Retirement System. The Contractor acknowledges and understands that, subject to statutory exceptions contained in *Tennessee Code Annotated*, Section 8-36-801, *et seq*., the law governing the Tennessee Consolidated Retirement System (TCRS), provides that if a retired member of TCRS, or of any superseded system administered by TCRS, or of any local retirement fund established pursuant to *Tennessee Code Annotated*, Title 8, Chapter 35, Part 3 accepts state employment, the member's retirement allowance is suspended during the period of the employment. Accordingly and notwithstanding any provision of this Contract to the contrary, the Contractor agrees that if it is later determined that the true nature of the working relationship between the Contractor and the State under this Contract is that of "employee/employer" and not that of an independent contractor, the Contractor may be required to repay to TCRS the amount of retirement benefits the Contractor received from TCRS during the period of this Contract.

E.14. HIPAA Compliance. The State and Contractor shall comply with obligations under the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and its accompanying regulations.

a. Contractor warrants to the State that it is familiar with the requirements of HIPAA and its accompanying regulations, and will comply with all applicable HIPAA requirements in the course of this Contract.

b. Contractor warrants that it will cooperate with the State, including cooperation and coordination with State privacy officials and other compliance officers required by HIPAA and its regulations, in the course of performance of the Contract so that both parties will be in compliance with HIPAA.

c. The State and the Contractor will sign documents, including but not limited to business associate agreements (see Contract Attachment D), as required by HIPAA and that are reasonably necessary to keep the State and Contractor in compliance with HIPAA. This provision shall not apply if information received by the State under this Contract is NOT "protected health information" as defined by HIPAA, or if HIPAA permits the State to receive such information without entering into a business associate agreement or signing another such document.

E.15. FERPA Compliance. The State and Contractor shall comply with the Family Education Rights and Privacy Act of 1974 (20 U.S.C. § 1232g) (FERPA) and its accompanying regulations (34 C.F.R. 99). Contractor warrants that it is familiar with requirements of FERPA and its accompanying regulations and that it will comply with all applicable FERPA requirements in the performance of its duties in this Contract. Contractor agrees to cooperate with the State as required by FERPA and its regulations in the performance of its duties in this Contract. Contractor agrees to maintain the confidentiality of all education records and student information and use such records and information for the exclusive purpose of performing its duties in this Contract.

E.16. Transition Services. As this Contract nears its end, the Contractor agrees to cooperate fully with the State and, or any vendor that receives an award for a subsequent contract for NetTN successor services, to transition the NetTN Services from the Contractor to the State and/or the subsequent vendor. At the State's discretion, the State shall start these transition services as early as 24 months prior to the end of the present Contract. The Contractor shall:

a. Provide continuing services that are the same as those currently provided, with no decrease in quality, as the State coordinates the transition from the present Contract.

b. Six months prior to the expiration of the present Contract, the Contractor in cooperation with the State shall establish the fair market value of the NetTN end-site equipment, excluding K-12 sites. At the end of the present Contract, the State shall have the option of purchasing end-site equipment at this fair market value, as determined by the average of three nationally reputable used equipment resellers mutually agreed to and selected by the State and the Contractor.

c. Fully cooperate with the State and any subsequent vendor in testing and parallel operation of any new network that supersedes the existing NetTN network.

E.17. Price Decreases

a. The Contractor shall extend to the State the benefit of any rates included in the Contractor's contracts with other clients with lower or equal revenue volumes to those of the State that are lower than the rates being paid by the State.

b. The Contractor's failure to offer lower rates than other contracts with lower or equal revenue volumes shall be considered a violation of the terms of the contract. The Contractor shall issue credits to the State retroactively from the published or effective date of the reduced rates and appropriately adjust the rates for the remainder of the term of the contract.

c. The Contractor must agree to come into conformity with general price and cost decreases resulting from law, regulatory decisions, or industry competitive forces.

d. Competitive Price Assurance. In order to identify the lowest rates available, the Contractor is required to have a benchmark analysis prepared annually by an independent telecommunications industry consultant. The benchmark study shall:

i. Be performed on an annual basis.
ii. The benchmark shall compare the State's rates against rates contractually provided to other States and enterprises, with attention given to annual commitments and mix of services associated with such other contracts.
iii. The benchmark shall emphasize those rates in effect at the time of the benchmark analysis.
iv. The benchmark shall not be limited to just the service Contractor's contracts, but shall include contracted rates offered by other Tier 1 Inter-exchange Carriers (IXCs) and Local Exchange Carriers (LECs) certified by the Tennessee Regulatory Authority.
v. The benchmark shall be made for those services that represent the State's most significant volumes. For example, T1, Managed Services, Ethernet services, Direct Internet Access and DSL.
vi. The benchmark shall compare the State's rates against the best rates found in the industry, which is the top 10%.
vii. The Contractor shall take appropriate steps to unilaterally adjust the State's pricing, charges and, or discounts, as appropriate, to make the State's rates equal to the benchmarks best rates.
viii. Rates may not be increased for the duration of the State's contract, regardless of the result of any benchmark.
ix. The cost of the independent benchmark analysis shall be paid by the Contractor.
x. The TNII Association reserves the right to obtain three competitive quotes for functionally equivalent NetTN services whereas the Contractor must be equal to or less than the lowest of comparable quotes. Otherwise, as deemed necessary by the TNII Association, the Contractor shall adjust their pricing accordingly.

E.18. Catalog of Services Supplements. During the course of this contract, the State may request the Contractor to update the Catalog of Services with additional service(s), otherwise known as "Non-Prepriced Items (NPIs)." The NPI's shall be within the general scope of services. The State shall provide the Contractor with a written description of the additional service(s), and the Contractor shall submit a price for the additional service(s). See Contract Section E.24 for the provisions governing competitive pricing for NPIs. If the State and Contractor reach an agreement regarding the service(s) and the fee(s) associated with the addition, the agreement shall become effective by means of a contract amendment. Any such amendment requiring NPIs must be mutually agreed upon by the parties and signed by the Contractor and the head of the procuring State agency and must be approved by other State officials as required by State Laws and Regulations. The Contractor shall not commence additional work until the State has issued a written contract amendment and secured all required approvals.

E.19. Technology Refresh. The Contractor will perform periodic technology reviews (2 – 3 years) to assess where the currently implemented NetTN network is in relation to industry norms, at that time. The contractor shall review best practices and make any recommendations or update of equipment, or services. Such updates shall be cost neutral or shall result in lower costs to the State of Tennessee.

E.20. Contractor Commitment to Diversity. The Contractor shall comply with and make reasonable business efforts to exceed the commitment to diversity represented by the Contractor's proposal responding to **RFP - 317.03-154-07** (Attachment 6.3, Section B, Item B.13.) and resulting in this Contract.

The Contractor shall assist the State in monitoring the Contractor's performance of this commitment by providing, as requested, a quarterly report of participation in the performance of this Contract by small business enterprises and businesses owned by minorities, women, and persons with a disability. Such reports shall be provided to the state of Tennessee Governor's Office of Business Diversity Enterprise in form and substance as required by said office.

E.21. Limitation of Liability. The parties agree that the total liability of the Contractor for breach of this Contract shall not exceed the value of this contract. The value shall be established by the Contract Maximum Liability in Section C.1 and increased by subsequent amendments if any. The foregoing provision shall not limit the contractor's liability for intentional torts, criminal acts or fraudulent conduct.

E.22. Performance Bond. The Contractor shall provide to the State a performance bond guaranteeing full and faithful performance of all undertakings and obligations under this Contract and in the following amounts:

- Ten million dollars ($10,000,000.00) for year one,
- Ten million dollars ($10,000,000.00) for year two,
- Seven million dollars ($7,000,000.00) for year three,
- Six million dollars ($6,000,000.00) for year four,
- Five million dollars ($5,000,000.00) for year five,
- Five million dollars ($5,000,000.00) for year six,
- Five million dollars ($5,000,000.00) for year seven,
- Five million dollars ($5,000,000.00) for year eight,
- Five million dollars ($5,000,000.00) for year nine,
- Five million dollars ($5,000,000.00) for year ten.

The Contractor shall submit the year one bond no later than the day immediately preceding the Contract start date and, as applicable in the case of an annual performance bond, no later than December 10th preceding each annual covered period beginning on January 1st each year. The bond shall be in the manner and form prescribed by the State (at Attachment 6.15 hereto), and the bond shall be issued through a company licensed to issue such a bond in the state of Tennessee.

The performance bond shall guarantee full and faithful performance of all undertakings and obligations under this Contract for the first, calendar year of the Contract (ending December 31st following the Contract start date) in the amount of Ten Million Dollars ($10,000,000) and, thereafter, a new performance bond in the amounts detailed above, covering each subsequent calendar year of the contract period. In which case, the Contractor shall provide such performance bonds to the State no later than each December 10th preceding the calendar year period covered beginning on January 1st of each year.

Failure to provide to the State the performance bond(s) as required herein prior to the Contract start date and, as applicable, no later than December 10th preceding each calendar year period covered beginning on January 1st of each year, shall result in contract termination. The Contractor understands that the stated amount of the performance bond required hereunder shall not be reduced during the contract period for any reason, except as provided for in the list detailed above.

E.23. State Ownership of Work Products. The State shall have ownership, right, title, and interest, including ownership of copyright, in all work products, including computer source code, created, designed, developed, derived, documented, installed, or delivered under this Contract subject to the next subsection and full and final payment for each “Work Product.” The State shall have royalty-free and unlimited rights and license to use, disclose, reproduce, publish, distribute, modify, maintain, or create derivative works from, for any purpose whatsoever, all said Work Products.

a. To the extent that the Contractor uses any of its pre-existing, proprietary or independently developed tools, materials or information ("Contractor Materials"), the Contractor shall retain all right, title and interest in and to such Contractor Materials, and the State shall acquire no right, title or interest in or to such Contractor Materials EXCEPT the Contractor grants to the State an unlimited, non-transferable license to use, copy and distribute internally, solely for the State's internal purposes, any Contractor Materials reasonably associated with any Work Product provided under the Contract.

b. The Contractor shall furnish such information and data as the State may request, including but not limited to computer code, that is applicable, essential, fundamental, or intrinsic to any Work Product and Contractor Materials reasonably associated with any Work Product, in accordance with this Contract and applicable state law.

c. Nothing in this Contract shall prohibit the Contractor's use for its own purposes of the general knowledge, skills, experience, ideas, concepts, know-how, and techniques obtained and used during the course of providing the services requested under this Contract.

d. Nothing in the Contract shall prohibit the Contractor from developing for itself, or for others, materials which are similar to and/or competitive with those that are produced under this Contract.

E.24. Competitive Pricing for Non-Prepriced Items added to the Catalog of Services.

a. During the course of this contract, the State may request that the Contractor update the Catalog of Services with additional line items, otherwise known as “Non-Prepriced Items” or “NPIs.” The NPIs shall be within the general scope of services. The State shall provide the Contractor with a written description of the NPI, and the Contractor shall submit a price to the State for the NPI.

b. The State requires that the pricing offered to the State for NPIs be competitive with pricing offered to the market in general. The Contractor must provide detailed documentation to the State to substantiate the proposed cost(s). This documentation may be in the form of invoices to the vendor, records of employment costs, component costs, or other documentation that clearly and specifically verifies the cost of the input resources to the Contractor.

c. For any input resource that is a component of an NPI, or for the NPI itself, the State shall have the option to require the Contractor to obtain three (3) bids for the item(s) in question. If the State invokes this option, the Contractor must incorporate the item(s) with the lowest bid price into its NPI proposed cost. In this event, the Contractor will provide to the State records of the bid process to substantiate that the lowest bid price(s) were used.

d. If the State and Contractor reach an agreement regarding the service(s) and the cost(s) associated with the addition, the State will add the new line items to Contract Attachment A, Catalog of Services, through the Contract amendment process. Such amendments shall be signed by the Contractor and the head of the procuring State agency and approved by other State officials as required by State Laws and Regulations. The Contractor shall not commence additional work until the State has issued a written contract amendment and secured all required approvals.

e. All Contractor, Supplier, or Subcontractor pricing information used in determining the price(s) for NPIs shall be subject to audit by the State, the Tennessee Comptroller of the Treasury, or their duly appointed representatives. Such audit shall be performed during normal business hours upon reasonable notice by the State.

IN WITNESS WHEREOF:

[CONTRACTOR LEGAL ENTITY NAME]:

_____

[NAME AND TITLE] **Date**

DEPARTMENT OF FINANCE AND ADMINISTRATION:

M. D. Goetz, Jr., Commissioner **Date**

APPROVED:

DEPARTMENT OF FINANCE AND ADMINISTRATION:

M. D. Goetz, Jr., Commissioner **Date**

COMPTROLLER OF THE TREASURY:

John G. Morgan, Comptroller of the Treasury **Date**

Attachment A – Service Level Agreements

A. Service Level Agreements (SLAs) and Commitments

Given the magnitude and scope of the NetTN Wide Area Network (WAN) infrastructure and outsourced network management services desired by the TNII Association, it is paramount the NetTN Contractor enter into a contractual relationship with the TNII Association that succinctly defines Service Level Agreements (SLAs) and commitments.

It is the intent of this *Pro Forma* contract to specifically define the SLA criteria that are demanded by the TNII Association. The technical requirements that are presented throughout this RFP document represent the ***minimum*** requirements that are being mandated by the TNII Association. The NetTN Contractor is encouraged to exceed these minimum requirements and should state so in their RFP response in the General Approach and Specific Requirements sections of this RFP document where applicable. The NetTN Contractor must consider carefully what commitment level is required in terms of technical infrastructure and resources pertaining to meeting the overall SLAs being mandated by the TNII Association.

Service Level Agreement (SLA) payments are based upon the Catalog of Services amounts.

The various monthly network management reports for Fault Management, Performance Management, Configuration Management, and Security Management will be used to verify and analyze NetTN Contractor conformance with the defined SLA desired by the TNII Association.

The following SLA definitions define separately monitored and measured performance criteria. For example, A.2 defines the NetTN End Site to Core Backbone Availability SLA while A.5 defines the NetTN Internet Access WAN Service Availability SLA. Consider a NetTN WAN infrastructure connection failure occurs between End Site and a NAP that lasts for 8 hours. This exceeds the SLA definition in A.2, so the appropriate payment in that section applies. However, since Internet Access would have been available if not for the connection failure (i.e., other End Sites were able to access the Internet during this timeframe), A.5 penalties do not apply.

As a second example, had the WAN connection failure described above occurred during the same time a NetTN Internet Access WAN circuit outage occurred, payments from both SLAs in A.2 and A.5 would apply since they are to be monitored separately.

At no time shall the compensation made to the State by the Contractor, for failures to conform with the SLAs included in this document, result in the aggregate amount of such compensation for an individual End Site be in excess of 100% of that End Site's NetTN WAN monthly invoice.

The following specifies and defines the SLA criteria that shall become part of the final contract between the Contractor and the State regarding this Contract document.

A.1 Core Backbone Availability

The Core Backbone network infrastructure of the NetTN WAN shall have a minimum monthly network availability factor of 99.999%. Note: the network availability factor must be calculated for the entire Core Backbone network infrastructure and not for a per circuit basis.

***Scheduled Downtime*:** The NetTN Contractor shall be entitled to no greater than 4 hours of scheduled downtime for the entire Core Backbone network infrastructure and each end site connected to the NetTN network infrastructure per quarter or 3 month period. Scheduled downtime must be coordinated with the TNII Association with at least 14 days advance notice prior to performing the scheduled downtime in order for the downtime not to be calculated into the monthly network availability factor.

Conformance: The above network availability factors shall be calculated at the end of each calendar month according to the parameters defined above and will be substantiated through performance reports generated by the Contractor.

Compensation for a Given Month: Should non-conformance apply to a given month, 1% of the total aggregate monthly costs for all WAN services currently purchased under this contract shall be paid.

Compensation for a Second Consecutive Month: Should non-conformance apply to a second consecutive month, 2% of the total aggregate monthly costs for all WAN services currently purchased under this contract shall be paid.

Compensation for an Nth Consecutive Months: For each consecutive month of non-conformance, **N**% of the total aggregate monthly costs for all WAN services currently purchased under this contract shall be paid, where **N** is the number of consecutive months of non-conformance.

The above compensation shall be made by the Contractor within 15 business days after each monthly Core Backbone Network Availability report is reviewed and verified by both the TNII Association and the NetTN Contractor. The review and verification process shall be mutually scheduled between the TNII Association and NetTN Contractor for each month no greater than three weeks after the preceding month's last day.

A.2 End Site to Core Backbone Availability

The following shall define the SLA commitment for End Site to Core Backbone availability:

The network infrastructure consisting of WAN services and the edge devices managed by the Contractor as part of the availability requirement shall have a minimum monthly network availability factor of 99.95%; based on a 30-day month, this equates to 21 minutes of un-scheduled network downtime per end site. For each WAN Circuit, availability will be based on a 5 minute sampling rate, presented on a per hour basis for a 24 hour day and calculated based on the ratio of total circuit up-time over total possible circuit up-time for that 24 hour day basis for the entire calendar month.

***Scheduled Downtime*:** The NetTN Contractor shall be entitled to no greater than 4 hours of scheduled downtime for each end site connected to the NetTN network infrastructure per quarter or 3 month period. Scheduled downtime must be coordinated with the TNII Association with at least 14 days advance notice prior to performing the scheduled downtime in order for the downtime not to be calculated into the monthly network availability factor.

Conformance: The above network availability factors shall be calculated at the end of each calendar month according to the parameters defined above and will be substantiated through performance reports generated by the Contractor.

Compensation for a Given Month: Failure to meet the aforementioned monthly availability requirement for each End Site to Core Backbone service shall result in a payment equal to 10% of that End Site's monthly bill.

Compensation for a Second Consecutive Month: Should non-conformance apply for a second consecutive month, 20% of that End Site's total monthly costs shall be issued as a payment to affected End Site.

Compensation for an Nth Consecutive Month. For each consecutive month of non-conformance, (**N** x 10%) of that End Site's total monthly costs shall be issued as a payment to that End Site, where **N** is the number of consecutive months of non-conformance.

The above compensation shall be made by the Contractor within 15 business days after each monthly End Site to Core Backbone TEXT DELETED Availability report (one per End Site) is reviewed and verified by both the TNII Association and the NetTN Contractor. This review and verification process shall be mutually scheduled between the respective TNII Association and NetTN Contractor for each month no greater than three weeks after the preceding month's last day.

A.3 OIR Data Center Direct Internet Access (DIA) Service Availability

OIR will utilize Direct Internet Access (DIA) circuits from the Data Center(s) to the Internet to provide aggregate Internet access to all OIR end sites on NetTN. The Data Center DIA shall have a minimum monthly availability factor of 99.999% per 24-hour day per calendar month. For each OIR Data Center DIA circuit, availability will be based on a 5 minute sampling rate, presented on a per hour basis for a 24 hour day and calculated based on the ratio of total circuit up-time over total possible circuit up-time for that 24 hour day basis for the entire calendar month.

***Scheduled Downtime*:** The NetTN Contractor shall be entitled to no greater than 4 hours of scheduled downtime for the Data Center DIA connection. Scheduled downtime must be coordinated with OIR with at least 14 days advance notice prior to performing the scheduled downtime in order for the downtime not to be calculated into the monthly DIA availability factor.

Conformance: The above availability factors shall be calculated at the end of each calendar month according to the parameters defined above and will be substantiated through performance reports generated by the Contractor.

Compensation for a Given Month: Should non-conformance apply to a given month, 50% of the total aggregate monthly costs for all OIR DIA services currently purchased under this contract shall be paid.

Compensation for a Second Consecutive Month: Should non-conformance apply to a second consecutive month, 2% of the total aggregate monthly costs for all OIR WAN services currently purchased under this contract shall be paid.

Compensation for an Nth Consecutive Months: For each consecutive month of non-conformance, **N**% of the total aggregate monthly costs for all OIR WAN services currently purchased under this contract shall be paid, where **N** is the number of consecutive months of non-conformance.

The above compensation shall be made by the Contractor within 15 business days after each monthly Data Center DIA Availability report is reviewed and verified by both OIR and the NetTN Contractor. The review and verification process shall be mutually scheduled between OIR and NetTN Contractor for each month no greater than three weeks after the preceding month's last day.

A.4 OIR Data Center Point-to-Point Circuit Availability

OIR will utilize point-to-point circuits between its Data Centers to support data replication and alternate routes into each Center. The Data Center point-to-point circuit shall have a minimum monthly availability factor of 99.999% per 24-hour day per calendar month. For each OIR Data Center Point-to-Point Circuit, availability will be based on a 5 minute sampling rate, presented on a per hour basis for a 24 hour day and calculated based on the ratio of total circuit up-time over total possible circuit up-time for that 24 hour day basis for the entire calendar month.

***Scheduled Downtime*:** The NetTN Contractor shall be entitled to no greater than 4 hours of scheduled downtime for the Data Center point-to-point connection. Scheduled downtime must be coordinated with OIR with at least 14 days advance notice prior to performing the scheduled downtime in order for the downtime not to be calculated into the monthly availability factor.

Conformance: The above circuit availability factor shall be calculated at the end of each calendar month and will be substantiated through performance reports generated by the NetTN Contractor.

Compensation for a Given Month: Failure to meet the aforementioned monthly availability requirement shall result in a payment equal to 10% of the monthly point-to-point circuit cost.

Compensation for a Second Consecutive Month: Should non-conformance apply for a second consecutive month, 20% of the point-to-point circuit cost shall be issued as a payment.

Compensation for an Nth Consecutive Month. For each consecutive month of non-conformance, (**N** x 10%) of the point-to-point circuit monthly cost shall be issued as a payment, where **N** is the number of consecutive months of non-conformance.

The above compensation shall be made by the Contractor within 15 business days after each monthly OIR Data Center Point-to-Point Circuit Availability report is reviewed and verified by both OIR and the NetTN Contractor. The review and verification process shall be mutually scheduled between OIR and NetTN Contractor for each month no greater than three weeks after the preceding month's last day.

A.5 NetTN Internet Access WAN Service Availability

The following shall define the SLA commitment for each NetTN Internet Access WAN Circuit's Availability:

Each NetTN Internet Access WAN Service Availability shall be => 99.999% per 24 hour day per calendar month. NetTN Internet Access WAN TEXT DELETED Availability will be based on a 5 minute sampling rate, presented on a per hour basis for a 24 hour day and calculated based on the ratio of total circuit up-time over total possible circuit up-time for that 24 hour day basis for the entire calendar month.

Conformance: The above NetTN Internet Access availability factor shall be calculated at the end of each calendar month and will be substantiated through performance reports generated by the NetTN Contractor.

Compensation for a Given Month: Should non-conformance apply to a given month, 1% of the total aggregate monthly costs for all affected WAN services purchased under this contract shall be paid.

Compensation for a 2nd Consecutive Month: Should non-conformance apply to a second consecutive month, 2% of the total aggregate monthly costs for all affected services purchased under this contract shall be paid.

Compensation for an Nth Consecutive Month: For each consecutive month of non-conformance, **N**% of the total aggregate monthly costs for all affected WAN services purchased under this contract shall be paid, where **N** is the number of consecutive months of non-conformance.

The above compensation shall be made by the Contractor within 15 business days after each monthly NetTN Internet Access Availability report is reviewed and verified by both the TNII Association and the NetTN Contractor. The review and verification process shall be mutually scheduled between the TNII Association and NetTN Contractor for each month no greater than three weeks after the preceding month's last day.

A.6 NetTN Internet/Internet2 Availability to First Hop Beyond the NetTN Default Gateway Devices

The following shall define the SLA commitment for NetTN Internet/Internet2 Availability. Any loss of connectivity from an end site to the first hop beyond the NetTN Internet/Internet2 gateway devices due to a routing issue will be considered as non-availability. Any loss of Internet/Internet2 BGP sessions between BGP peers will also be considered as non-availability.

NetTN Internet/Internet2 Availability shall be => 99.95% per 24 hour day per calendar month. NetTN Internet/Internet2 Availability will be based on a 5 minute sampling rate, presented on a per hour basis for a 24 hour day and calculated based on the ratio of total availability over total possible availability for that 24 hour day basis for the entire calendar month.

Conformance: The above NetTN Internet/Internet2 Access availability factor shall be calculated at the end of each calendar month and will be substantiated through performance reports generated by the NetTN Contractor.

Compensation for a Given Month: Should non-conformance apply to a given month, 1% of the total aggregate monthly costs for all affected services purchased under this contract shall be paid.

Compensation for a 2nd Consecutive Month: Should non-conformance apply to a second consecutive month, 2% of the total aggregate monthly costs for all affected WAN services purchased under this contract shall be paid.

Compensation for an Nth Consecutive Month: For each consecutive month of non-conformance, **N**% of the total aggregate monthly costs for all affected services purchased under this contract shall be paid, where **N** is the number of consecutive months of non-conformance.

The above compensation shall be made by the Contractor within 15 business days after each monthly NetTN Internet Access Availability report is reviewed and verified by both the TNII Association and the NetTN Contractor. The review and verification process shall be mutually scheduled between the TNII Association and NetTN Contractor for each month no greater than three weeks after the preceding month's last day.

A.7 NetTN Edge Device TEXT DELETED Errored Packets

The following shall define the SLA commitment for the NetTN Edge Device Errored Packets:

The NetTN Edge Device Errored Packets shall be =< .75% total errored packets (e.g., bad packets) per 24 hour day for the entire calendar month. A reading will be taken every 5 minutes, 12 samples per hour, and 288 per 24 hours. The 288 samples minus any 5 minute samples where the average bandwidth utilization is > = 80%, or minus any samples that were otherwise unavailable, will then be averaged together for the daily measurement.

Conformance: The above errored packet factor shall be calculated at the end of each calendar month and will be substantiated through performance reports generated by the Contractor.

Compensation for One Occurrence in a Single Month: Failure to meet the above requirement for any NetTN Edge Device shall result in a monthly payment equal to 3% of that End Site's monthly bill.

Compensation for Two Occurrences in a Single Month: Failure to meet the above requirement for any NetTN Edge Device for two occurrences in a single month shall result in a monthly payment equal to 4% of that End Site's monthly bill.

Compensation for N Occurrences in a Single Month: Failure to meet the above requirement for any NetTN Edge Device type for **N** occurrences in the same month shall result in a monthly payment equal to (**N** x 2%) of that End Site's monthly bill, where **N** is the number of occurrences in a single calendar month.

The above compensation shall be made by the Contractor within 15 business days after each monthly NetTN Edge Device TEXT DELETED Errored Packet Report is reviewed and verified by both the TNII Association and the NetTN Contractor. The review and verification process shall be mutually scheduled between the TNII Association and the NetTN Contractor for each month no greater than three weeks after the preceding month's last day.

A.8 NetTN Edge Device to NAP Average Jitter Measurement

The following shall define the SLA commitment for the NetTN Edge Device to NAP Jitter Average:

The NetTN Edge Device to NAP Average Jitter shall be =< 5 ms. A reading will be taken every 5 minutes, 12 samples per hour, and 120 samples per 10 hours, Monday through Friday 7:00 a.m. to 5:00 p.m. The 120 samples minus any 5 minute samples where the average bandwidth utilization is >= 80% or minus any samples that where otherwise unavailable, will then be averaged together for the daily measurement.

Circuit-switched DSL communication lines shall be exempt from this SLA requirement.

Conformance: The NetTN Average Jitter measurement shall be performed by injecting packets at regular intervals into the network, Edge Device to NAP and measuring the variability in the arrival time as set forth in the relevant standards of RFC 2679 and RFC 3393 and will be substantiated through performance reports generated by the Contractor. This average jitter factor shall be calculated at the end of each calendar month.

Compensation for One Occurrence in a Single Month: Failure to meet the above requirement for any NetTN Edge Device shall result in a monthly payment equal to 1% of that End Site's monthly bill.

Compensation for Two Occurrences in a Single Month: Failure to meet the above requirement for any NetTN End Device for two occurrences in a single month shall result in a monthly payment equal to 2% of that End Site's monthly bill.

Compensation for N Occurrences in a Single Month: Failure to meet the above requirement for any NetTN End Device type for **N** occurrences in the same month shall result in a monthly payment equal to (**N** x 1%) of that End Site's monthly bill, where **N** is the number of occurrences in a single calendar month.

The above compensation shall be made by the Contractor within 15 business days after each monthly NetTN Jitter report is reviewed and verified by both the TNII Association and the NetTN Contractor. The review and verification process shall be mutually scheduled between the TNII Association and the NetTN Contractor for each month no greater than three weeks after the preceding month's last day.

A.9 TEXT DELETED

A.10 TEXT DELETED

A.9 NetTN Edge Device to the 1st Hop in the Core TEXT DELETED Average Round-Trip Response Time Delay

The following shall define the SLA commitment for the NetTN Edge Device to the 1st Hop in the Core Average Round-Trip Response Time Delay:

The NetTN Edge Device to the 1st Hop Average Round-Trip Response Time Delay shall be =< 20 ms per 24 hour day per calendar month. A reading will be taken every 5 minutes, 12 samples per hour, and 288 per 24 hours. The 288 samples minus any 5 minute samples where the average bandwidth utilization is >= 80% will then be averaged together for the daily measurement.

The delay shall refer to the round-trip transmission delay between the WAN port of the NetTN Edge Device and the WAN port of the 1st Hop DTE device and can include transmission delay, queuing delay and serialization delay.

Circuit-switched DSL communication lines shall be exempt from this SLA requirement.

Conformance: The above average round-trip response time delay factor shall be calculated at the end of each calendar month and will be substantiated through performance reports generated by the Contractor.

Compensation for One Occurrence in a Single Month: Failure to meet the above requirement for any NetTN Edge Device shall result in a monthly payment equal to 3% of that End Site's monthly bill.

Compensation for Two Occurrences in a Single Month: Failure to meet the above requirement for any NetTN End Device for two occurrences in a single month shall result in a monthly payment equal to 6% of that End Site's monthly bill.

Compensation for N Occurrences in a Single Month: Failure to meet the above requirement for any NetTN End Device type for **N** occurrences in the same month shall result in a monthly payment equal to (**N** x 3%) of that End Site's monthly bill, where **N** is the number of occurrences in a single calendar month.

The above compensation shall be made by the Contractor within 15 business days after each monthly NetTN Edge Device to the 1st Hop in the Core TEXT DELETED Average Round-Trip Response Time Delay report is reviewed and verified by both the TNII Association and the NetTN Contractor. The review and verification process shall be mutually scheduled between the TNII Association and the NetTN Contractor for each month no greater than three weeks after the preceding month's last day.

A.10 **NetTN Average TEXT DELETED Round Trip Latency, NetTN OIR End Site to OIR Data Center NetTN Edge Device**

The following shall define the SLA commitment for the NetTN End Site to OIR Data Centers' Average TEXT DELETED Round Trip Latency:

The NetTN End Site to OIR Data Center NetTN Edge Device Average TEXT DELETED Round Trip Latency shall be =< 125 ms per 24 hour day per calendar month. A reading will be taken every 5 minutes, 12 samples per hour, and 288 samples per 24 hours. The 288 samples minus any 5 minute samples where the average bandwidth utilization is >= 80% or minus any samples that where otherwise unavailable, will then be averaged together for the daily measurement.

Circuit-switched DSL communication lines shall be exempt from this SLA requirement.

Conformance: The NetTN Average TEXT DELETED Round Trip Latency measurements shall be performed by measuring the round trip time latency of packet arrival from any OIR End Site on the NetTN WAN to the OIR Data Center and NetTN Edge Device. The above average round-trip latency factor shall be calculated at the end of each calendar month.

Compensation for One Occurrence in a Single Month: Failure to meet the above requirement shall result in a payment of 2% TEXT DELETED of that end site's monthly bill.

Compensation for 2 Occurrences in a Single Month: Failure to meet the above requirements for 2 occurrences in the same month shall result in a monthly payment equal to 4% TEXT DELETED of that end site monthly bill.

Compensation for N Occurrences in a Single Month: Failure to meet the above requirements for **N** occurrences in the same month shall result in a monthly payment equal to (**N** x 2%) of TEXT DELETED that end site's monthly bill, where **N** is the number of occurrences in a single calendar month.

The above compensation shall be made by the Contractor within 15 business days after each monthly NetTN OIR End Site to OIR Data Center NetTN Edge Device. Average TEXT DELETED Round-Trip Latency report is reviewed and verified. The review and verification process shall be mutually scheduled between the TNII Association and the NetTN Contractor for each month no greater than three weeks after the preceding month's last day.

A.13 TEXT DELETED

A.11 Report for End Site to Core WAN Circuit Hourly Average Bandwidth Utilization

The following shall define the SLA commitment for the NetTN Edge Device to Core WAN Circuit Hourly Average Bandwidth Utilization:

The NetTN Edge Device to Core WAN Circuit Average Hourly Inbound Bandwidth Utilization and the Hourly Average Outbound Bandwidth Utilization: =< 80% average bandwidth utilization per 24 hour day per calendar month.

All NetTN End Site connections shall have an hourly average bandwidth utilization value less than 80% utilization. This 80% bandwidth utilization value shall be calculated as an average value for each hour based on the twelve 5 minute time samples. Polling and response time measurements must be conducted every 5 minutes for a total of 12 time samples per hour and 288 per 24 hours.

In the event this 80% hourly average bandwidth utilization factor is exceeded for a given End Site, remedial action by the respective NetTN Association Partner must be taken to determine if the bandwidth requires an upgrade within the timeframes as specified by A.13

Conformance: The requirement for meeting this Service Level is a monthly notification via a report from the Contractor during the monthly Service Level meeting.

Compensation for One Occurrence: Failure to notify the State of an end site that exceeds the above requirements for any NetTN Edge Device shall result in a monthly payment equal to 2% of that End Site's monthly bill.

The above compensation shall be made by the Contractor within 15 business days after each monthly NetTN Edge Device to Core WAN Circuit Hourly Average Bandwidth Utilization report is reviewed and verified by both the TNII Association and the NetTN Contractor. This review and verification process shall be mutually scheduled between the respective TNII Association and NetTN Contractor for each month no greater than three weeks after the preceding month's last day.

A.12 NetTN Internet Access Hourly Average Bandwidth Utilization

The following shall define the SLA commitment for the NetTN Internet Access Hourly Average Bandwidth Utilization:

Each NetTN Internet Access Hourly Average Inbound Bandwidth Utilization and the Hourly Average Outbound Bandwidth Utilization =< 80% per hour for the entire calendar month.

Each NetTN Internet egress WAN link shall have an hourly average bandwidth utilization value less than 80% utilization. This 80% bandwidth utilization value shall be calculated as an hourly average value. Polling and response time measurements must be conducted every 5 minutes for a total of 12 time samples per hours, 10 hours a day, and 5 days a week, Monday through Friday.

Conformance: The above NetTN Internet Access WAN circuit hourly average bandwidth utilization factor shall be calculated at the end of each calendar month on a per hour basis for the entire calendar month.

Compensation for One Occurrence in a Single Month: Failure to meet the above requirement shall result in a payment of 2% of the total aggregate monthly costs for all affected NetTN WAN services currently purchased under this contract.

Compensation for 2 Occurrences in a Single Month: Failure to meet the above requirements for 2 occurrences in the same month shall result in a monthly payment equal to 4% of the total aggregate monthly costs for all affected NetTN WAN services currently purchased under this contract.

Compensation for N Occurrences in a Single Month: Failure to meet the above requirements for **N** occurrences in the same month shall result in a monthly payment equal to (**N** x 2%) of the total aggregate monthly costs for all affected NetTN WAN services currently purchased under this contract where **N** is the number of occurrences in a single month.

The above compensation shall be made by the Contractor within 15 business days after each monthly NetTN Internet Access Hourly Average Bandwidth Utilization report is reviewed and verified by both the TNII Association and the NetTN Contractor. The review and verification process shall be mutually scheduled between the TNII Association and the NetTN Contractor for each month no greater than three weeks after the preceding month's last day.

A.13 NAP to NAP Core WAN Circuit Hourly Average Bandwidth Utilization

The following shall define the SLA commitment for the NAP to NAP to Core WAN Circuit Hourly Average Bandwidth Utilization:

The NAP to NAP to Core WAN Circuit Average Hourly Inbound Bandwidth Utilization and the Hourly Average Outbound Bandwidth Utilization: =< 80% per hour for the entire calendar month.

Each NetTN NAP to NAP egress WAN link shall have an hourly average bandwidth utilization value less than 80% utilization. This 80% bandwidth utilization value shall be calculated as an hourly average value. Polling and response time measurements must be conducted every 5 minutes for a total of 12 time samples per hours, 10 hours a day, and 5 days a week, Monday through Friday 7:00 a.m. to 5:00 p.m.

Conformance: The above NAP to NAP Core WAN Circuit Hourly Average Bandwidth Utilization shall be calculated at the end of each calendar month on a per hour basis for the entire calendar month.

Compensation for 2 Occurrences in a Single Month: Failure to meet the above requirement shall result in a payment of 1% of the total aggregate monthly costs for all NetTN WAN services currently purchased under this contract.

Compensation for 2 Occurrences in a Single Month: Failure to meet the above requirements for **2** occurrences in the same month shall result in a monthly payment equal to 2% of the total aggregate monthly costs for all NetTN WAN services currently purchased under this contract.

Compensation for N Occurrences in a Single Month: Failure to meet the above requirements for **N** occurrences in the same month shall result in a monthly payment equal to (**N** x 1%) of the total aggregate monthly costs for all NetTN WAN services currently purchased under this contract where N is the number of occurrences in a single month.

The above compensation shall be made by the Contractor within 15 business days after each monthly NAP to NAP Core WAN Circuit Hourly Average Bandwidth Utilization report is reviewed and verified by both the TNII Association and the NetTN Contractor. This review and verification process shall be mutually scheduled between the respective TNII Association and NetTN Contractor for each month no greater than three weeks after the preceding month's last day.

A.14 End Site Critical Problem Identification and Problem Resolution

The following shall define the SLA commitment for the NetTN Fault Management Problem Identification and Problem Resolution service offering:

Critical Problem Identification shall be immediate Level 3 ticket opened, work log entry within 10 minutes, subsequent entries into work log within 30 minutes, first critical notification within 30 minutes and subsequent critical notifications every hour until the problem is fixed.

Critical Problem Fixed: three hours or less.

Conformance: The above critical problem identification and problem resolution requirement shall be reviewed at the end of each calendar month based upon daily fault management reports for the entire month that measure the response times as well as the resolution time of the critical problem.

Compensation for One Occurrence in a Single Month: Failure to meet the above requirement for critical problem identification and problem resolution shall result in a monthly payment equal to 2% of that End Site's monthly bill.

Compensation for Two Occurrences in a Single Month: Failure to meet the above requirement for critical problem identification and problem resolution for a second occurrence within the same month shall result in a monthly payment equal to 4% of that End Site's monthly bill.

Compensation for N Occurrences in a Single Month: Failure to meet the above requirement for critical problem identification and problem resolution for **N** occurrences in a single month shall result in a monthly payment equal to (**N** x 2%) of that End Site's monthly bill where **N** is the number of occurrences in a single calendar month.

The above compensation shall be made by the Contractor within 15 business days after each End Site's Monthly Critical Fault report is reviewed and verified by both the TNII Association and the NetTN Contractor. The review and verification process shall be mutually scheduled between the TNII Association and NetTN Contractor for each month no greater than three weeks after the preceding month's last day.

A.15 End Site Major Problem Identification and Problem Resolution

The following shall define the SLA commitment for the NetTN Fault Management Problem Identification and Problem Resolution service offering:

Major Problem Identification shall be immediate Level 2 ticket work log generated within 30 minutes with subsequent entries into log within two hours.

Major Problem Fixed: six hours or less.

Conformance: The above major problem identification and problem resolution requirement shall be reviewed at the end of each calendar month based upon daily fault management reports for the entire month that measure the response times as well as the resolution time of the major problem.

Compensation for One Occurrence in a Single Month: Failure to meet the above requirement for major problem identification and problem resolution shall result in a monthly payment equal to 2% of that End Site's monthly bill.

Compensation for Two Occurrences in a Single Month: Failure to meet the above requirement for major problem identification and problem resolution for a second occurrence within the same month shall result in a monthly payment equal to 4% of that End Site's monthly bill.

Compensation for N Occurrences in a Single Month: Failure to meet the above requirement for major problem identification and problem resolution for **N** occurrences in a single month shall result in a monthly payment equal to (**N x 2**%) of that End Site's monthly bill where **N** is the number of occurrences in a single calendar month.

The above compensation shall be made by the Contractor within 15 business days after each End Site's Monthly Major Fault report is reviewed and verified by both the TNII Association and the NetTN Contractor. The review and verification process shall be mutually scheduled between the TNII Association and NetTN Contractor for each month no greater than three weeks after the preceding month's last day.

A.16 End Site Minor Problem Identification and Problem Resolution

The following shall define the SLA commitment for the NetTN Fault Management Problem Identification and Problem Resolution service offering:

Minor Problem Identification shall be immediate Level 2 ticket work log generated within 30 minutes and subsequent entries into log within four hours.

Minor Problem Fixed: eight hours or less.

Conformance: The above for minor problem identification and problem resolution requirements shall be reviewed at the end of each calendar month for the entire month that measure the response times as well as the resolution time of the minor problem.

Compensation for One Occurrence in a Single Month: Failure to meet the above requirement for minor problem identification and problem shall result in a monthly payment equal to 2% of that End Site's monthly bill.

Compensation for Two Occurrences in a Single Month: Failure to meet the above requirement for minor problem identification and problem resolution for a second occurrence within the same month shall result in a monthly payment equal to 4% of that End Site's monthly bill.

Compensation for N Occurrences in a Single Month: Failure to meet the above requirement for minor problem identification and problem resolution for **N** occurrences in a single month shall result in a monthly payment equal to (**N x 2%**) of that End Site's monthly bill where **N** is the number of occurrences in a single calendar month.

The above compensation shall be made by the Contractor within 15 business days after each End Site's Monthly Minor Fault report is reviewed and verified by both the TNII Association and the NetTN Contractor. The review and verification process shall be mutually scheduled between the TNII Association and NetTN Contractor for each month no greater than three weeks after the preceding month's last day.

A.17 Ordering, Installing, Conducting Verification Testing for New or Upgraded End Site

The following shall define the SLA commitment for the NetTN Configuration Management ordering, provisioning and testing service offering:

Ordering, Installing, Testing and Incorporating into monitoring tools for any new, changed, or upgraded End Site Location's WAN connection: 30 calendar days or less, with the exception of end site unavailability, or network facilities which must conform to 45 business days, or if the 30th calendar day falls on a weekend or State holiday. This time period will be less than 30 calendar days if so offered by the Contractor. Fiber-based facilities for Ethernet and Wavelength must conform to 60 days.

Conformance: The above ordering, installing, and testing responsiveness for new or upgraded End Sites shall be reviewed at the end of each calendar month according to the configuration management reports generated by the NetTN Contractor.

Compensation for Being 1-7 Calendar Days Late: Failure to meet the above requirement for ordering, installing, and testing a new or upgraded End Site location shall result in a monthly payment equal to 10% of that End Site's total monthly bill.

Compensation for Being 8-14 Calendar Days Late: Failure to meet the above requirement for ordering, installing, and testing a new or upgraded End Site location shall result in a monthly payment equal to 20% of that End Site's total monthly bill.

Compensation for Being More Than 14 Calendar Days Late: Failure to meet the above requirement for ordering, installing, and testing a new or upgraded End Site location shall result in a monthly payment equal to (**N** + 20%) of that End Site's total monthly bill where **N** is each additional day late beyond 14 days.

The above compensation shall be made by the Contractor within 15 business days after each End Site Installation, Network Acceptance Testing, and End Site Certification Summary report is reviewed and verified by both the TNII Association and the NetTN Contractor. The review and verification process shall be mutually scheduled between the TNII Association and NetTN Contractor for each month no greater than three weeks after the preceding month's last day.

A.18 Configuration Management Services – Reactive Critical

The following shall define the SLA commitment for the NetTN Configuration Management Reactive – Critical response level:

Critical Configuration Response: Immediate Work Order Generated, and 10 minute e-mail updates until configuration is completed.

Critical Configuration Response: 15 Minutes or Less for Live Video Sessions and Security Issues. This time period will be less if so offered by the Contractor.

Critical Configuration Response: three hours or less for others. This time period will be less if so offered by the Contractor.

Circuit-switched DSL communication lines shall be exempt from this SLA requirement.

Conformance: The above critical configuration response level shall be reviewed at the end of each calendar month according to the configuration management reports generated by the NetTN Contractor.

Compensation for One Occurrence in a Single Month: Failure to meet the above requirement for critical configuration response based on a critical fault shall result in a monthly payment equal to 2% of that End Site's monthly bill.

Compensation for Two Occurrences in a Single Month: Failure to meet the above requirement for critical configuration response based on a critical fault for a second occurrence within the same month shall result in a monthly payment equal to 4% of that End Site's monthly bill.

Compensation for N Occurrences in a Single Month: Failure to meet the above requirement for critical configuration response based on a critical fault shall result in a monthly payment equal to (**N** x 2%) of that End Site's monthly bill where **N** is the number of occurrences in a single calendar month.

The above compensation shall be made by the Contractor within 15 business days after each End Site's Monthly Reactive Configuration Change Summary report is reviewed and verified by both the TNII Association and the NetTN Contractor. The review and verification process shall be mutually scheduled between the TNII Association and NetTN Contractor for each month no greater than three weeks after the preceding month's last day.

A.19 Configuration Management Services – Reactive Major

The following shall define the SLA commitment for the NetTN Configuration Management Reactive – Major response level:

Major Configuration Response: Immediate Work Order Generated, and 30 minute E-mail updates Until Configuration Completed.

Major Configuration Response: four hours or less.

Circuit-switched DSL communication lines shall be exempt from this SLA requirement.

Conformance: The above major configuration response level shall be reviewed at the end of each calendar month according to the configuration management reports generated by the NetTN Contractor.

Compensation for One Occurrence in a Single Month: Failure to meet the above requirement for major configuration response based on a major fault shall result in a monthly payment equal to 2% of that End Site's monthly bill.

Compensation for Two Occurrences in a Single Month: Failure to meet the above requirement for major configuration response based on a major fault for a second occurrence within the same month shall result in a monthly payment equal to 4% of that End Site's monthly bill.

Compensation for N Occurrences in a Single Month: Failure to meet the above requirement for major configuration response based on a major fault shall result in a monthly payment equal to (**N x 2**%)of that End Site's monthly bill where **N** is the number of occurrences in a single calendar month.

The above compensation shall be made by the Contractor within 15 business days after each End Site's Monthly Reactive Configuration Change Summary report is reviewed and verified by both the TNII Association and the NetTN Contractor. The review and verification process shall be mutually scheduled between the TNII Association and NetTN Contractor for each month no greater than three weeks after the preceding month's last day.

A.20 Remote Access (RA) Configuration Management Services – Proactive

Remote Access (RA) Configuration Management Services include the establishment of new RA accounts as well as any changes or deletions of RA accounts.

The following shall define the SLA commitment for the NetTN Configuration Management Proactive response level:

Proactive Configuration Response: three calendar days.

Conformance: The above described RA Configuration Management Services level shall be reviewed at the end of each calendar month.

Compensation for One Occurrence in a Single Month: Failure to meet the above requirement for the NetTN Network's RA Service Offering on a monthly basis shall result in a monthly payment based on the total number of RA utilizing the NetTN Remote Access Service equal to 2% of the total monthly Remote Access bill for that TNII Association partner.

Compensation for Two Occurrences in a Single Month: Failure to meet the above requirement for the NetTN Network's RA Service Offering on an hourly basis for a second time within the same month shall result in a monthly payment based on the total number of end users utilizing the NetTN Remote Access Service equal to 4% of the total monthly Remote Access bill for that TNII Association partner.

Compensation for N Occurrences in a Single Month: Failure to meet the above requirement for the NetTN Network's RA Offering on an hourly basis shall result in a monthly payment based on the total number of end users utilizing the NetTN Remote Access Service equal to (**N** x 2%) of the total monthly Remote Access bill for that TNII Association partner, where **N** is the number of occurrences in a single calendar month.

The above compensation shall be made by the Contractor within 15 business days after each Monthly NetTN Remote Assess Configuration Change Summary report is reviewed and verified by both the TNII Association and the NetTN Contractor. The review and verification process shall be mutually scheduled between the TNII Association and the NetTN Contractor for each month no greater than three weeks after the preceding month's last day.

A.21 Report for Security Administration Management Services

The following shall define the SLA commitment for Critical and Major Security identification and problem resolution service offering (A.14, A.15, A.18, and A.19).

All Critical and Major Security incidents shall be reported by the NetTN Contractor weekly.

Conformance: The requirement for meeting this Service Level is a weekly notification via a report from the NetTN Contractor.

Compensation: Failure to report a Critical or Major Security incident to the TNII Association shall result in a monthly payment equal to 2% of that End Site's monthly bill.

The above compensation shall be made by the Contractor within 15 business days after each weekly security incident report is reviewed and verified by both the TNII Association and the NetTN Contractor. This review and verification process shall be mutually scheduled between the respective TNII Association and NetTN Contractor for each month no greater than three weeks after the preceding month's last day.

Attachment B – NetTN Catalog of Service Offerings

[AFTER CONTRACT AWARD, AND PRIOR TO CONTRACT APPROVAL, THE PROPOSED COSTS FROM THE COST PROPOSAL SPREADSHEETS WILL BE TRANSCRIBED INTO THE FOLLOWING TABLES.]

In the tables that follow the time periods for the various contract "Years" shall be:	
Year 1	From June 9, 2008 through June 8, 2009
Year 2	From June 9, 2009 through June 8, 2010
Year 3	From June 9, 2010 through June 8, 2011
Year 4	From June 9, 2011 through June 8, 2012
Year 5	From June 9, 2012 through June 8, 2013
Year 6	From June 9, 2013 through June 8, 2014
Year 7	From June 9, 2014 through June 8, 2015
Year 8	From June 9, 2015 through June 8, 2016
Year 9	From June 9, 2016 through June 8, 2017
Year 10	From June 9, 2017 through June 8, 2018

NetTN Catalog of Service Offerings

Description	Detail	Unit	Year 1 Unit Cost	Year 2 Unit Cost	Year 3 Unit Cost	Year 4 Unit Cost	Year 5 Unit Cost	Year 6 Unit Cost	Year 7 Unit Cost	Year 8 Unit Cost	Year 9 Unit Cost	Year 10 Unit Cost
End Site WAN Circuit with Internet access.	DSL (1.5 x 256k)	/month										
	DSL (3M x 384k)	/month										
	DSL (6M x 384k)	/month										
	384kbps	/month										
	1.544 Mbps	/month										
	3 Mbps	/month										
	4.5 Mbps	/month										
	6 Mbps	/month										
	7.5 Mbps	/month										
	9 Mbps	/month										
	10.5 Mbps	/month										
	16 Mbps	/month										
	25 Mbps	/month										
	DS3 – 45 Mbps	/month										
	Metro Ethernet 2 Mbps	/month										
	Metro Ethernet 4 Mbps	/month										
	Metro Ethernet 8 Mbps	/month										
	Metro Ethernet 10 Mbps	/month										
	Metro Ethernet 20 Mbps	/month										
	Metro Ethernet 50 Mbps	/month										
	Metro Ethernet 100 Mbps	/month										
	Metro Ethernet 200 Mbps	/month										
	Metro Ethernet 300 Mbps	/month										
	Metro Ethernet 450 Mbps	/month										
	Metro Ethernet 600 Mbps	/month										
	Metro Ethernet 750 Mbps	/month										
	Metro Ethernet 900 Mbps	/month										
	Metro Ethernet 1 Gbps	/month										
	Monday – Sunday 24 X 7 Coverage	/month										

Explanation: This section is used for ordering data circuits to the End Site locations. The cost per month includes the local loop, long haul circuits, all associated end site and network hardware, appropriate LAN Interface with minimum 10/100 Mbps, Internet Access, NetTN security, network management and operation support, includes 7 a.m. - 6 p.m. local time coverage Monday - Saturday.

Description	***Detail***	***Unit***	***Year 1 Unit Cost***	***Year 2 Unit Cost***	***Year 3 Unit Cost***	***Year 4 Unit Cost***	***Year 5 Unit Cost***	***Year 6 Unit Cost***	***Year 7 Unit Cost***	***Year 8 Unit Cost***	***Year 9 Unit Cost***	***Year 10 Unit Cost***
End Site WAN Circuit with Internet access for K-12	1.544 Mbps	/month										
	3 Mbps	/month										
	4.5 Mbps	/month										
	6 Mbps	/month										
	7.5 Mbps	/month										
	10.5 Mbps	/month										
	16 Mbps	/month										
	25 Mbps	/month										
	DS3 – 45 Mbps	/month										
	Metro Ethernet 2 Mbps	/month										
	Metro Ethernet 4 Mbps	/month										
	Metro Ethernet 8 Mbps	/month										
	Metro Ethernet 10 Mbps	/month										
	Metro Ethernet 20 Mbps	/month										
	Metro Ethernet 50 Mbps	/month										
	Metro Ethernet 100 Mbps	/month										
	Metro Ethernet 200 Mbps	/month										
	Metro Ethernet 300 Mbps	/month										
	Metro Ethernet 450 Mbps	/month										
	Metro Ethernet 600 Mbps	/month										
	Metro Ethernet 750 Mbps	/month										
	Metro Ethernet 900 Mbps	/month										
	Metro Ethernet 1 Gbps	/month										
	Monday – Sunday 24 X 7 Coverage	/month										

Explanation: This section is used for ordering data circuits to the End Site locations. The cost per month includes the local loop, long haul circuits, all associated end site and network hardware, appropriate LAN Interface with minimum 10/100 Mbps, Internet Access, email services, DNS services/management, site connectivity, NetTN security, network management and operation support, includes 7 a.m. - 6 p.m. local time coverage Monday - Friday.

Description	***Detail***	***Unit***	***Year 1 Unit Cost***	***Year 2 Unit Cost***	***Year 3 Unit Cost***	***Year 4 Unit Cost***	***Year 5 Unit Cost***	***Year 6 Unit Cost***	***Year 7 Unit Cost***	***Year 8 Unit Cost***	***Year 9 Unit Cost***	***Year 10 Unit Cost***
End Site WAN Circuit without Internet access.	DSL (1.5 x 256k)	/month										
	384kbps	/month										
	1.544 Mbps	/month										
	3 Mbps	/month										
	4.5 Mbps	/month										
	6 Mbps	/month										
	7.5 Mbps	/month										
	9 Mbps	/month										
	16 Mbps	/month										
	DS3 – 45 Mbps	/month										
	Metro Ethernet 2 Mbps	/month										
	Metro Ethernet 4 Mbps	/month										
	Metro Ethernet 8 Mbps	/month										
	Metro Ethernet 10 Mbps	/month										
	Metro Ethernet 20 Mbps	/month										
	Metro Ethernet 50 Mbps	/month										
	Metro Ethernet 100 Mbps	/month										
	Metro Ethernet 600 Mbps	/month										
	Metro Ethernet 1 Gbps	/month										
	Monday – Sunday 24 X 7 Coverage	/month										

Explanation: This section is used for ordering data circuits to the End Site locations. The cost per month includes the local loop, long haul circuits, all associated end site and network hardware, appropriate LAN Interface with minimum 10/100 Mbps, NetTN security, network management and operation support, includes 7 a.m. - 6 p.m. local time coverage Monday - Saturday.

Description	***Detail***	***Unit***	***Year 1 Unit Cost***	***Year 2 Unit Cost***	***Year 3 Unit Cost***	***Year 4 Unit Cost***	***Year 5 Unit Cost***	***Year 6 Unit Cost***	***Year 7 Unit Cost***	***Year 8 Unit Cost***	***Year 9 Unit Cost***	***Year 10 Unit Cost***
Higher Education Research WAN Circuit	Metro Ethernet 750 Mbps	/month										
	Metro Ethernet 1 Gbps	/month										
	Wavelength 1.25Gbps	/month										
	Wavelength 2.5Gbps	/month										
	Wavelength OC3	/month										
	Wavelength OC12	/month										
	Wavelength OC48	/month										
	Wavelength OC192	/month										
	Wavelength 10 Gbps	/month										

Explanation: This section is used for ordering data circuits to the End Site locations. The cost per month includes the local loop, long haul circuits, all associated end site and network hardware, appropriate Interface, Internet Access, NetTN security, network management and operation support, includes 24 X 7 coverage.

			Year 1	*Year 2*	*Year 3*	*Year 4*	*Year 5*	*Year 6*	*Year 7*	*Year 8*	*Year 9*	*Year 10*
Description	***Detail***	***Unit***	***Unit Cost***	***Unit Cost***	***Unit Cost***	***Unit Cost***	***Unit Cost***	***Unit Cost***	***Unit Cost***	***Unit Cost***	***Unit Cost***	***Unit Cost***
SONET	OC12	/month										
	OC48	/month										
	OC192	/month										
	Local Channel per air mile	/month										
	Interoffice Channel per air mile	/month										
	Customer node	/month										
	Central office node	/month										

Explanation: This section is used for ordering SONET ring based technology with 100% survivability.

Description	***Detail***	***Unit***	***Year 1 Unit Cost***	***Year 2 Unit Cost***	***Year 3 Unit Cost***	***Year 4 Unit Cost***	***Year 5 Unit Cost***	***Year 6 Unit Cost***	***Year 7 Unit Cost***	***Year 8 Unit Cost***	***Year 9 Unit Cost***	***Year 10 Unit Cost***
End Site WAN Circuit with Internet Access over SONET	3 Mbps	/month										
	DS3 – 45 Mbps	/month										
	Metro Ethernet 100 Mbps	/month										
	Metro Ethernet 1 Gbps	/month										

Explanation: These services are available to customers installing SONET or who have existing SONET services. The Sonet Ring is ordered separately. The SONET provides the transport portion of the WAN data circuit. All NetTN Service Level Agreements apply for the WAN Circuit riding the SONET.

Description	***Detail***	***Unit***	***Year 1 Unit Cost***	***Year 2 Unit Cost***	***Year 3 Unit Cost***	***Year 4 Unit Cost***	***Year 5 Unit Cost***	***Year 6 Unit Cost***	***Year 7 Unit Cost***	***Year 8 Unit Cost***	***Year 9 Unit Cost***	***Year 10 Unit Cost***
End Site WAN Circuit without Internet Access over SONET	Metro Ethernet 100 Mbps	/month										
	Metro Ethernet 600 Mbps	/month										
	Metro Ethernet 1 Gbps	/month										

Explanation: These services are available to customers installing SONET or who have existing SONET services. The Sonet Ring is ordered separately. The SONET provides the transport portion of the WAN data circuit. All NetTN Service Level Agreements apply for the WAN Circuit riding the SONET.

Description	***Detail***	***Unit***	***Year 1 Unit Cost***	***Year 2 Unit Cost***	***Year 3 Unit Cost***	***Year 4 Unit Cost***	***Year 5 Unit Cost***	***Year 6 Unit Cost***	***Year 7 Unit Cost***	***Year 8 Unit Cost***	***Year 9 Unit Cost***	***Year 10 Unit Cost***
TDOT ITS SmartWay	TDOT ITS T1's Point-to-Point	/month										
	TDOT ITS 9.6 Synchronet per end point	/month										

Explanation: This section is for ordering T1's and 9.6 Synchronet circuits for Tennessee's Department of Transportation ITS SmartWay System. ITS stands for Intelligent Transportation Systems, a system of advanced communications technologies designed to improve transportation safety and mobility. TDOT Smartway is Tennessee's intelligent transportation system. Circuits will terminate at 6603 Centennial Boulevard, Nashville, TN on SONET. The SONET ring is ordered separately.

Description	Detail	Unit	Year 1 Unit Cost	Year 2 Unit Cost	Year 3 Unit Cost	Year 4 Unit Cost	Year 5 Unit Cost	Year 6 Unit Cost	Year 7 Unit Cost	Year 8 Unit Cost	Year 9 Unit Cost	Year 10 Unit Cost
Point to Point/Ethernet/ Wavelength	Intralata DS1	/mileage										
	Interlata DS1	/mileage										
	Intralata DS3	/mileage										
	Interlata DS3	/mileage										
	Interstate DS1	/mileage										
	Interstate DS3	/mileage										
	Metro Ethernet 2 Mbps IntraLATA/IntraState	/month										
	Metro Ethernet 2 Mbps InterLATA/IntraState	/month										
	Metro Ethernet 2 Mbps InterState	/month										
	Metro Ethernet 8 Mbps IntraLATA/IntraState	/month										
	Metro Ethernet 8 Mbps InterLATA/IntraState	/month										
	Metro Ethernet 8 Mbps InterState	/month										
	Metro Ethernet 10 Mbps IntraLATA/IntraState	/month										
	Metro Ethernet 10 Mbps InterLATA/IntraState	/month										
	Metro Ethernet 10 Mbps InterState	/month										
	Metro Ethernet 100 Mbps IntraLATA/IntraState	/month										
	Metro Ethernet 100 Mbps InterLATA/IntraState	/month										
	Metro Ethernet 100 Mbps InterState	/month										
	Metro Ethernet 450 Mbps IntraLATA/IntraState	/month										
	Metro Ethernet 450 Mbps InterLATA/IntraState	/month										
	Metro Ethernet 450 Mbps InterState	/month										
	Wavelength 1.25 Gbps IntraLATA/IntraState	/month										
	Wavelength 1.25 Gbps InterLATA/IntraState	/month										
	Wavelength 1.25 Gbps InterState	/month										
	Wavelength 2.5 Gbps IntraLATA/IntraState	/month										
	Wavelength 2.5 Gbps InterLATA/IntraState	/month										
	Wavelength 2.5 Gbps InterState	/month										

	Wavelength 10 Gbps IntraLATA/IntraState	/month										
	Wavelength 10 Gbps InterLATA/IntraState	/month										
	Wavelength 10 Gbps InterState	/month										

Explanation: This section is for ordering additional circuits. The TNII Association partner ordering this service is responsible for the management and maintenance of the required equipment to support this service.

Description	Detail	Unit	Year 1 Unit Cost	Year 2 Unit Cost	Year 3 Unit Cost	Year 4 Unit Cost	Year 5 Unit Cost	Year 6 Unit Cost	Year 7 Unit Cost	Year 8 Unit Cost	Year 9 Unit Cost	Year 10 Unit Cost
Point to Point -- OIR	Wavelength 1.25 Gbps Transparent Transport Optical Network Protected - IntraLATA	/month										
	Wavelength 2.5 Gbps Transparent Transport Optical Network Protected - IntraLATA	/month										
	Wavelength 10 Gbps Transparent Transport Optical Network Protected - IntraLATA	/month										
	Primary System Single Bay	/month										

Explanation: This section is for ordering OIR Data Center point to point circuits. This service is subject to NetTN Service Level Agreements A.4. OIR is responsible for the management and maintenance of the required equipment to support this service.

			Year 1	*Year 2*	*Year 3*	*Year 4*	*Year 5*	*Year 6*	*Year 7*	*Year 8*	*Year 9*	*Year 10*
Description	***Detail***	***Unit***	***Unit Cost***	***Unit Cost***	***Unit Cost***	***Unit Cost***	***Unit Cost***	***Unit Cost***	***Unit Cost***	***Unit Cost***	***Unit Cost***	***Unit Cost***
Broadband Internet Services - DSL	DSL (1.5 x 256k)	/month										
	DSL (3M x 384k)	/month										

Explanation: This section is used for ordering DSL connections to the Internet only. NetTN Service Level Agreements do not apply. The customer will be responsible for obtaining a VPN account for access to State resources.

			Year 1	*Year 2*	*Year 3*	*Year 4*	*Year 5*	*Year 6*	*Year 7*	*Year 8*	*Year 9*	*Year 10*
Description	***Detail***	***Unit***	***Unit Cost***	***Unit Cost***	***Unit Cost***	***Unit Cost***	***Unit Cost***	***Unit Cost***	***Unit Cost***	***Unit Cost***	***Unit Cost***	***Unit Cost***
Broadband Internet Services Cable	384kbps x 4Mbps	/month										

Explanation: This section is used for ordering cable connections to the Internet only. NetTN Service Level Agreements do not apply. The customer will be responsible for obtaining a VPN account for access to State resources.

Description	***Detail***	***Unit***	***Year 1*** ***Unit Cost***	***Year 2*** ***Unit Cost***	***Year 3*** ***Unit Cost***	***Year 4*** ***Unit Cost***	***Year 5*** ***Unit Cost***	***Year 6*** ***Unit Cost***	***Year 7*** ***Unit Cost***	***Year 8*** ***Unit Cost***	***Year 9*** ***Unit Cost***	***Year 10*** ***Unit Cost***
Remote Access User	Analog up to 56kbps, per account	/month										
	Interstate 800 services for RA access	/minute										
	3G/4G Wireless User, per Account, with static IP addresses	/month										

Explanation: This section is for dial-up or broadband remote access for an individual.

Description	Detail	Unit	*Year 1* *Unit Cost*	*Year 2* *Unit Cost*	*Year 3* *Unit Cost*	*Year 4* *Unit Cost*	*Year 5* *Unit Cost*	*Year 6* *Unit Cost*	*Year 7* *Unit Cost*	*Year 8* *Unit Cost*	*Year 9* *Unit Cost*	*Year 10* *Unit Cost*
Video Conferencing Services.	Dial Out – 384 Kbps ISDN	/30min										
	Multipoint Audio Service	/30min										
	H.323 Directory Listing Service	/incident										
	384 Kbps Video Multipoint Service Per Half Hour	/30min										
	768 Kbps Video Multipoint Service Per Half Hour	/30min										
	1.544Mbps Video Multiport Service Per Half Hour	/30 min										

Explanation: This section is for ordering video conferencing service.

For H.323-based connections, users must pay a set-up fee for the NetTN service provider's maintenance of the H.323-based directory. There are no other costs associated with point to point H.323 QoS connections. When requiring multipoint services, half hour usage options are based on available connection bandwidth. This cost includes any scheduling or management functions for H.323-based multipoint services.

Description	***Detail***	***Unit***	***Year 1 Unit Cost***	***Year 2 Unit Cost***	***Year 3 Unit Cost***	***Year 4 Unit Cost***	***Year 5 Unit Cost***	***Year 6 Unit Cost***	***Year 7 Unit Cost***	***Year 8 Unit Cost***	***Year 9 Unit Cost***	***Year 10 Unit Cost***
Direct Internet Access	DS1 – (1.544)	/month										
	3 Mbps	/month										
	6 Mbps	/month										
	9 Mbps	/month										
	12 Mbps	/month										
	15 Mbps	/month										
	21 Mbps	/month										
	27 Mbps	/month										
	DS3	/month										
	Metro Ethernet 10Mbps	/month										
	Metro Ethernet 20Mbps	/month										
	Metro Ethernet 50Mbps	/month										
	Metro Ethernet 100Mbps	/month										
	Metro Ethernet 150Mbps	/month										
	Metro Ethernet 200Mbps	/month										
	Metro Ethernet 250Mbps	/month										
	Metro Ethernet 500Mbps	/month										
	Metro Ethernet 1Gbps	/month										
	OC 3	/month										
	OC 12	/month										
	OC 48	/month										

Explanation: This section is used for ordering Internet access that is not part of the NetTN infrastructure. The NetTN end site ordering this service is responsible for the management and maintenance of the required equipment to support this service. The DIA Service will not connect to any NetTN equipment that is on site for the delivery of any other service. Direct Internet Access is direct access from the end site to the Internet POP. TEXT DELETED.

Description	***Detail***	***Unit***	***Year 1 Unit Cost***	***Year 2 Unit Cost***	***Year 3 Unit Cost***	***Year 4 Unit Cost***	***Year 5 Unit Cost***	***Year 6 Unit Cost***	***Year 7 Unit Cost***	***Year 8 Unit Cost***	***Year 9 Unit Cost***	***Year 10 Unit Cost***
OIR Direct Internet Access	Metro Ethernet 250Mbps	/month										
	Metro Ethernet 1Gbps	/month										

Explanation: This section is used for ordering Internet access that is not part of the NetTN infrastructure. OIR is responsible for the management and maintenance of the required equipment to support this service. This Service will not connect to any NetTN equipment that is on site for the delivery of any other service. Direct Internet Access is direct access from the end site to the Internet POP. This service is subject to SLA A.3.

Description	***Detail***	***Unit***	***Year 1*** ***Unit Cost***	***Year 2*** ***Unit Cost***	***Year 3*** ***Unit Cost***	***Year 4*** ***Unit Cost***	***Year 5*** ***Unit Cost***	***Year 6*** ***Unit Cost***	***Year 7*** ***Unit Cost***	***Year 8*** ***Unit Cost***	***Year 9*** ***Unit Cost***	***Year 10*** ***Unit Cost***
Internet/ Intranet Services	Name Space Management, per zone	/month										
	Email, per account	/month										
	Content Filtering per user	/month										
	K-12 Content Filtering per user	/month										

Explanation: This section is for ordering Internet/Intranet services. Further detail of these service offerings should be provided in their respective RFP response sections.

Description	***Detail***	***Unit***	***Year 1*** ***Unit Cost***	***Year 2*** ***Unit Cost***	***Year 3*** ***Unit Cost***	***Year 4*** ***Unit Cost***	***Year 5*** ***Unit Cost***	***Year 6*** ***Unit Cost***	***Year 7*** ***Unit Cost***	***Year 8*** ***Unit Cost***	***Year 9*** ***Unit Cost***	***Year 10*** ***Unit Cost***
Internet 2	Metro E 100mb Connection	/month										
	Metro E 1 Gbps Connection	/month										

Explanation: This section is used for ordering access to Internet 2 peering connection.

Description	***Detail***	***Unit***	***Year 1*** ***Unit Cost***	***Year 2*** ***Unit Cost***	***Year 3*** ***Unit Cost***	***Year 4*** ***Unit Cost***	***Year 5*** ***Unit Cost***	***Year 6*** ***Unit Cost***	***Year 7*** ***Unit Cost***	***Year 8*** ***Unit Cost***	***Year 9*** ***Unit Cost***	***Year 10*** ***Unit Cost***
Primary Rate ISDN Services	Access Line & Interfaces-Voice/Data-each	/month										
	B-Channels-Voice/Data-each	/month										
	Primary Rate Installation	/incident										
	Telephone Numbers (per number)	/month										
	E911 (per number)	/month										

Explanation: This service is used for local transport only. No customer provided equipment in included. It will not connect to the NetTN backbone. NetTN Service Level Agreements do not apply. Primary Rate ISDN (PRI) Voice/Data option provides two-way voice and/or data transmission and includes the functionality of hunting and calling line identification (i.e. PBX Trunk Aggregation).

Description	Detail	Unit	Year 1 Unit Cost	Year 2 Unit Cost	Year 3 Unit Cost	Year 4 Unit Cost	Year 5 Unit Cost	Year 6 Unit Cost	Year 7 Unit Cost	Year 8 Unit Cost	Year 9 Unit Cost	Year 10 Unit Cost
Primary Rate ISDN Services over SONET	Access Line & Interfaces-Voice/Data-each	/month										
	B-Channels-Voice/Data-Each	/month										
	Telephone Numbers (per number)	/month										
	E911 (per number)	/month										

Explanation: This service is for the Primary Rate ISDN Services over SONET. SONET is ordered separately. No customer equipment is included. NetTN Service Level Agreements do not apply. Primary Rate ISDN (PRI) Voice/Data option provides two-way voice and/or data transmission and includes the functionality of hunting and calling line identification (i.e. PBX Trunk Aggregation).

Description	***Detail***	***Unit***	***Year 1 Unit Cost***	***Year 2 Unit Cost***	***Year 3 Unit Cost***	***Year 4 Unit Cost***	***Year 5 Unit Cost***	***Year 6 Unit Cost***	***Year 7 Unit Cost***	***Year 8 Unit Cost***	***Year 9 Unit Cost***	***Year 10 Unit Cost***
Failover Circuit	Failover Managed Circuit 1.544 mbps	/month										

Explanation: This section is used for End Sites to order a back-up NetTN managed WAN circuit with Internet access to any alternate NetTN NAP. Service must provide automated failover capability. All NetTN Service Level Agreements apply.

Description	***Detail***	***Unit***	***Year 1*** ***Unit Cost***	***Year 2*** ***Unit Cost***	***Year 3*** ***Unit Cost***	***Year 4*** ***Unit Cost***	***Year 5*** ***Unit Cost***	***Year 6*** ***Unit Cost***	***Year 7*** ***Unit Cost***	***Year 8*** ***Unit Cost***	***Year 9*** ***Unit Cost***	***Year 10*** ***Unit Cost***
End Site Router Equipment	End Site Router 10/100 24 Switch Ports	/month										
	End Site Router 10/100 48 Switch Ports	/month										
	End Site Router PoE 802.af	/month										
	End Site Router Wireless Option (802.11b/g)	/month										

Explanation: This section is used for ordering equipment to connect to the NetTN End Site Managed Services or NetTN unmanaged services.

			Year 1	*Year 2*	*Year 3*	*Year 4*	*Year 5*	*Year 6*	*Year 7*	*Year 8*	*Year 9*	*Year 10*
Description	***Detail***	***Unit***	***Unit Cost***	***Unit Cost***	***Unit Cost***	***Unit Cost***	***Unit Cost***	***Unit Cost***	***Unit Cost***	***Unit Cost***	***Unit Cost***	***Unit Cost***
Additional End Site WAN Data LAN Connection	Ethernet 10 Mbps	/month										
	Ethernet 100 Mbps	/month										

Explanation: This section is for ordering additional data LAN connection(s) to the End Site. In a campus environment or multi-agency building, an end site may require more than one LAN interface. In the event that the router must be upgraded to accommodate multiple LAN interfaces, the router upgrade and associated cost will be the responsibility of the NetTN Service provider. A managed WAN circuit includes one (1) 10/100 Mbps LAN interface between the router and LAN switch.

Description	Detail	Unit	Year 1 Unit Cost	Year 2 Unit Cost	Year 3 Unit Cost	Year 4 Unit Cost	Year 5 Unit Cost	Year 6 Unit Cost	Year 7 Unit Cost	Year 8 Unit Cost	Year 9 Unit Cost	Year 10 Unit Cost
End Site Services	Cutover implementation	/incident										
	New services	/incident										
	On-site work order hardware configuration change	/incident										
	Consulting Services	/hour										
	Site Survey	/incident										
	Load Testing Point-to-Point Circuits	/incident										
	Migration end site order processing	/order										
	Expedite charges/per WAN Circuit	/incident										

Explanation: This section is for ordering integration service whether it is for the initial cutover implementation, new services for new end sites or existing end sites, or consulting services.
Reminder: All End Sites that are cutover onto the NetTN WAN infrastructure shall include the managed service offerings as specified in the RFP document. NetTN WAN equipment software or configuration changes, modifications, enhancements, and improvements are to be considered part of the managed service offerings.

Clarification: The following further clarifies the definition of the above labor or services that can be charged by the NetTN Service Provider to the appropriate TNII Association Partner:

Cutover Implementation refers to the migration of an existing TNII Association end site to the new NetTN WAN infrastructure. Embedded in the cost are the migration planning, hardware and software configurations, on-site installation services, end site documentation, and acceptance tests.

New Services are for new end sites.

On Site work order hardware configuration changes refer to situations where a technician needs to travel to the customer premise to change the NetTN provided equipment only where the end site WAN circuit is not changing.

Consulting Services are available on a per hour basis for consulting on NetTN Scope of Services.

Load Testing Point-to-Point Circuits: Validating the actual throughput that the circuit can handle.

Description	***Detail***	***Unit***	***Year 1*** ***Unit Cost***	***Year 2*** ***Unit Cost***	***Year 3*** ***Unit Cost***	***Year 4*** ***Unit Cost***	***Year 5*** ***Unit Cost***	***Year 6*** ***Unit Cost***	***Year 7*** ***Unit Cost***	***Year 8*** ***Unit Cost***	***Year 9*** ***Unit Cost***	***Year 10*** ***Unit Cost***
Enhanced Firewall	Enhanced Firewall – stand alone Firewall at end-site	/month										
	Enhanced Firewall-IDS	/month										

Explanation: This section is used for ordering equipment to connect to the NetTN End Site Managed Services or NetTN unmanaged services.

Description	***Detail***	***Unit***	***Year 1*** ***Unit Cost***	***Year 2*** ***Unit Cost***	***Year 3*** ***Unit Cost***	***Year 4*** ***Unit Cost***	***Year 5*** ***Unit Cost***	***Year 6*** ***Unit Cost***	***Year 7*** ***Unit Cost***	***Year 8*** ***Unit Cost***	***Year 9*** ***Unit Cost***	***Year 10*** ***Unit Cost***
Managed End Site Firewall and Managed End Site Switch	End Site Integrated FW IOS	/month										
	End Site 24 Port Integrated Switch	/month										
	End Site 48 Port Integrated Switch	/month										
	End Site Integrated FW IOS / 24 Port Integrated Switch	/month										
	End Site Integrated FW IOS / 48 Port Integrated Switch	/month										

Explanation: This section is used for ordering end site firewall and LAN switch. Cost per month includes all hardware, software, operations support and management for WAN, firewall and switch. These services may be ordered with any managed end site circuit with or without Internet access.

Description	Detail	Unit	Year 1 Unit Cost	Year 2 Unit Cost	Year 3 Unit Cost	Year 4 Unit Cost	Year 5 Unit Cost	Year 6 Unit Cost	Year 7 Unit Cost	Year 8 Unit Cost	Year 9 Unit Cost	Year 10 Unit Cost
Co-location Services	Racks/Cabinet Installation	/incident										
	19" Open Rack	/month										
	23" Open Rack	/month										
	Cabinet	/month										
	Cage/Square Footage	/month										
	Power - 110v AC 15 Amps	/month										
	Power - 110v AC 20 Amps	/month										
	Power - 220v AC 20 Amps	/month										
	Power - 220v AC 30 Amps	/month										
	Power - 48v DC 20 Amps A/B	/month										
	Power - 48v DC 30 Amps A/B	/month										
	Power - 48v DC 40 Amps A/B	/month										
	Power - 48v DC 50 Amps A/B	/month										
	Power – 48v DC 60 Amps A/B	/month										
	Cross Connect – DS1	/incident										
	Cross Connect – DS1	/month										
	Cross Connect – DS3/Coax	/incident										
	Cross Connect – DS3/Coax	/month										
	Cross Connect – Ethernet/Cat 5	/incident										
	Cross Connect – Ethetrnet/Cat 5	/month										
	Cross Connect - Fiber	/incident										
	Cross Connect - Fiber	/month										

Explanation: This is for a customer who wishes to co-locate equipment within the NetTN Service Provider's NAP or POP facilities for special purposes, such as SAN servers. Included in this cost are the physical space, air conditioning and restricted access privileges.

Description	***Detail***	***Unit***	***Year 1 Unit Cost***	***Year 2 Unit Cost***	***Year 3 Unit Cost***	***Year 4 Unit Cost***	***Year 5 Unit Cost***	***Year 6 Unit Cost***	***Year 7 Unit Cost***	***Year 8 Unit Cost***	***Year 9 Unit Cost***	***Year 10 Unit Cost***
Hosted Identity Management	Authentication Per User – Note 1	/month										
	Authentication Per User – Note 2	/hour										
	Authentication Per User – Note 3	/month										

Explanation: This section is for ordering Hosted Identity Management Services for eHealth and future defined TNII Association Partner VRFs. This service is subject to NetTN Service Level Agreements.

Note 1 – eHealth participants must use line item to authenticate to eHealth Exchange Zone with the exception of Health providers with Identity management systems and State of Tennessee Health agencies/employees.

Note 2 – Health providers with identity management systems will be charged a one-time consulting fee for set-up in lieu of the monthly authentication charge.

Note 3 - State of Tennessee Health agencies/employees will authenticate to the TNII network. Such State of Tennessee Health agencies/employees will not be subject to authentication charges by the TNII contractor.

Attachment C – Attestation Re Personnel Used in Contract Performance

ATTESTATION RE PERSONNEL USED IN CONTRACT PERFORMANCE

SUBJECT CONTRACT NUMBER:	
CONTRACTOR LEGAL ENTITY NAME:	
FEDERAL EMPLOYER IDENTIFICATION NUMBER: (or Social Security Number)	

The Contractor, identified above, does hereby attest, certify, warrant, and assure that the Contractor shall not knowingly utilize the services of an illegal immigrant in the performance of this Contract and shall not knowingly utilize the services of any subcontractor who will utilize the services of an illegal immigrant in the performance of this Contract.

SIGNATURE & DATE:

NOTICE: This attestation MUST be signed by an individual empowered to contractually bind the Contractor. If said individual is not the chief executive or president, this document shall attach evidence showing the individual's authority to contractually bind the Contractor.

Attachment D – HIPAA Business Associate Agreement

HIPAA BUSINESS ASSOCIATE AGREEMENT

COMPLIANCE WITH PRIVACY AND SECURITY RULES

THIS BUSINESS ASSOCIATE AGREEMENT (hereinafter "Agreement") is between **The State of Tennessee,** _____ (hereinafter "Covered Entity") and _____(hereinafter "Business Associate"). Covered Entity and Business Associate may be referred to herein individually as "Party" or collectively as "Parties."

BACKGROUND

Covered Entity acknowledges that it is subject to the Privacy and Security Rules (45 CFR Parts 160 and 164) promulgated by the United States Department of Health and Human Services pursuant to the Health Insurance Portability and Accountability Act of 1996 (HIPAA), Public Law 104-191 in certain aspects of its operations.

Business Associate provides services to Covered Entity pursuant to one or more contractual relationships detailed below and hereinafter referred to as "Service Contracts"

_____

_____

In the course of executing Service Contracts, Business Associate may come into contact with, use, or disclose Protected Health Information (defined in Section 1.8 below). Said Service Contracts are hereby incorporated by reference and shall be taken and considered as a part of this document the same as if fully set out herein.

In accordance with the federal privacy and security regulations set forth at 45 C.F.R. Part 160 and Part 164, Subparts A, C, and E, which require Covered Entity to have a written memorandum with each of its internal Business Associates, the Parties wish to establish satisfactory assurances that Business Associate will appropriately safeguard "Protected Health Information" and, therefore, make this Agreement.

DEFINITIONS

1.1 Terms used, but not otherwise defined, in this Agreement shall have the same meaning as those terms in 45 CFR §§ 160.103, 164.103, 164.304, 164.501 and 164.504.

1.2 "Designated Record Set" shall have the meaning set out in its definition at 45 C.F.R. § 164.501.

1.3 "Electronic Protected Health Care Information" shall have the meaning set out in its definition at 45 C.F.R. § 160.103.

1.4 "Health Care Operations" shall have the meaning set out in its definition at 45 C.F.R. § 164.501.

1.5 "Individual" shall have the same meaning as the term "individual" in 45 CFR § 160.103 and shall include a person who qualifies as a personal representative in accordance with 45 CFR § 164.502(g).

1.6 "Privacy Official" shall have the meaning as set out in its definition at 45 C.F.R. § 164.530(a)(1).

1.7 "Privacy Rule" shall mean the Standards for Privacy of Individually Identifiable Health Information at 45 CFR Part 160 and Part 164, subparts A, and E.

1.8 “Protected Health Information” shall have the same meaning as the term “protected health information” in 45 CFR § 160.103, limited to the information created or received by Business Associate from or on behalf of Covered Entity.

1.9 “Required by Law” shall have the meaning set forth in 45 CFR § 164.512.

1.10 “Security Rule” shall mean the Security Standards for the Protection of Electronic Protected Health Information at 45 CFR Parts 160 and 164, Subparts A and C.

2. OBLIGATIONS AND ACTIVITIES OF BUSINESS ASSOCIATE (Privacy Rule)

2.1 Business Associate agrees to fully comply with the requirements under the Privacy Rule applicable to "business associates," as that term is defined in the Privacy Rule and not use or further disclose Protected Health Information other than as permitted or required by this Agreement, the Service Contracts, or as Required By Law. In case of any conflict between this Agreement and the Service Contracts, this Agreement shall govern.

2.2 Business Associate agrees to use appropriate procedural, physical, and electronic safeguards to prevent use or disclosure of Protected Health Information other than as provided for by this Agreement. Said safeguards shall include, but are not limited to, requiring employees to agree to use or disclose Protected Health Information only as permitted or required by this Agreement and taking disciplinary actions for inappropriate use or disclosure as necessary.

2.3 Business Associate shall require any agent, including a subcontractor, to whom it provides Protected Health Information received from, created or received by, Business Associate on behalf of Covered Entity or that carries out any duties for the Business Associate involving the use, custody, disclosure, creation of, or access to Protected Health Information, to agree, by written contract with Business Associate, to the same restrictions and conditions that apply through this Agreement to Business Associate with respect to such information.

2.4 Business Associate agrees to mitigate, to the extent practicable, any harmful effect that is known to Business Associate of a use or disclosure of Protected Health Information by Business Associate in violation of the requirements of this Agreement.

2.5 Business Associate agrees to require its employees, agents, and subcontractors to promptly report, to Business Associate, any use or disclosure of Protected Health Information in violation of this Agreement. Business Associate agrees to report to Covered Entity any use or disclosure of the Protected Health Information not provided for by this Agreement

2.6 If Business Associate receives Protected Health Information from Covered Entity in a Designated Record Set, then Business Associate agrees to provide access, at the request of Covered Entity, to Protected Health Information in a Designated Record Set, to Covered Entity or, as directed by covered Entity, to an Individual in order to meet the requirements under 45 CFR § 164.524, provided that Business Associate shall have at least twenty (20) business days from Covered Entity notice to provide access to, or deliver such information.

2.7 If Business Associate receives Protected Health Information from Covered Entity in a Designated Record Set, then Business Associate agrees to make any amendments to Protected Health Information in a Designated Record Set that the Covered Entity directs or agrees to pursuant to the 45 CFR § 164.526 at the request of Covered Entity or an Individual, and in the time and manner designated by Covered Entity, provided that Business Associate shall have at least ten (10) days from Covered Entity notice to make an amendment.

2.8 Business Associate agrees to make its internal practices, books, and records including policies and procedures and Protected Health Information, relating to the use and disclosure of Protected Health Information received from, created by or received by Business Associate on behalf of, Covered Entity available to the Secretary of the United States Department of Health in Human Services or the Secretary’s designee, in a time

and manner designated by the Secretary, for purposes of determining Covered Entity's or Business Associate's compliance with the Privacy Rule.

2.9 Business Associate agrees to document disclosures of Protected Health Information and information related to such disclosures as would be required for Covered Entity to respond to a request by an Individual for an accounting of disclosure of Protected Health Information in accordance with 45 CFR § 164.528.

2.10 Business Associate agrees to provide Covered Entity or an Individual, in time and manner designated by Covered Entity, information collected in accordance with this Agreement, to permit Covered Entity to respond to a request by an Individual for and accounting of disclosures of Protected Health Information in accordance with 45 CFR § 164.528, provided that Business Associate shall have at least twenty (20) days from Covered Entity notice to provide access to, or deliver such information which shall include, at minimum, (a) date of the disclosure; (b) name of the third party to whom the Protected Health Information was disclosed and, if known, the address of the third party; (c) brief description of the disclosed information; and (d) brief explanation of the purpose and basis for such disclosure.

2.11 Business Associate agrees it must limit any use, disclosure, or request for use or disclosure of Protected Health Information to the minimum amount necessary to accomplish the intended purpose of the use, disclosure, or request in accordance with the requirements of the Privacy Rule.

2.11.1 Business Associate represents to Covered Entity that all its uses and disclosures of, or requests for, Protected Health Information shall be the minimum necessary in accordance with the Privacy Rule requirements.

2.11.2 Covered Entity may, pursuant to the Privacy Rule, reasonably rely on any requested disclosure as the minimum necessary for the stated purpose when the information is requested by Business Associate.

2.11.3 Business Associate acknowledges that if Business Associate is also a covered entity, as defined by the Privacy Rule, Business Associate is required, independent of Business Associate's obligations under this Memorandum, to comply with the Privacy Rule's minimum necessary requirements when making any request for Protected Health Information from Covered Entity.

2.12 Business Associate agrees to adequately and properly maintain all Protected Health Information received from, or created or received on behalf of, Covered Entity

2.13 If Business Associate receives a request from an Individual for a copy of the individual's Protected Health Information, and the Protected Health Information is in the sole possession of the Business Associate, Business Associate will provide the requested copies to the individual and notify the Covered Entity of such action. If Business Associate receives a request for Protected Health Information in the possession of the Covered Entity, or receives a request to exercise other individual rights as set forth in the Privacy Rule, Business Associate shall notify Covered Entity of such request and forward the request to Covered Entity. Business Associate shall then assist Covered Entity in responding to the request.

2.14 Business Associate agrees to fully cooperate in good faith with and to assist Covered Entity in complying with the requirements of the Privacy Rule.

3 OBLIGATIONS AND ACTIVITIES OF BUSINESS ASSOCIATE (Security Rule)

3.1 Business Associate agrees to fully comply with the requirements under the Security Rule applicable to "business associates," as that term is defined in the Security Rule. In case of any conflict between this Agreement and Service Agreements, this Agreement shall govern.

3.2 Business Associate agrees to implement administrative, physical, and technical safeguards that reasonably and appropriately protect the confidentiality, integrity, and availability of the electronic protected health information that it creates, receives, maintains, or transmits on behalf of the covered entity as required by the Security Rule.

3.3 Business Associate shall ensure that any agent, including a subcontractor, to whom it provides electronic protected health information received from or created for Covered Entity or that carries out any duties for the Business Associate involving the use, custody, disclosure, creation of, or access to Protected Health Information supplied by Covered Entity, to agree, by written contract (or the appropriate equivalent if the agent is a government entity) with Business Associate, to the same restrictions and conditions that apply through this Agreement to Business Associate with respect to such information.

3.4 Business Associate agrees to require its employees, agents, and subcontractors to report to Business Associate within five (5) business days, any Security Incident (as that term is defined in 45 CFR Section 164.304) of which it becomes aware. Business Associate agrees to promptly report any Security Incident of which it becomes aware to Covered Entity.

3.5 Business Associate agrees to make its internal practices, books, and records including policies and procedures relating to the security of electronic protected health information received from, created by or received by Business Associate on behalf of, Covered Entity available to the Secretary of the United States Department of Health in Human Services or the Secretary's designee, in a time and manner designated by the Secretary, for purposes of determining Covered Entity's or Business Associate's compliance with the Security Rule.

3.6 Business Associate agrees to fully cooperate in good faith with and to assist Covered Entity in complying with the requirements of the Security Rule.

4. PERMITTED USES AND DISCLOSURES BY BUSINESS ASSOCIATE

4.1 Except as otherwise limited in this Agreement, Business Associate may use or disclose Protected Health Information to perform functions, activities, or services for, or on behalf of, Covered Entity as specified in Service Contracts, provided that such use or disclosure would not violate the Privacy and Security Rule, if done by Covered Entity.

4.2 Except as otherwise limited in this Agreement, Business Associate may use Protected Health Information as required for Business Associate's proper management and administration or to carry out the legal responsibilities of the Business Associate.

4.3 Except as otherwise limited in this Agreement, Business Associate may disclose Protected Health Information for the proper management and administration of the Business Associate, provided that disclosures are Required By Law, or provided that, if Business Associate discloses any Protected Health Information to a third party for such a purpose, Business Associate shall enter into a written agreement with such third party requiring the third party to: (a) maintain the confidentiality, integrity, and availability of Protected Health Information and not to use or further disclose such information except as Required By Law or for the purpose for which it was disclosed, and (b) notify Business Associate of any instances in which it becomes aware in which the confidentiality, integrity, and/or availability of the Protected Health Information is breached.

4.4 Except as otherwise limited in this Agreement, Business Associate may use Protected Health Information to provide Data Aggregation services to Covered Entity as permitted by 42 CFR § 164.504(e)(2)(i)(B).

4.5 Business Associate may use Protected Health Information to report violations of law to appropriate Federal and State Authorities consistent with 45 CFR 164.502(j)(1)

5. OBLIGATIONS OF COVERED ENTITY

5.1 Covered Entity shall provide Business Associate with the notice of Privacy Practices that Covered Entity produces in accordance with 45 CFR § 164.520, as well as any changes to such notice. Covered Entity shall notify Business Associate of any limitations in its notice that affect Business Associate's use or disclosure of Protected Health Information.

5.2 Covered Entity shall provide Business Associate with any changes in, or revocation of, permission by an Individual to use or disclose Protected Health Information, if such changes affect Business Associate's permitted or required uses.

5.3 Covered Entity shall notify Business Associate of any restriction to the use or disclosure of Protected Health Information that Covered Entity has agreed to in accordance with 45 CFR § 164.522, to the extent that such restriction may affect Business Associate's use of Protected Health Information.

6. PERMISSIBLE REQUESTS BY COVERED ENTITY

6.1 Covered Entity shall not request Business Associate to use or disclose Protected Health Information in any manner that would not be permissible under the Privacy or Security Rule, if done by Covered Entity.

7. TERM AND TERMINATION

7.1 Term. This Agreement shall be effective as of the date on which it is signed by both parties and shall terminate when all of the Protected Health Information provided by Covered Entity to Business Associate, or created or received by Business Associate on behalf of Covered Entity, is destroyed or returned to Covered Entity, or, if it is infeasible to return or destroy Protected Health Information, Section 7.3. below shall apply.

7.2 Termination for Cause.

7.2.1. This Agreement authorizes and Business Associate acknowledges and agrees Covered Entity shall have the right to immediately terminate this Agreement and Service Contracts in the event Business Associate fails to comply with, or violates a material provision of, requirements of the Privacy and/or Security Rule or this Memorandum.

7.2.2. Upon Covered Entity's knowledge of a material breach by Business Associate, Covered Entity shall either:

7.2.2.1. provide a reasonable opportunity for Business Associate to cure the breach or end the violation, or

7.2.2.2. if Business Associate has breached a material term of this Agreement and cure is not possible or if Business Associate does not cure a curable breach or end the violation within a reasonable time as specified by, and at the sole discretion of, Covered Entity, Covered Entity may immediately terminate this Agreement and the Service Agreement.

7.2.2.3. If neither cure nor termination is feasible, Covered Entity shall report the violation to the Secretary of the United States Department of Health in Human Services or the Secretary's designee.

7.3 Effect of Termination.

7.3.1. Except as provided in Section 7.3.2. below, upon termination of this Agreement, for any reason, Business Associate shall return or destroy all Protected Health Information received from Covered Entity, or created or received by Business Associate on behalf of, Covered Entity. This provision shall apply to Protected Health

Information that is in the possession of subcontractors or agents of Business Associate. Business Associate shall retain no copies of the Protected Health Information.

7.3.2. In the event that Business Associate determines that returning or destroying the Protected Health Information is not feasible, Business Associate shall provide to Covered Entity notification of the conditions that make return or destruction unfeasible. Upon mutual agreement of the Parties that return or destruction of Protected Health Information is unfeasible, Business Associate shall extend the protections of this Memorandum to such Protected Health Information and limit further uses and disclosures of such Protected Health Information to those purposes that make the return or destruction unfeasible, for so long as Business Associate maintains such Protected Health Information.

8. MISCELLANEOUS

8.1 Regulatory Reference. A reference in this Agreement to a section in the Privacy and /or Security Rule means the section as in effect or as amended.

8.2 Amendment. The Parties agree to take such action as is necessary to amend this Memorandum from time to time as is necessary for Covered Entity to comply with the requirements of the Privacy and Security Rules and the Health Insurance Portability and Accountability Act, Public Law 104-191. Business Associate and Covered Entity shall comply with any amendment to the Privacy and Security Rules, the Health Insurance Portability and Accountability Act, Public Law 104-191, and related regulations upon the effective date of such amendment, regardless of whether this Agreement has been formally amended.

8.3 Survival. The respective rights and obligations of Business Associate under Section 7.3. of this Memorandum shall survive the termination of this Agreement.

8.4 Interpretation. Any ambiguity in this Agreement shall be resolved in favor of a meaning that permits Covered Entity and the Business Associate to comply with the Privacy and Security Rules.

8.5 Notices and Communications. All instructions, notices, consents, demands, or other communications required or contemplated by this Agreement shall be in writing and shall be delivered by hand, by facsimile transmission, by overnight courier service, or by first class mail, postage prepaid, addressed to the respective party at the appropriate facsimile number or address as set forth below, or to such other party, facsimile number, or address as may be hereafter specified by written notice.

COVERED ENTITY:	BUSINESS ASSOCIATE:

All instructions, notices, consents, demands, or other communications shall be considered effectively given as of the date of hand delivery; as of the date specified for overnight courier service delivery; as of three (3) business days after the date of mailing; or on the day the facsimile transmission is received mechanically by the facsimile machine at the receiving location and receipt is verbally confirmed by the sender.

8.6 Strict Compliance. No failure by any Party to insist upon strict compliance with any term or provision of this Agreement, to exercise any option, to enforce any right, or to seek any remedy upon any default of any other Party shall affect, or constitute a waiver of, any Party's right to insist upon such strict compliance, exercise that option, enforce that right, or seek that remedy with respect to that default or any prior, contemporaneous, or subsequent default. No custom or practice of the Parties at variance with any provision of this Agreement shall affect, or constitute a waiver of, any Party's right to demand strict compliance with all provisions of this Agreement

8.7 Severability. With respect to any provision of this Agreement finally determined by a court of competent jurisdiction to be unenforceable, such court shall have jurisdiction to reform such provision so that it is enforceable

to the maximum extent permitted by applicable law, and the Parties shall abide by such court's determination. In the event that any provision of this Agreement cannot be reformed, such provision shall be deemed to be severed from this Agreement, but every other provision of this Agreement shall remain in full force and effect.

8.8 Governing Law. This Agreement shall be governed by and construed in accordance with the laws of the State of Tennessee except to the extent that Tennessee law has been pre-empted by HIPAA.

8.9 Compensation. There shall be **no** remuneration for performance under this Agreement except as specifically provided by, in, and through, existing administrative requirements of Tennessee State government and services contracts referenced herein.

IN WITNESS WHEREOF,

_____

Date:

_____

Date:

Attachment E – Network Requirements

E.1 Network Concept and Connectivity

The NetTN private Wide Area Network (WAN) has several objectives tailored to the TNII Association Partner communities. For the State agencies and OIR, the main objective is to provide a secure transport for data and services to and from the OIR Data Centers to the End Sites. OIR also uses TNII for video conferencing and point to point video. For K-12, the main objective is to provide delivery of Internet services, content filtering, and email to schools and school districts. TBR will use NetTN for a variety of services that include WAN connectivity for video conferencing, transport of voice and data between locations and connectivity to the Internet. The University of Tennessee and local government will use NetTN primarily for connectivity to the Internet. VoIP and IP telephony will continue to grow as an application that all TNII Association Partners will use.

While the design of the NetTN Network will be left up to the Contractor, there are several factors that are required. The placement of the NAPs will be left to the Contractor's discretion, with the exception of at least three NAPs one each in Nashville, Knoxville, and Memphis. For redundancy purposes, the NAPs are required and must mesh together with redundant links.

All equipment in the NAPs must be redundant and backed-up with continuous uninterrupted power source. There should be no single point of failure within the proposed NetTN NAPs.

The NetTN Contractor is required to provide Ingress/Egress, to Internet in two different NAPs with automatic failover as described herein.

The NetTN contract for services shall provide **Universal Access pricing** to all End Site locations throughout the State. Direct Internet Access (DIA) shall be priced competitively in both metro and rural areas.

Edge Devices – In addition to providing the WAN backbone and circuits, the Contractor will also be responsible for the provisioning, installation and maintenance of the edge devices at the end user locations. Depending on the TNII Association Partner, these must support and interact with one or more of the following: Internet access, video conferencing equipment and LANs for IP.

Core Backbone (NAP/POP) Equipment – The Contractor shall be responsible for providing all equipment for the connectivity of the Core Backbone circuits.

NAP Equipment – Because the function of the NAP is not only to aggregate all of the circuits from any core network POPs, if proposed, but also any direct connections from End Site locations, the configuration at every NAP may be different. Therefore, for the WAN interfaces, the physical connections will vary from traditional interfaces to support T-1s and DS3s to optical fiber interfaces. The necessary routers and switches to support the network and associated protocols must be supplied, maintained and managed by the Contractor.

POP Equipment (Core Network) – In the event POPs are utilized in the Contractor's network configuration, the POP equipment will be configured to aggregate circuits originating at the End Site locations and pass the voice, data and video traffic through to the NAP sites. The physical interfaces for the WAN connections will support both the circuits from the End Sites as well as the link to the NAP. All routers and switches to support the network and associated protocols must be supplied, maintained and managed by the Contractor. All POPs proposed shall be redundant within the network with diverse circuitry (different fiber sheath and fiber route) connecting to the proposed NAP locations.

Access Circuit Services – The local access connection between the customer premise Edge Device and the Contractor's NAP or POP must use generally and commercially available transport services. Preference should be given to open, secure, scalable, industry-standards-based, services that provide end-to-end Quality of Service (QoS) capable of transporting voice, video, and data applications within a converged media stream. Time Division Multiplexing (TDM) – based transport services, such as T1 digital carrier, DSL, and so on, shall be acceptable where dictated by the business needs such as cost and Service Level Agreement (SLA) of the end site.

E.1.a Current TNII Network Connectivity

TNII WAN Components

The layout of the current TNII network can be broken down into three main components, the Network Access Point (NAP), the Point of Presence (POP) and the TNII user location or End Site.

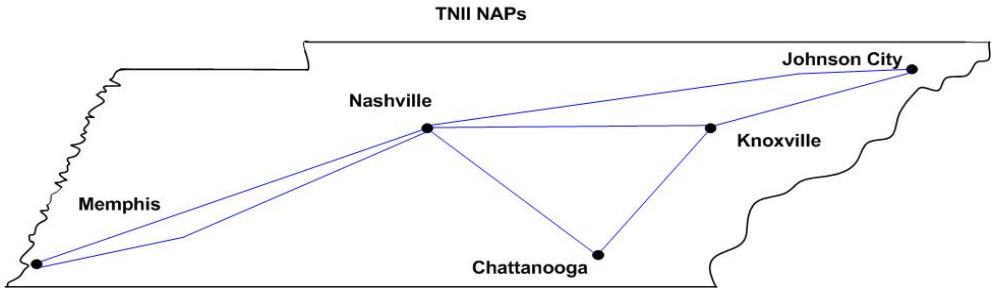
- **Network Access Points (NAPs)** – the NAPs are locations which aggregate the WAN links from POPs and pass the aggregated traffic to other NAPs over high bandwidth circuits. NAPs may also aggregate direct connections from End Sites.
- **Points of Presence (POPs)** – The POPs aggregate the local circuits from the End Sites and connect over high speed WAN connections to the NAPs.
- **End Sites** – the End Site locations are the users of the TNII services.

TNII NAP Connectivity: There are NAPs located at Memphis, Nashville, Chattanooga, Knoxville and Johnson City. There is an OC3 WAN connection between Memphis to Nashville with a redundant link from Memphis to Jackson to Nashville. OC3 links also run from Nashville to Knoxville, Nashville to Chattanooga and Knoxville to Chattanooga. DS3 links run from Knoxville to Johnson City and Johnson City to Nashville.

TNII POP to NAP Connectivity: Typically, DS3s are used to make the connection between POPs in a region and the regional NAP. As bandwidth requirements continue to grow with new and larger applications, multiple DS3s or OC level connectivity between some POPs and NAPs may be required.

TNII End Site Connectivity: Most services to OIR, TBR and End Site locations are via T-1 or fractional T-1 connections. The T-1 connection may carry multiple Ethernet services to one or multiple services to multiple agencies all located within one building or campus. For End Site users requiring larger bandwidths for Internet access, an **N** x T-1 or a full or fraction DS3 solution is currently being deployed. In Metro areas, Ethernet services are being deployed.

The diagram below represents the physical routes between the NAPs.



E.2 Bandwidth Requirements

E.2.a WAN Connections and Bandwidth Requirements

Throughout the NetTN WAN infrastructure, there will be two or three major types of WAN link connections:

NAP to NAP Connections (Core Network) – the Network Access Points (NAPs) are the major hub locations that will aggregate all the network traffic from regional POPs or End Site locations. Therefore, the NAP-to-NAP connections will require the largest amounts of bandwidth and should be engineered to not only provide adequate bandwidth for today's applications, but also allow bandwidth for future applications and growth. All Core Network locations shall have circuit diversity (different fiber sheath and fiber route) for active redundancy to other Core Network locations with the same bandwidth availability to ensure reliability of the Core Network.

POP to NAP Connections (Core Network) – this is the WAN connection from the regional POPs, if proposed, to the NAP location. This connection is extremely important in that it must be sized correctly to carry the aggregate of all traffic from all End Sites to the NAPs. Due to the variety in the both the number of End Sites supported by a POP and the variety of applications running at the End Sites, the size of this WAN connection may differ in size. The POP to NAP WAN links must be scalable and sized to support network traffic growth. All Core Network locations shall have circuit diversity for active redundancy to other Core Network locations with the same bandwidth availability to ensure reliability of the Core Network.

End Site to Core Network Connections – the WAN link(s) between local End Sites and its regional POP or NAP. End Site to the Core Network connections will have varying bandwidth requirements depending on a particular End Site's current and future applications. Applications at the End Site can range from IP data traffic to interactive video, VoIP and multimedia applications. End Site WAN circuits may also support multiple End Site users or agencies within one building or campus. Therefore, it is extremely important that the WAN circuit be engineered for the total aggregate amount of data from all applications and users of that circuit.

E.3 Higher Education Research Communities

Technologies are readily available to support multiple Wavelength on the same fiber segment, providing separation of data streams such as Dense Wave Division Multiplexing (Wavelength). These technologies can play an important role in reducing expense to the State for a multitude of high bandwidth applications. One example is the need for the Higher Education Computational Research communities of the State to have a method of transporting research traffic through high bandwidth connectivity to End Sites at rates up to 10 Gbps. The proposed NetTN solution shall support multiple Wavelength services with reduced pricing for the Higher Education Computational Research communities of the State.

In order to maintain and advance its competitive position amongst regional and national peer research institutions, Higher Educational Computational Research communities of the state will need to be provided with an infrastructure capable of supporting demand-based and time-based dynamic circuits over the next 5-10 years. This dynamic circuit infrastructure is needed to support the demanding bulk transport requirements of e-Science, Cyber-Infrastructure, Grid Computing, storage networking and video networking for the next decade. The Contractor will need to provide both a roadmap describing how these services will be technically implemented and supported, and a timeline for implementation. It is assumed that these services can and will be provided over the previously described core infrastructure backbone requirements utilizing one or more of the following standards-based control plane protocols/architectures: IETF GMPLS, OIF O-UNI/E-NNI, or ITU-T [G.8080, G.7713, G.7713.2].

Examples of services required are

- Gigabit Ethernet w/VLAN and jumbo frame support
- 10 Gigabit Ethernet LAN PHY w/VLAN and jumbo frame support
- 10 Gigabit Ethernet WAN PHY w/VLAN and frame support
- OC-48 Wavelengths
- OC-192 Wavelengths
- OUT1 Wavelengths
- out2 Wavelengths
- Fiber Channel (FC100)
- Fiber Channel (FC200)
- Fiber Channel (FC400)
- Fiber Channel (FC1200)

In addition, Higher Education Research Communities of the State will need to interconnect with national research and education networks such as Internet2, National Lambda Rail, DOE ESNET and Ultra-Science Net, NASA NISN, etc. Higher education research communities may need to connect to similar next-generation state and/or regional infrastructures. In all cases it will be assumed the Contractor will be able to provide these connections utilizing static circuits/wavelengths with future support of dynamic circuits. Inter-domain control plane support will be required for dynamic circuit setup and release. The Contractor will need to provide both a roadmap describing how these services will be technically implemented and supported, and a timeline for implementation.

E.4 Network Hosts Requirements

The Network Hosts are the main application destinations for the majority of IP related traffic and will vary depending upon the TNII Association Partner. The majority of application servers for the State office locations currently exist at the main Nashville, TN Data Center. Additional State application servers also exist at other facilities in Nashville including most Nashville Campus buildings. Connectivity of these buildings to the current Data Center is provided through the existing Nashville Metropolitan Area Network (MAN) managed by OIR. SDE locations will need access through the NetTN network to the OIR Data Center located in Nashville for access to the statewide SDE Student Management System. Internet traffic for State offices will route through the OIR Data Centers.

E.4.a The current OIR Data Center is the main OIR-managed Data Center located at 901 5th Ave North, Nashville, TN. The current Data Center houses the majority of State application servers and Internet access circuits, therefore necessary bandwidth from the Data Center to the NetTN network must be provided to support all application traffic for use by State agencies. The Contractor shall provide redundant diverse routes into the Data Center. The diverse routes shall each be priced as a separate line entry in the catalog of services. Currently, 100 Mbps Metro-Ethernet provides connectivity from the Nashville NAP with a backup 25 Mbps DS3 circuit located at the Tennessee Tower, 312 8th Ave, Nashville TN, with the Tennessee Tower and Data Center being connected over the MAN. It is anticipated that more bandwidth will be necessary due to the growth of bandwidth intensive applications and centralized Internet Access services provided by the Data Center.

E.4.b Two new Data Centers are being planned for construction; and operations in the current Data Center will be migrated to the two new facilities. One of the new Data Centers will be located within Davidson County [near downtown Nashville]. The second new Data Center will be located within a 25-mile radius of the first new Data Center. NetTN connectivity shall be provided for both new Data Centers. During the migration to the new facilities, NetTN connectivity will be required to all three Data Centers. Refer to RFP Attachment 6.13 for a schematic and specific connectivity/routing requirements to NetTN and between the facilities. The first new Data Center is anticipated to be in operation by December 2008. The second Data Center is anticipated to be in operation by December 2009.

E.4.c Network Support Centers are dispersed across the State to assist in providing faster throughput and some level of redundancy for distant regions of the State. Application servers (such as file, email, and network domain services) operate at the Network Support Centers. The Network Support Centers are located in State facilities within close proximity to the existing regional TNII NAP locations. The OIR-managed Network Support Centers are located in Memphis, Jackson, Johnson City, Knoxville and Chattanooga and are connected to TNII via 16 Mbps fractional DS3 circuits.

E.4.d The Contractor shall utilize dual entrances to the Data Centers provided by OIR.

E.4.e The Contractor shall extend Layer 2 and Layer 3 services from the NetTN Core Backbone network through to the Data Centers.

E.5 Remote Access Requirements

E.5.a Support for mobile end user, telecommuters, and access from home computers into the NetTN wide area network is required. Remote access refers to network connections that are temporary by nature originating from a remote location. The NetTN Remote Access analog solution shall provide a secure authenticated access by using firewalls, network Intrusion Detection and Protection Systems as described herein. OIR currently has 2700 dial-up accounts and 1100 3G users that allow access to the TNII network. The TNII Association requires remote access options to include, but not be limited to:

a. Wireless Access
   I. 3G
   II. 4G
   III. Wi-Fi
   IV. WiMAX
b. Broadband Internet Services
   I. DSL
   II. Cable
c. Analog Dial-up

E.5.b Ultimately our goal is for multi-factor authentication to any point on NetTN. For example, but not limited to the following:

- Remote access (VPN – IPSec or SSL, dialup, wireless, etc.)
- Remote administration (router, switch, server, etc.)

Multi-factor authentication is the process of validating a person or systems identity using a combination of at least two of the commonly recognized factors of:

1) Something you know (password, pin).
2) Something you have (token, certificate, credit/smart card).
3) Something you are (fingerprint, retinal scan).

The NetTN Contractor will be responsible for the management and administration of multi-factor authentication.

E.5.c Remote Access analog dial-up services shall support up to 56K, including V.90 and V.92 connectivity directly to NetTN without the use of a VPN.

E.5.d The TNII Association requires that remote analog dial-up users have the option of connecting to the NetTN network either through a local dial number or via an intrastate toll-free access number.

E.5.e The NetTN remote access analog service must require the remote access user to be authenticated with a valid login ID and password for access to the remote access service.

E.5.f The NetTN remote access analog service must be part of the Universal Access pricing strategy where a monthly flat-rate billing structure is implemented.

E.5.g The NetTN remote access analog service must support user authentication functionality and include the server hardware and management support.

E.5.h The NetTN remote access analog service must support P.01 rate of service (e.g., no greater than 1% blocking) based upon the number of remote access customers that are enabled.

E.5.i The NetTN Service Provider must conduct an acceptance test plan and demonstration of the analog service prior to production implementation.

E.5.j The NetTN remote access analog service must include a performance monitoring capability such that remote access performance and usage can be monitored and measured.

E.5.k The TNII Association requires that the Contractor have an idle time disconnect. The TNII Association requires the ability to adjust the default period of time in which a statewide analog dial-up call is dropped due to inactivity.

E.5.l The analog Remote Access shall be secured by using the following methods:

a. Access Control Mechanisms –The proposed system(s) shall use Radius, Lightweight Access Directory Protocol (LDAP), or Active Directory authentication to be in integration compliance with OIR's Identity Management System.
b. Network Admission Control – The implementation of Remote Access shall include Network Admission Control mechanisms.
c. Network Intrusion Detection and Intrusion Protection Systems – Network Intrusion Detection and Protection Systems (IDS/IPS) shall be included and updated, weekly at a minimum, with the latest attack vectors. These systems shall be installed on the inside of the Network Firewall that is protecting the Network from attacks through devices and RA users accessing the network. All firmware and software shall be kept up to date to manufacturer supported specifications.
d. Network Firewall Protection – There shall be a separate (logical or physical) firewall protecting the network from attacks or malicious code that may exist on user accounts. The firewall shall be capable of automatic blocking of traffic deemed by the IDS/IPS systems as malicious or unrequired.
e. Analog RA must provide ninety day password aging.

E.5.m Wireless High Speed Internet Access coverage shall be nationwide allowing network access in all 50 States.

E.5.n Wireless High Speed internet Access shall provide data services at downlink speeds 60 kbps up to but not limited to 1000 Kbps and uplinks speeds 60 kbps up to but not limited to 300 Kbps. Verification testing will be performed.

E.5.o Wireless high-speed network access must attach to the NetTN infrastructure to enable user access to the OIR intranet without the use of a VPN client. This capability must be available in both Tennessee and nationwide coverage.

E.5.p The Contractor must provide all hardware and software documentation/manuals with each data access card. Wireless data access cards must be PCMCIA Type II compatible with an antenna and receive wireless data at a rate of up to 1000 kbps or higher and transmit data at a rate of up to 300 kbps or higher. With regard to faulty cards, contractor will not have to do on-site repair of cards. New cards will be shipped by the contractor to any destination of choice, and installed by TNII association partner personnel.

E.5.q Remote Access Solutions shall allow secure VPN sessions to the NetTN network from remote broadband Internet users.

E.6 Quality of Service (QoS) Requirements

E.6.a Real-time traffic such as voice over IP shall receive a higher level of priority to network resources by utilizing enterprise-wide industry standard QOS marking.

E.6.b OIR has established guidelines for implementing QoS for OIR supported agencies. OIR will be utilizing Differential Services (DiffServ) to establish service levels within the network. Refer to RFP Attachment 6.11.

E.6.c The TNII Association requires end-to-end IP QoS features to preferentially handle traffic as one of the network's fundamental design philosophies, in order to accomplish the task of prioritizing traffic throughout the network. The network must be able to prioritize traffic by marking packets in order to utilize multiple queues for voice, video and other mission critical applications and to process that traffic based on the packet type.

E.6.d Example Forward Equivalency Class (FEC) Table

The TNII Association has defined the following Forwarding Equivalence Classes (FEC) that shall be supported by the NetTN Contractor:

AF Class	Service Descriptor	AF Value	Decimal Value	Class Drop probability	binary value in descp	IP Precedence Value	IP Prec Binary Value	IP Prec Name
5	Voice	EF		n/a		5	101	Critical
4	Platinum Critical	41	34	low	100010	4	100	Flash Override
4	Platinum Important	42	36	medium	100100	4	100	Flash Override
4	Platinum Routine	43	38	high	100110	4	100	Flash Override
3	Gold Critical	31	26	low	011010	3	011	Flash
3	Gold Important	32	28	medium	011100	3	011	Flash
3	Gold Routine	33	30	high	011110	3	011	Flash
2	Silver Critical	21	18	low	010010	2	010	Immediate
2	Silver Important	22	20	medium	010100	2	010	Immediate
2	Silver Routine	23	22	high	010110	2	010	Immediate
1	Copper Critical	11	10	low	001010	1	001	Priority
1	Copper Important	12	12	medium	001100	1	001	Priority
1	Copper Routine	13	14	high	001110	1	001	Priority
Unmarked	Best Effort	N/A		N/A	N/A	0	000	Routine

E.6.e Forwarding Equivalent Classes shall be employed and be able to classify different types of traffic based on Assured Forwarding, RFC 2597 including but not limited to traffic filters, input interface, either Differentiated Services Code Point (DSCP) or CoS values, MPLS labels, or any IP traffic flow.

E.6.f The proposed NetTN network shall recognize and support the forwarding of QoS marking, queuing, policing and any other QOS mechanism both outbound and inbound from the Customer Edge (CE) device based on Assured Forwarding, RFC 2597. The proposed NetTN network shall also recognize and support QOS queuing, policing and any other mechanism both outbound and inbound from the Provider Edge (PE) device and from within the Provider Cloud based on Assured Forwarding, RFC 2597.

E.6.g A minimum of five FECs are required. The TNII Association may also request additional FECs.

E.6.h The Contractor upon request from the TNII Association may be required to support additional FEC classes in the future.

E.7 Video Conferencing

In addition to data network services, the TNII Association is seeking qualified Contractors that have experience installing and managing WAN connections and edge devices to support statewide H.323 video conferencing services, and those of future standards. Applications include distance learning, remote training, business purposes, telemedicine, judicial hearings and other proceedings.

The TNII Association Partners or users shall maintain ownership of the video conferencing premise equipment from the camera, monitor and video conferencing equipment up to but not including the edge device. The Contractor shall provide the WAN connection and edge device. The WAN infrastructure must be capable of supporting multipoint, point-point, and future video services. Description of Current Video Equipment:

- Currently, OIR has over 150 video endpoints at existing State agency locations.
- All State agency sites are standardized on H.323v4.

E.7.a Video Conferencing Technical Requirements

The following defines the overall technical requirements for video communications and services for the new NetTN WAN infrastructure.

Standard	Description
H.323, H.261, H.263, H.264	Packetized video transmission for IP packetized video – including secure firewall traversal
G.711, G.722, G.723.2, G.728, G.729, G.723.1	Audio transmission for IP packetized audio
H.239	Multiplexing for IP packetized video and audio
H.225, H.235, H.245, H.460.x	Signaling and call control for TDM and IP packetized video/audio—including secure firewall traversal
RTP	Real Time Protocol for IP networks
RSVP	Resource Reservation Protocol for IP networks
RTCP	Real Time Control Protocol for IP networks
RTSP	Real Time Streaming Protocol for IP networks
SIP	Session Initiated Protocol

E.7.a.i The NetTN WAN must support converged data, voice and video communications at End Site locations as required.

E.7.a.ii The NetTN WAN must provide seamless and transparent video connectivity without interruption of service between existing TNII video End Sites and all future NetTN End Site locations during migration.

E.7.a.iii The proposed NetTN Video Conferencing solution shall support multi-point and point to point video conferencing sessions.

E.7.a.iv The proposed NetTN Video Conferencing solution shall support desktop video sessions.

E.7.a.v The proposed NetTN Video Conferencing solution shall support bridging with other Multipoint Control Units (MCUs) which are not part of NetTN.

E.7.a.vi The proposed NetTN Video Conferencing solution shall include authentication and firewall transversal to allow access to only those authorized.

E.7.a.vii The proposed NetTN Video Conferencing solution shall provide the ability to video conference with others outside the NetTN network, e.g., H320 or H.323.

E.7.a.viii The NetTN contractor must provide a firewall traversal solution that must be H.460-compliant, and capable of being inserted into a standard NAT/firewall security solution. It should not function as a substitutionary application/service-specific firewall. Additionally, both the internal and external

elements of the solution must be able to neighbor directly with other H.460-compliant session border controllers and/or gatekeepers in a traditional H.323 zone environment.

E.7.b Multipoint Video Service Requirements

E.7.b.i The TNII Association requires a consolidated statewide multipoint video conferencing service offering as part of the video conferencing requirement. This shall require the Contractor to supply a managed Multipoint Control Unit (MCU) or an array of MCUs in order to provide this service.

E.7.b.ii Multipoint or MCU specifications that the Contractor must consider as part of their MCU video conferencing service offering include:

a. ITU-T and ANSI standards compliance – this will ensure that the proposed system will be non-proprietary and compatible with other Contractors' systems.
b. H.32x interoperability – this will ensure that H.323 and H.320 video conferencing systems are fully interoperable via the multipoint switching service—this must include ISDN access to and from the multi-point solution.
c. Transmission rates supported – the system must be able to support a range of transmission rates from 384kbps up to but not limited to 1.544mbps in a range of quantities, since End Site devices vary.
d. Port density capacities – given the potential growth of number of locations, port density flexibility is a vital feature.
e. Number of possible simultaneous conferences – a statewide solution has the potential for many simultaneous videoconferences.
f. Reliability – outages must be minimized.

E.7.b.iii Multipoint services must be compatible with the existing video conferencing equipment at the TNII video End Site locations.

E.7.b.iv Multipoint services must support 25 simultaneous H.323 video conferencing sessions.

E.7.b.v Multipoint services must be scalable and allow for simultaneous H.323 video conferencing sessions. Video, Audio, Data, Multiplexing, Signaling, and Multipoint switching shall adhere to the standards set forth in section E.8.

E.7.b.vi The NetTN Contractor must provide a toll-free number for technical assistance. End users must have direct access to live technical support during all multipoint sessions.

E.7.b.vii The NetTN Contractor must provide and maintain in its NOC, the necessary codec, audio, and video equipment to properly monitor the technical quality of any real-time multipoint videoconference session. This action will be part of the NetTN Contractor's proactive management approach towards the quick resolution of technical problems. This equipment must be properly maintained and operational at all times.

E.7.b.viii The NetTN Contractor must provide a "common time standard" utilizing via the Network Time Protocol (NTP).

E.7.b.ix While the State would assume that most needs for Multipoint Video Services would occur during normal business hours (8:00 a.m. – 5:00 p.m. local time), it is possible that these services could be required at any time of the day or night.

E.7.c Video Conference Scheduling Requirements

E.7.c.i The proposed NetTN Video Conferencing solution shall include an integrated and bundled interactive robust scheduling package that can be engaged by users desiring to schedule their own conferences.

E.7.c.ii The NetTN Contractor must integrate the video conferencing scheduling effort on a statewide basis and provide video scheduling to any video endpoint that wants to participate in multipoint conferences.

E.7.c.iii The NetTN video conferencing scheduling service must include a toll free number for contact to the NetTN Contractor's NOC for any questions or scheduling issues regarding an active conference, end point equipment, network connectivity and end user assistance.

E.7.c.iv All NetTN multipoint conferences must include a 15-minute setup time where the NetTN Contractor must interface with the end site to test, verify, and if needed contact the designated NetTN Video End Site's point of contact regarding the connection of any video and audio equipment at each endpoint.

E.7.c.v The video conferencing scheduling system must support daylight savings time and multiple time zones and be capable of defining and handling specific holidays tailored to TNII Association Partners.

E.7.c.vi The video conferencing scheduling system must generate unique reservation numbers for each scheduled video conference.

E.7.c.vii The video conferencing scheduling system must provide a security mechanism, including, but not limited to, password authentication for a users and administrator level control.

E.7.c.viii The video conferencing scheduling system must include at a minimum the following information regarding the scheduling of a video conferencing event:

a. Date of Event.
b. Name of Event.
c. Start Time and duration of Event.
d. End Sites involved.
e. Unique Event Reservation Number
f. End Site WAN Connection Type (H.323 or H.320).
g. Specify which Communications Protocols are to be utilized.

E.8 IP Multicasting Requirements

IP Multicast is a bandwidth-conserving technology that reduces traffic by simultaneously delivering a single stream of information to a large group of recipients. This eliminates the redundancy of sending the same piece of information to multiple recipients. Applications where the TNII Association Partners could take advantage of multicast technologies include streaming, state-wide communications, distance learning, file sharing and distribution of software.

E.8.a The NetTN Contractor shall provide an IP Multicast service offering. Design factors that shall be included at a minimum:

- The necessary hardware and software required for IP Multicast services and its associated costs.
- Compliance with emerging network industry standards.
- IP Multicast protocol selection.
- Analysis of estimated bandwidth requirements to deliver future IP Multicast services.
- The network infrastructure necessary to support IP Multicast services.
- Network management of IP Multicast services.
- Method of billing for IP Multicast services.

E.8.b The Contractor shall provide IP Multicasting capability over the NetTN WAN infrastructure for delivery of IP multicast to End Site locations.

E.8.c The NetTN WAN infrastructure shall initially support an IP Multicasting service according to IPv4 specifications. Upon request from the TNII Association, the Contractor shall incorporate and support IPv6 specifications into the NetTN network.

E.8.d The NetTN WAN infrastructure shall support an IP Multicasting service using Internet Group Multicast Protocol (IGMP) to interoperate with End Site type LANs.

E.8.e The NetTN WAN infrastructure must support an IP Multicasting service where Host-to-router and router-to-router signaling uses emerging industry standard protocols.

E.8.f The NetTN WAN infrastructure shall support an IP Multicasting service that scales well within the proposed NetTN WAN infrastructure.

E.8.g The NetTN Contractor IP Multicast service must be manageable and include Performance Management reporting as part of the overall Network Management service offering.

E.8.h IP Multicast must be compatible across multiple Contractor platforms. Any TNII Association Partner shall be able to connect to the network and participate in IP Multicast network-wide, regardless of CPE manufacturer, as long as the CPE complies with standard IP Multicast protocols. The network must have the capability to run all standard IP Multicast and related generic protocols.

E.8.i The NetTN Contractor shall put in place certain metrics to ensure multiple IP Multicasting sessions do not reduce the bandwidth availability of the network to a point of network degradation of other applications on the network.

E.9 Internet Connectivity

E.9.a Current Internet Connectivity Environment

E.9.a.i **OIR** – Internet access is currently distributed to the State agencies over the TNII network from two different Internet Service Providers for redundancy. Internet connectivity is part of a bundled service that is included whenever an agency orders a TNII circuit regardless of other applications that may be subscribed by the End Site location.

E.9.a.ii **TBR** – Internet access is currently distributed to the TBR sites over the TNII network from two different Internet Service Providers for redundancy. Internet connectivity is part of a bundled service that is included whenever a TBR site orders a TNII circuit regardless of other applications that may be subscribed by the End Site location.

E.9.a.iii **UT** – UT End Sites currently obtain Tier 1 Internet access services from sources other than the TNII network.

E.9.a.iv **SDE** – K-12 currently utilizes the K-12 network provided by Education Network of America (ENA) for its internet connectivity. ENA has built their own network throughout the State of Tennessee and services schools and school districts in all 95 counties.

E.9.a.v **Local Governments** – City, county, and other local governments currently obtain Direct Internet Access (DIA) or from sources other than the TNII network.

E.9.b NetTN Internet Connectivity Environment

E.9.b.i **OIR** – OIR Internet access will be via NetTN DIA from the Data Centers. State agencies will receive their Internet services from the OIR Data Centers over the NetTN backbone. The OIR Data Centers will have access to two diverse Internet Service Providers over fully diverse facilities as sources of the Internet. In capacity planning and engineering for End Sites, the Internet service must be taken into

account as a bandwidth variable as well as all other services and applications subscribed to by the agency.

E.9.b.ii **TBR** – In similar scope to the services on the current TNII network, TBR will continue to use NetTN for both managed and unmanaged Internet services in addition to other services utilized on the NetTN network.

E.9.b.iii **UT** – Due to existing direct Internet access connectivity, it is anticipated that most Internet access services will continue to be maintained with alternative carriers, although UT will have access to the services of NetTN and may choose to utilize managed and unmanaged services.

E.9.b.iv **SDE** – It is anticipated that in the third quarter of 2009 the Contractor will begin the migration of K-12 onto the NetTN network. However, the Contractor shall be prepared for migration at an earlier date if so required by the State. The Contractor must be able to provide Internet connectivity to 1500+ schools and school districts dispersed throughout the 95 counties of the State. This will include the installation, maintenance and management of the Edge Device. The Contractor will also be responsible for E-mail accounts, firewalling and content filtering in addition to other responsibilities as dictated herein.

E.9.b.v **Local Government and Non-Profit** – It is the responsibility of the Contractor to provide NetTN Internet connectivity and services to any city, county, or other local government under the terms of this contract, that requests such services.

E.9.c **Technologies for Internet Delivery on NetTN**

The TNII Association Partners will be looking for new innovative and cost effective methods for Internet delivery from the NetTN Contractor. The following is a list of technologies that will be considered:

a. Optical (OC-3, OC-12, etc.)
b. Ethernet (2 Mbps, 4 Mbps, 8 Mbps, 10 Mbps, 1 Gbps, etc.)
c. Leased line (T-1, DS3, etc.)
d. DSL (ADSL, SDSL)
e. Cable
f. Wireless
   - Wi-FI
   - WiMAX
g. Other applicable technologies

E.9.d **Internet Connectivity Technical Requirements**

E.9.d.i The Contractor shall either be a Tier 1 Contractor or maintain two or more independent links to at least two Tier 1 Contractors, at a minimum of 4.9 Gbps. Access to these Tier 1 links must be no more than three hops from the NetTN network access points.

E.9.d.ii The Contractor must accept TNII Association traffic at the Contractor's facility and route that traffic directly to each Tier 1 network via that Tier 1 Contractor's private customer access node or other private exchange point. The intended result is that the TNII Association's Partner's connectivity to each Tier 1 network will be minimally affected by congestion or other transmission or routing problems that may occur either at the public Inter-exchange points or on another Tier 1 network.

E.9.d.iii The NetTN Internet connectivity service must be supported by a minimum of two, geographically dispersed local Internet Network Access Points within the State of Tennessee that will allow direct access to two, different ISP's Internet backbones in support of local traffic and direct peering within the State of Tennessee (e.g., it is required that any NetTN traffic originating and destined within the State of Tennessee stay within the NetTN network.

E.9.d.iv The NetTN Internet Contractor shall have an assigned public AS-number for the purpose of peering directly with the TNII Association Partner's existing IP network infrastructures.

E.9.d.v The NetTN Internet Contractor shall exchange IP routing tables via authenticated BGP4 for redistribution down to designated NAP, POP and End Site locations as determined by the TNII Association.

E.9.d.vi The NetTN Internet connectivity service shall have a defined security policy, intrusion detection, intrusion prevention, and firewall systems.

E.9.d.vii The NetTN Contractor shall base their Internet bandwidth provisioning and sizing on the aggregation of TBR, UT, SDE, OIR, eHealth, and local government Internet traffic.

E.9.d.viii The Contractor must provide authenticated BGP peering or a combination of static and BGP routing to facilitate failover if required by one or more of the logical network connections.

E.9.d.ix The Contractor must propose all standard DIA connection options from 1.544 Mbps to 500 Mbps, at a minimum.

E.9.d.x The Contractor must support IPSec-based Virtual Private Networks (VPNs) over the proposed DIA connectivity.

E.9.d.xi The NetTN contractor must support BGP peering by default routing for Direct Internet Access.

E.9.e **Content Filtering**

The Contractor shall be responsible for content filtering for several groups within the TNII Association.

E.9.e.i **SDE** – Content filtering shall be provided for the K-12 public school systems for the protection of the school children from inappropriate content and must be implemented by the Contractor as part of this network. Additionally, other content filtering may also be required by SDE and the Contractor will be responsible to provide the content filtering as part of the provided service. Content filtering is not E-Rate eligible.

E.9.e.ii **OIR** – OIR will provide their own content filtering for OIR supported agencies.

E.9.e.iii **TBR/UT** – Content filtering shall be made available upon request by any TBR/UT End Site location.

E.9.e.iv Local Government – Similar to requirements of TBR/UT, if content filtering is required and requested by the Internet user, the Contractor shall make available this service to any End Site location.

E.9.f **Content Filtering Technical Requirements**

E.9.f.i For SDE, the Contractor shall be required to provide a solution that complies with the Children's Internet Protection Act (Pub. L. 106-554), Title XVII-Children's Internet Protection.

E.9.f.ii The content filtering service offering must support "policy-based by users and groups" capability thus allowing different "users and groups" access to different content. These users and groups will be defined by the TNII Association on an on-going basis throughout the life of this contract as part of the Configuration Management service offering.

E.9.f.iii The content filtering service offering must support customized block pages, filter by name and type, and custom reports.

E.9.f.iv The proposed content filtering service offering must not be susceptible to "overblocking and underblocking" during high Internet usage periods.

E.9.f.v The proposed content filtering service offering must support the blocking and configuration of RFC 1918 addressing as well as RFC 1631 addressing.

E.9.f.vi The proposed content filtering service must support delegated administration to access where required.

E.9.g **Email Service Requirements**

E.9.g.i **SDE** – Currently most of SDE (K-12) utilizes Education Networks of America (ENA) for Internet access and support of over 45,000+ email address services. Upon transition of SDE to NetTN, the Contractor shall provide email services including management and administrative functions required for email support to NetTN SDE subscribed users. The Contractor will be responsible for the implementation and transition from the existing SDE Contractor to the NetTN network.

E.9.g.ii **Local Government** – The Contractor shall provide Email services to any city, county, or other local government End Site as requested by that end user.

E.9.g.iii **OIR** – OIR will provide their own email services to OIR supported agencies.

E.9.g.iv **TBR and UT** – While both of these TNII Association partners host most of their own email services, there may be individual sites that require email services. Upon request by any End Site location, the Contractor shall make email services available to that end user.

E.9.g.v The email system must be available, maintained, and managed 24-hours per day (24x7).

E.9.g.vi Each email account shall include the following, at a minimum.

(1) Web Based Access
(2) Anti-Virus protection through web based access
(3) Anti-Spam protection through web based access
(4) Web based storage space of 100 MB
(5) Web based attachment size send and receive of 15 MB
(6) POP3 and SMTP Access Option
(7) Web based message count size of 500 messages

E.9.h **Name Space Management Requirements**

E.9.h.i OIR, TBR and UT will host their own primary and secondary DNS servers. SDE is currently serviced by ENA and the Contractor shall be prepared to provide DNS services to SDE. The Contractor shall also be prepared to provide DNS services to any local government End Site upon request as well as any other TNII Association Partner.

E.9.h.ii The DNS service must comply with RFC 1035 and RFC 2133.

E.9.h.iii The DNS service must provide domain name registration and transitioning services as needed.

E.9.h.iv The DNS service must be available 24x7.

E.9.h.v The DNS service must support primary and secondary DNS services for TNII Association Partners as requested.

E.9.h.vi The DNS service must support domain system inverse mapping.

E.9.h.vii The NetTN Contractor must provide local DNS troubleshooting assistance.

E.9.h.viii The State reserves the right to own the Name Space.

E.9.h.ix Secondary domain name service (DNS) and Reverse IP Lookups must be provided as required by Insights. Contractor must provide u to 25 domains and up to 200 kilobytes of associated zone file data for secondary DNS.

E.9.i **Address Space**

The Contractor needs to be aware that most of the TNII Association Partners own their own address space in the form of Class Bs and Cs which are registered with InterNIC. It shall always be the intent of the State to maintain ownership of the existing registered IP addresses. However, upon request by a TNII Association Partner, the Contractor shall provide assistance in the management of Address Space and IP routing tables to increase routing efficiencies in the NetTN network. Also, if additional address space is required by any TNII Association Partner, the Contractor shall be required to provide that additional address space. The TNII Association Partners shall be able to use the entire 10.X.X.X space at their own discretion.

E.9.i.i **OIR Current Public Address Space**.

OIR has the following Class B Addresses registered with InterNIC:

170.141.0.0/16
170.142.0.0/16
170.143.0.0/16
207.125.0.0/16
204.144.74.0/24

E.9.i.ii **TBR Current Public Address Space**.

The TBR organization and some individual TBR institutions have IP Class B and Class C addresses registered with the InterNIC.

Institution	Network Address
TBR	206.23.0.0/16 198.146.0.0/16
ETSU	151.141.0.0/16
MTSU	161.45.0.0/16
MTSU	204.152.130.0/24
TTU	149.149.0.0/16
U of Memphis	141.225.0.0/16

Other TBR members receive their address space from other ISP's they have contracted directly.

E.9.i.iii UT Current Public Address Space.

Individual UT sites may have either an IP Class B or C network number registered with the InterNIC. Other UT sites obtain their IP network numbers from their contracted Internet contractors.

Site	Network Address
Knoxville	128.169.0.0/16
Knoxville	165.5.0.0/16
Knoxville	192.249.0.0/20
Memphis	132.192.0.0/16
Memphis	160.36.0.0/16
Space Inst.	150.182.0.0/16

E.9.i.iv SDE Current Public Address Space.

SDE has the following Class B Addresses registered with InterNIC:
208.182.0.0/16
208.183.0.0/16
66.4.0.0/16
66.5.0.0/16

To date, the current IP Address allocation is based on the use of the following Classless-Inter Domain Routing IP address blocks:

West Tennessee (Memphis and Jackson areas):
66.5.0.0/16
208.183.192.0/19
208.183.224.0/20

Middle Tennessee (Nashville area):
66.4.0.0/17
208.182.0.0/17
208.182.128.0/19
208.182.182.0/23
208.182.184.0/21
208.183.240.0/20

Lower East Tennessee (Chattanooga area):
208.182.160.0/20
208.182.176.0/22
208.182.180.0/23
208.183.160.0/19

East Tennessee (Knoxville and Johnson City areas):
66.4.128.0/17
208.182.26.0/23
208.182.28.0/23
208.183.0.0/17
208.183.128.0/19

The typical schema for the K-12 managed SDE network has been to utilize Network Address Translation (NAT) for allocation of IP addresses from service platforms maintained across the State. It is envisioned that the current IP address allocation can sustain growth through continued use of NAT and DHCP technologies for IP address allocation and mapping.

E.9.i.v Local Governments Current Public Address Space.

Most city, county, and other local governments currently obtain their IP network addresses from their contracted Internet Service contractors.

E.9.j Address Space Management Requirements

E.9.j.i Upon request by the TNII Association, the NetTN Contractor shall analyze the current IP addressing scheme and provide specific recommendations for any TNII Association Partner regarding the deployment and use of IP network layer addressing schemes.

E.9.j.ii The NetTN Contractor must design and layout an IP network layer addressing plan for the NetTN WAN infrastructure that can support current and future populations of end users and devices as well as accommodate scalability and route summarization with the existing IP network layer addressing schemes currently in place.

E.9.j.iii The NetTN Contractor must develop a plan for providing and allocating sufficient IP address space for NetTN end users desiring Internet access. Note that portions of the existing OIR, TBR, SDE and UT network environments will lose their existing IP addresses in the event that their current ISP changes.

E.9.j.iv IPv6 Transition: The current State network uses an IPv4 network address scheme. Even though the TNII Association does not currently have a timeline for this transition, the Contractor shall propose a strategy and design for adopting and deploying IPv6 in an incremental, dispersed cost efficient manner, while providing direct interoperability between IPv6 and IPv4 systems.

E.9.j.v The NetTN Contractor must effectively manage and assign IP network layer addresses using an automated, on-line database application.

E.9.j.vi The Contractor shall not charge fees for NAT services.

E.9.j.vii The NetTN Contractor must ensure there is a process to authenticate IP address request changes or modifications to the IP databases managed on behalf of the TNII Association.

E.9.j.viii All entities will advertise their public IP addresses dynamically to NetTN (the Contractor) for interconnect between each entity (e.g. between VRFs).

E.9.j.ix OIR will be re-addressing all private IP addresses across the State of Tennessee by Agency. This will include creating separate VLANs per Agency at the end sites. The Contractor must work with OIR to develop and implement a re-addressing plan.

Attachment F – SDE (K-12 Services) Requirements

F.1 Universal Service Fund and E-Rate Program Overview

The first element of understanding the many requirements for the State Department of Education (SDE) is to be knowledgeable of the E-Rate program that supplements the costs of Internet services to schools and libraries through the Universal Services Fund.

E-Rate Program Overview. The "SLD Guide to Service Provider Participation in the E-rate" serves as a step-by-step guide explaining the Universal Service Support Mechanism for Schools and Libraries (the E-rate Program or the Program) for the Service Provider community.

The Universal Service Support Mechanism for Schools and Libraries, commonly called the "E-rate," is administered by the Schools and Libraries Division (SLD) of the Universal Services Administrative Company (USAC). USAC oversees the administration of all universal service support, which includes the High Cost mechanism, the Low-Income mechanism, the Rural Health Care mechanism and the Schools and Libraries mechanism. USAC has the responsibility to administer the program in ways that prevent fraud, waste and abuse.

The E-rate program was established as part of the Telecommunications Act of 1996 with the express purpose of providing affordable access to tele-communications services for all eligible schools and libraries, particularly those in rural and inner-city areas. The Program is run under the auspices of the Federal Communications Commission (FCC), which is ultimately responsible for its proper administration. Funded at up to $2.25 billion annually, the Program provides discounts of 20% to 90% on telecommunications services, Internet access and internal connections. These discounts are provided through the service providers who deliver the actual services.

Funding for the universal service discounts comes from the telecommunications industry, in an Information Age update to the time-honored concept of universal service. The level of discounts schools and libraries are eligible to receive depends on economic need and location, rural or urban; once approved, they apply their discounts to telecommunications services, Internet access and internal connections, then pay the difference out of their own budgets.

Summary of Certain E-rate Processes

- Applicant Sequence of Events
  - Step 1: Develop a Technology Plan
  - Step 2: File FCC Form 470, Schools and Libraries Universal Service Description of Service Requested and Certification Form 470
  - Step 3: Wait 28 days after filing FCC Form 470, receive bids for new services/hold pre-existing contracts.
  - Step 4: Negotiate a contract
  - Step 5: File FCC Form 471, Schools and Libraries Universal Service Services Ordered and Certification Form 471
  - Step 6: Problem Resolution/Program Integrity Review
  - Step 7: Receipt Acknowledgement Letter (RAL)
  - Step 8: Funding Commitment Decisions Letter (FCDL)
  - Step 9: Collect Forms 479, Schools and Libraries Universal Service Certification by Administrative Authority to Billed Entity of Compliance with the Children's Internet Protection Act.
  - Step 10: File FCC Form 486, Schools and Libraries Universal Service Receipt of Service Confirmation Form
  - Step 11: Receive discounted bills from service provider

- Service Provide Invoicing Sequence of Events
  Before any of these events can occur, the service provider must be registered with USAC by filing FCC Form 498, Service Provider Information Form. In addition, the service provider must have on file with USAC FCC Form 473, Universal Service for Schools and Libraries

Service Provider Annual Certification Form

Step 1: Provide services to applicant
Step 2: Provide applicant with discounted bill for services
Step 3: Prepare FCC Form 474, Universal Service for Schools and Libraries Service Provider Invoice Form
Step 4: Submit Service Provider Invoice
Step 5: Assist in Problem Resolution Program
Step 6: Correct errors, if any, on invoices
Step 7: Receive USAC remittance statement

- Additional E-Rate Information
  a. SLD Web Site: www.universalservice.org/sl
  b. SLD Client Service Bureau (toll-free) – (888) 203-8100
  c. The E-rate law: 47 U.S.C. Sec. 254 (http://www.gpoaccess.gov/cfr/index.html)
  d. The E-rate regulations: 47 C.F.R. Part 54 Subpart F (http://www.gpoaccess.gov/cfr/index.html)
  e. FCC web site: www.fcc.gov

The Contractor is encouraged to study the USAC website for E-Rate services at: http://www.usac.org to educate themselves on all aspects of this program.

F.2 SDE Current Environment

The State Department of Education (SDE) currently utilizes the service provider Education Networks of America (ENA). ENA has built a network that delivers Internet services to the SDE in addition to providing firewalling, content filtering, E-mail services and a NOC with help desk functionality. In addition to those functions and requirements which have been discussed elsewhere in this RFP, ENA also provides assistance to the SDE in assisting with the filing of USAC E-Rate forms and fulfilling USAC requirements for a service provider.

F.3 E-Rate Service Provider Compliance Requirements

The Contractor will comply with all service provider related requirements associated with the USAC's Schools Libraries E-rate Program. (http://www.universalservice.org/sl/providers/). The following defines the mandatory requirements for the Contractor to be in compliance with the E-Rate rules and regulations as they pertain to successfully submitting a bundled K-12 service offering. The K-12 bundled Internet service offering must provide a solution that complies with these requirements as part of their overall service offering. Contractor's failure to meet these requirements will be cause for the State to immediately terminate the contract and pursue a cause of action for damages.

F.3.a The NetTN Contractor must comply with all service provider related requirements associated with the USAC's Schools & Libraries E-Rate Program.

F.3.b The E-Rate Program is built on the foundation of self-certification. The service provider who participates in the E-Rate Program has a responsibility to educate themselves about the Program requirements and timelines. Certain service provider requirements are outlined in the *Schools and Libraries Program Guide to Service Provider Participation in E-Rate*, which is located on the web site at http://www.universalservice.org/sl/providers/. The Schools and Libraries Program web site contains other pertinent information relevant to service providers.

F.3.c The NetTN Contractor must be in compliance with the E-Rate Program rules at all times. In the event that the SLD determines that the Service Provider has not acted in compliance with Program rules, it can result in denial of funding, reduction in funding, cancellation of funding (a commitment adjustment), audit or other investigation, for which the Service Provider will take full responsibility.

F.3.d The NetTN Contractor will be registered with USAC by filing FCC Form 498, Service Provider Information Form. In addition, each K-12 service provider must have on file with USAC FCC Form 473, Universal Service for Schools and Libraries Service Provider Annual Certification Form.

F.3.e The NetTN Contractor must comply with and assist the Department of Finance and Administration (F&A) in all E-Rate related matters.

F.3.e.i The NetTN Contractor must assist in the FCC Form 471 process. All Contractor-provided quotes should provide clear delineation between eligible services and ineligible services.

F.3.e.i(1) The NetTN Contractor is expected to be a resource for information about the technology, the products and the services that are being furnished to SDE.

F.3.e.i(2) The NetTN Contractor must timely provide information that the SDE can include with their application, as the supporting documentation, which describes in detail the services being ordered.

F.3.e.i(3) If the SDE decides to do a service substitution, the Contractor will detail how the original request is being met by the newly desired configuration. If the State decides to do a service substitution, the Contractor will detail how the original request is being met by the newly desired configuration.

F.3.e.i(4) The NetTN Contractor will provide clarification, as necessary, to the State about billing account numbers, contract numbers, ineligible components (if any), and other details of existing services.

F.3.e.i(5) The NetTN Contractor will provide the State all information about Service Provider Identification Numbers (SPIN) numbers and company names.

F.3.e.i(6) The NetTN Contractor will provide the State backup documentation and information during the Program Integrity Assurance (PIA) staff application review.

F.3.e.i(7) The NetTN Contractor will provide the State with information during the preparation of FCC Form 471.

F.3.e.i(8) The NetTN Contractor will review the Receipt Acknowledgement Letter (RAL) and provide written notifications to the State of the corrections that are required.

F.3.e.i(9) The NetTN Contractor will make the necessary corrections based on the notifications provided to the State.

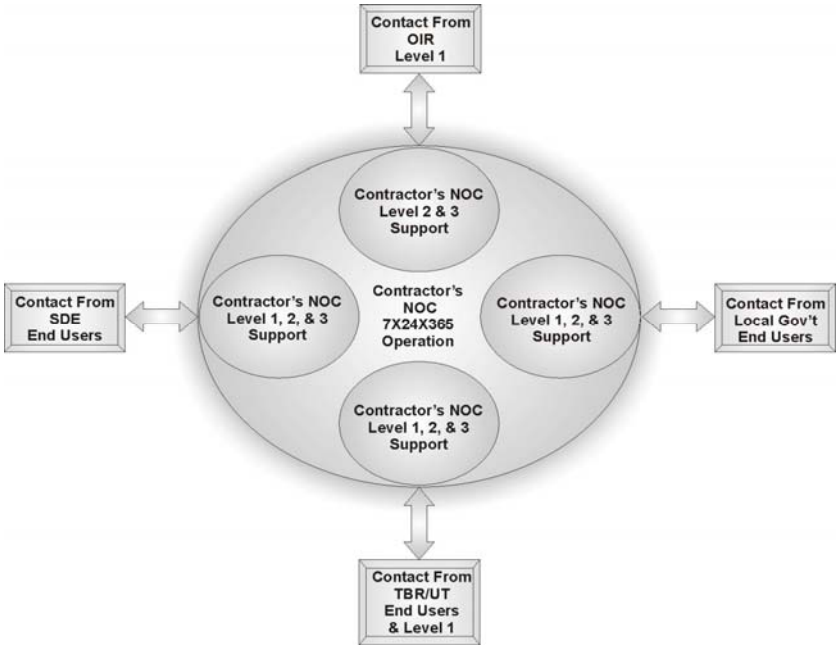
F.3.e.i(10) The NetTN Contractor will review the Funding Commitment Decisions Letter (FCDL) to insure its accuracy. The Contractor will provide written notification of any problems to the State. The Contractor will provide information for the State to file an appeal and/or make corrections in accordance with the timelines published by USAC at www.universalservice.org/sl.

F.3.e.i(11) The NetTN Contractor must assist in the FCC Form 486 process. The Contractor must provide the SDE with information relevant to the actual start date of services.

Attachment G – Network Management Requirements

G.1 Overview

The TNII Association, as described herein, is a consortium of OIR, TBR, UT, SDE (K-12), and local government. The Contractor will provide a fully functional 24x7 Network Operations Center (NOC) to support the Network Management Requirements as set forth within this document. There are unique network management requirements for each partner of the TNII Association. The NOC must provide individual methods of help desk contact availability for identifying each partner including but not limited to toll free numbers and email addresses. A tiered level of support shall also be provided for each partner supported by the NOC.



G.2 Current Network Management Environment

With the implementation of the current TNII network, the TNII Association outsourced the responsibility for the management, monitoring, and maintenance of the TNII network. The TNII co-prime Contractors (BellSouth/Qwest) with sub-contractors EDS and Cisco provide the network operations center. EDS provides a team (24x7), currently located in Herndon VA, for the purposes of monitoring and managing the TNII network.

Procedures – For State agencies and TBR, OIR's IHD (Integrated Help Desk) and NOSC (Network Operations Service Center) provide the first level of support (Level 1) for the end user. Upon receipt of a call from the end user, if a TNII trouble ticket has not been initiated, IHD opens a trouble ticket and enters it into the Remedy ARS System. The NOSC then makes a determination whether the problem is LAN or MAN based in which case they would maintain ownership of the problem. If the problem is not MAN or LAN related, it is forwarded on to the Contractor's NOC. If the IHD had initially classified the problem as "Major", the ticket would have been forwarded to the Contractor's NOC within 30 minutes of the end user's call and in only 10 minutes if the problem was classified as "Critical". When a problem is classified as "Critical", the TNII Contractor Level 2 NOC technicians will attempt to isolate the problem within 30 minutes of troubleshooting or they will escalate the trouble ticket to the Level 3 Technical support technicians. When the problem or requested action has been corrected and, or completed by the Contractor and the ticket returned to the IHD, the IHD is responsible for contacting the end-user to confirm. Upon end-user confirmation, the IHD will resolve the ticket.

SDE is currently not utilizing the TNII network due to an existing contract with Educational Networks of America (ENA). K-12 provides most levels of support for K-12 network applications.

G.3 Contractor's NOC and Monitoring

G.3.a The TNII Association requires around-the-clock monitoring of services for the NetTN network. This includes operating a Network Operations Center (NOC), utilizing State-of-the-art monitoring tools, performing real-time analysis and diagnostics of accumulated traffic information and extending to the TNII Association real-time access to these tools so that the TNII Association partners are able to manage data, voice and multimedia services. The (NOC) shall operate twenty-four hours per day, seven days per week, and three-hundred and sixty-five days per year.

G.3.b The NOC staff provided by the Contractor shall be technically certified on the equipment the Contractor is supporting in the field. The certification requirements can escalate based upon the tiered level of support provided by the NOC.

G.3.c The NetTN network shall include an alarm and alert system with active capabilities to receive alarm status information and alerts received from End Site Circuits and Edge Devices.

G.3.d The Contractor shall provide the TNII Association's entity users with the ability to access and view performance of the error monitoring system or application with a web browser. The TNII Association requires that the users only have access to their End Site information not the entire NetTN network. This system or application must support at least 70 to 100 concurrent authorized TNII Association users.

- Display network faults in real-time.
- Displays any alarm on "Live" circuits.
- Displays alarms in real-time.
- Shows trouble ticket number if one is associated with the alarm.
- Allows network engineers to review alarms on their services and monitor for outages.
- Allows Network Engineer to view trouble ticket statuses, history, etc. including auto-notification of status changes.

G.3.e The Contractor shall provide as part of the proposed NetTN network, out-of-band management to every End Site's NetTN managed Edge Device.

G.3.f The NetTN NOC is to be located in the U.S. and all call centers must be handled by the NOC located in the U.S.

G.4 Service Level Agreement Management Requirements

G.4.a The Contractor will participate with the TNII Association in ongoing Service Level Agreement (SLA) management, including Service Review and Continuous Improvement with proactive monitoring, management, reporting and problem resolution needed to fulfill provisions of the SLA. The specific SLA Requirements are found in Contract Attachment A.

Continuous improvement refers to the ongoing process of improving actual delivered, Service Standards and corresponding customer satisfactions through engineering of processes, methods, facilities, equipment, work breakdown structures, staff roles, organizations and communications.

The Contractor and the TNII Association will gather and analyze Service Level Performance data. To facilitate this, the Contractor will provide the TNII Association online, near real-time access to Service Level information via a web browser. The user will be able to use pre-designed reports or ad-hoc reports.

The Contractor will meet with the TNII Association staff and others weekly for a service review meeting to review deployment and upgrade progress, resolve technical issues, update schedules, review the prior week trouble tickets and consider update of business requirements. The weekly Service Review will provide an opportunity to review and improve the approach for service delivery and to review the technical adequacy of provisioned services.

The SLA Review is a regularly scheduled monthly meeting between the Contractor and the TNII Association and others established to examine service level performance.

The SLA Review helps to ensure Service Level Compliance, to resolve problems and to provide an opportunity for Continuous Improvement. The SLA review meetings are to take place at a State of Tennessee facility. The Contractor and the TNII Association will establish a mutually agreeable mid-month meeting schedule for the SLA review at which time Service Level Performance data from the preceding calendar month and the preceding 30 days will be examined.

G.5 NOC Contact Requirements

G.5.a OIR contact to the Contractor's NOC will be initiated using multiple formats. The first being an automated trouble ticket entry from OIR's Level 1 Integrated Help Desk through the Remedy System. A toll free number, and email address shall also be provided by the Contractor to access Level 2 and 3 NOC staff.

G.5.b The Contractor shall furnish to all TBR End Site's a toll free number, and email address to access the Contractor's Level 1, 2 and 3 NOC Staff.

G.5.c The Contractor shall furnish to all UT End Site's a toll free number, and email address to access the Contractor's Level 1, 2 and 3 NOC Staff.

G.5.d The Contractor shall furnish to all SDE End Site's a toll free number, and email address to access the Contractor's Level 1, 2 and 3 NOC Staff.

G.5.e The Contractor shall furnish to all Local Government End Site's a toll free number, and email address to access the Contractor's Level 1, 2 and 3 NOC Staff.

G.6 Network Management System Software Requirements

G.6.a BMC Remedy IT Service Management for the Enterprise is a suite of applications from BMC Software that integrates and automates IT service and support. Remedy Help and Service Desk, Remedy Change Management, Remedy Asset Management and Remedy Service Level Management Modules work together as a suite offering. The software provides a shared workflow with a consistent user interface, and a common platform.

Remedy software currently plays a critical role as the key communication link between OIR and the Contractor. End Site adds, moves, or changes the placement of and resolution of trouble tickets. These tickets are all tracked and updated on Remedy software. OIR uses BMC Remedy ARSystem software with the ITSM Suite and Web Services Module. The Web services module allows applications on different systems to pass data back and forth via either Intranet or Internet. The State will enhance the capabilities of Remedy through the addition of two new modules, Catalog of Services and the Request for Service module. The Contractor will be required to utilize Remedy (ARSystem ITSM Suite) for full integration of help desk operations, and trouble ticketing and ordering with the State Remedy system.

G.6.b For OIR, the Oracle database that is linked to Remedy software shall be housed at the Data Center for OIR by the State. This database contains information regarding OIR End Site locations, Edge Device and circuit configurations and all data regarding adds, moves or changes and break and fix information entered by the Contractor and the State.

G.6.c For OIR, the Contractor shall use a dedicated connection to access the State's Remedy database. This link will allow the Contractor full access for viewing and updating all configuration data on the Remedy system. The Contractor shall be responsible for the cost of the dedicated circuit.

G.6.d For OIR, the Contractor will be required to utilize HP OpenView with the necessary module components of Network Services Management, Consolidated Event and Performance Management to effectively monitor and support the NetTN services. Utilization of HP OpenView will provide compliance with the State utilized software components and familiarity for technical management personnel. The HP OpenView software and components shall be kept up to date with all current releases and patches in use by the State of Tennessee. The Contractor's HP OpenView must interface with OIRs Remedy system to automatically open trouble tickets when network events occur.

G.6.e OIR shall manage, maintain, and control the OIR's LAN IP address database. The Contractor, if requested, will manage and control other TNII Association partner's LAN IP databases. The Contractor is responsible for maintaining and managing all WAN IP databases.

G.6.f The OIR "Remedy System" currently includes a process used to place and track orders for services with the Contractor. This process (NetTN Order Process) is a custom-written application within the BMC Remedy AR System which is linked to the IT Service Management Module. It is OIR's intention that this process will remain the Order submission tracking facility for NetTN.

G.6.h For OIR, the Contractor will be provided with a Remedy vendor view which will allow the Contractor to retrieve data contained in OIRs Remedy database.

G.6.i It shall be necessary for the Contractor to provide segregated databases for all other TNII Association Partners. These databases will house all configuration information in addition to tracking and creating audit trails for all adds, moves or changes as well as break/fix information. Information in the databases will be entered and accessed through a web based interface.

G.6.j The Contractor will be responsible for developing a web based system for Order Submission and Tracking for other TNII Association Partners.

G.6.k Read only SNMP access is required for all of the NetTN edge devices for the TNII Associations HP OpenView systems.

G.6.l Read only access to the Contractor's Edge Devices will be required via SSH for trouble shooting critical incidents.

G.7 NetTN Tiered Level Support Requirements

G.7.a The Contractor's NetTN NOC function and specifically areas of performance, configuration, accounting, and management shall interface directly with each TNII Association Partner Operations Group Level I support as well as the End Site user. The Contractor's NOC function will provide Level 1, 2, and 3 technical support and interface with the respective contacting party's Fault Management function.

G.7.b ***Level 1 Support – NetTN Help Desk***

Level 1 is representative as the first level of support for End Site users contacting the Contractor's help desk operation. OIR and UT maintain their own help desk operations for first level support. TBR currently uses the OIR help desk but on NetTN will utilize the Contractor's help desk for Level 1 support. SDE and Local Government will also use the Contractor for Level 1 support. The Contractor's NOC help desk shall be available 24-hours per day and 365 days. The Contractor's Level 1 will initiate a trouble ticket and determine the level of support and action necessary to accommodate the end users needs. Level 1 shall be technical enough to resolve the majority of service requests that will involve minor troubleshooting. In the event the service or condition needs to be escalated, the ticket and call will be transferred to Level 2 support.

G.7.c ***Level 2 Support – NetTN NOC***

Level 2 is representative as the second level of support for those entities that maintain their own Level 1 help desk operation as well as the TNII Association Partners who utilize the Contractor's Level 1 Help Desk. Automated alarm conditions shall also be monitored by Level 2 support and in the event an open condition exists, will initiate a help desk ticket entry and initiate the process to resolve. OIR Level 2 support will be accompanied by a trouble ticket entry from their Level 1 help desk support team which will include a complete and current update of the problem scenario. Level 2 NOC technicians will work closely with corresponding partner's operations group and the Contractor's Level 1 technicians to resolve service issues using a variety of diagnostic network management tools and utilities. Level 2 support can deem it necessary to contact a field technician or engineer to perform onsite evaluation, testing, and resolution. Level 2 will also contact manufacturer technical assistance as necessary to resolve issues. In the event the issue cannot be resolved by Level 2 support, a Level 3 engineer or Level 3 field service engineer will be required to resolve the issues.

G.7.d ***Level 3 Support – NetTN NOC Advanced***

Level 3 is representative as the third and highest level of technical support providing engineers capable of troubleshooting and resolving any reported issue. Level 2 technical support can, at anytime, invoke the use of Level 3 support. Level 3 support includes Level 3 Field Engineers for on site problem resolution. Level 3 Engineers must receive complete documentation through the help desk trouble ticket reporting system to have current and complete information to troubleshoot the issues to a resolution. It will be Level 3's responsibility to ensure the issue is completely resolved to the reporting end user's satisfaction.

G.8 **Problem Severity Definitions**

The following table defines the priority levels associated with potential issues which may occur.

Priority Levels of Problem Occurrences		
Critical	**Major**	**Minor**
Problem identification: • *Trouble Ticket Generated*	*Problem identification:* • *Trouble Ticket Generated*	*Problem identification:* • *Trouble Ticket Generated*
Problems Defined as Critical: – *ISP WAN Link or Equipment Down* – *Any Live Video End Site Outage* – *NAP or POP down.* – *End Site down in a MSA* – *Severe Security Breach* – *VIP Sites* – *RA service down* – *Ten-Nash E-Mail Servers or System is Down* – *K-12 Primary and Secondary DNS Servers or Service is Down* – *More Than 50% of a School System's Access is Down* – *A Security Breach Affecting K-12 is identified* – *Any Major Problem not resolved in the maximum response time* – *Any Internet outage between NetTN and NetTN ISP* – *Other Critical Situations- Operations Group Declared*	*Problems Defined as Major:* – *End Site down in a non-MSA* – *Severely Degraded End Site WAN Access Link Performance* – *Severely Degraded ISP WAN Access Link* – *Severely Degraded WAN Access Link* – *Debugging and Troubleshooting of a Security Problem* – *Severely Degraded Live Video Session* – *More than 25% of a School System's Access is Down* – *Severely Degraded K-12 Access and Performance from an Individual School* – *Severely Degraded Ten-Nash E-mail System Performance* – *Severely Degraded Web Access and Performance Debugging and Troubleshooting of a Security Problem* – *Any Minor Problem not resolved in the maximum response time* – *Other Major Situations- Operations Group Declared*	*Problems Defined as Minor:* – *RA Account* – *Single E-Mail Account* – *Degraded ISP WAN Access Link Performance* – *Degraded End Site WAN Access Link Performance* – *Single End User Down* – *Degraded low speed WAN Access Link or equipment in support of the SNA network infrastructure* – *Degraded Live Video Session* – *An Individual School's K-12 Access is Down* – *An End User's E-Mail Account is Down Degraded* – *K-12 Access and Performance from and Individual School* – *Degraded Ten-Nash E-Mail System Performance* – *Content Filtering Problem or Fault* – *Change or E-Mail Password for End User* – *Add/Move/Delete and E-Mail Account* – *Operations Group Declared*

G.9 Network Management Reporting Requirements

G.9.a Network Management Service Fault Reporting Requirements

The NetTN Contractor shall provide network management service reports to track problem volumes, patterns and trends. The following represents the minimum Fault Management monthly reports as required by the TNII Association. All reporting availability shall be distinguishable by each end site. OIR, TBR, UT, SDE, and local governments will have available reports for their outsourced services provided by the NetTN Contractor. Reports supplied by the NetTN Contractor and obtained by the TNII Association Partner shall be used to determine the Service Levels provided as part of Service Level Agreements (SLA) guaranteed by the NetTN Contractor. Additional reports can be requested by the TNII Association for verification of the NetTN Contractor guaranteed SLAs. The Contractor must provide the requested reports in a timely manner not to exceed one month from the date of request for the additionally requested reports.

i. **Call Tracking** – this is a network management summary report that tracks all trouble calls and trouble tickets that are entered into the Level 1, 2 and Level 3 NetTN Contractor's NOC. These reports must indicate whether the problem has been categorized into the correct category, type, item (CTI).

ii. **End Site to Core Backbone Circuit Restoration Time** – this is a network management baseline report that provides the total elapsed time from WAN Circuit "down" notification to WAN Circuit "up" notification for each End Site to Core Backbone circuit outage event.

iii. **End Site to Core Backbone Circuit Trouble Ticket** – this is a network management baseline report that provides the total number of trouble tickets opened within the trouble ticket system for a specific End Site WAN circuit in a pre-defined time period. The WAN *Circuit Trouble Ticket* report shall include the following elements:

(1) Open tickets with specific time stamps of when the ticket was opened and entered into the system, organized by problem severity (critical, major, or minor).

(2) Resolved tickets with specific time stamps of when the ticket was resolved and organized by problem severity (critical, major, or minor).

(3) Average time to resolve tickets, organized by problem severity (critical, major, or minor).

iv. **End Site Equipment Restoration Time** – this is a network management baseline report that provides the total elapsed time from End Site Edge Device "down" notification to device "up" notification. End Site Edge Device shall include the router and any integrated data/video switch that is installed at a particular End Site location to accommodate integrated data and video communications. SNMP alarm notifications shall be used to identify the start time for equipment "down" notification and an SNMP alarm recovery notification shall be used to identify the stop time for equipment "up" notification.

v. **End Site Equipment Trouble Ticket** – a network management baseline report.

The Equipment Trouble Ticket report will provide the total number of trouble tickets opened for End Site Edge Devices within a pre-defined time period. The Equipment Trouble Ticket report will contain the following elements:

(1) Open tickets with specific time stamps of when the ticket was opened and entered into the system organized by equipment problem severity (critical, major, or minor).

(2) Resolved tickets with specific time stamps of when the equipment problem was resolved (critical, major, or minor).

(3) Average time to resolve tickets organized by equipment problem severity (critical, major, or minor).

vi. **End Site Service Trouble Ticket Restoration Time** – a network management baseline report that provides the total elapsed time from the moment a *service down notification* has been entered into the Trouble Ticketing System and a Trouble Ticket Number has been generated to the moment in time *a service up notification* has been entered into the system. MTR should be used only when systems are restored; they are normally monitored for a period of time before the trouble ticket is completely closed.

Associated Trouble Tickets will be reported for each End Site WAN circuit and the *Service Trouble Ticket Restoration Time* will be measured and archived.

vii. **End Site Service Trouble Ticket** – a network management baseline report that provides information from the Trouble Ticketing System as the total number of trouble tickets opened in a given time period for a given End Site. These trouble tickets will be reported with the following elements:

(1) Open tickets with specific time stamps of when the ticket was opened and entered into the system, organized by problem severity (critical, major, or minor).

(2) Resolved tickets with specific time stamps of when the problem was resolved (critical, major, or minor).

(3) Average time to resolve tickets organized by equipment problem severity (critical, major, or minor).

viii. **Video End Site Uptime/Downtime Report** –a network management baseline report that provides the total elapsed time that all TNII Association Partners have scheduled and require a live and working video conferencing session.

This report shall indicate the total number of scheduled minutes, the total number of fully functioning (audio and video) minutes for multipoint video conferencing sessions, and the total number of non-functioning minutes categorized by correct category and subcategory (audio, video, bandwidth failure, equipment failure, etc.) that have been accumulated for each video conferencing session that is scheduled and executed.

This report shall be provided on monthly basis, sorted by video conferencing reservation or session number, and provided for each respective NetTN Association Partner.

G.9.a.i Fault Management Report Availability

The Fault Management reports must be made available to the respective TNII Association Partners in the following formats:

(1) Dedicated TNII Association Web Server, provided by the NetTN Contractor, for on-line viewing and electronic downloading of the specific monthly reports in formats acceptable to the TNII Association Partners.
(2) On-line monthly report retention shall be archived on the TNII Association Web Server for the current month and for the prior six previous months.
(3) A server, provided by the NetTN Contractor, for downloading of raw American Standard Code for Information Interchange (ASCII) text with delimiters such that the TNII Association Partners can run their own Fault Management reports as part of the auditing and verification procedures that may be initiated.

G.9.b Contractor Performance Management

Network Capacity and Performance Management is a functional area within the Contractor's Network Operation Center (NOC) focused on capturing and analyzing network component utilization data. Optimization of network capacity and performance is accomplished by adjusting parameters within the network's design constraints based upon the utilization reports.

The Contractor takes responsibility for monitoring data traffic on the NetTN WAN infrastructure down to the End Site equipment. This function is also responsible for optimizing and load balancing the traffic on the network by manipulating the operating parameters of various network components.

Elements of performance management include the following:

i. ***Network Availability*** – Ability to access network resources.

ii. ***Network Response Time*** – Round-trip time it takes the network to respond after a user enters a request from End Site device to Destination device (Note: this is not to be compared to application response time, but rather the round-trip time it takes to transmit a packet from End Site to Destination with positive acknowledgment).

iii. ***Jitter*** – The variation in packet inter-arrival time representing inter-packet delay.

iv. ***Throughput*** – The quantity and speed of data being transmitted in/out an End Site location to the NetTN WAN access point.

v. ***Utilization*** – The quantity of network bandwidth that is used by an End Site location over a specific period of time.

vi. ***Analysis and Tuning*** – Proactive performance monitoring and tuning of the network to optimize performance.

vii. ***Capacity Planning*** – Proactive determination of future network utilization and network utilization thresholds based on new service requests or additional End Site network traffic or physical LAN connections.

viii. ***Service Level Agreements*** – Level of network performance guaranteed by the NetTN Contractor.

ix. ***Reporting*** – Customized performance reports (e.g., reports generated by the network management tools that determine utilization, threshold, response time, availability, etc.).

G.9.c Performance Management Technical Requirements

G.9.c.i The NetTN outsourced network management service offering shall have Network Performance capabilities defined which encompasses performance management and capacity planning for all End Site types and all Internet access connection links.

G.9.c.ii The Contractor shall perform data collection from multiple SNMP Manager Devices in the NetTN Contractor's NOC and must have a redundant or back-up SNMP Manager device in the event of failure.

G.9.c.iii The Contractor shall conduct data collection 24-hours/day, 365 days/year such that all network performance data must be available real-time and accessible via a secured Web Server for the current 24-hour period, the previous day (24-hour period), previous month, and previous year. This server will be provided by the NetTN Contractor.

G.9.c.iv The Contractor shall conduct data retrieval, data archiving, and post-processing analysis on a daily basis.

G.9.c.v The Contractor shall be able to identify and report high-utilization End Sites. Reports will also be required for sites whose inbound and/or outbound utilization exceeds 90% for two consecutive hours. Reports will include bandwidth graphs, and 5 minute polling data.

G.9.c.vi The Contractor shall archive NetTN network performance data for a period of no less than one year such that it can be downloaded and printed upon request.

G.9.c.vii As requested, the Contractor shall work with the TNII Association Partners in balancing network traffic and activities at specific End Site locations.

G.9.c.viii The Contractor shall be able to identify cost-effective means to increase capacity to a specific End Site location.

G.9.c.ix The Contractor shall be able to identify network traffic bottlenecks.

G.9.c.x The Contractor shall provide performance data such that capacity planning and network design changes can be made proactively by the Contractor to the NetTN WAN infrastructure with involvement from the TNII Association.

G.9.c.xi The Contractor shall include, at a minimum, the following monthly reports for NetTN Managed Services for each of the TNII Association Partners:

(1) **Core Backbone Availability** – This is a baseline network management report that provides circuit availability or up-time information for individual Core Backbone Availability Connections provided and, or managed by the NetTN Contractor. (See Reference Attachment A, SLA A.1)

(2) **End Site to Core Backbone Availability** – This is a baseline network management report that provides circuit availability or up-time information for individual End Site to Core WAN Connections provided and, or managed by the NetTN Contractor. (See Reference Attachment A, SLA A.2)

(3) **OIR Data Center Direct Internet Access (DIA) Service Availability** – This is a baseline network management report that will measure service availability for OIR Data Center Direct Internet Access. (See Reference Attachment A, SLA A.3)

(4) **OIR Data Center Point-to-Point Circuit Availability** – This is a baseline network management report that will measure OIR Data Center Point-to-Point Circuit Availability. (See Reference Attachment A, SLA A.4)

(5) **NetTN Internet Access WAN Service Availability** – This is a baseline network management report that provides service availability or up-time information for each NetTN Internet Access WAN service provided by the NetTN Contractor. (See Reference Attachment A, SLA A.5)

(6) **NetTN Internet/Internet2 Availability to First Hop Beyond the NetTN Default Gateway Devices –** This is a baseline network management report that provides Intenet/Internet2 availability via routing to the first hop beyond the NetTN network. The report should include any issues with routing such as loss of sessions between NetTN BGP peers. (See Reference Attachment A, SLA A.6)

(7) **NetTN Edge Device TEXT DELETED Errored Packets –** This is a network management baseline report that provides information about the total number of errored packets received on the NetTN Edge Device's as a percentage of total

packet transmission based on a 5 minute sampling rate, presented on a per hour basis for a 24-hour day. (See Reference Attachment A, SLA A.7)

(8) **NetTN Edge Device to NAP Average Jitter Measurement** – This is a baseline network management report that will measure jitter between the NetTN Edge Device to the NAP. (See Reference Attachment A, SLA A.8)

(9) TEXT DELETED

(10) TEXT DELETED

(9) **NetTN Edge Device to 1st Hop in the Core TEXT DELETED Average Round-Trip Response Time Delay** – This is a network management baseline report that provides information about the End Site to Core Network average round-trip response time delay through the NetTN WAN infrastructure. (See Reference Attachment A, SLA A.9)

Note: The Internet Access reports are only applicable to the TNII Association Partners who utilize the Contractor's Internet access.

(10) **NetTN Average TEXT DELETED Round Trip Latency, NetTN OIR End Site to OIR Data Center NetTN Edge Device –** This is a baseline network management report that will measure the average TEXT DELETED round trip latency between OIR Data Centers and NetTN OIR end sites. (See Reference Attachment A, SLA A.10)

(13) TEXT DELETED

(11) **End Site to Core WAN Circuit Hourly Average Bandwidth Utilization** – This is a baseline network management report that provides bandwidth utilization information on individual End Site to Core Network circuits provided and, or managed by the NetTN Contractor. (See Reference Attachment A, SLA A.11)

(12) **NetTN Internet Access Hourly Average Bandwidth Utilization** – This is a baseline network management report that provides bandwidth utilization information for each NetTN Internet Access WAN circuit provided by the NetTN Contractor. (See Reference Attachment A, SLA A.12)

(13) **NAP to NAP Core WAN Circuit Hourly Average Bandwidth Utilization** – This is a baseline network management report that will measure NAP to NAP Core WAN Circuit Hourly Average Bandwidth Utilization. (See Reference Attachment A, SLA A.13)

(14) **End Site Critical Problem Identification and Problem Resolution** – This is a baseline network management exception report for all incidents that are non-conforming (See Reference Attachment A, SLA A.14)

(15) **End Site Major Problem Identification and Problem Resolution** – This is a baseline network management exception report for End Site Major Problem Identification and Problem Resolution (See Reference Attachment A, SLA A.15)

(16) **End Site Minor Problem Identification and Problem Resolution** – This is a baseline network management exception report for End Site Minor Problem Identification and Problem Resolution (See Reference Attachment A, SLA A.16)

(17) **Ordering, Installing, Conducting Verification Testing for New or Upgraded End Site** – This is a baseline network management exception report for Ordering, Installing, Conducting Verification Testing for New or Upgraded End Site (See Reference Attachment A, SLA A.17)

(18) **Configuration Management Services – Reactive Critical** – This is a baseline network management exception report for Configuration Management Services – Reactive Critical (See Reference Attachment A, SLA A.18)

(19) **Configuration Management Services – Reactive Major** – This is a baseline network management exception report for Configuration Management Services – Reactive Major (See Reference Attachment A, SLA A.19)

(20) **Remote Access (RA) Configuration Management Services – Proactive** – This is a baseline network management exception report for Remote Access (RA) Configuration Management Services – Proactive (See Reference Attachment A, SLA A.20)

(21) **Security Administration Management Services** – This is a baseline network management exception report for Security Administration Management Services (See Reference Attachment A, SLA A.21)

G.9.c.xii The Performance Management reports must be made available to the respective TNII Association Partner in the following formats:

a. Dedicated NetTN Operations Group Web Server (provided by NetTN Contractor) for on-line viewing and electronic downloading of the specific monthly report in formats acceptable to the TNII Association Partners.
b. On-line monthly report retention shall be archived on the NetTN Operations Group Web Server for the current month and for the 2 previous months.
c. A Server (provided by NetTN Contractor) for downloading of raw ASCII text with delimiters such that the NetTN Operations Groups can run their own Performance Management reports as part of the auditing and verification procedures that may be initiated.

G.9.c.xiii The TNII Association reserves the right to have the Performance Management reports audited by an outside third party.

G.10 Security and Administration Management Requirements

G.10.a The Contractor shall enforce each TNII Association Partners' Security, Incident Handling and Administration policies to ensure the integrity, confidentiality and availability of the infrastructure and data transversing the NetTN network. Periodic policy updates and revision shall be coordinated between the Contractor and TNII Association Partner.

G.10.b The Contractor's Security and Administration's scope of responsibility covers the entire NetTN infrastructure including but not limited to:

i. Data services
ii. Internet services
iii. IP Telephony services
iv. Video services

G.10.c The Contractor will have bi-annual security audits and penetration analysis performed by a third party company against the NetTN infrastructure and equipment that is managed by the Contractor. The conclusions of these audits will be presented to the State CISO and TNII Association Partners with recommendations regarding the findings of these audits.

G.10.d The TNII Association and State CISO reserves the right to conduct full security audits for all facets of the provided NetTN infrastructure and its service provided components.

G.10.e The Contractor shall develop a secure architecture designed to protect the NetTN infrastructure which will include but is not limited to:

i. Physical security
ii. Network based attacks
iii. Unauthorized access

G.10.f The Contractor's offering shall be capable of recording, capturing and/or monitoring network traffic on the NetTN infrastructure for correlating and/or analyzing security events. The TNII Association requires the Contractor to maintain the confidentiality and integrity of this information for investigative/prosecution purposes.

G.10.g The Contractor's offering shall provide a monthly security report to the State CISO and TNII Association Partners regarding any security violations and/or breaches. The reports shall include at a minimum the following:

i. Security violations or intrusion attempts on NetTN infrastructure
ii. Report of lost or damaged data and/or equipment
iii. Remedies and solutions to prevent similar occurrences from happening in the future
iv. Report shall have a secure means of distribution

G.10.h The Contractor shall provide a security incident response plan and escalation procedures to the State CISO and TNII Association for rapid response to violations and/or breaches.

G.10.i Contractor employees working on NetTN shall sign a State approved acceptable use policy and a non-disclosure agreement.

G.11 Configuration Management Requirements

G.11.a The Configuration Management service offering shall include two distinct categories:

i. Reactive Configuration Management – shall pertain to immediate problem resolutions in the event that a fault or problem is identified pertaining to an End Site's connection and the only corrective measure to be taken involves configuration or reconfiguration of a network component.

ii. Proactive Configuration Management – shall pertain to planning for a change or an upgrade based on historical data or new functional requirements for an existing End Site. Upgrades to network and system hardware or software elements will be categorized under Proactive Configuration Management.

G.11.b The Configuration Management service offering must include an asset management database service to perform End Site location inventory management (e.g., each End Site location's complete video and network hardware and software inventory database information). This database must be made available to each TNII Association Partner on an as needed basis throughout the life of this contract.

G.11.c **OIR** – To maintain accurate configuration management information for OIR, the Action Request (AR) System requirements stated in the Network Management section provides the necessary software as it relates to OIR services. OIR shall maintain the Remedy software at the OIR Data Center. The Contractor shall provide a link to the OIR's database where all adds, moves or changes will be recorded. The Contractor will be required to complete all information fields that OIR deems necessary.

G.11.d **SDE/TBR/UT/Local Government** – For all other TNII Association Partners, the Contractor must maintain a configuration management database that incorporates the information on all adds, moves or changes. This database will house information on all NetTN End Site circuits as well as any End Site edge device information.

G.11.d.i The TNII Association must be provided access to this database via a web link or other means and shall receive un-altered electronic copies of this database in its entirety on a quarterly basis.

G.11.e The Configuration Management service offering must include a network topology service through the use of a Visio drawing that depicts and documents each TNII Association Partner virtual private network infrastructure through the NetTN WAN infrastructure.

G.11.f For OIR, the Configuration Management service offering must include on-going change management as part of its function and be supplemented with automated configuration documentation process using Remedy.

G.11.g For OIR, the Configuration Management service offering must utilize an automated, on-line system where a centralized database repository can readily interface with external systems such as inventory, change control, network management databases, and other NetTN Service Contractor's technical information sources using Remedy.

G.11.h The Configuration Management service offering must include a directory of services on a secured Web server for conducting pre-scheduled moves/adds/changes for an End Site location that can be accessed by members of each TNII Association Partner as part of the overall Universal Service Access pricing.

G.11.i The Change Management service offering must be supported by audit trails of triggered events that are part of the life cycle of a change from submission through implementation. This means that if additional configuration, security, and accounting modifications are triggered as a result of the change, those specific modifications must have the ability to be readily traceable to the change that caused them.

G.11.j The Change Management service offering must also be able to provide statistics on change activity in order to assess volume trends. In this way appropriate resources are given to the function to ensure that service levels for change processing are maintained.

G.11.k The Change Management service offering must be supported by an automated database system that will allow someone to look up a specific component and review the change history for that component as well as allow someone to plan for future changes.

G.11.l The NetTN Service Contractor must be flexible in working with the TNII Association in defining and adopting a comprehensive set of policies, procedures, functions, and systems for the Change Management process that is mutually agreeable to all parties.

G.11.m The Configuration Management service offering must include at a minimum the following monthly network management reports and be made available to each specific TNII Association Partner via a secured Web server account where the reports can be viewed or downloaded for archiving: Are these the reports needed

i. NetTN Level 1 and Level 2 Configuration Change Summary Report

ii. Individual End Site Reactive Configuration Change Summary

iii. Individual End Site Proactive Configuration Change Summary (e.g., configuration changes that are pre-scheduled for the following month)

iv. Updates or Changes to Configuration Documentation Summary

v. Up-to-Date Inventory Summary for each End Site Sorted by End Site

vi. NetTN End Site Installation, Network Acceptance Testing, and End Site Certification Summary Report.

vii. Remote Access Configuration Change Summary Report

G.11.n Any Proactive or Reactive Configuration Management request or change to be conducted by the NetTN Service Contractor must be scheduled and approved by the respective TNII Association Partner prior to implementation and execution.

Attachment H – General Responsibilities

This section describes the general programmatic, reporting and coordination the TNII Association expects the NetTN Contractor to provide during the length of the contract. It also addresses the responsibilities of the TNII Association in interfacing with the NetTN Contractor.

H.1 The NetTN Contractor shall prepare monthly progress reports and provide such reports to the TNII Association project management team. The progress reports must be in a format approved by the TNII Association and include accomplishments, critical issues, key staff utilized and items planned for the next reporting period. Upon request of the TNII Association Project Manager, the Contractor shall report more frequently.

H.2 The NetTN Contractor's Project Manager shall meet formally with the TNII Association Project Management Team on a monthly basis (or more frequently at the Association's option) to review the project's progress.

H.3 Prior to commencement of each major phase of this project, the NetTN Contractor will be required to submit a detailed project plan describing the tasks and functions to be performed by the NetTN Contractor as well as the TNII Association Partners. This detailed project plan must be submitted to the TNII Association for approval prior to commencement of the tasks and functions. The project plan must include a table of contents, schedule, resource assignments, deliverables, and TNII Association staff involvement.

H.4 At the conclusion of each phase, the NetTN Contractor must obtain written approval from the TNII Association on all deliverables before the phase will be considered completed by the TNII Association.

H.5 The NetTN Contractor shall perform quality control on all deliverables before submission for TNII Association review and maintain records of those activities.

H.6 The TNII Executive Director will provide the direction of the NetTN Executive Steering Committee.

H.7 The TNII Executive Director will approve project organization by meeting with the NetTN Contractor's project management team to finalize and document areas of responsibility, personnel reporting relationships and administrative procedures.

H.8 The TNII Association project manager will establish evaluation mechanisms by setting up procedures for day-to-day control of the project as defined by the combined (TNII Association and NetTN Contactor) project management team.

H.9 The TNII Association project manager will provide information and answer questions requested by the NetTN Service Provider.

H.10 The NetTN Contractor is required to create and maintain a project management plan in electronic format covering the entire project and each individual phase. The plan shall include project organization, work break down structures, resource loading, schedules, critical path determination, and other features required to track and manage this project.

H.11 The TNII Association requires that the NetTN Contractor use Microsoft Project as the project management tool.

H.12 The TNII Association Partners comprised of OIR, TBR, UT, SDE and local government will work in partnership to assist the NetTN Service Provider in the design, installation, migration and implementation planning for transitioning the existing network infrastructures onto the new, NetTN wide area network. The TNII Association Partners will designate a Project Representative to interface with the Contractor.

H.13 The TNII Association Executive Director will be responsible for ensuring that the project is in compliance with the contract and satisfies the technical requirements stated in the RFP.

H.14 The TNII Association Project Manager will provide technical leadership and assistance. Individual OIR, TBR, UT, SDE, and local government Project Representatives will be identified and will act as the technical and implementation interface between the NetTN Contractor and the respective TNII Association Partner's End Site locations. The TNII Association Project Manager in conjunction with an OIR, TBR, UT, SDE, and local government Project Representative will provide expertise, assistance, and leadership in areas regarding technology migration and implementation.

H.15 The NetTN Contractor will have full responsibility for providing adequate staff to complete the project in the specified time frame. Each TNII Association Partner will assign staff from each of the OIR, TBR, UT, SDE, and local government technical staff to assist the NetTN Contractor in the migration, implementation, and cutover of existing and new End Site locations onto the new, NetTN wide area network infrastructure. This integration of staff will expedite the ultimate interfacing between the NetTN Contractor's NOC and the individual OIR, TBR, UT, SDE and local government NOC operations for network management interfacing. Expanded reporting will be required during the migration phase.

H.16 Each TNII Association Partner will define OIR, TBR, UT, SDE and local government personnel that will work with the NetTN Contractor once the project commences. At the TNII Association's discretion, other personnel may be substituted or used as needed. The TNII Association reserves the right to add or remove members of the TNII Association's project staff with or without replacement.

H.17 The TNII Association will convene a Quality Review Board (QRB). This board, made up of the TNII Executive Director and other TNII Association Partners, will provide executive-level guidance during the first 16 months of this project. It will evaluate the project at set critical review points especially during the first 22 months of this project. The evaluation will consider information from quality assurance assessments, project management, and areas supporting the project.

H.18 The NetTN Contractor shall establish a quality management and improvement program. The on-going quality control and management of business processes must encompass but not be limited to the following areas: Project management, NetTN Wide Area Network Infrastructure Quality, NetTN End Site Installations, Fault Management, Performance Management, Configuration Management and Security Management.

H.19 The NetTN Contractor's quality management program must utilize appropriate tools (e.g. control charts, histograms, on-going statistical analysis of data, etc.). Specific examples of the use of these tools are determining process capability, identifying special causes of variation and negative trends, and determining where process improvement efforts should be focused first.

H.20 The NetTN Contractor shall provide and maintain a public web site and shall be updated at least monthly. All information, data and forms must be approved by the TNII Association before it is posted to this web site. The web site shall include the following, but not limited to:

- A list of all products and services with descriptions, availability and unique identifier, including features.
- Product and service rates, including features.
- Contract language and amendments.

- TNII Association Partner FAQs.
- TNII Association ordering instructions.
- End-User Escalation Process.
- List of available Contractor-offered training.
- News.
- A link to TNII Association Partner web sites.

H.21 The NetTN Contractor shall provide and maintain a private web site. The Contractor shall use this portal to provide the TNII Association Partners with access to, but not limited to, service level agreement reports, fiscal management reports, inventory management reports, invoice management, Contract performance reports, and contracted service project work reports.

Attachment I – Migration and Implementation

With the magnitude of the NetTN network requiring the potential installation of over 3,000+ end site locations for multiple TNII Association Partners, much consideration and planning is required of the Contractor to accomplish this project without interruption of network availability for the end site users. This section will help establish the timeframes the Contractor has to work within as well as define the migration and implementation requirements the State demands. Priority lists from each TNII Association Partner will be given to the Contractor to establish the order of installation of End Sites within that group's entity. Close coordination shall be required between the Contractor and the operational personnel within each TNII Association's group. Additionally, each End Site will be subject to stringent acceptance testing. The Contractor shall have a contingency plan for End Site's that fail to come up or do not comply with the State's requirements.

I.1 Migration and Implementation Timeframe Requirements

The Contractor shall be expected to work within the following timeframes and meet the deadlines associated with the implementation of the core backbone and the TNII Association End Sites.

I.1.a The first phase (Phase I) of the NetTN implementation involves the build-out of the NetTN Core network and the NOC facility operation. From the date of contract signing and acceptance, the Contractor shall have six months to build the backbone core network consisting of both the Level 1 and Level 2 network hierarchy. This consists of the Core Network locations and the associated Optical Carrier level circuits between Core Network locations. Additionally, the backbone build-out includes provisioning all of the Contractor's necessary equipment within the Core Network to operate the NetTN WAN. All required redundancy and diversity shall be installed, complete, and ready for use. All network management equipment and software shall be operational to assist in the provisioning process and to be available to initiate the necessary required reports for configuration, performance, fault, and security management.

All aspects of the Core Network including all aspects of the Contractor's NOC and Core Network connectivity to the existing TNII Network shall be fully operational and able to reliably and consistently pass traffic as required of the Contractor's services. The Core Network shall be fully operational for End Site connectivity including NOC support within the stated six month timeframe. The Contractor must be ready to assume responsibility for managing the NetTN Network. This includes the trouble ticketing process, migration, provisioning new sites in addition to all required reports.

I.1.b The TNII Association shall have two weeks to test and validate that the Core Network including the Contractor's NOC and connectivity to the existing TNII Core Network of Phase I are operational and ready to accept the migration of End Sites.

I.1.c The following phases will involve the migration of all current TNII End Sites. These phases shall be completed within a 16 month timeframe from the Phase I Core Network and Contractor's NOC completion date.

I.1.d During the NetTN End Site implementation, the Contractor shall be required to provide installation of new End Sites while migrating the existing sites to the NetTN Network.

I.2 Migration and Implementation Technical Requirements

I.2.a The Contractor shall comply with the SLA requirements for completion periods on all installs.

I.2.b The Contractor shall comply with the TNII Association Partner's request pertaining to the scheduling of installation times. End Site installation may occur during normal business hours, after hours and on weekends or holidays depending on that End Site's operations schedule.

I.2.c The Contractor shall provide a written migration and implementation plan.

I.2.d The Contractor's written migration plan shall address how connectivity shall be maintained between End Sites on the existing TNII network and End Sites on the new NetTN network for all data communications. The Contractor's written migration plan shall address how connectivity shall be maintained between End Sites on the existing K-12 network and End Sites on the new NetTN network.

I.2.e The Contractor's written migration plan shall explain the technology and techniques used for integration and acceptance testing of a data only, video only, and data/video End Site.

I.2.f The Contractor's written migration plan shall include a map of the Core Network locations that will support the NetTN network.

I.2.g The Contractor's written migration plan shall include a schedule of when the Core Network locations will be ready for migration of the End Site locations.

I.2.h The Contractor shall be responsible for any costs associated with maintaining Core Network connectivity between the existing TNII network and the new NetTN network for any End Site's communications needs (data, video, etc.).

I.2.i Upon equipment installation, the Contractor's Network Operations and TNII Association engineering staff will conduct tests to ensure that the end site can successfully communicate over the NetTN Network service. The acceptance test will verify the proper operation of the equipment, the local access facility, site routings, and the Contractor's backbone infrastructure. Any costs associated with these services are the responsibility of the Contractor.

I.2.j Connection activation for the TNII Association Partners is considered complete and service billing is initiated for an End Site when the following criteria have been met;

i. Reliable completion with adequate response times through an extended Ping test, up to 100 pings to applicable IP address(s)

ii. Reliable completion of a DHCP test by releasing and renewing IP address

iii. Verification of successful DNS response

iv. Verification of successful access to application servers

v. Verification of successful email access

vi. Verification of NAT, where applicable (End Site using 10.X.X.X addresses)

vii. SLAs as specified in Attachment A (SLAs A.2, A.5, A.6, and A.8 TEXT DELETED) have been met for a period of ten business days.

I.2.k Contractor must provide standard procedures for ordering and implementing NetTN services. Implementation coordination includes scheduling the due date, addressing facility issues, capturing circuit information, and providing that circuit information to the TNII Association Partner post implementation.

I.2.l The Contractor must provide, at minimum, the following installation and testing criteria at the customer premise:

i. Contractor must provide all required termination components.

ii. Installation to include all planning/engineering, termination, cross connects, terminating hardware setup, programming, mounting, and related documentation, as well as rack-and-stack of end-site equipment and associated circuits approximately one week prior to actual cutover.

iii. Contractor must perform all installations according to applicable codes, licenses, certifications, and standards.

iv. Contractor must test the circuit for the requested services and performance levels. The Contractor must provide supporting documentation of the test results if so requested by the State.

I.2.m The Contractor Senior Management Team shall meet monthly with the TNII Executive Steering Committee through Phase I and Phase II of the NetTN Network.

I.2.n Each TNII Association Partner will be responsible for providing a shelf or rack space, inside wiring, power requirements and appropriate environment for the contractor's NetTN WAN end site service offering.

I.2.o The Contractor shall submit a plan for migrating existing end sites to the NetTN WAN to include options for conducting end site surveys and gathering information related to order processing to end site connectivity requirements and generating the orders to migrate the end sites to NetTN.

The site survey plan must include on-site visit(s) by the Contractor to verify site readiness for migration and to document site preparation work that must be completed prior to migration. Site readiness must include a review of power, premise cabling requirements, space, racks, security/access, and any other special requirements for the placement and operation of NetTN equipment. The site survey plan must also address processes to notify the end site customer and Association member of pending site prep work as well as logging and tracking of completion of work prior to migration.

The end site order processing migration plan must include processes required to gather information for each end site that is required to generate an end site cutover work order and using Remedy to enter, log and track that work order through end site cutover completion. Tracking processes must include site-specific scheduling and communications planning to keep the end site points of contact and Association members informed on cut over schedules and resource coordination. Information gathering and cutover work order processing must include all necessary information required to generate and execute an end site migration work order to include, at a minimum, site location/contact information, bandwidth requirements, IP address range(s), LAN interface requirements, access control requirements such as firewalls or router ACLs, and any additional information required for the placement and operation of NetTN equipment in each specific end site environment.

Attachment J – Billing Requirements

The following list of requirements is necessitated to lessen the demands for unnecessary work placed upon the State's personnel who process the bills and provide payments to the Contractor. The State is looking to the Contractor to provide detailed and accurate information in a format provided by the State the first time the invoice is submitted. Therefore, the Contractor for NetTN shall be required to comply with the following list of instructions and requirements.

J.1 OIR Billing Requirements

J.1.a The State requires three CD'S (one original and two duplicates) to be provided as invoicing on CD ROM to the Department of Finance and Administration, Billing Services by the 10th of the month at no additional charge to the State of Tennessee. The CD provided must be compatible with computer equipment (hardware and software) used by the State and must be operational.

J.1.b Billing Services will assist in the formatting of such CD invoicing to insure the proper information is in place. The CD ROM invoicing shall be delivered each month in lieu of paper invoicing covering the service of the contract.

J.1.c The CD ROM must provide all billing information of all usage associated with each request for service. The billing information on the CD ROM shall be matched with the contract line commodity codes used by the State.

J.1.d All charges based on the appropriate line commodity code shall be presented on the CD invoicing and billed to the appropriate number that incurred said charges. All one time charges (OC&C charges) must be referenced to the appropriate line commodity code and associated with the proper request for service number and billing number that incurred said charges.

J.1.e The format of the billing CD must be provided to Billing Services, in writing, within 30 days of award of contract. Format of the CD is required to be in three types of billing records: airtime charges, OC&C charges, and monthly charges. The following formats are not inclusive and additional fields may be required as determined by the State. If the State does require additional fields, the vendor will have 30 days to send a revised hard-copy format to the State, and 90 days to add the new field(s) to the CD and provide a new test CD.

J.1.f Format of usage call records must include:

i. Account Number
ii. Billing Number
iii. Call Date
iv. Time of call
v. Duration of call
vi. Call to city
vii. Call to State
viii. Call to number
ix. Call from city
x. Call from State
xi. Call from number
xii. Call charges
xiii. Commodity code

J.1.g Format of OC&C (other charges & credits) must include:

i. Account number
ii. Billing number

iii. Invoice date
iv. Commodity code
v. Quantity
vi. RFS number
vii. Charges and credits

J.1.h Format of monthly charges must include:

i. Account number
ii. Billing number
iii. Invoice date
iv. Commodity code
v. Charges and credits

J.1.i At the bottom of the billing records a summary record must be provided that summarizes the billing by the commodity code and the amount billed to each commodity code.

J.1.j Records that do not conform to the above criteria shall be rejected from the CD ROM received and charges associated with those records must be credited to the State of Tennessee's account.

J.1.k Upon receiving the file from the Contractor, if the State finds errors on the file, the State will produce an error report and will send this report to the Contractor. If the Contractor sends the file to the State by the 1st of the month, the Contractor will receive an error report by the 6th of that same month. If the Contractor submits the file to the State later than the 1st, the Contractor's receipt of the error report will be delayed accordingly. Regardless of when the Contractor receives the error report, the Contractor has until the 17th of the same month to resubmit three corrected CD's. The State of Tennessee will not consider rejected records after the said date. For each corrected CD, the State will deduct a reprocessing fee of $500 from the Contractor's montly bill to the State. If the Contractor elects not to send a corrected CD and wants the State to calculate a corrected bill for the Contractor, an additional fee of $1,500 will be charged to the Contractor as a reduction to the monthly bill. The State of Tennessee will not consider rejected records after the said date.

J.1.l An operational sample of the CD must be provided and approved by the Department of Finance and Administration, Billing Services as functional within 90 calendar days of contract award.

J.2 **Billing/Invoices**

J.2.a For local government, TBR and UT, invoices shall be sent directly to the ordering TNII Association's location.

J.2.b For OIR and SDE services, invoices are to be sent to:

State of Tennessee
Department of Finance and Administration
Billing Services
20TH FLOOR, WRS Tennessee Tower
312 8TH AVE. North
Nashville, TN 37243

J.2.c If at anytime, the Contractor is unable to submit accurate invoice information in the required format, the State of Tennessee, Department of Finance and Administration, Billing Services, may at its sole option refuse payment of Contractor's invoice, or may delay payments.

J.2.d The State will only be responsible for associated fees and taxes applicable by law to the State of Tennessee. The State will pay applicable E911 charges, as long as they are billed to the State by

billing number, not bulk billed. The State of Tennessee will not pay for any charges that are not driven down to a billing number (circuit, telephone number or unique billing number).

J.3 Billing Acceptance

J.3.a Upon satisfactory completion of a 90 calendar day billing acceptance period, the State shall issue written notification of billing acceptance. Contractor's invoices will not be paid until billing acceptance by the State.

J.3.b For OIR and SDE services, the Contractor shall complete and sign an "Authorization Agreement for Automatic Deposit (ACH Credits) Form". This form shall be provided to the Contractor by the State. Once this form has been completed and submitted to the State by the Contractor, payments shall be made by Automated Clearing House (ACH). The Contractor shall not invoice the State for services until the Contractor has completed this form and submitted it to the State.

J.4 CD ROM Contractor Payments

J.4.a The Contractor will be required to pay $1,000 if a readable CD ROM for billing purposes is not delivered after the initial 90 day award period, by the 10th day of the following month. An additional charge of $200 a day will be imposed on the Contractor for each additional day of the contract that the Contractor does not have a readable CD ROM.

J.5 TEXT DELETED

J.5 Billing Analyzer for OIR Related Services

J.5.a Contractor must supply the State of Tennessee software that will analyze the Contractor data. This software must be able to sort, query and filter Contractor billing information into Word/Excel type files. The software must be supported by Windows XP or be browser based. The Contractor will supply at no cost to the State of Tennessee eight licenses. All billing information must be on the analyzer. If the vendor is requesting payment of services, both the analyzer and the three required CDs must have the same information and balance in total.

J.6 Special Contractor Instructions for SDE Billing

J.6.a The Contractor shall submit monthly invoices, in form and substance acceptable to the State with all of the necessary supporting documentation, prior to any payment.

J.6.b Such invoices shall be submitted for completed units of service or project milestones for the amount stipulated.

J.6.c The Contractor shall also submit an invoice, in form and substance acceptable to the Federal Communications Commission (FCC) and Universal Service Administrative Corporation (USAC) E-Rate Program Fund Administrator and with all of the necessary supporting documentation, and receive payment according to FCC E-Rate Program rules and regulations.

J.6.d The State shall in no way be responsible for the discounted portion that the FCC/USAC E-Rate Program Fund Administrator has agreed to pay to the Contractor other than the State's obligations to submit various filings in compliance with the FCC E-Rate Program.

J.6.e The State will only be responsible for the applicant portion of the E-Rate eligible services. Upon successful switchover to the Contractor's bundled internet access services for SDE as described herein, the Contractor will receive compensation from the State based upon the net difference of the total E-Rate eligible bundled Internet access service amounts and the actual E-Rate funding amount for those services. A maximum compensation liability of the State will be established by the State prior to the implementation of bundled Internet access services for SDE. In the event the E-Rate funding level is reduced, then the monthly amount for bundled Internet access will be adjusted accordingly based on the Contractor's proposed State costs as depicted in the Catalog of Services for SDE.

J.7 Moves, Adds, Changes and Deletions (MACD)

J.7.a The TNII Association requires that all charges associated with any work order activity appear on the invoice to the TNII end site within a maximum of two billing cycles from acceptance date.

J.8 **Travel Cost**

J.8.a Travel costs and per diem for Contractor services under this agreement will not be paid by the TNII Association. The Contractor is responsible for all associated travel costs.

J.9 **Credits and Contractor Payments**

J.9.a The TNII Association requires that all credits including, but not limited to, billing errors and SLA payments be refunded in a form acceptable to the TNII Association Partners.

J.9.b The TNII Association requires all refunds, credits, and Contractor payments must be resolved within a maximum of three billing cycles.

J.9.c If a billing error on the Contractor's part results in a loss of any federal funds, the Contractor shall be responsible for crediting the State agency for that amount.

J.10 **Single Point of Contact**

J.10.a The TNII Association requires that Contractor provide the TNII Association a single point of contact for all billing issues/inquiries including a toll free number and email address. Collection agencies or collection departments are not allowed to contact any member of the TNII Association. All communications will go through the Contractor single point of contact.

J.12 TEXT DELETED

J.11 **Billing Escalation**

J.11.a The TNII Association requires that the Contractor establish and document a billing escalation process to resolve any billing issue including discrepancies, errors, omissions, or unrecognized charges.

J.12 **Video Conferencing Billing Services**

The Contractor shall provide billing information that can be used to bill the TNII Association Partners for Video Services.

J.12.a The NetTN multipoint video conferencing and scheduling services shall be included in the billing structure for each individual video conferencing session that is purchased through the NetTN Contractor.

J.12.b The Contractor shall generate billing for services that will be based solely upon per minute usage and will be billed in 30 minute increments identified by end site user, date and time of day. No point to point calls are included in the billing service.

J.12.c Billing reports should be no more than 35 days in arrears and must have the ability to be imported into excel spreadsheets, and be web accessible.

J.12.d The Billing system must have the capability of generating usage reports, sorted by end site that includes the date, start and end times for all multipoint calls.

Attachment K – Renegotiation and Competitive Rates

K.1 Renegotiation Requirements

The TNII Association requires a renegotiation process to begin at least 60 days prior to the end of each one-year term of the Contract. The Contractor shall submit all price reductions to the TNII Association by the end of each one year anniversary date. Any such renegotitions shall result only in decreases to Contract rates given in Contract Attachment B; Contract rates may not be increased.

K.2 Competitive Rates Requirements

K.2.a The TNII Association requires that the pricing, rates and terms offered to the TNII Association during each one-year term of the Contract is at least as favorable as the pricing, rates and terms offered to Contractor's similarly situated customers. The TNII Association will create a competitive assessment team that will routinely ensure services associated with NetTN are maintained at a competitive level.

K.2.b The TNII Association requires that the pricing, rates and terms offered to the TNII Association during each one-year term of the Contract remains competitive with the pricing, rates and terms offered in the market. The TNII Association reserves the right to obtain three competitive quotes for functionally equivalent NetTN services whereas the Contractor must be equal to or less than the lowest of comparable quotes. Otherwise, as deemed necessary according to the terms of this contract, the Contractor will adjust pricing downward accordingly. The NetTN Contractor is to provide on an annual basis proof that the NetTN contract rates are competitive and the best in the State of Tennessee, along with a comparison of other states in the southern region.

K.2.c The TNII Association requires that the Contractor submit to audits performed by the State Comptrollers Office, the TNII Association, and/or third parties at any reasonable time during its normal business hours, to inspect and audit any and all records.

K.2.d. The foregoing notwithstanding, rates in Contract Attachment B may be decreased, but cannot be increased during the term this Contract.

Attachment L – Local/State Account Team

The State has found it to be beneficial to have a dedicated account team to form a partnership with the TNII Association. Sub-account teams for local representation in certain markets of the State may also be requested. This working partnership affords the Contractor insight into how the State operates through a direct business relationship. It shall be required that the Contractor and all associated sales staff sell all services/products exclusively through the NetTN Catalog of Services to the partners of the TNII Association, members of State Initiatives and non-profit corporations with government related services.

Attachment M – Evolving and Emerging Technologies Requirements

M.1 The TNII Association requires that the Contractor have a method for incorporating evolving and emerging technologies. A Technology Plan is one method of achieving this goal.

M.2 As other services become available through technological developments, the Contractor will be required to make these services available to the TNII Association. The Contractor and the TNII Association will mutually decide if the service is beneficial to TNII Association Partners and should be added to the contract. Services added will require agreement regarding the service level factors and the cost.

M.3 The State realizes that because of the long-term nature of this contract, there will be the need for regular changes to the services and products initially proposed under this contract. The Contractor must agree to work closely with the TNII Association and abide by the service substitution guidelines as defined by the Schools and Libraries Division of the USAC in evaluating new or emerging services or products and commit to expedite the process to add those services to this contract, should it be determined to be in the best interest of the State.

Attachment N – Ongoing Technology Refresh Requirements

N.1 A paramount concern of the NetTN initiative is to obtain a Contractor committed to providing services under a philosophy of rapidly accommodating change. This is commonly referred to as “future proofing”. Furthermore, the TNII Association is seeking long-term professional assistance that is committed to meeting newly defined service needs and technological advances within advantageous timeframes and within a framework of cost effectiveness. The installed Contractor provided CPE shall not be of a beta state, pre-release, end-of-life, fully matured, or outdated.

N.2 All hardware, firmware, and software utilized in the NetTN network shall be maintained at current levels supported by the manufacturer. When a product reaches end-of-life, the Contractor will replace it with new hardware, firmware, and software that is supported by the manufacturer.

Attachment O – Communications Assistance for Law Enforcement Act (CALEA)

The Communications Assistance for Law Enforcement Act (CALEA) was passed in 1994. The U.S. Congress passed CALEA to aid law enforcement in its effort to conduct surveillance of citizens via digital telephone networks. The Act obliges telephone companies to make it possible for law enforcement agencies to tap any phone conversation carried out over its networks, as well as making call records available. The act also stipulates that it must not be possible for a person to detect that his or her conversation is being monitored by the respective government agency.

In 2004, the DOJ, FBI and DEA took steps to accelerate CALEA compliance to cover citizens' communications that travel over the internet. On August 9, 2004, the FCC concluded the CALEA applies to facilities-based broadband Internet access Contractors and Contractors of interconnected VoIP services.

Moving forward it is unknown what further requirements the FCC or Federal government agencies may pass for safeguarding our country and the citizens of the United States. However, as the NetTN infrastructure unfolds with new capabilities for VoIP and IP telephony, and this technology is utilized to a greater degree, it shall be the responsibility of the Contractor to comply with CALEA when it becomes applicable to NetTN. The TNII Association will work closely with the Contractor to address any requirements.

O.1 CALEA Requirements

O.1.a Upon request of the TNII Association, and as applicable by law, the Contractor shall comply with all CALEA requirements applicable to the NetTN network or End Site users.

Attachment P – eHealth Requirements

P.1 The State of Tennessee though Executive Order 35 established the statewide eHealth Advisory Council to coordinate the various eHealth initiatives across the state with a common goal, the successful development and implementation of electronic medical records. The Tennessee eHealth Council initiative will accelerate the adoption and use of Health Information Technology to improve healthcare quality, increase patient safety, reduce healthcare cost and enable individuals and communities to make the best possible health decision. The Council's mission is to drive improvement in the quality, safety and efficiency of healthcare for the State of Tennessee healthcare consumers by providing leadership, education, support and engaging the entire community to accelerate the implementation of eHealth solutions. The six main components of the mission are:

i. Interconnect clinicians and providers for sharing of electronic health information
ii. Support the appropriate Security and Privacy controls as required by State and Federal Law
iii. Support interoperability between all healthcare stakeholders
iv. Minimize and eliminate redundant or duplicate services among stakeholders
v. Define and implement policy and procedures to ensure proper use and full transparency
vi. Ensure public trust through appropriate safeguard and transparency

In an effort to accelerate eHealth deployment across the State of Tennessee, the NetTN network will serve as the main and the most affordable broadband choice eHealth participants, which include licensed health care professionals and health care stakeholders.

P.1.a. A private network, the eHealth Exchange Zone, will be provided by the NetTN contractor for the purposes of exchanging protected health information for purposes of treatment and other appropriate uses permitted by HIPAA.

P.1.b. The NetTN contractor will provide a hosted identity management solution with the capability to federate within the eHealth exchange zone and/or other defined TNII Association Partner VRFs.

P.1.c. The NetTN contractor will provide a Level 1 help desk for eHealth participants and second and third level support for the hosted identity management solution. The NetTN Help Desk will provide End Point Application support, based on documentation and training provided by End Point Application owners. End-point Application owners must provide the NetTN Service provider the documentation and provide End Point Application training, thirty (30) Business Days before the Application going "live" to provide sufficient time for training of the Help Desk and updating of the Help Desk documentation. End Point-provided documentation should adhere to the following guidelines:

i. The End Point Application documentation must not exceed three (3) pages of medium size print.

ii. The Application "Knowledge Base" or "Kbase" documentation must be in English and follow a mutually agreed Application Kbase documentation format. "Knowledge Base" is defined as the tool used by the Help Desk personnel to retrieve Application support documentation and frequently asked questions.

P.1.d. State of Tennessee Health agencies/employees will authenticate to NetTN eHealth member services. Such State of Tennessee Health agencies/employees will not be subject to authentication charges by the NetTN contractor.

P.1.e. Health providers and/or TNII Association end sites with identity management systems will be charged a one-time consulting fee for set-up in lieu of the monthly authentication charge.

P.1.f. The contractor will promote NetTN eHealth services for both private and public Healthcare facilities/eHealth participants. The contractor will be responsible for promoting NetTN services, Catalog of Service line items, to healthcare providers. The contractor account team will promote the NetTN services as the first choice to Healthcare providers. The private healthcare facilities/eHealth

participants will contract directly with the NetTN Contractor for use of the NetTN eHealth Exchange Zone and State of Tennessee NetTN Catalog of Service rates and meet the following specifications:

i. eHealth participants must execute the Proposer's Commercial Contract of which this Catalog of Services is attached;
ii. Execute data sharing agreements with other eHealth participants;
iii. Participate in the authentication solution for access within the eHealth Exchange Zone;
iv. Exchange a minimum core data set with other eHealth participants for treatment purposes as well as other acceptable uses permitted by HIPAA;
v. Abide by the recommended guidelines for the exchange of protected health information as endorsed by the eHealth Council, the entity created by the Governor's Executive Order #35 and any applicable State and/or Federal laws or regulations.

P.1.g. The eHealth participant's use of the NetTN catalog of services and eHealth Exchange Zone may be suspended or terminated immediately with cause by the State of Tennessee with written notice to the NetTN contractor. Furthermore, either party may terminate this agreement with 30 days written notice to all parties, including the NetTN contractor.

P.1.h. The NetTN contractor will provide a web site for eHealth services including but not limited to the following: ordering of NetTN services, federal and state level grant information with easy access to funding forms and grant applications.

P.1.i. The NetTN Service Provider will be responsible for the following Hosted Identity Management Service objectives:

i. Hosted Identity Management System Monthly Availability – 99.0%

ii. Hosted Identity Management average monthly response time for system and application response time – 20 Seconds (login to System and access to administrative tools from main System page)

iii. Hosted Identity Management Help Desk response objectives:

(1) Average speed to answer – 60 seconds of all calls (The average time it takes a user to speak to an agent)

Time is measured once the caller has made a final selection from the telephone prompt and is placed in queue until the caller is working with an agent.

Measurement Calculation: This Service Level is averaged monthly and calculated by dividing the number of calls answered in a specified time by the total number of calls to the Service Desk in the measurement window and expressed as a percentage.

Numerically: (Calls answered in a specified time) / (All calls answered) * 100 = Level of Service percent

(2) Abandon rate of all global inbound calls – 10% (The percentage of users that call in to the Help Desk and hang up before being connected with a live agent.)

Service Level Description: "Call Abandon Rate" measures those calls that are disengaged by a caller after being placed in a call queue, but before being handled by an agent as reported through telephone switch metrics.

Measurement Calculation: This key metric is averaged monthly and calculated by dividing the number of calls placed in a call queue, but were disengaged by a caller, by the total number of calls placed in a call queue to the Service Desk during the measurement window and expressed as a percentage.
Numerically: Metric Calculation (Calls disengaged by caller) / (Total calls placed in call queue) = Call Abandon Rate.

(3) Call Duration – 20 minutes or less

The duration of time a user is on the telephone with an agent resolving an issue and time used to the call once the call has ended (time agent enters comments or notes pertaining to the call).

iv. Exceptions to Service Level Objectives

Any of the following events will not be used in the calculation of any service level objective or key metrics, or (ii) will excuse NetTN' performance to the extent any such event impacted the NetTN Service Providersability to perform the eHealth Services:

(1) Planned outages, scheduled maintenance, and external events.

(2) Failure to follow reasonable instructions and training with regard to the use of NetTN eHealth Services.

Attachment Q – Terms and Acronyms

This section is to define terms and acronyms used throughout this RFP. If a term or acronym is in question and is not defined in this section or elsewhere in the RFP, it is the responsibility of the Contractor to contact the State RFP coordinator and receive clarification.

- **ACH** – Automated Clearing House is a highly reliable and efficient nationwide batch-oriented electronic funds transfer system governed by the NACHA OPERATING RULES that provide for the interbank clearing of electronic payments for participating depository financial institutions.
- **ACL** – Access Control List
- **ASN** – Autonomous System Number
- **BGP** – Border Gateway Protocol is used to autonomously route IP packets of information over the Internet.
- **CALEA** – Communications Assistance for Law Enforcement Act the U.S. Congress passed the Communications Assistance for Law Enforcement Act (CALEA) to aid law enforcement in its effort to conduct surveillance of citizens via digital telephone networks. The Act obliges telephone companies to make it possible for law enforcement agencies to tap any phone conversations carried out over its networks, as well as making call detail records available. The act also stipulates that it must not be possible for a person to detect that his or her conversation is being monitored by the respective government agency.
- **Contractor** – The primary corporate entity (individual or consortium) that will be under contract by the State to provide the services and products that are defined and requested in this RFP for the NetTN network.
- **Core Network** – Also referred to as Core Backbone and Core. The Core Network consists of all elements and components operating the WAN.
- **CoS** – Class of Service is a way of managing traffic in a network by grouping similar types of traffic (for example, e-mail, streaming video, voice, large document file transfer) together and treating each type as a class with its own level of service priority.
- **CPE** – Customer Premise Equipment is equipment located at an End Site or Data Center location.
- **DACS** – Digital Access Cross-connect System is a digital switching device in telecommunications for routing T1 lines.
- **DHCP** – Dynamic Host Configuration Protocol is an Internet protocol for automating the configuration of computers that use TCP/IP. DCHP can be used to automatically assign IP addresses, to deliver TCP/IP stack configuration parameters such as the subnet mask and default router, and to provide other configuration information such as the addresses for printer, time and news servers.
- **DIA** – Direct Internet Access
- **DLSW** – Data-link Switching (SNA over TCP/IP networks)
- **DNS** – Domain Name Server is an Internet service that translates domain names into IP addresses.
- **DSCP** – Differentiated Services Code Point value corresponds to a specific QoS.
- **DSL** – Digital Subscriber Line
- **DS3** – Digital Signals 3, 44.736 Mbps on a T3 facility or 34.368 Mbps on E3 facility.
- **DTE** – Data Terminal Equipment
- **Wavelength** – Dense Wave Division Multiplexing
- **DIFFSERV** – Differential Services
- **EBGP** – External Border Gateway Protocol
- **Edge Device** – Equipment that interfaces between the WAN circuit, End Site's LAN and, or other devices.
- **Egress –** Connecting point where the NetTN network peers with another network**.**

- **Eligible Private Entities** - End sites that can purchase from the state's NetTN contract. At this time there are 6 identified TNII Association partners. They are: (State agencies), TBR (Universities, Community Colleges and Technology schools), UT (UT campuses and affiliate agencies), SDE (K12 schools), Local Government (cities and counties), and eHealth (end sites). Other eligible entities include private schools and both private and not-for-profit entities.
- **End Site** – User location.
- **FERPA** – Family Education Rights and Privacy Act of 1974 (20 U.S.C. § 1232g)
- **FCC** – Federal Communications Commission
- **FEC** – Forwarding Equivalence Classes is a term used in Multiprotocol Label Switching (MPLS) to describe a set of packets with similar or identical characteristics.
- **HIPAA** – Health Insurance Portability and Accountability Act of 1996
- **IDS** – Intrusion Detection System
- **IHD** – Integrated Help Desk (OIR level one support)
- **ILEC** – Incumbent local exchange carriers
- **Implementation** – The act of implementing, providing a practical means for accomplishing something.
- **IP** – Internet Protocol
- **IPS** – Intrusion Prevention System
- **ISP** – Internet Service Provider
- **LAN** – Local Area Network
- **LATA** – Local Access and Transport Area
- **LEA** – Local Education Agency
- **LDAP** – Lightweight Access Directory Protocol
- **Local Government** – State of Tennessee county, city, or other forms of local government.
- **MAN** – Metropolitan Area Network
- **MACD** – Moves, adds, changes and deletes
- **Managed Services** – for the purposes of this RFP, Managed Services are End Site services provided by and fully managed by the Contractor. It is the responsibility of the Contractor to provide all implementation, changes, and maintenance of the network circuit and edge device.
- **MCU** – Multipoint Control Units
- **MPLS** – Multi-protocol Label Switching.
- **MSA** – Metropolitan Service Area. The metropolitan area includes all major cities and their surrounding counties within the State of Tennessee.
- **NAP** – Network Access Points. The NAPs shall be the aggregation locations sites that interconnect the core backbone segments together in redundant diverse paths.
- **NAT** – Network Address Translation technique in which the source and/or destination addresses of IP packets are converted from private to public.
- **Network Administration Access Control** – the systems or mechanisms used to control administrative access to data equipment or services.
- **NMS** – Network Management System.
- **NOC** – Network Operations Center is the physical space from which a typically large telecommunications network is managed, monitored and supervised.
- **NOSC** – OIR Network Operations and Security Center
- **NTP** – Network Time Protocol.
- **OIR** – Office for Information Resources. This department supports State agencies and their needs for data, voice and video communications.
- **POP** – Point of Presence. A POP is a regional aggregation site for all circuits and

traffic from End Site locations within that region. The POP is then connected to a NAP through a larger bandwidth circuit.

- **PRI** – Primary Rate Interface
- **Prime Contractor** – See Contractor.
- **QoS** – Quality of Service
- **RA** – Remote Access
- **RAL** – Receipt Acknowledgement Letter (relating to E-Rate).
- **Redundancy** – the provision of additional or duplicate systems, equipment, etc., that function in case an operating part or system fails.
- **RFP** – Request for Proposal
- **SA** – System Administrator
- **SAN** – Storage Area Network
- **SDE** – State Department of Education K-12
- **SLA** – Service Level Agreement
- **SLD** – Schools and Libraries Division
- **SNA** – System Network Architecture
- **SNMP** – Simple Network Management Protocol
- **SPIF** – Service Provider Invoice Form
- **SPIN** – Service Provider Identification Number
- **SPOC** – Single Point of Contact
- **SSH** – Secure Shell
- **Subcontractor** – This may be one or more entities contracted by the Prime Contractor to fulfill all NetTN requirements.
- **TACACS** – Terminal Access Controller Access Control System
- **TBR** – The Board of Regents. This TNII Association partner is the governing body responsible for 19 State Universities and community colleges throughout the State of Tennessee in addition to technology centers.
- **TCP** – Transfer Control Protocol
- **TCRS** – Tennessee Consolidated Retirement System
- **TDM** – Time Division Multiplexing
- **TFTP** – Trivial File Transfer Protocol
- **TNII** – Tennessee Information Infrastructure. TNII is the current statewide private network.
- **TNII Association Partners** – The association consisting of; the Office for Information Resources (OIR), Tennessee Board of Regents (TBR), University of Tennessee (UT), Tennessee State Department of Education (K-12), and local governments.
- **TSP** – Telecommunications Service Priority System
- **UDP** – User Datagram Protocol
- **Unmanaged Services** – Unmanaged services" refer to end site services provided by the contractor and managed by the TNII Association Partners requesting the unmanaged service. Such services include an outsourced, statewide, state of the art, private communications network and require the selected Contractor to be responsible for the engineering, implementation, maintenance and management of NetTN.
- **URL** – Uniform Resource Locator
- **User Access Control** – the systems or mechanisms used to control user access to data services.
- **USAC** – Universal Services Administrative Company
- **UT** – the University of Tennessee colleges and institutes including UT-Knoxville, UT–Chattanooga, UT-Martin, UT-Memphis, and UT-Space Institute.
- **VSAT** – Very Small Aperture Terminal
- **VLAN** – Virtual LAN
- **VoIP** – Voice-over-Internet Protocol. The technology used to transform audio (voice)

communications into Internet protocol packets for transmitting across an Internet Protocol network.

- **VPN** – Virtual Private Network is a private communications network
- **VRF** – Virtual Route Forwarding
- **WAN** – Wide Area Network

ATTACHMENT 6.2

PROPOSAL TRANSMITTAL AND STATEMENT OF CERTIFICATIONS AND ASSURANCES

The Proposer must complete and sign this *Proposal Transmittal and Statement of Certifications and Assurances*. It must be signed, in the space below, by an individual empowered to bind the proposing entity to the provisions of this RFP and any contract awarded pursuant to it. If said individual is not the Proposer's chief executive or president, this document shall attach evidence showing the individual's authority to bind the proposing entity.

Any contract resulting from this RFP process shall incorporate this Proposal Transmittal and Statement of Certifications and Assurances by reference as a part of said contract (refer to pro forma contract "Special Terms and Conditions").

PROPOSER LEGAL ENTITY NAME:	
PROPOSER FEDERAL EMPLOYER IDENTIFICATION NUMBER: (or Social Security Number)	

The Proposer does hereby affirm and expressly declare confirmation, certification, and assurance of the following:

1) This proposal constitutes a commitment to provide all services as defined in the RFP Attachment 6.1, *Pro Forma* Contract Scope of Services for the total contract period and confirmation that the Proposer shall comply with all of the provisions in this RFP and shall accept all terms and conditions set out in the RFP Attachment 6.1, *Pro Forma* Contract.
2) The information detailed in the proposal submitted herewith in response to the subject RFP is accurate.
3) The proposal submitted herewith in response to the subject RFP shall remain valid for at least 120 days subsequent to the date of the Cost Proposal opening and thereafter in accordance with any contract pursuant to the RFP.
4) The Proposers shall comply with:
   a) the laws of the State of Tennessee;
   b) Title VI of the federal Civil Rights Act of 1964;
   c) Title IX of the federal Education Amendments Act of 1972;
   d) the Equal Employment Opportunity Act and the regulations issued there under by the federal government;
   e) the Americans with Disabilities Act of 1990 and the regulations issued there under by the federal government;
   f) the condition that the submitted proposal was independently arrived at, without collusion, under penalty of perjury; and
   g) the condition that no amount shall be paid directly or indirectly to an employee or official of the State of Tennessee as wages, compensation, or gifts in exchange for acting as an officer, agent, employee, subcontractor, or consultant to the Proposer in connection with the Procurement under this RFP.
5) The Proposer shall provide a performance bond in accordance with the requirements of the RFP.

PRINTED NAME:		**DATE:**	
SIGNATURE & TITLE:			
	Signature		Title

ATTACHMENT 6.3

TECHNICAL PROPOSAL & EVALUATION GUIDE — SECTION A			
PROPOSER NAME:			
RFP COORDINATOR NAME:		**DATE:**	
RFP COORDINATOR SIGNATURE:			

SECTION A — MANDATORY REQUIREMENTS

The Proposer must address ALL Mandatory Requirements section items and provide, in sequence, the information and documentation as required (referenced with the associated item references). The RFP Coordinator will review all general mandatory requirements, including but not limited to the following:

- **Proposal received on or before the Proposal Deadline.**
- **Technical Proposal copies and Cost Proposal packaged separately.**
- **Technical Proposal contains NO cost data.**
- **Proposer did NOT submit alternate proposals.**
- **Proposer did NOT submit multiple proposals in a different form.**
- **Technical Proposal does NOT contain any restrictions of the rights of the State or other qualification of the proposal.**

The RFP Coordinator will also review the proposal to determine if the Mandatory Requirement Items (below) are met and mark each with pass or fail. For each requirement that is not met, the Proposal Evaluation Team must review the proposal and attach a written determination.

NOTICE:

In addition to these requirements, the State will also evaluate compliance with ALL RFP requirements.

Any contract resulting from this RFP process shall incorporate by reference the respective proposal responses to all items below as a part of said contract (refer to *pro forma* contract "Special Terms and Conditions").

Proposal Page # (to be completed by Proposer)	Mandatory Requirement Items	State Use ONLY Pass/Fail
	A.1 Provide the Proposal Transmittal and Statement of Certifications and Assurances (detailed in RFP Attachment 6.2) completed and signed, in the space provided, by an individual empowered to bind the Proposer to the provisions of this RFP and any resulting contract. ***Each Proposer <u>must</u> sign the Proposal Transmittal and Statement of Certifications and Assurances without exception or qualification.***	
	A.2 Provide the following as documentation of financial responsibility and stability: • a current written bank reference, in the form of a standard <u>signed and dated</u> business letter, indicating that the Proposer's business relationship with the financial institution is in positive standing. • two current written, positive credit references, in the form	

Proposal Page # (to be completed by Proposer)	Mandatory Requirement Items	State Use ONLY Pass/Fail
	of standard signed and dated business letters, from vendors with which the Proposer has done business or, documentation of a positive credit rating determined by an accredited credit bureau within the last 6 months. • A copy of a valid certificate of insurance indicating liability insurance in the amount of at least One Million Dollars ($1,000,000). • A letter of commitment from a financial institution (signed by an authorized agent of the financial institution and detailing the Proposer's name) for a general line of credit in the amount of Five Hundred Thousand Dollars ($500,000.00).	
	A.3 Provide a Statement of whether the Proposer or any individual who shall perform work under the contract has a possible conflict of interest (*e.g.,* employment by the State of Tennessee) and, if so, the nature of that conflict. ***Any questions of conflict of interest shall be solely within the discretion of the State, and the State reserves the right to cancel any award.***	
	A.4 Provide a written statement confirming that the Proposer will comply with the following Mandatory Technical Requirements:	

The reference numbers below refer to Evaluation Item numbers within Attachment 6.3, Sections D through HH.	
D.1	Proposer must provide a core network that supports Multiprotocol Label Switching.
D.8	Proposer must provide three Network Access Points (NAPs) one each, in Nashville, Knoxville, and Memphis. These must mesh together with redundant links.
D.13	OIR has locations with multiple agencies, each requiring their own separate LAN segment. Proposer must provide multiple Virtual Local Area Networks (VLANs) and make them available at these end sites. The Proposer must deliver VLANs via a trunk interface unless separate interfaces are ordered.
E.6	Proposer must provide high-speed packet transport that is based on Ethernet transmission parameters that meet IEEE 802.3, 802.3u, and 802.3z standards. Proposer is required to provide transport bandwidth options from 2 Mbps up to 1G.
E.7	Proposer must provide Wavelength services and make them available for the proposed NetTN solution including terminating locations.
E.8	Proposer must offer Digital Subscriber Line (DSL) solutions for direct access to the NetTN Core Backbone

Proposal Page # (to be completed by Proposer)	Mandatory Requirement Items		State Use ONLY Pass/Fail
		network.	
	F.3	Proposer's NetTN solution must support and allow for Internet2 and other research network connectivity.	
	G.3	Proposer must provide data center active/active and failover routing capabilities between the data centers and to NetTN.	
	H.4	Proposer must provide Remote Access used for direct dial up access to the NetTN Core Backbone network and a cost-effective approach.	
	H.5	Proposer must provide broadband Virtual Private Network (VPN) access to NetTN Core Backbone.	
	H.10	Proposer must provide security methods that will be used by RA.	
	H.11	Proposer's NetTN solution must include a centralized secure database that contains related information, maintained by the Contractor, with administrative Web access provided for NetTN partners to set up and delete accounts, generate billing information, and run real-time reports for Remote Access.	
	I.4	Proposer must comply with the approach for Differential Services (DiffServ) as outlined in Attachment 6.11 for OIR's Utilization of DiffServ.	
	I.5	Proposer must ensure the QoS levels are provided end to end.	
	K.1	Proposer must provide NetTN Multipoint video services.	
	K.13	Proposer must provide a solution for authentication and firewall traversal to allow access to only those authorized for NetTN video conferencing.	
	M.2	Proposer must provide IP Multicasting.	
	N.4	Proposer must provide Egress to two Internet Service Providers in two different NAPs with automatic failover.	
	N.8	Proposer must provide a security policy, intrusion detection, intrusion prevention, and firewall systems at all egress/ingress points of the NetTN network i.e. Remote Access, Internet.	
	O.1 – O.6	Proposer must provide content filtering service.	
	P.2	Proposer must provide an email system.	

Proposal Page # (to be completed by Proposer)	Mandatory Requirement Items		State Use ONLY Pass/Fail
	Q.1 – Q.6	Proposer must provide domain name services.	
	R.6	The Proposer must adopt and deploy IPv6 in an incremental, dispersed cost efficient manner, while providing direct interoperability between IPv6 and IPv4 systems.	
	X.2	The Proposer must ensure that the NetTN Network Security and Administration plan addresses network security of data traversing across the NetTN infrastructure.	
	AA.1	Proposer must provide, as a part of its Proposal, a six month implementation plan detailing the provisioning of the core backbone.	
	AA.2	The Proposer must furnish, as a part of its Proposal, an implementation plan of End Sites that requires the installation of all OIR locations, TBR/UT locations, and SDE locations over a 16-month period.	
	DD.1	The Proposer must provide a single dedicated statewide account team for NetTN coordination, ordering, billing, problems, questions and overall responsibility.	

TECHNICAL PROPOSAL & EVALUATION GUIDE — SECTION B			
PROPOSER NAME:			
EVALUATOR NAME:		**DATE:**	
EVALUATOR SIGNATURE:			
SECTION B — QUALIFICATIONS & EXPERIENCE			
The Proposer must address ALL Qualifications and Experience section items and provide, in sequence, the information and documentation as required (referenced with the associated item references). **A Proposal Evaluation Team, made up of three or more State employees, will independently evaluate and score the proposal's "qualifications and experience" responses.** **Any contract resulting from this RFP process shall incorporate by reference the respective proposal responses to all items below as a part of said contract (refer to *pro forma* contract "Special Terms and Conditions").**			

Proposal Page # (to be completed by Proposer)	**Qualifications & Experience Items**	
	B.1	Describe the Proposer's form of business (i.e., individual, sole proprietor, corporation, non-profit corporation, partnership, limited liability company) and detail the name, mailing address, and telephone number of the person the State should contact regarding the proposal.
	B.2	Provide a statement of whether there have been any mergers, acquisitions, or sales of the Proposer company within the last ten years, and if so, an explanation providing relevant details.
	B.3	Provide a statement of whether the Proposer or any of the Proposer's employees, agents, independent contractors, or subcontractors have been convicted of, pled guilty to, or pled nolo contendere to any felony, and if so, an explanation providing relevant details.
	B.4	Provide a statement of whether there is any pending litigation against the Proposer; and if such litigation exists, an attached opinion of counsel as to whether the pending litigation will impair the Proposer's performance in a contract under this RFP.
	B.5	Provide a statement of whether, in the last ten years, the Proposer has filed (or had filed against it) any bankruptcy or insolvency proceeding, whether voluntary or involuntary, or undergone the appointment of a receiver, trustee, or assignee for the benefit of creditors, and if so, an explanation providing relevant details.
	B.6	Provide a statement of whether there are any pending Securities Exchange Commission investigations involving the Proposer, and if such are pending or in progress, an explanation providing relevant details and an attached opinion of counsel as to whether the pending investigation(s) will impair the Proposer's performance in a contract under this RFP.
	B.7	Provide a brief, descriptive statement indicating the Proposer's credentials to deliver the services sought under this RFP.
	B.8	Briefly describe how long the Proposer has been performing the services required by this RFP and include the number of years in business.
	B.9	Describe the Proposer organization's number of employees, client base, and location of offices.

Proposal Page # (to be completed by Proposer)	Qualifications & Experience Items
	B.10 Provide a narrative description of the proposed project team, its members, and organizational structure.
	B.11 Provide a personnel roster and resumes of key people who shall be assigned by the Proposer to perform duties or services under the contract (include estimated number of hours to be worked on the contract for each person, and the resumes shall detail each individual's title, education, current position with the Proposer, and employment history) as well as an organizational chart highlighting the key people who shall be assigned to accomplish the work required by this RFP and illustrating the lines of authority and designate the individual responsible for the completion of each service component and deliverable of the RFP.
	B.12 Provide a statement of whether the Proposer intends to use subcontractors, and if so, the names and mailing addresses of the committed subcontractors and a description of the scope and portions of the work the subcontractors will perform.
	B.13 Provide documentation of Proposer commitment to diversity as represented by its business strategy, business relationships, and workforce — this documentation should detail: ▪ a description of the Proposer's existing programs and procedures designed to encourage and foster commerce with business enterprises owned by minorities, women, persons with a disability and small business enterprises ▪ a listing of the Proposer's current contracts with business enterprises owned by minorities, women, persons with a disability and small business enterprises, including the following information o contract description and total value o contractor name and ownership characteristics (*i.e.*, ethnicity, sex, disability) o contractor contact and telephone number ▪ an estimate of the level of participation by business enterprises owned by minorities, women, persons with a disability and small business enterprises in a contract awarded to the Proposer pursuant to this RFP, including the following information: o participation estimate (expressed as a percent of the total contract value that will be dedicated to business with subcontractors and supply contractors having such ownership characteristics) o descriptions of anticipated contracts o names and ownership characteristics (*i.e.*, ethnicity, sex, disability) of anticipated subcontractors and supply contractors anticipated ▪ the percent of the Proposer's total current employees by ethnicity, sex, and disability ***Proposers that demonstrate a commitment to diversity will advance State efforts to expand opportunity to do business with the State as contractors and sub-contractors. Proposal evaluations will recognize the positive qualifications and experience of a Proposer that does business with enterprises owned by minorities, women, persons with a disability and small business enterprises and that offers a diverse workforce to meet service needs.***

B.14 Provide six (6) customer references for similar projects representing three of the larger accounts currently serviced by the Proposer and three completed projects. The Proposer may provide any six references that the Proposer believes best address the requirements stated above. However, the Proposer may **NOT** provide more than six references for the Proposer in its response. If the Proposer provides more than six Proposer references in response to this Section B.14, the State will **randomly** select six for evaluation purposes.

The Proposer should also include at least one reference for each of the Proposer's proposed subcontractors, if any. If the Proposer has any State of Tennessee references, the Proposer may submit these as well, using the same process described herein. Subcontractor and State of Tennessee references are not included in the six-reference limit described above; subcontractor and State of Tennessee references are in addition to the six reference limit described above.

All references shall be provided to the State in the form of questionnaires that have been fully completed by the individual providing the reference. The State has included the reference check questionnaire to be used, as RFP Attachment 6.6. **THE PROPOSER MUST USE THIS FORM, OR AN EXACT DUPLICATE THEREOF**.

The Proposer will be solely responsible for obtaining the fully completed reference check questionnaires, and for including them within the Proposer's sealed Technical Proposal. In order to obtain and submit the completed reference check questionnaire, the Proposer shall follow the process detailed below exactly:

1. Proposer makes an exact duplicate of the State's form, as it appears in RFP Attachment 6.6.
2. Proposer sends the copy of the form to the reference it has chosen, along with a new, standard #10 envelope.
3. Proposer directs the person providing the reference check feedback to complete the form in its entirety, sign and date it, and seal it within the provided envelope. The person may prepare a manual document or complete the exact duplicate Word document and print the completed copy for submission. After sealing the envelope, the person providing the reference must sign his or her name in ink across the sealed portion of the envelope and return it directly to the Proposer. The Proposer will give the reference check provider a deadline, such that the Proposer will be able to collect all references in time to include them within its sealed Technical Proposal.
4. When the Proposer receives the sealed envelopes from the reference check providers, the Proposer **will not open** them. Instead, the Proposer will enclose all of the unopened reference check envelopes, in an easily identifiable larger envelope, and will include this envelope as a part of the written Technical Proposal. Therefore, when the State opens the Technical Proposal box, the State will find a clearly labeled envelope enclosed, which contains all of the sealed reference check envelopes.
5. The State will base its reference check evaluation on the contents of these envelopes. **THE STATE WILL NOT ACCEPT LATE REFERENCES OR REFERENCES SUBMITTED THROUGH ANY OTHER CHANNEL OF SUBMISSION OR MEDIUM, WHETHER WRITTEN, ELECTRONIC, VERBAL, OR OTHERWISE.**

   Each reference must include:

   - The Proposer's name

	• The reference's organization name • The name of the person responding • The title of person responding • The date the reference form was completed. 6. The State reserves the right to clarify information presented in the reference check questionnaires, and may consider clarification responses in the evaluation of reference checks. However, the State is under no obligation to clarify any reference check information. ***Each evaluator will generally consider the results of reference inquiries by the State regarding the six (6) references provided; or, if more than six are provided, the six randomly selected by the State.***
	B.15 Provide a list, if any, of all current contracts with the State of Tennessee and all those completed within the previous five-year period. **Each reference must include:** • The procuring State agency • The name, title, telephone number and e-mail address of the State contact knowledgeable about the contract • A brief description of the contract's scope of services • The contract number • The contract term ***Each evaluator will generally consider the results of reference inquiries by the State regarding <u>all</u> references provided. Current or prior contracts with the State are not a prerequisite and are not required for the maximum evaluation score possible, and the existence of such contracts with the State will not automatically result in the addition or deduction of evaluation points.***
(Maximum Section B Score =155)	
SCORE *(for <u>all</u> Section B items above, B.1 through B.15)*:	

TECHNICAL PROPOSAL & EVALUATION GUIDE — SECTION C			
PROPOSER NAME:			
EVALUATOR NAME:		**DATE:**	
EVALUATOR SIGNATURE:			

SECTION C — GENERAL APPROACH

The Proposer must address ALL General Approach section items and provide, in sequence, the information and documentation as required (referenced with the associated item references). A Proposal Evaluation Team, made up of three or more State employees, will independently evaluate and score the proposal's response to each item. Each evaluator will use the following whole number, raw point scale for scoring each item:

0 = little value ***1 = poor*** ***2 = fair*** ***3 = satisfactory*** ***4 = good*** ***5 = excellent***

The RFP Coordinator will multiply each item score by the assigned weight with the product being the item's raw weighted score for purposes of calculating the section score as detailed at the end of this table.

Any contract resulting from this RFP process shall incorporate by reference the respective proposal responses to all items below as a part of said contract (refer to *pro forma* contract "Special Terms and Conditions").

Proposal Page # (to be completed by Proposer)	General Approach Items	State Use ONLY		
		Score	Item Weight	Raw Weighted Score
	C.1 Provide a narrative that illustrates how the Proposer will complete the scope of services, manage the project, accomplish required objectives, and meet the State's project schedule.		**4**	
	C.2 Provide a narrative that illustrates how the Proposer will expand infrastructure state wide, especially in rural communities to encourage and support economic development at the local levels and accomplish the State's objectives of providing improved service and network connectivity state wide. The Proposer should describe how they will increase coverage to rural areas.		**3**	
	This section is continued on the following pages, with responses to Specific Requirements.			
			Total Raw Weighted Score: *(sum of Raw Weighted Scores above)*	

Total Raw Weighted Score / **maximum possible raw weighted score (35)**	**X 70** *(maximum section score)*	**= SCORE:**	

TECHNICAL PROPOSAL & EVALUATION GUIDE — SECTIONS D THROUGH HH			
Sections D through HH – Specific Requirements			
PROPOSER NAME:			
EVALUATOR NAME:		**DATE:**	
EVALUATOR SIGNATURE:			

This page shall serve as a cover sheet for Sections D through HH to follow. Each evaluator will receive copies of the Evaluation Guide section(s) he or she is responsible for evaluating. The evaluator will perform the evaluation(s), sign and date a copy of this cover sheet, and attach it to his or her evaluation page(s).

The Proposer must address ALL Specific Requirements section items and provide, in sequence, the information and documentation as required (referenced with the associated Contract Attachment references). A Proposal Evaluation Team, made up of three or more State employees, will independently evaluate and score the proposal's response to each item. Each evaluator will use the following whole number, raw point scale for scoring each item:

0 = little value ***1 = poor*** ***2 = fair*** ***3 = satisfactory*** ***4 = good*** ***5 = excellent***

The RFP Coordinator will multiply each item score by the assigned weight with the product being the item's raw weighted score for purposes of calculating the section scores as detailed at the end of this table.

Any contract resulting from this RFP process shall incorporate by reference the respective proposal responses to all items below as a part of said contract (refer to *pro forma* contract "Special Terms and Conditions").

D NETWORK CONCEPT AND CONNECTIVITY

(See Contract Attachment E, Section E.1)

Proposal Page #	Eval Item #	SPECIFIC REQUIREMENT ITEMS	Score	Weight	Weighted Score
	D.1	The TNII Association requires a core network that supports the Multiprotocol label Switching. Confirm your compliance with this mandatory requirement and describe the approach.		2	
	D.2	Specify how data, packetized voice, and H.323 will be supported through the NetTN WAN infrastructure and specify if this occurs within a layer 2 (data Link layer) or Layer 3 (network Layer) architecture as well as how prioritization will be handled.		2	
	D.3	Specify how traffic or packet classification will be handled throughout the NetTN WAN infrastructure.		1	
	D.4	Specify how traffic prioritization and classes of service will be accommodated throughout the NetTN WAN infrastructure.		1	
	D.5	Specify how traffic congestion avoidance will be handled throughout the NetTN WAN infrastructure.		1	
	D.6	Specify how traffic congestion management will be handled throughout the NetTN WAN infrastructure.		1	
	D.7	Specify how traffic bursts will be handled throughout the NetTN WAN infrastructure.		1	
	D.8	The Proposer shall provide both a Visio drawing and a written, functional description of the proposed NetTN network backbone that includes a description for each the following: a. Physical NetTN network backbone's architecture and capacity of the proposed backbone. b. Specify the number of Core Network locations that will be deployed as part of NetTN. c. Provide a table of the locations for the proposed Core Network (NAP and Point of Presence (POP) sites). d. Specify the design methodology you used to determine the geographical location and quantity of Core Network locations in your physical network design. e. For each Core Network site, specify the geographical territory [or distance in miles] that each Core Network site will service.		8	
	D.9	Specify the level of redundancy and failover proposed in the Proposer's network including all proposed equipment, circuits, and NAP locations.		2	

Proposal Page #	Eval Item #	SPECIFIC REQUIREMENT ITEMS	Score	Weight	Weighted Score
	D.10	Indicate your compliance with Universal Access pricing.		2	
	D.11	Specify Proposer's Disaster Recovery plans and policy for reestablishing facilities and services in case of a major disaster (i.e. Telecommunications Service Priority (TSP) System, Government Emergency Telecommunications Service (GETS)). Specify capabilities and security measures necessary to provide and support a mobile workforce, connecting wireless access circuits where there are no available land base circuits. List the types of wireless access circuits that the proposed solution (such as IEEE 802.11g, 802.16/e, 802.20, Very Small Aperture Terminal (VSAT), etc.) would support.		2	
	D.12	Specify the technical approach to establishing logical network partitions (VRF) and future TNII Association Partners/Initiatives.		3	
	D.13	Specify your solution(s) for supporting this requirement: OIR has locations with multiple agencies, each requiring their own separate LAN segment. OIR requires that multiple Virtual Local Area Networks (VLANs) be available at these end sites. These VLANs should be delivered via a trunk interface unless separate interfaces are ordered.		3	
NETWORK CONCEPT AND CONNECTIVITY – TOTAL RAW WEIGHTED SCORE					
NETWORK CONCEPT AND CONNECTIVITY – POSSIBLE RAW WEIGHTED SCORE					**145**

Total Raw Weighted Score / **Maximum possible raw weighted score (145)**	**X 15** *(maximum section score)*	**= SCORE:**	

E BANDWIDTH REQUIREMENTS

(See Contract Attachment E, Section E.2)

Proposal Page #	Eval Item #	SPECIFIC REQUIREMENT ITEMS	Score	Weight	Weighted Score
	E.1	Provide a summary indicating the bandwidth that is to be designed and implemented between NAP-to-NAP sites. Provide a Visio type drawing of the physical routes between all NAPs.		3	
	E.2	If POPs are proposed, provide a summary indicating the bandwidth that is to be designed and implemented between NAP-to-POP sites. Provide a Visio type drawing of the physical routes between all NAPs and POPs.		2	
	E.3	Specify how much oversubscribed bandwidth and, or scalability for growth is being designed into the proposed WAN infrastructure for each Core Network connection.		1	
	E.4	Specify how the core was sized and what methodologies will be used to size and engineer each End Site connection.		2	
	E.5	Specify what QoS service levels will be offered for the different End Site WAN Bandwidth and connectivity options.		2	
	E.6	Proposer must provide high-speed packet transport that is based on Ethernet transmission parameters that meet IEEE 802.3, 802.3u, and 802.3z standards. Proposer is required to provide transport bandwidth options from 2 Mbps up to 1G. In addition, the Proposer must: a. Detail any options available under this service (i.e. dedicated vs. shared, Class of Service (CoS), frame priority, committed bandwidth, etc.). b. Identify requirements for termination of this service at each location. c. Provide a facilities plan that indicates where this service is currently available and proposed plan and schedule for future expansion and enhancement. d. Specify an estimated target date for deployment if one of the requested services is not available for a specific end site.		8	
	E.7	Explain in detail the Wavelength services that are available for the proposed NetTN solution including terminating locations.		2	
	E.8	Specify the Digital Subscriber Line (DSL) solutions that will be offered to the State for direct access to the NetTN Core Backbone network. Provide areas of coverage, bandwidth availability.		2	

Proposal Page #	Eval Item #	SPECIFIC REQUIREMENT ITEMS	Score	Weight	Weighted Score
	E.9	Specify any broadband Cable solutions, through Cable TV contractors, that may be offered to the State for direct access to the NetTN Core Backbone network. Provide areas of coverage, bandwidth availability.		2	
	E.10	Specify any broadband wireless solutions that may be offered to the State for direct access to the NetTN Core Backbone network. Wireless solutions shall include but not limited to broadband access from cellular networks as well as satellite options. Provide areas of coverage, bandwidth availability.		2	
	E.11	The TNII Association Partners desire the capability of obtaining increases in bandwidth within a short timeframe. Beyond the logical service of altering CIR values, describe the technical features of the proposed NetTN network that will provide for the bandwidth of specific Service Addresses to be increased within a few hours or days. For example: The NetTN Contractor could install high capacity Access Circuits and offer a reduction in monthly fees for unused capacity.		2	
BANDWIDTH REQUIREMENTS – TOTAL RAW WEIGHTED SCORE					**140**
BANDWIDTH REQUIREMENTS – POSSIBLE RAW WEIGHTED SCORE					

Total Raw Weighted Score **Maximum possible raw weighted score (140)**	**X 15** *(maximum section score)*	**= SCORE:**

F HIGHER EDUCATION RESEARCH COMMUNITIES

(See Contract Attachment E, Section E.3)

Proposal Page #	Eval Item #	SPECIFIC REQUIREMENT ITEMS	Score	Weight	Weighted Score
	F.1	Provide a roadmap describing how demand-based and time-based dynamic circuits will be provided over the NetTN infrastructure over the next five to 10 years.		3	
	F.2	Provide a roadmap describing how static circuits/wavelengths with future support of dynamic circuits will be technically implemented, supported and a timeline for implementation.		3	
	F.3	Specify how the Proposer's NetTN solution will support and allow for Internet2 and other research network connectivity.		3	
	F.4	Specify the Proposer's solution for separating and controlling the use of Internet2 traffic through the NetTN network, ensuring use by only Internet2 authorized entities.		3	
	F.5	Specify collocation policy regarding neutral cross-connects and colo-to-colo bulk cabling. A neutral cross-connect can connect, with proper authorization, to anyone that is colo in the facility. Colo-to-colo bulk cabling is where we have two or more racks in the same facility and we want to run a bulk cable between our racks.		3	
HIGHER EDUCATION RESEARCH COMMUNITY – TOTAL RAW WEIGHTED SCORE					
HIGHER EDUCATION RESEARCH COMMUNITY – POSSIBLE RAW WEIGHTED SCORE					**75**

Total Raw Weighted Score / **Maximum possible raw weighted score (75)**	**X 15** *(maximum section score)*	**= SCORE:**	

G NETWORK HOSTS REQUIREMENTS

(See Contract Attachment E, Section E.4)

Proposal Page #	Eval Item #	SPECIFIC REQUIREMENT ITEMS	Score	Weight	Weighted Score
	G.1	Specify the connectivity options that are available (depending on data center locations) and the approach for connectivity to the core backbone facilities and connectivity between the data centers.		3	
	G.2	Provide schematics showing the connectivity options from each data center to NetTN as well as connectivity between the data centers.		3	
	G.3	Specify the approach to provide data center active/active and failover routing capabilities between the data centers and to NetTN.		3	
NETWORK HOST REQUIREMENTS – TOTAL RAW WEIGHTED SCORE					
NETWORK HOST REQUIREMENTS – POSSIBLE RAW WEIGHTED SCORE					**45**

Total Raw Weighted Score / **Maximum possible raw weighted score (45)**	**X 10** *(maximum section score)*	**= SCORE:**	

H REMOTE ACCESS REQUIREMENTS

(See Contract Attachment E, Section E.5)

Proposal Page #	Eval Item #	SPECIFIC REQUIREMENT ITEMS	Score	Weight	Weighted Score
	H.1	Specify the strategy for controlling costs of the dial-up RA solution by directing users to local numbers rather than more expensive toll free numbers.		3	
	H.2	Specify the approach to appropriately sizing the capacity of dial-up network access to limit busy signals as well as providing additional local and toll-free numbers as necessary.		2	
	H.3	Specify the approach to ensuring the availability of dial-up access to users across the State. Provide details on possible modem pool locations and dialing plans (local vs. long distance or toll free numbers).		2	
	H.4	Specify in detail the proposed Remote Access used for direct dial up access to the NetTN Core Backbone network and the cost-effective approach.		2	
	H.5	Specify broadband Virtual Private Network (VPN) access to the NetTN Core Backbone from a commercial Internet Service Provider other than NetTN.		2	
	H.6	Specify any Digital Subscriber Line (DSL) solutions that may be offered to the State for access to the NetTN Core Backbone network. Provide areas of coverage, bandwidth availability.		2	
	H.7	Specify the broadband Cable solutions, through Cable TV contractors, that will be offered to the State for access to the NetTN Core Backbone network. Provide areas of coverage, bandwidth availability.		2	
	H.8	Specify the broadband wireless solutions that will be offered to the State for access to the NetTN Core Backbone network. Wireless solutions shall include but not limited to broadband direct access from cellular networks as well as satellite options. Provide areas of coverage, bandwidth availability.		3	
	H.9	Specify how dial-up and VPN connections will be supported, implemented and managed by the Proposer to allow access to the NetTN Core Backbone network.		3	
	H.10	Specify the security methods that will be used by RA. Describe how users will be multi-factor authenticated, how administration can be delegated and how usage and logging can be audited.		2	
	H.11	The TNII Association requires a centralized secure database that contains related information, maintained by the Contractor, with administrative		2	

Proposal Page #	Eval Item #	SPECIFIC REQUIREMENT ITEMS	Score	Weight	Weighted Score
		Web access provided for NetTN partners to set up and delete accounts, generate billing information, and run real-time reports. Describe the environment and how it will be designed and maintained.			
REMOTE ACCESS REQUIREMENTS – TOTAL RAW WEIGHTED SCORE					
REMOTE ACCESS REQUIREMENTS – POSSIBLE RAW WEIGHTED SCORE					**125**
Total Raw Weighted Score / **Maximum possible raw weighted score (125)**			**X 15** *(maximum section score)*	**= SCORE:**	

I QUALITY OF SERVICE (QoS) REQUIREMENTS

(See Contract Attachment E, Section E.6)

Proposal Page #	Eval Item #	SPECIFIC REQUIREMENT ITEMS	Score	Weight	Weighted Score
	I.1	Comment on the proposed Forwarding Equivalence Classes (FECs) on E.6.4		2	
	I.2	Specify how the proposed NetTN network will classify different types of traffic.		2	
	I.3	Specify the process for adding additional FECs.		2	
	I.4	Specify the compliance approach to accepting Differential Services (DiffServ) as outlined in RFP Attachment 6.11 for OIR's Utilization of DiffServ. Also, specify any other available technologies that can be utilized to support QoS end to end for the proposed NetTN WAN.		3	
	I.5	Describe the methodology used to ensure the QoS levels are provided end to end.		3	
	I.6	Define the Quality of Service (QoS) that is to be provided for the proposed NetTN WAN solution including its standards based specification identifier. Specify the deployment and support mechanism for the NetTN QoS strategy.		3	
QUALITY OF SERVICE (QoS) REQUIREMENTS – TOTAL RAW WEIGHTED SCORE					
QUALITY OF SERVICE (QoS) REQUIREMENTS – POSSIBLE RAW WEIGHTED SCORE					**75**

Total Raw Weighted Score / **Maximum possible raw weighted score (75)**	**X 15** *(maximum section score)*	**= SCORE:**	

J VIDEO CONFERENCING

(See Contract Attachment E, Section E.7)

Proposal Page #	Eval Item #	SPECIFIC REQUIREMENT ITEMS	Score	Weight	Weighted Score
	J.1	Provide a written description of the network infrastructure and service offering in support of H.323 video conferencing systems and provide details on the following: a. Coverage – specify how the NetTN WAN infrastructure delivers H.323 video services to those End Site locations requiring it within the State (e.g. a regional or Local Access and Transport Area (LATA) based strategy). b. Reliability – specify what reliability and delivery mechanisms are provided to maximize availability of the network for video conferencing services throughout the NetTN WAN infrastructure without compromising the transport criteria. c. Migration strategy – provide a description of the migration strategy from the current network, including a cutover strategy that maintains connectivity for video sites on the current network. d. Pre-production validation – specify how the Proposer will test and validate any new service or transport feature(s) without utilizing production resources or negatively impacting performance or capabilities of the production environment for videoconferencing.		10	
VIDEO CONFERENCING – TOTAL RAW WEIGHTED SCORE					
VIDEO CONFERENCING – POSSIBLE RAW WEIGHTED SCORE					**50**

Total Raw Weighted Score / **Maximum possible raw weighted score (50)**	**X 5** *(maximum section score)*	**= SCORE:**	

K MULTIPOINT VIDEO SERVICE REQUIREMENTS

(See Contract Attachment E, Section E.7.b)

Proposal Page #	Eval Item #	SPECIFIC REQUIREMENT ITEMS	Score	Weight	Weighted Score
	K.1	Specify the multipoint video services equipment that is being proposed as part of the NetTN Multipoint video conferencing service offering that will be available.		1	
	K.2	Specify the video, audio, data, multiplexing, signaling, and multipoint switching techniques and compression algorithms that will be used.		1	
	K.3	State the Multipoint Control Units (MCUs) maximum port size, the proposed ports installed, and expansion process. Supply any upgrade information for additional features.		1	
	K.4	Specify the network interfaces supported by the MCUs; including what network speeds are supported.		1	
	K.5	Specify the proposed video conferencing solution's ability to bridge MCUs outside the NetTN network.		1	
	K.6	Specify the MCU features including chairperson/director control of operation, Voice activation, Polling, Continuous presence.		1	
	K.7	Specify the MCU connection initiation mode's available (meet-me, dial-out, etc.).		1	
	K.8	After a video conference is arranged, explain any limitations in terms of the user's ability to add additional conference attendees or change transmission speeds in real-time if desired.		1	
	K.9	Specify how videoconference tones are provided to signal a conference attendee entry or exit to a real-time videoconference.		1	
	K.10	Specify how audio-only participants can be added to a real-time videoconference.		1	
	K.11	Specify support for encryption or other security mechanism that is available with the video conferencing service offering.		1	
	K.12	Specify the log details that are kept on the NetTN video conferencing system or NetTN Network Operations Center for security and administrative purposes.		1	

Proposal Page #	Eval Item #	SPECIFIC REQUIREMENT ITEMS	Score	Weight	Weighted Score
	K.13	Specify your solution for authentication and firewall traversal to allow access to only those authorized for NetTN video conferencing.		1	
MULTIPOINT VIDEO SERVICE REQUIREMENTS – TOTAL RAW WEIGHTED SCORE					
MULTIPOINT VIDEO SERVICE REQUIREMENTS – POSSIBLE RAW WEIGHTED SCORE					**65**
Total Raw Weighted Score / **Maximum possible raw weighted score (65)**			**X 5** *(maximum section score)*	**= SCORE:**	

L VIDEO CONFERENCE SCHEDULING REQUIREMENTS

(See Contract Attachment E, Section E.7.c)

Proposal Page #	Eval Item #	SPECIFIC REQUIREMENT ITEMS	Score	Weight	Weighted Score
	L.1	Specify the video conferencing scheduling system that will be utilized. Provide a detailed description of the features and functionality.		1	
	L.2	Provide the Standard Operating Procedures for scheduling, pre-conference set up, call launch, conference monitoring, troubleshooting problems and disconnection of a multipoint conference.		1	
	L.3	Specify any conferencing service policies and procedures on cancellations.		1	
	L.4	Specify any ad hoc scheduling support the proposed video conferencing service can provide.		1	
	L.5	Specify the pre-conference activities and advance setup time required for multipoint video conferencing sessions in order to meet the Proposer's defined service level agreements.		1	
VIDEO CONFERENCE SCHEDULING REQUIREMENTS – TOTAL RAW WEIGHTED SCORE					
VIDEO CONFERENCE SCHEDULING REQUIREMENTS – POSSIBLE RAW WEIGHTED SCORE					**25**
Total Raw Weighted Score / **Maximum possible raw weighted score (25)**			**X 5** *(maximum section score)*	**= SCORE:**	

M IP MULTICASTING REQUIREMENTS

(See Contract Attachment E, Section E.8)

Proposal Page #	Eval Item #	SPECIFIC REQUIREMENT ITEMS	Score	Weight	Weighted Score
	M.1	The Proposer shall provide sample IP Multicasting Visio diagrams depicting a hypothetical 25-site IP Multicasting scenario including all proposed NAPs. The diagrams should indicate the following items: a. Overall IP Multicast network infrastructure through the NetTN WAN infrastructure connecting 25 End Sites through all proposed NAPs. b. IP Multicast address grouping for the 25-sites.		5	
	M.2	The Proposer shall provide a detailed description of the proposed IP Multicasting service offering and include details of the following items: a. State any assumptions made about the IP Multicasting solution. b. Specify how the NetTN WAN infrastructure supports the session.		5	
	M.3	The Proposer shall specify what industry standards are used for the proposed IP Multicasting service offering and compatibility with other equipment manufacturers.		2	
	M.4	Specify how IP Multicasting addressing schemes will be deployed throughout the NetTN WAN infrastructure.		3	
IP MULTICASTING REQUIREMENTS – TOTAL RAW WEIGHTED SCORE					
IP MULTICASTING REQUIREMENTS – POSSIBLE RAW WEIGHTED SCORE					**75**

Total Raw Weighted Score / **Maximum possible raw weighted score (75)**	**X 15** *(maximum section score)*	**= SCORE:**	

N INTERNET CONNECTIVITY

(See Contract Attachment E, Section E.9)

Proposal Page #	Eval Item #	SPECIFIC REQUIREMENT ITEMS	Score	Weight	Weighted Score
	N.1	Provide a Visio block diagram and detailed description of the Internet connectivity strategy being proposed for the NetTN WAN infrastructure.		3	
	N.2	Specify the primary Tier 1 Internet Service Provider (ISP) for the NetTN Internet access connection. Specify all of the Tier 1, or Tier 2 ISPs that will be connected to the NetTN WAN infrastructure.		3	
	N.3	Specify the Tier 1 and Tier 2 peering partners.		3	
	N.4	Specify the total number/type of Internet egress points that are being proposed for the NetTN WAN infrastructure.		2	
	N.5	Specify where the proposed Internet egress points shall be located within the NetTN WAN infrastructure.		3	
	N.6	Define what the default route strategy shall consist of and provide a functional description for review.		3	
	N.7	The Proposer shall provide information on the type of technologies listed below that can provide Internet coverage. If coverage is not available throughout the State, indicate areas of coverage where service is available and not available: a. DSL b. Leased Line c. Optical d. Ethernet e. Wavelength 1.25Gb, 10Gb, etc. f. Cable g. Wireless h. Satellite		4	

Proposal Page #	Eval Item #	SPECIFIC REQUIREMENT ITEMS	Score	Weight	Weighted Score
	N.8	Describe in detail the security policy, intrusion detection, intrusion prevention, and firewall systems at all egress/ingress points of the NetTN network i.e. Remote Access, Internet.		3	
	N.9	Specify how dynamic default routing will be supported for BGP peering for Direct Internet Access.		4	
INTERNET CONNECTIVITY – TOTAL RAW WEIGHTED SCORE					
INTERNET CONNECTIVITY – POSSIBLE RAW WEIGHTED SCORE					**140**
Total Raw Weighted Score / **Maximum possible raw weighted score (140)**			**X 15** *(maximum section score)*	**= SCORE:**	

O CONTENT FILTERING

(See Contract Attachment E, Section E.9.e)

Proposal Page #	Eval Item #	SPECIFIC REQUIREMENT ITEMS	Score	Weight	Weighted Score
	O.1	Specify how the proposed content filtering service offering distinguishes between authorized groups and how overriding will be allowed.		2	
	O.2	Specify the type of filtering done by the content filtering service, (i.e., word-based filtering, IP address/domain name based filtering or other technique).		2	
	O.3	Provide a description of customized block page capabilities and functions.		2	
	O.4	Specify whether the proposed solution will be integrated as a pass-through or pass-by.		2	
	O.5	Specify the implementation and support plan for content filtering at SDE's school, school district and any other locations.		2	
	O.6	Specify the implementation and support plan for content filtering for any other End Site location where this service has been requested by a TNII Association partner.		2	
CONTENT FILTERING – TOTAL RAW WEIGHTED SCORE					
CONTENT FILTERING – POSSIBLE RAW WEIGHTED SCORE					**60**

Total Raw Weighted Score / **Maximum possible raw weighted score (60)**	**X 10** *(maximum section score)*	**= SCORE:**	

P EMAIL SERVICE REQUIREMENTS

(See Contract Attachment E, Section E.9.g)

Proposal Page #	Eval Item #	SPECIFIC REQUIREMENT ITEMS	Score	Weight	Weighted Score
	P.1	Provide details of a transition and implementation plan for support of SDE's Ten-Nash e-mail service.		2	
	P.2	Specify the email system proposed and provide a detailed list of the items included with each email account including storage space and services provided, administrative and account management.		2	
EMAIL SERVICE REQUIREMENTS – TOTAL RAW WEIGHTED SCORE					
EMAIL SERVICE REQUIREMENTS – POSSIBLE RAW WEIGHTED SCORE					**20**
Total Raw Weighted Score / **Maximum possible raw weighted score (20)**			**X 5** *(maximum section score)*	**= SCORE:**	

Q NAME SPACE MANAGEMENT REQUIREMENTS

(See Contract Attachment E, Section E.9.h)

Proposal Page #	Eval Item #	SPECIFIC REQUIREMENT ITEMS	Score	Weight	Weighted Score
	Q.1	Specify domain name registration and transitioning services that are provided as part of the Name Space Management service offering (i.e., the registrar, the process of requesting domain names to be registered, etc.)		1	
	Q.2	Specify what is offered in terms of primary and secondary DNS services.		1	
	Q.3	Specify the maximum number of domains that will be supported for each TNII Association Partner and their end users.		1	
	Q.4	Specify how often DNS records updates will be accepted.		1	
	Q.5	Specify the hardware and software platforms and systems used for all primary and secondary DNS servers.		1	
	Q.6	Specify where all primary and secondary DNS servers shall be located within the NetTN WAN infrastructure.		1	
NAME SPACE MANAGEMENT REQUIREMENTS – TOTAL RAW WEIGHTED SCORE					
NAME SPACE MANAGEMENT REQUIREMENTS – POSSIBLE RAW WEIGHTED SCORE					**30**

Total Raw Weighted Score / **Maximum possible raw weighted score (30)**	**X 10** *(maximum section score)*	**= SCORE:**	

R ADDRESS SPACE MANAGEMENT REQUIREMENTS

(See Contract Attachment E, Section E.9.j)

Proposal Page #	Eval Item #	SPECIFIC REQUIREMENT ITEMS	Score	Weight	Weighted Score
	R.1	In the event the current ISPs of the TNII Association Partners change, specify the proposed strategy for handling the IP address space that will be lost when the TNII Association Partners switch to the NetTN Contractor's ISPs. Include an assessment of the advantages and disadvantages of your proposed strategies.		1	
	R.2	Specify the IP network layer addressing standards and schemes that are recommended for deployment on the new, NetTN WAN infrastructure. Specify how much growth is available for your recommended IP network layer addressing schemes.		1	
	R.3	Specify how the NetTN Proposers will manage and allocate IP network layer addresses.		1	
	R.4	The TNII Association requires support for entities attaching to the NetTN Network that use their own private network addresses. Specify how the Proposer will comply with this requirement.		1	
	R.5	Specify how the proposed NetTN network will provide connectivity between the different Virtual Route Forwarding (VRF) while each are using the same IP address scheme.		1	
	R.6	IPv6 Transition: The current TNII network uses an IPv4 network address scheme. Even though the TNII Association does not currently have a timeline for this transition, the Proposer shall specify a strategy and design for adopting and deploying IPv6 in an incremental, dispersed cost efficient manner, while providing direct interoperability between IPv6 and IPv4 systems.		1	

Proposal Page #	Eval Item #	SPECIFIC REQUIREMENT ITEMS	Score	Weight	Weighted Score
	R.7	Detail the ability to meet the TNII Association requirement for the NetTN network to be compatible with customer public and private IPv4 and IPv6 addressing.		2	
ADDRESS SPACE MANAGEMENT REQUIREMENTS – TOTAL RAW WEIGHTED SCORE					
ADDRESS SPACE MANAGEMENT REQUIREMENTS – POSSIBLE RAW WEIGHTED SCORE					**40**
Total Raw Weighted Score / **Maximum possible raw weighted score (40)**			**X 10** *(maximum section score)*	**= SCORE:**	

S SDE (K-12 SERVICES) REQUIREMENTS

(See Contract Attachment F)

Proposal Page #	Eval Item #	SPECIFIC REQUIREMENT ITEMS	Score	Weight	Weighted Score
	S.1	Provide the name, telephone number, facsimile number, and e-mail address of the person responsible for the E-Rate program within the service provider's company.		3	
	S.2	Provide the Proposer's Service Provider Identification Number (SPIN).		2	
	S.3	Provide a Statement indicating your full understanding of the E-Rate funding process and your company's commitment to complying with and facilitating SDE's compliance with the E-Rate funding process. Describe your company's background and experience with E-Rate.		5	
	S.4	Indicate any issues or concerns that may affect the overall ability of your organization to provide for a successful, E-Rate compliant SDE bundled Internet service offering and specify your proposed solution for overcoming these issues or concerns.		4	
	S.5	Provide a Statement of acceptance and understanding to the Payment Methodology and Billing Requirements as specified herein.		5	
	S.6	Proposer's understanding that it must comply with and/or assist the State in certain filing processes. Rate proposer's commitment to assist in or prepare certain required filings.		6	
SDE (K-12 SERVICES) REQUIREMENTS – TOTAL RAW WEIGHTED SCORE					
SDE (K-12 SERVICES) REQUIREMENTS – POSSIBLE RAW WEIGHTED SCORE					**125**

Total Raw Weighted Score / **Maximum possible raw weighted score (125)**	**X 10** *(maximum section score)*	**= SCORE:**	

T CONTRACTOR'S NOC AND MONITORING

(See Contract Attachment G, Section G.3)

Proposal Page #	Eval Item #	SPECIFIC REQUIREMENT ITEMS	Score	Weight	Weighted Score
	T.1	Identify the NOC that will serve the TNII Association and the NetTN network. Specify how TNII Association technical staff will communicate with NetTN Contractor technical staff in the NOC, including telephone, e-mail, and other online contact. Identify which secondary NOC, will be used as a backup.		3	
	T.2	Confirm Proposer's Network management System(NMS) and specify in detail, the system that supports the TNII Association: a. Clearly identify the devices and capabilities of the system for generating alarms and alerts. b. Provide examples of output from such system or application screen-shots. c. Specify Contractor policies and procedures that are followed to notify the TNII Association NOSC/NOCs when major or catastrophic alarms/alerts are received. d. Specify the backup system e. Viewing/receiving Alarms and Alerts: Specify what types of alarms and alerts are available for viewing/receiving and how and when they are generated. f. Time Intervals: Identify time intervals Proposer has established that determine when an outage has occurred and when reported to the TNII Association. g. Reaction to Alarms: Specify what immediate steps are taken once an alarm is received. h. Recurring Events: Specify what procedures are in place to mitigate recurring events. i. Scope of Monitoring: Clearly identify, with examples, at what point monitoring ends.		15	
	T.3	Integration with the Trouble Ticketing System: Specify how the alarm and alert system or application is integrated into the Trouble Ticketing System used to support the NetTN network so that Trouble Tickets can automatically be opened when an alarm or alert is discovered.		2	
	T.4	The Proposer shall operate a real-time, state-of-the-art performance and error monitoring system that will be used in the delivery of the NetTN services: a. Specify in detail, the system provided and how it will be used to support The TNII Association		3	

Proposal Page #	Eval Item #	SPECIFIC REQUIREMENT ITEMS	Score	Weight	Weighted Score
		and the NetTN network. b. Provide examples of output from such system or application screen-shots.			
	T.5	Identify specific types of performance information that is being evaluated and how degradation of service is determined.		2	
	T.6	Identify the immediate steps that are taken once there is degradation of service or errors encountered and the procedures that are in place to address these events.		2	
	T.7	Define your process on how you will respond to problems immediately.		2	
	T.8	Identify what types of performance issues and errors are reported immediately.		1	
	T.9	The TNII Association requires that the Proposer operate a real-time, state-of-the-art monitoring system that monitors the NetTN Network and creates exception reports to be used in the management of the NetTN network. The Proposer must: a. Specify the exception monitoring system in detail and how it will be used. b. Specify how NetTN Association Partners will be notified when exceptions have been encountered that impact service delivery.		2	
	T.10	Address specific performance monitoring criteria as it pertains to data, VoIP and multimedia bandwidth usage. Address each performance aspect individually, showing what is measured and how it is measured.		1	
	T.11	Identify polling intervals used for each technology type.		2	
	T.12	Provide threshold levels observed for each technology-type including the latency time window adopted that generate an exception.		1	
	T.13	Specify the types of exceptions that are reported immediately and those that are monitored for a period of time.		2	
	T.14	Training must be provided for the proposed monitoring system. Training must be provided for at least 70 NetTN users. Specify the training.		1	
	T.15	Identify any other needed hardware or software for access to the monitoring system. The monitoring system should provide a graphical interface to the web browser. This system or application must support at least 70 concurrent authorized TNII Association users.		1	
	T.16	The TNII Association Partners requires the flexibility to view the monitoring system information by identifiers recognizable by the TNII Association. Examples are Agency Name; Circuit ID, VPN, and CPE name. Specify how the system offers this		1	

Proposal Page #	Eval Item #	SPECIFIC REQUIREMENT ITEMS	Score	Weight	Weighted Score
		flexibility.			
	T.17	Specify whether the information that is contained in the monitoring system will be filtered before it will be disseminated to the TNII Association. If it is filtered prior to dissemination, specify what is being filtered before it reaches the TNII Association Partners.		1	
	T.18	Specify the out-of-band management provided to each End Site Edge Device and how it will be secure.		1	
CONTRACTOR'S NOC AND MONITORING – TOTAL RAW WEIGHTED SCORE					
CONTRACTOR'S NOC AND MONITORING – POSSIBLE RAW WEIGHTED SCORE					**215**
Total Raw Weighted Score / **Maximum possible raw weighted score (215)**		**X 20** *(maximum section score)*		**= SCORE:**	

U SERVICE LEVEL AGREEMENT MANAGEMENT REQUIREMENTS

(See Contract Attachment G, Section G.4)

Proposal Page #	Eval Item #	SPECIFIC REQUIREMENT ITEMS	Score	Weight	Weighted Score
	U.1	**Core Backbone Availability**. The Core Backbone network infrastructure of the NetTN WAN shall have a minimum monthly network availability factor of 99.999%. Note: the network availability factor must be calculated for the entire Core Backbone network infrastructure and not for a per circuit basis. Specify the formula, metrics and data elements monitored for calculating Core Backbone availability in a 30-day calendar month. Specify your proposed Core Backbone availability factor. Specify compliance with this SLA.		3	
	U.2	**End Site to Core Backbone Availability**. The network infrastructure consisting of WAN connections shall have a minimum monthly network availability factor of 99.95% for each End Site to Core Network WAN connection. Specify the formula, metrics and data elements monitored for calculating End Site to Core Backbone availability in a 30-day calendar month. Specify your proposed End Site to Core Backbone availability factor. Specify compliance with this SLA.		3	
	U.3	**OIR Data Center Direct Internet Accesss (DIA) Service Availability**. OIR will utilize Direct Internet Access (DIA) services from the Data Center(s) to the Internet to provide aggregate Internet access to all OIR end sites on NetTN. The Data Center DIA shall have a minimum monthly availability factor of 99.999% per 24-hour day per calendar month. Specify the formula, metrics and data elements monitored for calculating OIR Data Center Direct Internet Access circuit availability in a 30-day calendar month. Specify your proposed OIR Data Center Direct Internet Access service availability factor. Specify compliance with this SLA.		3	
	U.4	**OIR Data Center Point-to-Point Circuit Availability.** OIR will utilize point-to-point circuits between its Data Centers to support data replication and alternate routes into each Center. The Data Center point-to-point circuit shall have a minimum monthly availability factor of 99.999% per 24-hour day per calendar month. Specify the formula, metrics and data elements monitored for calculating OIR Data Center Point-to Point circuit availability in a 30-day calendar month. Specify your proposed OIR Data Center Point-to-Point circuit availability factor. Specify compliance with this SLA.		3	

Proposal Page #	Eval Item #	SPECIFIC REQUIREMENT ITEMS	Score	Weight	Weighted Score
	U.5	**NetTN Internet Access WAN Service Availability**. Each NetTN Internet Access WAN Circuit Availability shall be => 99.999% per 24 hour day per calendar month. Specify the formula, metrics and data elements monitored for calculating NetTN Internet Access Availability in a 30-day calendar month. Specify your proposed NetTN Internet Access Availability factor. Specify compliance with this SLA.		3	
	U.6	**NetTN Internet/Internet2 Availability to First Hop Beyond the NetTN Default Gateway Devices.** Any loss of connectivity from an end site to the first hop beyond the NetTN Internet/Internet2 gateway devices due to a routing issue will be considered as non-availability. Any loss of Internet/Internet2 BGP sessions between BGP peers will also be considered as non-availability.		3	
	U.7	**NetTN Edge Device to NAP Average Jitter Measurement**. The NetTN Edge Device to NAP Average Jitter shall be =< 2 ms. Specify the formula, metrics and data elements monitored for calculating the NetTN Edge Device to NAP Average Jitter Measurement. Specify your proposed NetTN Edge Device to NAP Average Jitter Measurement. Specify compliance with this SLA.		3	
	U.8	**TEXT DELETED**		3	
	U.8	**NetTN Edge Device TEXT DELETED Errored Packets**. The NetTN Edge Device Errored Packets shall be =< .75% total Errored Packets (e.g., bad packets) per 24 hour day for the entire calendar month. Specify the formula, metrics and data elements monitored for calculating the NetTN Edge Device Hourly Device Errored Packets. Specify your proposed NetTN Edge Device Hourly Device Errored Packets factor. Specify compliance with this SLA.		3	
	U.9	**TEXT DELETED**		3	
	U.9	**NetTN Edge Device to the 1st Hop in the Core TEXT DELETED Average Round-Trip Response Time Delay**. The NetTN Edge Device to the 1st Hop Average Round-Trip Response Time Delay shall be =< 20 ms per 24 hour day per calendar month. Specify the formula, metrics and data elements monitored for calculating NetTN Edge Device to the 1st Hop in the Core Hourly Average Round-Trip Response Time Delay. Specify your proposed NetTN Edge Device to the 1st Hop in the Core TEXT DELETED Average Round-Trip Response Time Delay factor. Specify compliance with this SLA.		3	
	U.10	**NetTN Average TEXT DELETED Round Trip**		3	

Proposal Page #	Eval Item #	SPECIFIC REQUIREMENT ITEMS	Score	Weight	Weighted Score
		Latency, End Site to OIR Data Centers. The NetTN End Site to OIR Data Center NetTN Edge Device Average TEXT DELETED Round Trip Latency shall be =< 125 ms per 24 hour day per calendar month. Specify the formula, metrics and data elements monitored for calculating NetTN Average TEXT DELETED Round Trip Latency, End Site to OIR Data Center. Specify your proposed NetTN Average TEXT DELETED Round Trip Latency, End Site to OIR Data Center factor. Specify compliance with this SLA.			
	U.13	**TEXT DELETED**		3	
	U.11	**Report for End Site to Core WAN Circuit Hourly Average Bandwidth Utilization.** The NetTN Edge Device to Core WAN Circuit Average Hourly Inbound Bandwidth Utilization and the Hourly Average Outbound Bandwidth Utilization: =< 80% average bandwidth utilization per 24 hour day per calendar month. Specify the formula, metrics and data elements monitored for calculating End Site to Core Bandwidth Utilization. Specify compliance with this SLA.		3	
	U.12	**NetTN Internet Access Hourly Average Bandwidth Utilization.** Each NetTN Internet Access Hourly Average Inbound Bandwidth Utilization and the Hourly Average Outbound Bandwidth Utilization =< 80% per hour for the entire calendar month. Specify the formula, metrics and data elements monitored for calculating NetTN Internet Access Hourly Average Bandwidth Utilization. Specify compliance with this SLA.		3	
	U.13	**NAP to NAP Core WAN Circuit Hourly Average Bandwidth Utilization.** The NAP to NAP to Core WAN Circuit Average Hourly Inbound Bandwidth Utilization and the Hourly Average Outbound Bandwidth Utilization: =< 80% average bandwidth utilization per 24 hour day per calendar month. Specify the formula, metrics and data elements monitored for calculating NAP to NAP Core WAN Circuit Hourly Average Bandwidth Utilization. Specify compliance with this SLA.		3	
	U.14	**End Site Critical Problem Identification and Problem Resolution.** Critical Problem fixed: two hours or less. Specify your compliance with above SLA.		3	
	U.15	**End Site Major Problem Identification and Problem Resolution.** Major Problem fixed: four hours or less. Specify your compliance with above SLA.		3	
	U.16	**End Site Minor Problem Identification and Problem Resolution.** Minor Problem fixed: six hours or less. Specify your compliance with above SLA.		3	

Proposal Page #	Eval Item #	SPECIFIC REQUIREMENT ITEMS	Score	Weight	Weighted Score
	U.17	**Ordering, Installing, Conducting Verification Testing for New or Upgraded End Sites.** Ordering, Installing, and Testing for any new, changed, or upgraded End Site Location's WAN connection: 30 calendar days or less, with the exception of end site unavailability, or network facilities which must conform to 45 business days, or if the 30th calendar day falls on a weekend or State holiday. This time period will be less than 30 calendar days if so offered by the Proposer. Specify your compliance with above SLA.		3	
	U.18	**Configuration Management Services – Reactive Critical.** Critical Configuration Response: 15 Minutes or Less for Live Video Sessions and Security Issues. Critical Configuration Response: Three hours or less for others. Specify your compliance with above SLA.		3	
	U.19	**Configuration Management Services – Reactive Major.** Major Configuration Response: six hours or less. Specify your compliance with above SLA.		3	
	U.20	**Remote Access (RA) Configuration Management Services - Proactive.** Remote Access (RA) Configuration Management Services include the establishment of new RA accounts as well as any changes or deletions of RA accounts. Proactive Configuration Response: three calendar days. Specify your compliance with the above SLA.		3	

Proposal Page #	Eval Item #	SPECIFIC REQUIREMENT ITEMS	Score	Weight	Weighted Score
	U.21	**Report for Security Administration Management Services.** All Critical and Major Security incidents shall be reported by the NetTN Contractor weekly. Specify your compliance with above SLA.		3	
SERVICE LEVEL AGREEMENTS – TOTAL RAW WEIGHTED SCORE					
SERVICE LEVEL AGREEMENTS – POSSIBLE RAW WEIGHTED SCORE					**351**
Total Raw Weighted Score / **Maximum possible raw weighted score (351)**			**X 20** *(maximum section score)*	**= SCORE:**	

V NETWORK MANAGEMENT REPORTING REQUIREMENTS

(See Contract Attachment G, Section G.9)

Proposal Page #	Eval Item #	SPECIFIC REQUIREMENT ITEMS	Score	Weight	Weighted Score
	V.1	Specify the proposed problem identification, isolation, and resolution process. Include a block diagram depicting the workflow process between the TNII Association Partner end site and the NetTN Contractor's NOC support Levels 1, 2, and 3.		3	
	V.2	Specify the proposed NetTN outsourced network management service offering's problem severity definition including categories proposed.		3	
	V.3	Specify the proposed problem escalation procedures required to meet the defined SLAs. Specify the escalation procedures for taking a problem from Level 1 to Level 2 to Level 3.		3	
	V.4	Specify how the proposed NetTN outsourced network management service offering will accommodate the TNII Association's request/need to modify or enhance the defined Fault Management procedures.		3	
	V.5	Provide sample formats for the following Fault Management monthly reports: a. Call Tracking b. Circuit Restoration Time c. WAN Circuit Trouble Ticket d. End Site Equipment Restoration Time e. End Site Equipment Trouble Ticket f. End Site Service Trouble Ticket Restoration Time g. End Site Service Trouble Ticket h. Video End Site Uptime/Downtime Report		16	
	V.6	Specify how you will access and utilize OIR's Remedy system to support the OIR Fault Management process.		3	

Proposal Page #	Eval Item #	SPECIFIC REQUIREMENT ITEMS	Score	Weight	Weighted Score
	V.7	The TNII Association requires that the Proposer operate a trouble ticketing function that includes online system availability state wide. Specify in detail the trouble ticketing system that will be utilized to support sites other than OIR. Include a description of any interface options available to support other trouble ticketing systems.		3	
NETWORK MANAGEMENT REPORTING REQUIREMENTS – TOTAL RAW WEIGHTED SCORE					
NETWORK MANAGEMENT REPORTING REQUIREMENTS – POSSIBLE RAW WEIGHTED SCORE					**170**
Total Raw Weighted Score / **Maximum possible raw weighted score (170)**			**X 15** *(maximum section score)*	**= SCORE:**	

W PERFORMANCE MANAGEMENT TECHNICAL REQUIREMENTS

(See Contract Attachment G, Section G.9.c)

Proposal Page #	Eval Item #	SPECIFIC REQUIREMENT ITEMS	Score	Weight	Weighted Score
	W.1	Specify what network management applications, tools, and utilities will be used to conduct SNMP polling and data collection and how and where this data will be archived within the NMS including reference to the specific reports used to satisfy the included requirements.		4	
	W.2	Explain how and when the NMS will be used to monitor and verify network traffic performance during the initial migration and cutover of NetTN End Site locations onto the new, NetTN WAN infrastructure.		3	
	W.3	Specify how storing and retrieving data for no less than 13 months from the date of retrieval will be handled.		3	
	W.4	Specify how End Site to Core Network traffic bottlenecks are identified and minimized.		4	
	W.5	Specify what the procedures are for conducting proactive capacity planning analyses on End Site to Core Network connections for the NetTN WAN infrastructure.		4	
	W.6	Specify how event correlation analysis is conducted and how the results of the efforts are applied. Provide procedures that specify when event correlation analysis is initiated and how the results are applied.		2	
	W.7	Specify how the result of the event correlation analysis of the NetTN transport is utilized to prevent future service affecting events.		2	
	W.8	Specify how the Trouble Ticketing System is used to support the efforts to arrive at root cause analysis.		2	
	W.9	Specify how a trend analysis is conducted on managed services. Provide policies and procedures that drive when trend analysis is initiated and how the results are applied.		2	
	W.10	Specify how degradation tracking of NetTN managed services is accomplished and examples of how services are tracked. Provide thresholds that trigger opening of a trouble ticket and provide remediation. Specify any variations of tracking as it pertains to data, VoIP and multimedia.		2	

Proposal Page #	Eval Item #	SPECIFIC REQUIREMENT ITEMS	Score	Weight	Weighted Score
	W.11	The TNII Association requires, for diagnostic purposes, the ability to occasionally view or monitor application-layer traffic traversing NetTN. The TNII Association requires monitoring end-to-end response times as applications are released over NetTN in order to determine application performance levels. Specify time intervals that can be included in a report. Indicate whether or not the report can be accessed and displayed via web browser.		3	
	W.12	The TNII Association Partners require a web browser performance system with the ability to provide statistics such as bandwidth utilization to authorized NetTN end users. Specify the proposed browser-based performance system including its ability to provide the following statistics to individual TNII Association Partners: a. End Site to Core Network Circuit Availability b. End Site to Core Network Circuit Average Bandwidth Utilization c. NetTN Edge Device Errored Packets d. NetTN Edge Device to Core Network Average Round-Trip Response Time e. NetTN Edge Device to Default Internet Gateway Average Round-Trip Response Time Delay f. NetTN Internet Access WAN Circuit Availability g. NetTN Internet Access WAN Circuit Average Bandwidth Utilization h. Core Backbone Network Availability i. NetTN Edge Device to NAP Average Jitter Measurement for Voice and Video End Sites j. NetTN Average Hourly Round Trip Latency, NAP to Edge Device k. NetTN Average Hourly Round Trip Latency, NAP to NAP l. NetTN Average Hourly Packet Loss, NAP to NAP		12	
PERFORMANCE MANAGEMENT TECHNICAL REQUIREMENTS – TOTAL RAW WEIGHTED SCORE					
PERFORMANCE MANAGEMENT TECHNICAL REQUIREMENTS – POSSIBLE RAW WEIGHTED SCORE					**215**

Total Raw Weighted Score / **Maximum possible raw weighted score (215)**	**X 15** *(maximum section score)*	**= SCORE:**	

X SECURITY AND ADMINISTRATION MANAGEMENT REQUIREMENTS

(See Contract Attachment G, Section G.10)

Proposal Page #	Eval Item #	SPECIFIC REQUIREMENT ITEMS	Score	Weight	Weighted Score
	X.1	Provide details on the proposed NetTN Security and Administration plan that shall encompass the NetTN infrastructure. The Proposer shall be knowledgeable of the security policies and requirements of OIR, TBR, UT, SDE and e-Health Council. The State of Tennessee Enterprise Information Security Policy can be found at the following URL: http://www.state.tn.us/finance/oir/secpolicy.html		10	
	X.2	The Proposer shall specify how the NetTN Security and Administration plan will address the confidentiality and integrity of data traversing across the NetTN infrastructure. At a minimum, the plan must include: a. Ingress and Egress access control b. Routing and path integrity c. VPN and/or encryption services.		8	
	X.3	The Proposer shall specify the process and procedures for the third party bi-annual security audits and penetration analysis.		4	
	X.4	The Proposer shall specify whether shared network components such as servers and network hardware components are used and how these platforms will be secured.		4	
	X.5	Explain how network traffic on NetTN will be captured, recorded, correlated and/or monitored for security event analysis.		4	
	X.6	Provide samples of the NetTN Network Security and Administration Management service offering's weekly reports. These reports shall include at a minimum the following: a. Details of security violations and/or intrusion attempts including remediation steps and solutions to avoid future occurrences b. Details on lost or damaged data and/or equipment c. Describe the report distribution process.		6	
	X.7	Describe how the security controls will be implemented and maintained between NetTN locations.		4	
	X.8	Specify how the environment will handle administrative and/or user credential authentication, validation and management.		3	
	X.9	Describe the incident response process including the reporting and event correlation processes and escalation processes and procedures.		4	

Proposal Page #	Eval Item #	SPECIFIC REQUIREMENT ITEMS	Score	Weight	Weighted Score
SECURITY AND ADMINISTRATION MANAGEMENT REQUIREMENTS – TOTAL RAW WEIGHTED SCORE					
SECURITY AND ADMINISTRATION MANAGEMENT REQUIREMENTS – POSSIBLE RAW WEIGHTED SCORE					**235**
Total Raw Weighted Score / **Maximum possible raw weighted score (235)**			**X 15** *(maximum section score)*	**= SCORE:**	

Y CONFIGURATION MANAGEMENT REQUIREMENTS

(See Contract Attachment G, Section G.11)

Proposal Page #	Eval Item #	SPECIFIC REQUIREMENT ITEMS	Score	Weight	Weighted Score
	Y.1	Provide examples of the Configuration Management reports that will be provided to the TNII Association Partners.		2	
	Y.2	Specify the software and other tools used in creating the Configuration Management databases and reports containing information on managed services.		2	
	Y.3	Specify the process and methodology for rapid modifications of configurations. Address the time intervals required for a change to occur for each type of configuration affected.		2	
	Y.4	Provide a description of the tools necessary for Configuration Management.		2	
	Y.5	Specify how the Configuration Management requests and changes will be coordinated with each NetTN Partner.		2	
	Y.6	Specify how the Configuration Management process will impact operational procedures.		2	
	Y.7	Specify, in detail, how TNII Association Partners will be able to view the Configuration Management databases.		2	
	Y.8	Provide a copy of the Configuration Management operating procedures for the installation, testing and verification of NetTN hardware and software.		2	
	Y.9	Specify the standard operating procedures for conducting End Site Edge Device upgrades or replacements.		2	
	Y.10	Specify the standard operational procedures for conducting End Site circuit configuration changes.		2	
	Y.11	Specify how the Configuration Management system will be linked into the Network Management system to trigger needed upgrades or configuration changes.		2	
	Y.12	Specify the methodology and procedures to ensure the NetTN network is kept current with security patches and upgrades pertaining to the Contractor-managed CPE and Core Network components.		2	
	Y.13	Provide samples of the following weekly/monthly requested reports (a separate report does not have to be generated for each item if the information can be consolidated): a. NetTN Level 1 and Level 2 Configuration Change Summary Report b. Individual End Site Reactive Configuration		14	

Proposal Page #	Eval Item #	SPECIFIC REQUIREMENT ITEMS	Score	Weight	Weighted Score
		Change Summary c. Individual End Site Proactive Configuration Change Summary (e.g., configuration changes that are pre-scheduled for the following month) d. Updates or Changes to Configuration Documentation Summary e. Up-to-Date Inventory Summary for each End Site f. NetTN End Site Installation, Network Acceptance Testing, and End Site Certification Summary Report. g. Remote Access Configuration Change Summary Report			
CONFIGURATION MANAGEMENT REQUIREMENTS – TOTAL RAW WEIGHTED SCORE					
CONFIGURATION MANAGEMENT REQUIREMENTS – POSSIBLE RAW WEIGHTED SCORE					**190**
Total Raw Weighted Score / **Maximum possible raw weighted score (190)**			**X 15** *(maximum section score)*	**= SCORE:**	

Z GENERAL RESPONSIBILITIES

(See Contract Attachment H)

Proposal Page #	Eval Item #	SPECIFIC REQUIREMENT ITEMS	Score	Weight	Weighted Score
	Z.1	For any hardware or software component used by the NetTN Contractor in the NetTN wide area network infrastructure specify where a vendor or manufacturer proprietary (e.g., non-open or non-industry-standard) hardware or software solution is going to be used and in what capacity.		1	
	Z.2	The project's overall quality control and an overall quality assurance plan must be described as part of this requirement. The Proposer must describe how it envisions ensuring quality control as part of its quality assurance plan and must submit this as part of this requirement's response.		2	
	Z.3	The NetTN Contractor shall appoint a representative with management responsibility for overall project quality. This individual will be the primary point of contact to the TNII Association's Executive Director. The NetTN Contractor's Project Manager shall have intimate knowledge of the project's status and be accessible to the TNII Association's Executive Director on an as needed basis. Please provide the resume of the individual who shall act as the project's overall Project Manager on behalf of the NetTN Contractor.		1	
				GENERAL RESPONSIBILITIES – TOTAL RAW WEIGHTED SCORE	
				GENERAL RESPONSIBILITIES – POSSIBLE RAW WEIGHTED SCORE	**20**

Total Raw Weighted Score / **Maximum possible raw weighted score (20)**	**X 5** *(maximum section score)*	**= SCORE:**	

AA MIGRATION AND IMPLEMENTATION

(See Contract Attachment I)

Proposal Page #	Eval Item #	SPECIFIC REQUIREMENT ITEMS	Score	Weight	Weighted Score
	AA.1	Proposer shall provide, as a part of the Proposal, a six month implementation schedule detailing the provisioning of the core backbone (Phase 1). The implementation plan is to include: a. Provisioning of the Core Network circuits b. Provisioning of Proposer's equipment at the Core Network locations c. Provisioning connectivity of the existing TNII Core network to the new NetTN Core network		9	
	AA.2	The Proposer shall furnish, as a part of the Proposal, an implementation plan of End Sites that requires the migration of all OIR locations, TBR/UT locations, and SDE locations over a 16-month period.		4	
	AA.3	The Proposer shall explain how connectivity will be maintained between End Sites on the existing TNII network with End Sites on the new NetTN network for data, video, and any existing IP Telephony sites.		2	
	AA.4	The Proposer shall explain the technology and techniques used for integration and acceptance testing of a data End Site, video, and any existing IPT sites.		2	
	AA.5	The Proposer shall specify compliance with a burn-in period of 10 business days for each migrated site.		2	
	AA.6	Specify how core connectivity will be maintained between the existing TNII Network and the new NetTN Network during migration at no charge.		2	
	AA.7	The Proposer shall provide a description of tools necessary for configuration management and building TNII Association partner's End Site databases.		2	
	AA.8	The Proposer shall specify estimated downtime for an End Site during the cutover process for the following type of End Sites: a. Data b. Video		6	
	AA.9	The Proposer shall provide a detailed narrative of agreements with existing Incumbent Local Exchange Carriers (ILECs). The TNII Association requires the NetTN Contractor to act as a single point of contact for order, installing, troubleshooting, maintaining, and billing services within the ILEC territories.		2	

Proposal Page #	Eval Item #	SPECIFIC REQUIREMENT ITEMS	Score	Weight	Weighted Score
	AA.10	The Proposer must specify their existing technician/installer base in Tennessee and identify all locations where technicians/installers will be deployed from to support NetTN.		2	
	AA.11	Proposer must understand that there will be costs associated with migrating from the TNII Association's existing network (see RFP Attachment 6.14 for the existing TNII network overview diagram.) The Proposer is responsible for all costs associated with the migration. Proposer must detail all conversion-related tasks and the associated time frames for these conversions. Conversion considerations must include, at minimum, the following: a. Conversions for the backbone and, or end-site circuits where changes in physical circuits or switch port connections are required. b. As the network is migrated, the existing and the proposed networks must be able to connect to allow effective communications between the new network and the old network. Proposers must explain how they propose to connect TNII and NetTN. c. The Proposer will be responsible for all costs associated with duplicate backbone circuits during conversion.		10	
	AA.12	The Proposer shall provide an end site specific migration plan that includes options for end site surveys and end site order processing as outlined in Attachment I, paragraph I.2.o.		3	
MIGRATION AND IMPLEMENTATION – TOTAL RAW WEIGHTED SCORE					
MIGRATION AND IMPLEMENTATION – POSSIBLE RAW WEIGHTED SCORE					**230**
Total Raw Weighted Score / **Maximum possible raw weighted score (230)**			**X 15** *(maximum section score)*	**= SCORE:**	

BB BILLING REQUIREMENTS

(See Contract Attachment J)

Proposal Page #	Eval Item #	SPECIFIC REQUIREMENT ITEMS	Score	Weight	Weighted Score
	BB.1	Provide the Invoicing Contact's information. This information shall include contact name, title, address, local Nashville telephone number or toll free number, facsimile number, and email address. All invoicing contact information shall be updated with the State's Billing Services and TNII Association when changes in personnel occur during the contract term.		3	
	BB.2	Specify the billing date cutoff periods and process.		2	
	BB.3	Specify the approach of providing credit related items and Contractor payments in the form of a check to the State.		3	
	BB.4	Specify the approach to resolving billing disputes including benchmark timelines and TNII Association responsibilities.		3	
	BB.5	Specify the process including benchmark timelines involved in the refund and credit process.		2	
	BB.6	Specify billing escalation process.		3	
	BB.7	Specify the process for tracking the status of billing issues, inquiries, credits, refunds, and disputes.		2	
	BB.8	Specify the approach to the MACD invoicing and authorization process.		2	
BILLING REQUIREMENTS – TOTAL RAW WEIGHTED SCORE					
BILLING REQUIREMENTS – POSSIBLE RAW WEIGHTED SCORE					**100**

Total Raw Weighted Score / **Maximum possible raw weighted score (100)**	**X 10** *(maximum section score)*	**= SCORE:**	

CC RENEGOTIATION AND COMPETITIVE RATES

(See Contract Attachment K)

Proposal Page #	Eval Item #	SPECIFIC REQUIREMENT ITEMS	Score	Weight	Weighted Score
	CC.1	Specify Proposer's approach for rate reductions.		3	
	CC.2	Provide a Statement of confirmation that the Proposer will submit to benchmarks and audits as stated in E.18 and that Proposer will deliver any required documentation and Records in preparation of such audits.		3	
RENEGOTIATION AND COMPETITIVE RATES – TOTAL RAW WEIGHTED SCORE					
RENEGOTIATION AND COMPETITIVE RATES – POSSIBLE RAW WEIGHTED SCORE					**30**

Total Raw Weighted Score / **Maximum possible raw weighted score (30)**	**X 10** *(maximum section score)*	**= SCORE:**	

DD LOCAL/STATE ACCOUNT TEAM

(See Contract Attachment L)

Proposal Page #	Eval Item #	SPECIFIC REQUIREMENT ITEMS	Score	Weight	Weighted Score
	DD.1	Provide a statement of confirmation that the Proposer has, or will have within thirty (30) days following contract award, a single dedicated statewide account team for NetTN coordination, ordering, billing, problems, questions and overall responsibility.		3	
				LOCAL/STATE ACCOUNT TEAM – TOTAL RAW WEIGHTED SCORE	
				LOCAL/STATE ACCOUNT TEAM – POSSIBLE RAW WEIGHTED SCORE	**15**

Total Raw Weighted Score / **Maximum possible raw weighted score (15)**	**X 5** *(maximum section score)*	**= SCORE:**	

EE EVOLVING AND EMERGING TECHNOLOGIES REQUIREMENTS

(See Contract Attachment M)

Proposal Page #	Eval Item #	SPECIFIC REQUIREMENT ITEMS	Score	Weight	Weighted Score
	EE.1	Specify how evolving and emerging technologies will be addressed and the approach taken to incorporate changes into the overall NetTN architecture.		3	
	EE.2	Describe how you would conduct a pre-assessment of the current Tennessee E911 network infrastructure and analyze its features in relation to the NetTN infrastructure. Refer to publications from the Tennessee E911 Board at: http://www.state.tn.us/commerce/pdf/press/prsRls101206.pdf and http://www.state.tn.us./commerce/911/documents/RPT0922SAS06--TennesseeFeasibilityReportFINAL_1.pdf		3	
	EE.3	Specify the immediate benefits, if any, that could be achieved from connecting your proposed NetTN network to the existing E911 network.		3	
	EE.4	The Proposer shall describe the VoIP design architecture, components and services necessary to provide VoIP. Include information regarding the support of both a network based or premise based solution and the risk and benefits of each approach.		3	
	EE.5	Specify wide area networking techniques and products that may be offered as a solution to the TNII Association partners for WAN Bandwidth Optimization, Application Acceleration, Wide Area File Services and Wide Area Application Services.		3	
EVOLVING AND EMERGING TECHNOLOGIES REQUIREMENTS – TOTAL RAW WEIGHTED SCORE					
EVOLVING AND EMERGING TECHNOLOGIES REQUIREMENTS – POSSIBLE RAW WEIGHTED SCORE					**75**

Total Raw Weighted Score / **Maximum possible raw weighted score (75)**	**X 10** *(maximum section score)*	**= SCORE:**	

FF ONGOING TECHNOLOGY REFRESH REQUIREMENTS

(See Contract Attachment N)

Proposal Page #	Eval Item #	SPECIFIC REQUIREMENT ITEMS	Score	Weight	Weighted Score
	FF.1	Specify the approach in how a technology refresh of Proposer provided CPE will be addressed in support of NetTN for data, VoIP, and multimedia services. Include hardware/software upgrades or replacement and modifications to software/firmware of Contractor-managed CPE will be addressed.		3	
	FF.2	The TNII Association requires that the Proposer manage and operate within the State's security requirements across the entire NetTN core network for the life of the contract. Specify the management of the NetTN core network from a security refresh standpoint.		2	
ONGOING TECHNOLOGY REFRESH REQUIREMENTS – TOTAL RAW WEIGHTED SCORE					
ONGOING TECHNOLOGY REFRESH REQUIREMENTS – POSSIBLE RAW WEIGHTED SCORE					**25**

Total Raw Weighted Score / **Maximum possible raw weighted score (25)**	**X 5** *(maximum section score)*	**= SCORE:**	

GG COMMUNICATIONS ASSISTANCE FOR LAW ENFORCEMENT ACT (CALEA)

(See Contract Attachment O)

Proposal Page #	Eval Item #	SPECIFIC REQUIREMENT ITEMS	Score	Weight	Weighted Score
	GG.1	The Proposer shall state how they will fulfill CALEA requirements to tap and record VoIP or other telephone conversations that would transmit across the NetTN WAN.		1	
	GG.2	Specify the approach in handling the requirements of CALEA including notification to the TNII Association.		1	
COMMUNICATIONS ASSISTANCE FOR LAW ENFORCEMENT ACT (CALEA) – TOTAL RAW WEIGHTED SCORE					
COMMUNICATIONS ASSISTANCE FOR LAW ENFORCEMENT ACT (CALEA) – POSSIBLE RAW WEIGHTED SCORE					**10**

Total Raw Weighted Score / **Maximum possible raw weighted score (10)**	**X 5** *(maximum section score)*	**= SCORE:**	

HH eHealth REQUIREMENTS

(See Contract Attachment P)

Proposal Page #	Eval Item #	SPECIFIC REQUIREMENT ITEMS	Score	Weight	Weighted Score
	HH.1	Describe the proposed Hosted Identity management solution		3	
	HH.2	Specify your federated solution's interoperability with SAML 2.0		2	
	HH.3	Specify how user identities are managed. Please include sample workflows and examples of provisioning, de-provisioning, global logout and/or time-out as they apply to Service Provider (SP) users, Identity Management Provider (IDP) users and stand alone users.		5	
	HH.4	Describe the delegated user administration model and give examples of Service Provider (SP) users, Identity Mangement Provider (IDP) users and stand alone users.		3	
	HH.5	Specify how authenticated users will request and receive access to protected applications hosted by SPs		3	
	HH.6	Please describe the audit capabilities for all activities within the proposed solution.		2	
	HH.7	Specify the method of providing authenticated users with a consolidated list of applications for access and to request access to applications		2	
	HH.8	Describe how the hosted identity management solution's help desk services will integrate with the NetTN help desk services.		2	
eHealth REQUIREMENTS – TOTAL RAW WEIGHTED SCORE					
BILLING REQUIREMENTS – POSSIBLE RAW WEIGHTED SCORE					**110**

Total Raw Weighted Score / **Maximum possible raw weighted score (110)**	**X 10** *(maximum section score)*	**= SCORE:**	

ATTACHMENT 6.4

COST PROPOSAL & SCORING GUIDE	
NOTICE TO PROPOSER: This Cost Proposal MUST be completed EXACTLY as required.	
PROPOSER NAME:	
SIGNATURE & DATE:	

NOTE: The signatory must be an individual or a company officer empowered to contractually bind the Proposer. If the Signatory is not the Proposer's chief executive or president, this Cost Proposal & Scoring Guide SHALL attach evidence showing the Signatory's authority to bind the Proposer.

COST PROPOSAL SCHEDULE

The Proposer must respond to the RFP by entering its proposed costs into "RFP Attachment 6.4 – Cost Proposal Spreadsheet: Years 1 – 5," and "RFP Attachment 6.4 – Cost Proposal Spreadsheet: Years 6 – 10" (the "Cost Proposal Spreadsheets"). A copy of these spreadsheets is found on the following website:

http://State.tn.us/finance/oir/pcm/rfps.html

The Proposer must fill out the Cost Proposal Spreadsheets, and must propose a cost for every cell on every line item. The Cost Proposal cells for each of the ten (10) years are formatted to round and display four (4) places to the right of the decimal point. While the spreadsheet will allow it, The Proposer should NOT enter more than four (4) digits to the right of the decimal point; i.e. .9999. In the event that a Proposer does enter more than four digits to the right of the decimal point, the State will refer to the hard copy of the Cost Proposal Spreadsheet, which must be included in the Proposer's Cost Proposal. The State will truncate the number entered in the electronic spreadsheet to match the number that Excel produced on the hardcopy according to the standard Excel rounding rules. For example, .55555 would be rounded and truncated to .5556; .55554 would become 5555. After the completion of any necessary rounding and truncations, the electronic spreadsheet will be recalculated accordingly, and the resulting evaluation cost amount will be used in the Cost Proposal score calculation.

Detailed instructions for filling out the Cost Proposal Spreadsheets are included below.

The proposed costs, detailed in the Cost Proposal Spreadsheets, shall indicate the proposed price for providing the entire scope of service including all services as defined in the RFP Attachment 6.1, *Pro Forma* Contract Scope of Services for the total contract period. The costs proposed must take into account the concept of Universal Pricing, as described in RFP Section 1.1.1. The Cost Proposal Spreadsheets and line items are predefined and fixed for evaluation purposes in order to achieve comparable offers. The proposed cost and the submitted technical proposal associated with this cost shall remain valid for at least 120 days subsequent to the date of the Cost Proposal opening and thereafter in accordance with any resulting contract between the Proposer and the State. All monetary amounts are United States currency.

For E-rate eligible services, then State will pay only the non-discounted portion of the services. If, by some fault of the Contractor, the State does not qualify for E-Rate funds, or fails to qualify for the entire amount of the approved discounted rate, the unfunded FCC portion of the payment rates will be the responsibility of the Contractor.

The State will utilize the proposed pricing from the Cost Proposal Spreadsheets in the RFP evaluation process to provide a cost model comparison, as well as to estimate the magnitude of recurring costs involved.

After the State has made an award under this RFP, during the Contract approval process, the State will transcribe the proposed costs from the Cost Proposal Spreadsheets to Contract Attachment B, NetTN Catalog of Service Offerings. The State requires a "Catalog of Services" that contains the unit prices of the different services offered to an End Site.

One of the goals of this catalog is to simplify the ordering process and costing model by reducing the number of line items that an End Site would need to order to get all

of the desired services. In this approach, certain network and services sought under the RFP are to be bundled within the specialized line item pricing. These items include:

- **The core backbone and end site hardware**
- **IP/MPLS**
- **Internet Access**
- **Video Scheduling and Management Services**
- **Network Management**
- **Network Performance and Service Level Agreements**
- **Email services**
- **LAN interfaces**
- **Security**
- **Operational Support**

End Sites will have a catalog of services from which to choose services and network costs. The catalog is the only form of pricing under the RFP and Proposer must clearly state within its proposal all costs related to services.

Detailed Instructions for Filling out RFP Attachment 6.4 – Cost Proposal Spreadsheets

The Proposer is required to supply the line item costs for every line item given in the Cost Proposal Spreadsheets. The Proposer must provide a price for each item requested in the unit requested.

Note that the "usage" amounts that appear in the Cost Evaluation Model are for evaluation purposes only. These usage amounts are in no way binding upon the State and do not commit the State to purchase services from the Proposer in any particular quantities, or to purchase any services at all. A blank cell in the usage column means that the State has not established a usage amount for this item and calculations using such cells will result in zero (0) costs for that item for that year. However, the vendor MUST still propose a cost for every line item, regardless of whether the usage amount is blank or not.

Each page contains one or more category(ies) of services. Above each category listing is an explanation of the category and items in the listing.

On each Cost Proposal Spreadsheet, five (5) columns are provided for unit prices – one for each year (1-5 and 6-10) of the contract. The Proposer has the option of varying the unit prices by year to accommodate the anticipated development, cutover/migration, and growth of the NetTN Statewide network. THE PROPOSER MUST RESPOND TO EVERY CELL WITHIN EVERY ROW IN THE COST PROPOSAL SPREADSHEETS. Remember, the Proposer should not enter more than four (4) digits to the right of the decimal point.

IMPORTANT NOTE: DO NOT MODIFY, ADD TO, MAKE NOTES CONCERNING, OR OTHERWISE QUALIFY IN ANY WAY THE COST PROPOSAL SPREADSHEETS OR THE ITEMS LISTED THEREIN. WITH THE EXCEPTION OF PROPOSER IDENTIFICATION INFORMATION AND THE PROPOSED COSTS, THE COST PROPOSAL SPREADSHEETS MUST REMAIN EXACTLY AS PUBLISHED ON THE STATE'S WEBSITE.

If the Proposer fails to detail all cost information for the services proposed as required, the State shall determine the proposal to be non-responsive and reject it. The Proposer may propose a cost of zero; however, the Proposer should not leave any Cost Proposal cell blank. For evaluation and contractual purposes, the State shall interpret a blank Cost Proposal cell as a zero (0).

Proposal Submission of the Cost Proposal Spreadsheets

The Proposer will submit the Cost Proposal Spreadsheets as a part of its Proposal in accordance with the instructions given in RFP Sections 3.1.3 and 3.1.4.

Cost Evaluation Model

The State will use the Cost Proposal Spreadsheets to calculate the "Evaluation Cost Amount". For each line item, the following formulae will be used to calculate the costs for each year, as well as the total costs for that line item for all ten years:

YEAR n COSTS = UNIT MULT x YEAR n UNIT RATE x YEAR n USAGE, where n = 1, 2, 3, 4, 5, 6, 7, 8, 9, 10

TOTAL COSTS = YEAR 1 COSTS + YEAR 2 COSTS + YEAR 3 COSTS + YEAR 4 COSTS + YEAR 5 COSTS + YEAR 6 COSTS + YEAR 7 COSTS + YEAR 8 COSTS +

YEAR 9 COSTS + YEAR 10 COSTS

The State will then add TOTAL COSTS for all line items to calculate the "Evaluation Cost Amount." The Evaluation Cost Amount will then be entered into the following formula to derive the Proposer's Cost Proposal score:

$$\frac{\text{Lowest Evaluation Cost Amount}}{\text{Evaluation Cost Amount Being Evaluated}} \times 425 = \text{Score}$$

ATTACHMENT 6.5

PROPOSAL SCORE SUMMARY MATRIX

RFP Coordinator **Date**

QUALIFICATIONS & EXPERIENCE Maximum Points: 155	**PROPOSER NAME**		**PROPOSER NAME**		**PROPOSER NAME**	
EVALUATOR NAME						
REPEAT AS NECESSARY						
	AVERAGE SCORE:		**AVERAGE SCORE:**		**AVERAGE SCORE:**	
GENERAL APPROACH – SECT. C, PART 1 Maximum Points: 70						
EVALUATOR NAME						
REPEAT AS NECESSARY						
	AVERAGE SCORE:		**AVERAGE SCORE:**		**AVERAGE SCORE:**	
SPECIFIC REQUIREMENTS – SECTIONS D - HH						
D, Network Concept and Connectivity Maximum Points: 15						
EVALUATOR NAME						
REPEAT AS NECESSARY						
	AVERAGE SCORE:		**AVERAGE SCORE:**		**AVERAGE SCORE:**	
E, Bandwidth Requirements Maximum Points: 15						
EVALUATOR NAME						
REPEAT AS						

NECESSARY						
	AVERAGE SCORE:		**AVERAGE SCORE:**		**AVERAGE SCORE:**	
F, Higher Educ. Research Communities Maximum Points: 15						
EVALUATOR NAME						
REPEAT AS NECESSARY						
	AVERAGE SCORE:		**AVERAGE SCORE:**		**AVERAGE SCORE:**	
G, Network Host Requirements Maximum Points: 10						
EVALUATOR NAME						
REPEAT AS NECESSARY						
	AVERAGE SCORE:		**AVERAGE SCORE:**		**AVERAGE SCORE:**	
H, Remote Access Requirements Maximum Points: 15						
EVALUATOR NAME						
REPEAT AS NECESSARY						
	AVERAGE SCORE:		**AVERAGE SCORE:**		**AVERAGE SCORE:**	
I, Quality of Service (QoS) Requirements Maximum Points: 15						
EVALUATOR NAME						
REPEAT AS NECESSARY						
	AVERAGE SCORE:		**AVERAGE SCORE:**		**AVERAGE SCORE:**	
J, Video Conferencing						

Maximum Points: 5						
EVALUATOR NAME						
REPEAT AS NECESSARY						
	AVERAGE SCORE:		**AVERAGE SCORE:**		**AVERAGE SCORE:**	
K, Multipoint Video Service Requirements Maximum Points: 5						
EVALUATOR NAME						
REPEAT AS NECESSARY						
	AVERAGE SCORE:		**AVERAGE SCORE:**		**AVERAGE SCORE:**	
L, Video Conference Sched. Requirements Maximum Points: 5						
EVALUATOR NAME						
REPEAT AS NECESSARY						
	AVERAGE SCORE:		**AVERAGE SCORE:**		**AVERAGE SCORE:**	
M, IP Multicasting Requirements Maximum Points: 15						
EVALUATOR NAME						
REPEAT AS NECESSARY						
	AVERAGE SCORE:		**AVERAGE SCORE:**		**AVERAGE SCORE:**	
N, Internet Connectivity Maximum Points: 15						
EVALUATOR NAME						
REPEAT AS NECESSARY						

	AVERAGE SCORE:		**AVERAGE SCORE:**		**AVERAGE SCORE:**	
O, Content Filtering Maximum Points: 10						
EVALUATOR NAME						
REPEAT AS NECESSARY						
	AVERAGE SCORE:		**AVERAGE SCORE:**		**AVERAGE SCORE:**	
P, Email Service Requirements Maximum Points: 5						
EVALUATOR NAME						
REPEAT AS NECESSARY						
	AVERAGE SCORE:		**AVERAGE SCORE:**		**AVERAGE SCORE:**	
Q, Name Space Mgmt. Requirements Maximum Points: 10						
EVALUATOR NAME						
REPEAT AS NECESSARY						
	AVERAGE SCORE:		**AVERAGE SCORE:**		**AVERAGE SCORE:**	
R, Address Space Mgmt. Requirements Maximum Points: 10						
EVALUATOR NAME						
REPEAT AS NECESSARY						
	AVERAGE SCORE:		**AVERAGE SCORE:**		**AVERAGE SCORE:**	
S, SDE (K-12 Services) Requirements Maximum Points: 10						

EVALUATOR NAME						
REPEAT AS NECESSARY						
	AVERAGE SCORE:		**AVERAGE SCORE:**		**AVERAGE SCORE:**	
T, Contractor's NOC and Monitoring Maximum Points: 20						
EVALUATOR NAME						
REPEAT AS NECESSARY						
	AVERAGE SCORE:		**AVERAGE SCORE:**		**AVERAGE SCORE:**	
U, Service Level Agreement Mgmt. Requirements Maximum Points: 20						
EVALUATOR NAME						
REPEAT AS NECESSARY						
	AVERAGE SCORE:		**AVERAGE SCORE:**		**AVERAGE SCORE:**	
V, Network Mgmt. Rept. Requirements Maximum Points: 15						
EVALUATOR NAME						
REPEAT AS NECESSARY						
	AVERAGE SCORE:		**AVERAGE SCORE:**		**AVERAGE SCORE:**	

W, Perf. Mgmt. Technical Requirements Maximum Points: 15						
EVALUATOR NAME						
REPEAT AS NECESSARY						
	AVERAGE SCORE:		**AVERAGE SCORE:**		**AVERAGE SCORE:**	
X, Sec. and Admin. Mgmt. Requirements Maximum Points: 15						
EVALUATOR NAME						
REPEAT AS NECESSARY						
	AVERAGE SCORE:		**AVERAGE SCORE:**		**AVERAGE SCORE:**	
Y, Configuration Mgmt. Requirements Maximum Points: 15						
EVALUATOR NAME						
REPEAT AS NECESSARY						
	AVERAGE SCORE:		**AVERAGE SCORE:**		**AVERAGE SCORE:**	
Z, General Responsibilities Maximum Points: 5						
EVALUATOR NAME						
REPEAT AS NECESSARY						
	AVERAGE SCORE:		**AVERAGE SCORE:**		**AVERAGE SCORE:**	
AA, Migration and Implementation Maximum Points: 15						
EVALUATOR NAME						

REPEAT AS NECESSARY						
	AVERAGE SCORE:		**AVERAGE SCORE:**		**AVERAGE SCORE:**	
BB, Billing Requirements Maximum Points: 10						
EVALUATOR NAME						
REPEAT AS NECESSARY						
	AVERAGE SCORE:		**AVERAGE SCORE:**		**AVERAGE SCORE:**	
CC, Renegotiation and Competitive Rates Maximum Points: 10						
EVALUATOR NAME						
REPEAT AS NECESSARY						
	AVERAGE SCORE:		**AVERAGE SCORE:**		**AVERAGE SCORE:**	
DD, Local/State Account Team Maximum Points: 5						
EVALUATOR NAME						
REPEAT AS NECESSARY						
	AVERAGE SCORE:		**AVERAGE SCORE:**		**AVERAGE SCORE:**	
EE, Evolving and Emerging Tech. Reqs. Maximum Points: 10						
EVALUATOR NAME						
REPEAT AS NECESSARY						
	AVERAGE SCORE:		**AVERAGE SCORE:**		**AVERAGE SCORE:**	

FF, Ongoing Tech. Refresh Requirements Maximum Points: 5						
EVALUATOR NAME						
REPEAT AS NECESSARY						
	AVERAGE SCORE:		**AVERAGE SCORE:**		**AVERAGE SCORE:**	
GG, CALEA Maximum Points: 5						
EVALUATOR NAME						
REPEAT AS NECESSARY						
	AVERAGE SCORE:		**AVERAGE SCORE:**		**AVERAGE SCORE:**	
HH, eHealth Requirements Maximum Points: 10						
EVALUATOR NAME						
REPEAT AS NECESSARY						
	AVERAGE SCORE:		**AVERAGE SCORE:**		**AVERAGE SCORE:**	
SPECIFIC REQUIREMENTS, SECTIONS D – HH: Sum of Averages Maximum Points: 350						
AVERAGE TECHNICAL PROPOSAL SCORE Maximum Points: 575	**SCORE:**		**SCORE:**		**SCORE:**	
COST PROPOSAL Maximum Points: 425	**SCORE:**		**SCORE:**		**SCORE:**	
PROPOSAL SCORE Maximum Points: 1,000	**TOTAL SCORE:**		**TOTAL SCORE:**		**TOTAL SCORE:**	

ATTACHMENT 6.6

NetTN RFP
317.03-154-07
REFERENCE INFORMATION QUESTIONNAIRE

Vendor's Name: _____

Reference (Client Organization) Name: _____

Person Responding To This
Request for Reference Information: _____
Printed Name

_____
Signature **(MUST BE THE SAME AS THE SIGNATURE ACROSS THE ENVELOPE SEAL)**

Person's Title: _____

Date Reference Form Was Completed: _____

NOTE: Reference should complete responses to the ten items that appear on the following pages. If completed using a Word document, use as much space as required. If completed manually, record response in space provided.

1. Describe the services provided by the vendor to your organization.

2. Please indicate your level of satisfaction with the vendor's project management structures, processes and personnel? Use a scale of 1 to 5; with 1 being "least satisfied" and 5 being "most satisfied."

3. If the project is complete, was it completed in compliance with the terms of the contract, on time and within budget? If not, please explain.

4. If the project is still underway, is it currently in compliance with the terms of the contract, on time and within budget? If not, please explain.

5 Considering the vendor as an entity: are you satisfied with their ability to perform based on your expectations and according to the contractual arrangements? In what areas of project execution do they excel? In what areas do they fall short?

6. Please rate your overall satisfaction with the vendor on a scale of 1 to 5, with 1 being "least satisfied" and 5 being "most satisfied."

7. If you answered 3 or less to the previous question, what could the vendor have done to improve their rating?

8. Considering the vendor staff assigned to the project: Are you satisfied with the technical abilities, professionalism, and interpersonal skills of the individuals assigned?

9. Would you use the services of the vendor again? Indicate on a scale of 1 to 5, with 1 being “absolutely not” and 5 being “absolutely yes.”

ATTACHMENT 6.7

Pro Forma Contract – NetTN Administrative Fees

The following *pro forma* contract contains capitalized and bracketed items that shall be replaced with appropriate information in the final contract:

CONTRACT
BETWEEN THE STATE OF TENNESSEE,
DEPARTMENT OF FINANCE AND ADMINISTRATION
AND
PROCURING PARTY NAME

This Contract, by and between the State of Tennessee, **Department of Finance and Administration**, hereinafter referred to as the "State" and **PROCURING PARTY LEGAL ENTITY NAME**, hereinafter referred to as the "Contractor," is for the remittance of funds related to NetTN Administrative Fees, as further defined in the "SCOPE OF SERVICES."

The Procuring Party is: **AN INDIVIDUAL / A FOR-PROFIT CORPORATION / A NONPROFIT CORPORATION / A GOVERNMENTAL ENTITY / A SPECIAL PURPOSE CORPORATION OR ASSOCIATION / A FRATERNAL OR PATRIOTIC ORGANIZATION / A PARTNERSHIP / A JOINT VENTURE / A LIMITED LIABILITY COMPANY**

The Contractor's address is: **ADDRESS**

The Contractor's place of incorporation or organization is: **STATE OF ORGANIZATION**

A. SCOPE OF SERVICES:

A.1. The Procuring Party acknowledges that it has entered into a separate agreement with the State to provide services related to the Network Tennessee (NetTN) project. In the course of providing these services and as described within that agreement, the Procuring Party agrees to remit to the State Administrative fees associated with the NetTN services, in the manner described in Section C.1 below.

B. CONTRACT TERM:

B.1. Contract Term. This Contract shall be effective for the period commencing on June 9, 2008 and ending on June 8, 2018.

C. PAYMENT TERMS AND CONDITIONS:

C.1. The Procuring Party shall remit monthly to the State (Department of Finance and Administration, Office for Information Resources [OIR]) the NetTN Administrative Fee, which is two percent of all NetTN revenues resulting from the sale and use of NetTN services provided by the Procuring Party to all Tennessee public entities (OIR; State Department of Education (SDE); Tennessee Board of Regents (TBR); University of Tennessee (UT); and local governments). For each month, this Fee shall be calculated as follows:

Net Monthly Invoice Amount X .02

"Net Monthly Invoice Amount" is the total monthly charges for any TNII Association authorized line items of service (from the NetTN Catalog of Service Offerings, which is found in the NetTN services contract), less any charges that cannot be driven directly to a valid billing number. Note that the "Net Monthly Invoice Amount" upon which the above calculation is made includes, but is not limited to, all applicable taxes, fees, overheads, and all other direct and indirect costs incurred or to be incurred by the Contractor.

The first month's remittance may be delayed for 30 days to allow the contractor time to receive payment from the State for the first month's service. All other remittances, beginning with the second month's invoice, must be remitted along with the invoice for that month.

STANDARD TERMS AND CONDITIONS:

D.1. Required Approvals. The State is not bound by this Contract until it is approved by the appropriate State officials in accordance with applicable Tennessee State laws and regulations.

D.2. Modification and Amendment. This Contract may be modified only by a written amendment executed by all parties hereto and approved by the appropriate Tennessee State officials in accordance with applicable Tennessee State laws and regulations.

D.3. Termination for Convenience. The Contract may be terminated by the State by giving written notice to the Procuring Party, at least ninety (90) days before the effective date of termination. Said termination shall not be deemed a Breach of Contract by the State. Should the State exercise this provision, the State shall have no liability to the Procuring Party. Should TEXT DELETED the State TEXT DELETED exercise this provision, the Procuring Party must calculate the NetTN Administrative Fee, as described in Contract Section C.1, based upon the units of service NetTN users have used as of the date of the termination, and remit the resulting NetTN Administrative Fee amount to the State, along with the final invoice. The final decision as to the amount of the Administrative Fee to be remitted to the State shall be determined by the State. In the event of disagreement, the Procuring Party may file a claim with the Tennessee Claims Commission in order to seek redress.

Upon such termination, the Procuring Party shall have no right to any actual general, special, incidental, consequential, or any other damages whatsoever of any description or amount.

D.4. Termination for Cause. If the Procuring Party fails to properly perform or fulfill its obligations under this Contract in a timely or proper manner or violates any terms of this Contract, the State shall have the right to immediately terminate the Contract. The Procuring Party shall compensate the State for completed services.

D.5. Subcontracting. Neither the Procuring Party nor the State shall assign this Contract or enter into a subcontract for any of the services performed under this Contract without obtaining the prior written approval of the other. If such subcontracts are approved, they shall contain, at a minimum, sections of this contract pertaining to Conflicts of Interest and Nondiscrimination (Sections D.6 and D.7).

D.6. Conflicts of Interest. The Procuring Party warrants that no amount shall be paid directly or indirectly to an employee or official of the State of Tennessee as wages, compensation, or gifts in exchange for acting as an officer, agent, employee, subcontractor, or consultant to the Procuring Party in connection with any work contemplated or performed relative to this Contract other than as required by Section A. of this Contract.

D.7. Nondiscrimination. The State and the Procuring Party hereby agree, warrant, and assure that no person shall be excluded from participation in, be denied benefits of, or be otherwise subjected to discrimination in the performance of this Contract or in the employment practices of the State or the Procuring Party on the grounds of disability, age, race, color, religion, sex, national origin, or any other classification protected by Federal, Tennessee State constitutional, or statutory law.

D.8. Records. The Procuring Party shall maintain documentation for its transactions with the State under this Contract. The books, records, and documents of the Procuring Party, insofar as they relate to work performed or money paid under this Contract, shall be maintained for a period of three (3) full years from the final date of this Contract and shall be subject to audit, at any reasonable time and upon reasonable notice, by the state agency, the Comptroller of the Treasury, or their duly appointed representatives. The financial statements shall be prepared in accordance with generally accepted accounting principles.

D.9. Strict Performance. Failure by any party to this Contract to insist in any one or more cases upon the strict performance of any of the terms, covenants, conditions, or provisions of this agreement shall not be construed as a waiver or relinquishment of any such term, covenant, condition, or provision.

D.10. Independent Contractor. The parties hereto, in the performance of this Contract, shall not act as employees, partners, joint ventures, or associates of one another. It is expressly acknowledged by the parties hereto that such parties are independent contracting entities and that nothing in this Contract shall be construed to create an employer/employee relationship or to allow either to exercise control or direction over the manner or method by which the other transacts its business affairs or provides its usual services. The employees or agents of one party shall not be deemed or construed to be the employees or agents of the other party for any purpose whatsoever.

Claims against the State of Tennessee, or its employees, or injury damages expenses or attorney's fees are heard and determined by the Tennessee Claims Commission or the Tennessee Board of Claims in the manner prescribed by law (*Tennessee Code Annotated*, Sections 9-8-101 *et seq*., 9-8-301 *et seq*., and 9-8-401 *et seq*.). Damages recoverable against the State of Tennessee shall be expressly limited to claims paid by the Board of Claims or the Claims Commission pursuant to *Tennessee Code Annotated*, Section 9-8-301 *et seq.*

D.11. State Liability. The State shall have no liability except as specifically provided in this Contract.

D.12. State and Federal Compliance. The Procuring Party and the State shall comply with all applicable State and Federal laws and regulations in the performance of this Contract.

D.13. Governing Law. This Contract shall be governed by and construed in accordance with the laws of the State of Tennessee. The Procuring Party agrees that it will be subject to the exclusive jurisdiction of the courts of the State of Tennessee in actions that may arise under this Contract. The Procuring Party acknowledges and agrees that any rights or claims against the State of Tennessee or its employees hereunder, and any remedies arising therefrom, shall be subject to and limited to those rights and remedies, if any, available under *Tennessee Code Annotated*, Sections 9-8-101 through 9-8-407.

D.14. Completeness. This Contract is complete and contains the entire understanding between the parties relating to the subject matter contained herein, including all the terms and conditions of the parties' agreement. This Contract supersedes any and all prior understandings, representations, negotiations, and agreements between the parties relating hereto, whether written or oral.

D.15. Severability. If any terms and conditions of this Contract are held to be invalid or unenforceable as a matter of law, the other terms and conditions hereof shall not be affected thereby and shall remain in full force and effect. To this end, the terms and conditions of this Contract are declared severable.

D.16. Headings. Section headings are for reference purposes only and shall not be construed as part of this Contract.

E. SPECIAL TERMS AND CONDITIONS:

E.1. Conflicting Terms and Conditions. Should any of these special terms and conditions conflict with any other terms and conditions of this Contract, these special terms and conditions shall control.

E.2. Communications and Contacts. All instructions, notices, consents, demands, or other communications required or contemplated by this Contract shall be in writing and shall be made by facsimile transmission, by overnight courier service, or by first class mail, postage prepaid, addressed to the respective party at the appropriate facsimile number or address as set forth below or to such other party, facsimile number, or address as may be hereafter specified by written notice.

The State:
Vickie Stanfill, TNII Executive Director
15th Floor Tennessee Tower
312 8th Avenue, North
Nashville, TN 37243-0288
Telephone Number: (615) 253-5529
Facsimile Number: (615) 253-1433

The Procuring Party:
NAME AND TITLE OF PROCURING PARTY CONTACT PERSON
PROCURING PARTY NAME
ADDRESS
TELEPHONE NUMBER
FACSIMILE NUMBER

All instructions, notices, consents, demands, or other communications shall be considered effectively given as of the day of delivery; as of the date specified for overnight courier service delivery; as of three business days after the date of mailing; or on the day the facsimile transmission is received mechanically by the facsimile machine at the receiving location and receipt is verbally confirmed by the sender if prior to 4:30 p.m. CST. Any communication by facsimile transmission shall also be sent by United States mail on the same date of the facsimile transmission.

E.3. State Furnished Property. The Procuring Party shall be responsible for the correct use, maintenance, and protection of all articles of nonexpendable, tangible, personal property furnished by the State for the Procuring Party's temporary use under this Contract. Upon termination of this Contract, all property furnished shall be returned to the State in good order and condition as when received, reasonable use and wear thereof excepted. Should the property be destroyed, lost, or stolen, the Procuring Party shall be responsible to the State for the residual value of the property at the time of loss.

E.4. Incorporation of Additional Documents. Included in this Contract by reference are the following documents:

a. The Contract document and its attachments.
b. All Clarifications and addenda made to the Procuring Party's Proposal.
c. The Request for Proposal and its associated amendments.
d. Technical Specifications provided to the Procuring Party.
e. The Procuring Party's Proposal.

In the event of a discrepancy or ambiguity regarding the Procuring Party's duties, responsibilities, and performance under this Contract, these documents shall govern in order of precedence detailed above.

E.5. Confidentiality of Records. Strict standards of confidentiality of records shall be maintained in accordance with the law. All material and information, regardless of form, medium or method of communication, provided to the Procuring Party by the State or acquired by the Procuring Party on behalf of the State shall be regarded as confidential information in accordance with the provisions of State law and ethical standards and shall not be disclosed, and all necessary steps shall be taken by the Procuring Party to safeguard the confidentiality of such material or information in conformance with State law and ethical standards.

The Procuring Party will be deemed to have satisfied its obligations under this section by exercising the same level of care to preserve the confidentiality of the State's information as the Procuring Party exercises to protect its own confidential information so long as such standard of care does not violate the applicable provisions of the first paragraph of this section.

The Procuring Party's obligations under this section do not apply to information in the public domain; entering the public domain but not from a breach by the Procuring Party of this Contract; previously possessed by the Procuring Party without written obligations to the State to protect it; acquired by the Procuring Party without written restrictions against disclosure from a third party which, to the Procuring Party's knowledge, is free to disclose the information; independently developed by the Procuring Party without the use of the State's information; or, disclosed by the State to others without restrictions against disclosure.

It is expressly understood and agreed the obligations set forth in this section shall survive the termination of this Contract.

E.6. Prohibited Advertising. The Procuring Party shall not refer to this Contract or the Procuring Party's relationship with the State hereunder in commercial advertising in such a manner as to State or imply that the Procuring Party or the Procuring Party's services are endorsed.

IN WITNESS WHEREOF:

PROCURING PARTY LEGAL ENTITY NAME:

_____

NAME AND TITLE **DATE**

_____

PRINTED NAME AND TITLE OF PROCURING PARTY SIGNATORY

DEPARTMENT OF FINANCE AND ADMINISTRATION:

_____

M. D. GOETZ, JR., COMMISSIONER **DATE**

APPROVED:

DEPARTMENT OF FINANCE AND ADMINISTRATION:

_____

M. D. GOETZ, JR., COMMISSIONER **DATE**

COMPTROLLER OF THE TREASURY:

_____

JOHN G. MORGAN, COMPTROLLER OF THE TREASURY **DATE**

ATTACHMENT 6.8

Tennessee Contractor License Information

Proposal Package Cover Attachment

Network Tennessee (NetTN); RFP - 317.03-154-07

Any blank spaces may cause Proposal to be unacceptable and rejected.

Provide State contractor license number, expiration date, and classifications for Proposer as applicable and in accordance with State licensing law. Provide all names as used for licensing or other legal transactions.

Proposer Identification:

Proposer _____

Address _____

Tennessee Contractor License information:

Provide complete information if licensed, or circle:

(Proposer Unlicensed)

License Number _____

License Classification(s) applicable to Project _____

License expiration date _____ $(_____)

Dollar Limit

ATTACHMENT 6.9

TNII Association End Site Locations

The following table listing locations and associated bandwidth requirements is for example reference only. The actual number of locations, site addresses, technology utilized, and bandwidth requirements are subject to change at the sole discretion of the TNII Association and its members.

LOCATION/SITE NAME	COUNTY	ADDRESS	CITY	ZIP	BANDWIDTH	NXX
Anderson County Clerks Office - Oak Ridge DL	Anderson	728 Emory Valley Road	Oak Ridge	37830	DS1 - 1.544 Mbps	865.457
Anderson Co. Detention Facility	Anderson	308 Public Safety Lane	Clinton	37716	1/4 (quarter) DS1 - 384 Kbps	865.388
Anderson County Assessors Office	Anderson	100 North Main Street	Clinton	37716	DS1 - 1.544 Mbps	865.457
Anderson County Health Department	Anderson	710 North Main Street	Clinton	37716	3 Mbps	865.425
Clinch Powell Regional Library	Anderson	130 North Main Street	Clinton	37716	DS1 - 1.544 Mbps	865.457
Clinton P & P Office	Anderson	110 East Centre Stage Business Park Road	Clinton	37716	DS1 - 1.544 Mbps	865.457
Clinton Police Department	Anderson	125 West Broad Street	Clinton	37716	1/4 (quarter) DS1 - 384 Kbps	865.457
DA General Office - Clinton	Anderson	149 North Main Street	Clinton	37716	DS1 - 1.544 Mbps	865.457
Department of Labor Office - Anderson County	Anderson	599 Oak Ridge Turnpike	Oak Ridge	37831	DS1 - 1.544 Mbps	865.483
DHS - Clinton Office	Anderson	182 Frank L. Diggs Drive	Clinton	37716	3 Mbps	865.457
District Public Defender - Clinton	Anderson	127 North Main Street	Clinton	37716	DS1 - 1.544 Mbps	865.457
DL Testing Station - Clinton	Anderson	704 Charles Sevier Boulevard	Clinton	37716	DS1 - 1.544 Mbps	865.457
DOE Oversight Office	Anderson	761 Emory Valley Road	Oak Ridge	37830	3 Mbps	865.481
East TN Regional Office - Lake City	Anderson	160 State Circle	Lake City	37769	DS1 - 1.544 Mbps	865.426
Law Offices of J M F & N	Anderson	30 Kentucky Avenue	Oak Ridge	37830	DS1 - 1.544 Mbps	865.482
Norris Dam State Park	Anderson	125 Village Green Circle	Lake City	37769	DS1 - 1.544 Mbps	865.426
Oak Ridge Methodist Medical Center	Anderson	990 Oak Ridge Turnpike	Oak Ridge	37830	DS1 - 1.544 Mbps	865.835
Oak Ridge Police Department	Anderson	200 South Tulane Avenue	Oak Ridge	37831	1/4 (quarter) DS1 - 384 Kbps	865.425
Ridgeview Psychiatric Hospital	Anderson	240 West Tyrone Road	Oakridge	37830	DS1 - 1.544Mbs	
Tennessee Highway Patrol - Clinton Office	Anderson	704B North Charles G. Seviers Boulevard	Clinton	37716	DS1 - 1.544 Mbps	865.389
Bedford County Assessors Office	Bedford	106 North Side Square	Shelbyville	37160	DS1 - 1.544 Mbps	931.684
Bedford County Courthouse	Bedford	1 Public Square	Shelbyville	37160	DS1 - 1.544 Mbps	931.684
Bedford County DHS	Bedford	905 Madison Street	Shelbyville	37160	DS1 - 1.544 Mbps	931.685
Bedford County Health Department	Bedford	140 Dover Street	Shelbyville	37160	DS1 - 1.544 Mbps	931.684
Bedford County Sheriff Office	Bedford	103 Lane Parkway	Shelbyville	37160	1/4 (quarter) DS1 - 384 Kbps	931.684
Dept of Revenue Shelbyville	Bedford	321 Bethany Lane	Shelbyville	37162	3 Mbps	931.685
District Public Defender - Shelbyville	Bedford	1004 Colloredo Boulevard	Shelbyville	37160	DS1 - 1.544 Mbps	931.685
DL Testing Station/THP Office	Bedford	1304 Railroad Avenue	Shelbyville	37160	DS1 - 1.544 Mbps	931.380
Employment Security	Bedford	301 North Main Street	Shelbyville	37160	DS1 - 1.544 Mbps	931.685
Fire Svc & Codes Enfor Acad	Bedford	2161 Unionville-Deason Road	Bell Buckle	37020	DS1 - 1.544 Mbps	931.294
SCHRA - Bedford County	Bedford	210 South Main Street	Shelbyville	37160	DS1 - 1.544	931.684

LOCATION/SITE NAME	COUNTY	ADDRESS	CITY	ZIP	BANDWIDTH	NXX
					Mbps	
Shelbyville Police Department	Bedford	109 Lane Parkway	Shelbyville	37160	1/4 (quarter) DS1 - 384 Kbps	931.684
Shelbyville Vocational Rehab	Bedford	1618 Railroad Avenue	Shelbyville	37160	DS1 - 1.544 Mbps	931.685
TDOT Bedford County Maintenance Office	Bedford	2109 Highway 64	Shelbyville	37160	DS1 - 1.544 Mbps	931.684
Tennessee Technology Center - Shelbyville	Bedford	1405 Madison Street - Main Building	Shelbyville	37160	DS1 - 1.544 Mbps	931.685
Benton County Central Dispatch	Benton	152 North Forrest Avenue	Camden	38320	1/4 (quarter) DS1 - 384 Kbps	731.279
Benton County Courthouse	Benton	1 East Court Square	Camden	38320	DS1 - 1.544 Mbps	731.584
Benton County Health Department	Benton	225 Hospital Drive	Camden	38320	DS1 - 1.544 Mbps	731.584
Benton County Office - DCS	Benton	216 North 641 Hwy	Camden	38320	DS1 - 1.544 Mbps	731.986
Benton County Sheriff Office	Benton	116 Rosemary Avenue South	Camden	38320	1/4 (quarter) DS1 - 384 Kbps	731.584
Benton County THP Office	Benton	105 Robertson Avenue	Camden	38320	DS1 - 1.544 Mbps	731.423
Camden RSO	Benton	560 Benton Industrial Park Road	Camden	38320	DS1 - 1.544 Mbps	731.584
DA General Office - Camden	Benton	119 West Main Street	Camden	38320	DS1 - 1.544 Mbps	731.584
District Public Defender - Camden	Benton	117 North Forrest Avenue	Camden	38320	DS1 - 1.544 Mbps	731.584
Nathan Bedford Forrest State Park	Benton	1825 Pilot Knob Road	Eva	38333	DS1 - 1.544 Mbps	731.584
TDOT Construction	Benton	184 Hedge Drive	Camden	38320	DS1 - 1.544 Mbps	731.584
Bledsoe Co. E911 Center	Bledsoe	305 Allen P. Deakins Road	Pikeville	37367	DS1 - 1.544 Mbps	423.447
Bledsoe Co. Election Office	Bledsoe	350 Main Street	Pikeville	37367	DS1 - 1.544 Mbps	423.447
Bledsoe County Courthouse	Bledsoe	116 Main Street	Pikeville	37367	DS1 - 1.544 Mbps	423.447
Bledsoe County Health Department	Bledsoe	617 Alvin York Highway	Pikeville	37367	DS1 - 1.544 Mbps	423.447
Bledsoe County Sheriff Office	Bledsoe	130 Frazier Street	Pikeville	37367	1/4 (quarter) DS1 - 384 Kbps	423.447
DHS Pikeville	Bledsoe	445 Rockfort Road	Pikeville	37367	DS1 - 1.544 Mbps	423.447
Fall Creek Falls Inn	Bledsoe	Route 3 Box 300 Highway 284 North	Pikeville	37367	DS1 - 1.544 Mbps	423.881
Fall Creek Falls Nature Center	Bledsoe	Highway 284 North Rt. 3 Box 300	Pikeville	37367	DS1 - 1.544 Mbps	423.881
Southeastern TN State Regional Correction Facility	Bledsoe	1045 Horsehead Rd.	Pikeville	37367	3 Mbps	423.881
Taft Youth Development Center	Bledsoe	900 State Route 301	Pikeville	37367	3 Mbps	423.881
Blount Co. TDLWD Office	Blount	366 Glascock Street	Alcoa	37701	DS1 - 1.544 Mbps	865.379
Blount County CAC	Blount	212 Cates Street	Maryville	37801	DS1 - 1.544 Mbps	865.981
Blount County DHS Office	Blount	1627 Percheron Street	Maryville	37801	DS1 - 1.544 Mbps	865.981
Blount County DHS Office	Blount	303 Home Avenue	Maryville	37801	DS1 - 1.544 Mbps	865.981
Blount County E-911 Center	Blount	836 Louisville Road	Alcoa	37701	1/4 (quarter) DS1 - 384 Kbps	865.981
Blount County Health Department	Blount	301 McGhee Street	Maryville	37801	DS1 - 1.544 Mbps	865.983
Blount County Health Department - Video	Blount	301 McGhee Street	Maryville	37801	DS1 - 1.544 Mbps	865.983
Blount County Sheriff Office	Blount	940 East Lamar Alexander Parkway	Maryville	37804	DS1 - 1.544 Mbps	865.273
Blount Memorial Good	Blount	116 Chantilly Lane	Maryville	37803	DS1 - 1.544Mbs	865.273

LOCATION/SITE NAME	COUNTY	ADDRESS	CITY	ZIP	BANDWIDTH	NXX
Samaritan Clinic						
District Public Defender Office - Maryville	Blount	419 High Street	Maryville	37801	DS1 - 1.544 Mbps	865.981
DL Testing Station - Maryville	Blount	318 Home Avenue	Maryville	37801	DS1 - 1.544 Mbps	865.981
Maryville CSO	Blount	1938 East Lamar Alexander Parkway	Maryville	37804	DS1 - 1.544 Mbps	865.981
Maryville P & P Office	Blount	304 Home Avenue	Maryville	37801	DS1 - 1.544 Mbps	865.981
Maryville Police Department	Blount	418 West Broadway	Maryville	37801	1/4 (quarter) DS1 - 384 Kbps	865.981
McGhee Tyson Air National Guard Base	Blount	102 Briscoe Drive	Louisville	37777	DS1 - 1.544 Mbps	865.985
TDOT - Maryville Construction Office	Blount	1022 McCammon Ave	Alcoa	37802	DS1 - 1.544 Mbps	865.981
TDOT Survey Office	Blount	356 Sanderson Street	Alcoa	37701	DS1 - 1.544 Mbps	865.981
Bradley Co. DHS	Bradley	950 Star Vue Drive SW	Cleveland	37311	DS1 - 1.544 Mbps	423.478
Bradley Co. E-911 Center	Bradley	1555 Guthrie Drive NorthWest	Cleveland	37312	1/4 (quarter) DS1 - 384 Kbps	423.728
Bradley Co. Justice Center	Bradley	1620 Johnson Blvd	Cleveland	37311	DS1 - 1.544 Mbps	423.728
Bradley County DCS Office	Bradley	2730 Commerce Dr. NW	Cleveland	37311	DS1 - 1.544Mbs	
Bradley County Group Home	Bradley	175 Industrial Court SW	Cleveland	37311	DS1 - 1.544 Mbps	423.478
Bradley County Health Department	Bradley	201 Dooley Street SE	Cleveland	37364	DS1 - 1.544 Mbps	423.728
Bradley County Office - DCS	Bradley	2703 NE Commerce Drive	Cleveland	37312	DS1 - 1.544 Mbps	423.479
Cleveland Police Department	Bradley	100 Church Street NE	Cleveland	37311	1/4 (quarter) DS1 - 384 Kbps	423.593
Cleveland State Community College	Bradley	3535 Adkisson Drive - Administration Building	Cleveland	37320	10MB Metro E	423.478
Cleveland Vocational Rehab Center	Bradley	3069 Overlook Drive NE	Cleveland	37311	DS1 - 1.544 Mbps	423.478
Courthouse (Admin of Court)	Bradley	155 North Ocoee Street	Cleveland	37311	DS1 - 1.544 Mbps	423.476
DA General Office - Cleveland	Bradley	93 Ocoee Street	Cleveland	37311	DS1 - 1.544 Mbps	423.472
District Public Defender Office - Cleveland	Bradley	53-A Central Avenue NW	Cleveland	37364	DS1 - 1.544 Mbps	423.478
DL Testing Station / THP Office	Bradley	301 James Asbury Drive NW	Cleveland	37312	DS1 - 1.544 Mbps	423.478
DOT - District 21 Construction Office	Bradley	1720 6th Street NE	Cleveland	37311	DS1 - 1.544 Mbps	423.478
Drug Task Force - 10th Judicial	Bradley	9041 Hiwassee Street	Charleston	37310	DS1 - 1.544 Mbps	423.336
Justice Center (Admin of Courts)	Bradley	2290 Blythe Avenue SE	Cleveland	37311	DS1 - 1.544 Mbps	423.728
Labor & Workforce - Cleveland	Bradley	173 Broad Street Southwest	Cleveland	37311	DS1 - 1.544 Mbps	423.478
PSI Child Support Services - Cleveland	Bradley	285 Church Street Northeast	Cleveland	37311	DS1 - 1.544 Mbps	423.479
Red Clay State Park Visitor Center	Bradley	1140 Red Clay Park Road SW	Cleveland	37311	DS1 - 1.544 Mbps	423.478
SETHRA Office	Bradley	1250 Old Chattanooga Pike	Cleveland	37311	DS1 - 1.544 Mbps	423.478
B & E Field Office	Campbell	117 Mine Lane	Caryville	37714	DS1 - 1.544 Mbps	423.566
Campbell County Admin of the Courts	Campbell	570 Main Street	Jacksboro	37757	DS1 - 1.544 Mbps	423.562
Campbell County Career Center	Campbell	1016 Main Street	Jacksboro	37757	DS1 - 1.544 Mbps	423.566
Campbell County Clerk - Jellico	Campbell	315 South Main Street	Jellico	37769	DS1 - 1.544 Mbps	423.784
Campbell County Clerk -	Campbell	705 East Central Avenue	LaFollette	37766	DS1 - 1.544	423.562

LOCATION/SITE NAME	COUNTY	ADDRESS	CITY	ZIP	BANDWIDTH	NXX
LaFollette					Mbps	
Campbell County E-911 Center	Campbell	1111 Jacksboro Pike	LaFollette	37766	1/4 (quarter) DS1 - 384 Kbps	423.562
Campbell County Health Department	Campbell	162 Sharp-Perkins Road	Jacksboro	37757	DS1 - 1.544 Mbps	423.562
Campbell County Office - DCS	Campbell	2221 Jacksboro Pike	LaFollette	37766	DS1 - 1.544 Mbps	423.566
Cove Lake State Park	Campbell	110 Cove Lake Lane	Caryville	37714	DS1 - 1.544 Mbps	423.566
Cumberland Tail State Scenic Trail	Campbell	220 Park Road	Caryville	37714	DS1 - 1.544 Mbps	423.566
DAG - Domestic Violence Unit	Campbell	1138 Main Street	Jacksboro	37757	DS1 - 1.544 Mbps	423.566
Dept of Human Services - Jellico	Campbell	601 Fifth Street	Jellico	37762	DS1 - 1.544 Mbps	423.784
District Public Defenders - Jacksboro	Campbell	125 Spring Street	Jacksboro	37757	1/4 (quarter) DS1 - 384 Kbps	423.566
DL Testing Station & THP Office	Campbell	111 Ellison Road	Lafollette	37766	DS1 - 1.544 Mbps	423.566
Indian Mtn. State Park - Rangers Office	Campbell	330 Indian State Park Circle	Jellico	37762	DS1 - 1.544 Mbps	423.784
Indian Mtn. State Park - Visitor Center	Campbell	143 State Park Circle	Jellico	37762	DS1 - 1.544 Mbps	423.784
Jacksboro P & P Office	Campbell	140 Indian Mound Circle	Jacksboro	37757	DS1 - 1.544 Mbps	423.562
LaFollette Police Dept	Campbell	205 South Tennessee Avenue	LaFollette	37766-3606	1/4 (quarter) DS1 - 384 Kbps	423.562
REACHS Community Health Center	Campbell	502 West Central Ave.	Lafollette	37766	DS1 - 1.544Mbs	423.562
St. Mary's/Ridgeview Mental Health	Campbell	923 East Central Ave.	LaFollette	37766	DS1 - 1.544Mbs	
TDOT District 14	Campbell	332 Shetland Road	LaFollette	37766	DS1 - 1.544 Mbps	423.907
TDOT District 14 Maintenance Office	Campbell	2841 General Carl W. Stiner Highway	LaFollette	37766	DS1 - 1.544 Mbps	423.566
Tennessee Technology Center - Jacksboro	Campbell	265 Elkins Road-Administration Building	Jacksboro	37757	DS1 - 1.544 Mbps	423.566
Welcome Center - Jellico	Campbell	16320 I-75	Jellico	37762	DS1 - 1.544 Mbps	423.784
Cannon County Clerk	Cannon	1 Cannon County Courthouse	Woodbury	37190	DS1 - 1.544 Mbps	615.563
Cannon County Office - DHS	Cannon	325 Bryant Lane	Woodbury	37190	DS1 - 1.544 Mbps	615.563
Cannon County Sheriff Office	Cannon	110 Alexander Drive	Woodbury	37190	1/4 (quarter) DS1 - 384 Kbps	615.563
Cannon County UCHRA Office	Cannon	301 West Main Street	Woodbury	37190	DS1 - 1.544 Mbps	615.563
Call Center - Carroll Co.	Carroll	157 Main Street South	McKenzie	38201	4.5 Mbps	615.743
Carroll Co. Courthouse	Carroll	99 Court Square	Huntingdon	38344	DS1 - 1.544 Mbps	731.986
Carroll County Clerk - TRUST	Carroll	625 High Street	Huntingdon	38344	DS1 - 1.544 Mbps	731.986
Carroll County Health Department	Carroll	633 High Street	Huntingdon	38344	DS1 - 1.544 Mbps	731.986
Carroll County Office - DHS	Carroll	20810 East Main Street	Huntingdon	38344	DS1 - 1.544 Mbps	731.986
Carroll County Sheriff Office	Carroll	200 Norandal Drive	Huntingdon	38344	DS1 - 1.544 Mbps	731.986
Huntingdon CSO	Carroll	100 Court Square	Huntingdon	38344	DS1 - 1.544 Mbps	731.986
Huntingdon Police Department	Carroll	12740 Lexington Street	Huntingdon	38344	1/4 (quarter) DS1 - 384 Kbps	731.986
Huntingdon TDES	Carroll	19870 East Main Street	Huntingdon	38375	DS1 - 1.544 Mbps	731.986
Judge John Everett Williams Office	Carroll	115 Court Square	Huntingdon	38344	DS1 - 1.544 Mbps	731.986

LOCATION/SITE NAME	COUNTY	ADDRESS	CITY	ZIP	BANDWIDTH	NXX
McKenzie Police Department	Carroll	2470 East Cedar Avenue	McKenzie	38201	1/4 (quarter) DS1 - 384 Kbps	731.352
TDOT Region 4 District 41	Carroll	15600 Highland Avenue North	McKenzie	38201	3 Mbps	731.352
Tennessee Technology Center - McKenzie	Carroll	16940 Highland Drive- Administration Building	McKenzie	38201	DS1 - 1.544 Mbps	731.352
Carter County DCS Office	Carter	206 Cherokee Drive	Elizabethton	37643	DS1 - 1.544 Mbps	423.547
Carter County E-911 Center	Carter	116 Holston Avenue	Elizabethton	37643	1/4 (quarter) DS1 - 384 Kbps	423.547
Carter County Health Department	Carter	403 East G Street	Elizabethton	37643	DS1 - 1.544 Mbps	423.543
Dist Attorney General - Elizabethton	Carter	806 Third Street	Elizabethton	37643	DS1 - 1.544 Mbps	423.547
District Public Defender Office - Elizabethton	Carter	801 East Elk Avenue	Elizabethton	37643	DS1 - 1.544 Mbps	423.547
DOT District 1031	Carter	197 Don M. Lewis Blvd.	Elizabethton	37643	DS1 - 1.544 Mbps	423.542
Elizabethton Career Center	Carter	386 Highway 91 Building 1	Elizabethton	37643	DS1 - 1.544 Mbps	423.547
Elizabethton CSO	Carter	900 East Elk Avenue	Elizabethton	37643	DS1 - 1.544 Mbps	423.547
Elizabethton Group Home	Carter	150 Hatcher Lane	Elizabethton	37643	DS1 - 1.544 Mbps	423.543
Elizabethton P & P Office	Carter	836 East 2nd Street	Elizabethton	37643	DS1 - 1.544 Mbps	423.543
Elizabethton Police Department	Carter	525 East F Street	Elizabethton	37643	1/4 (quarter) DS1 - 384 Kbps	423.542
Elizabethton TN Vocational TC	Carter	407 Cherokee Park Drive	Elizabethton	37643	DS1 - 1.544 Mbps	423.542
Northeast Correctional Complex - Annex	Carter	188 Old Railroad Grade Road	Roan Mountain	37687	DS1 - 1.544 Mbps	423.772
Roan Mountain State Park Office	Carter	1015 Highway 143	Roan Mountain	37687	DS1 - 1.544 Mbps	423.772
Roan Mountain State Park Visitor Center	Carter	527 Highway 143	Roan Mountain	37687	DS1 - 1.544 Mbps	423.772
Sycamore Shoals State Park Visitor Center	Carter	1651 West Elk Avenue	Elizabethton	37643	DS1 - 1.544 Mbps	423.543
Tennessee Technology Center - Elizabethton	Carter	426 Highway 91 - Main Building	Elizabethton	37643	DS1 - 1.544 Mbps	423.547
Ashland City Child Supp Enforce Office	Cheatham	102 Cumberland Street	Ashland City	37015	DS1 - 1.544 Mbps	615.792
Ashland City Public Defenders Office	Cheatham	110 North Main Street	Ashland City	37015	DS1 - 1.544 Mbps	615.792
Cheatham County Assessors Office	Cheatham	210 South Main Street	Ashland City	37015	DS1 - 1.544 Mbps	615.792
Cheatham County Clerk - Pleasantview	Cheatham	6355 Highway 41A (Vans Hardware)	Pleasantview	37146	DS1 - 1.544 Mbps	615.792
Cheatham County Health Department	Cheatham	270 Frey Street	Ashland City	37015	DS1 - 1.544 Mbps	615.792
Cheatham County Office - DCS	Cheatham	286 Frey Street	Ashland City	37015	DS1 - 1.544 Mbps	615.792
Cheatham County Sheriff Office	Cheatham	200 Court Square	Ashland City	37015	1/4 (quarter) DS1 - 384 Kbps	615.792
Cheatham County THP Office	Cheatham	480 Thompson Road	Pegram	37143	DS1 - 1.544 Mbps	615.741
DA General Office - Ashland City	Cheatham	105 Sycamore Street	Ashland City	37015	DS1 - 1.544 Mbps	615.792
Harpeth River State Natural Area	Cheatham	1640 Cedar Hill Road	Kingston Springs	37082	DS1 - 1.544 Mbps	615.952
Bear Trace at Chickasaw	Chester	9555 State Route 100	Henderson	38340	DS1 - 1.544 Mbps	731.989
Bear Trace at Chickasaw - Maintenance Shop	Chester	State Route 100	Henderson	38340	DS1 - 1.544 Mbps	731.983
Chester County Assessors Office	Chester	159 East Main Street	Henderson	38340	DS1 - 1.544 Mbps	731.989
Chester County Clerk - DL	Chester	133 East Main	Henderson	38340	DS1 - 1.544	731.989

LOCATION/SITE NAME	COUNTY	ADDRESS	CITY	ZIP	BANDWIDTH	NXX
					Mbps	
Chester County Clerk & Master	Chester	126 Crook Avenue	Henderson	38340	DS1 - 1.544 Mbps	731.989
Chester County DHS Office	Chester	525 North Church Avenue	Henderson	38340	DS1 - 1.544 Mbps	731.989
Chester County Health Department	Chester	301 Quinco Drive	Henderson	38340	DS1 - 1.544 Mbps	731.989
Chickasaw State Park Office	Chester	20 Cabin Lane	Henderson	38340	DS1 - 1.544 Mbps	731.989
Henderson CAC Office	Chester	113 East Main Street	Henderson	38340	DS1 - 1.544 Mbps	731.423
Henderson Health Center	Chester	208 North Avenue	Henderson	38340	DS1 - 1.544Mbs	731.989
Southwest HRA	Chester	1527 White Avenue	Henderson	38340	DS1 - 1.544 Mbps	731.989
Claiborne Co. Sheriff Office	Claiborne	415 Straight Creek Road	New Tazewell	37879	DS1 - 1.544 Mbps	423.626
Claiborne County - Tazewell DHS	Claiborne	310 Court Street	Tazewell	37879	DS1 - 1.544 Mbps	423.626
Claiborne County Health Department	Claiborne	620 Davis Drive	Tazewell	37879	DS1 - 1.544 Mbps	423.626
Claiborne County Primary Care	Claiborne	1596 Highway 33 South	New Tazewell	37825	DS1 - 1.544Mbs	865.626
Claiborne County THP Office	Claiborne	1722 Epps Street	Tazewell	37879	DS1 - 1.544 Mbps	423.348
Claiborne Courthouse (Admin of Courts)	Claiborne	1740 Main Street	Tazewell	37879	DS1 - 1.544 Mbps	423.626
DA General Office - Tazewell	Claiborne	1716 Main Street	Tazewell	37879	DS1 - 1.544 Mbps	423.626
Dept of Labor - Tazewell	Claiborne	300 Court Street	Tazewell	37879	DS1 - 1.544 Mbps	423.626
District Public Defender - Tazewell	Claiborne	1814 Main Street	Tazewell	37879	DS1 - 1.544 Mbps	423.626
Clay County Assessors Office	Clay	145 Cordell Hull Drive	Celina	38551	DS1 - 1.544 Mbps	931.243
Clay County Courthouse	Clay	100 Courthouse Square	Celina	38551	DS1 - 1.544 Mbps	931.243
Clay County Health Department	Clay	115 Guffey Street	Celina	38551	DS1 - 1.544 Mbps	931.243
Clay County Office - DHS	Clay	141 East Lake Avenue	Celina	38551	DS1 - 1.544 Mbps	931.243
Clay County Sheriff Office	Clay	400 West Lake Avenue	Celina	38551	1/4 (quarter) DS1 - 384 Kbps	931.243
Clay County UCHRA	Clay	500 Dow Avenue	Celina	38551	DS1 - 1.544 Mbps	931.243
AOC - Courthouse Annex	Cocke	360 East Main Street	Newport	37821	DS1 - 1.544 Mbps	423.623
Claims Commission Office	Cocke	307 East Broadway	Newport	37821	DS1 - 1.544 Mbps	423.623
Cocke County Courthouse - AOC	Cocke	111 Court Avenue	Newport	37821	DS1 - 1.544 Mbps	423.623
Cocke County E-911 Center	Cocke	145 Mineral Street	Newport	37821	1/4 (quarter) DS1 - 384 Kbps	423.623
Cocke County Health Department	Cocke	430 College Street	Newport	37821	DS1 - 1.544 Mbps	423.623
Cocke County Jail	Cocke	358 East Main Street	Newport	37821	1/4 (quarter) DS1 - 384 Kbps	423.623
Cocke County Office - DHS	Cocke	330 Heritage Boulevard	Newport	37821	DS1 - 1.544 Mbps	423.623
Cocke County THP Office	Cocke	1052 Cosby Highway	Newport	37821	DS1 - 1.544 Mbps	423.348
DA General Office - Newport	Cocke	243 East Broadway	Newport	37821	DS1 - 1.544 Mbps	423.623
DCS - Newport Office	Cocke	355 East Broadway	Newport	37821	DS1 - 1.544 Mbps	865.425
District Public Defender - Newport	Cocke	102 Mims Avenue	Newport	37821	DS1 - 1.544 Mbps	423.625
Labor & Workforce - Newport	Cocke	440 Eastern Plaza Way	Newport	37821	DS1 - 1.544 Mbps	423.623

LOCATION/SITE NAME	COUNTY	ADDRESS	CITY	ZIP	BANDWIDTH	NXX
Rural Medical Services-Newport Center	Cocke	207 Murray Drive	Newport	37821	DS1 - 1.544Mbs	423.623
TDOT Dist Office	Cocke	1046 Cosby Highway	Newport	37822	3 Mbps	423.623
Welcome Center - Hartford	Cocke	I-40 SE of Newport on NC Line	Hartford	37753	DS1 - 1.544 Mbps	423.487
ATA Security Forces	Coffee	251 Von Karman Road	Arnold AFB	37389	1/4 (quarter) DS1 - 384 Kbps	931.454
Coffee County Assessors Office	Coffee	1341 McArthur Drive	Manchester	37355	DS1 - 1.544 Mbps	931.723
Coffee County Clerk Master	Coffee	300 Hillsboro Boulevard	Manchester	37355	DS1 - 1.544 Mbps	931.723
Coffee County E-911 Center	Coffee	911 Jack Welch Drive	Manchester	37355	1/4 (quarter) DS1 - 384 Kbps	931.454
Coffee County Health Department	Coffee	800 Park Street	Manchester	37355	DS1 - 1.544 Mbps	931.723
Coffee County Health Department	Coffee	615 Wilson Avenue	Tullahoma	37388	DS1 - 1.544 Mbps	931.490
Coffee County Office - DHS	Coffee	55 St. Bedes Drive	Manchester	37355	DS1 - 1.544 Mbps	931.723
Coffee Scales East Side	Coffee	4610 Interstate 24	Manchester	37355	DS1 - 1.544 Mbps	931.723
Coffee Scales West Side	Coffee	4610 Interstate 24	Manchester	37355	DS1 - 1.544 Mbps	931.723
Comptroller Office - Tullahoma	Coffee	110 Mitchell Boulevard	Tullahoma	37388	DS1 - 1.544 Mbps	931.393
DA General Office - Manchester	Coffee	409 Madison Street	Manchester	37355	DS1 - 1.544 Mbps	931.723
District Public Defender - Tullahoma	Coffee	605 East Carroll Street	Tullahoma	37388	DS1 - 1.544 Mbps	931.454
DL Testing Station - Manchester	Coffee	945 Jack Welch Drive	Manchester	37355	DS1 - 1.544 Mbps	931.723
Inman Group Home	Coffee	264 Hawkensmith Road	Tullahoma	37388	DS1 - 1.544 Mbps	931.454
Manchester CSO	Coffee	320 Murfreesboro Highway	Manchester	37349	DS1 - 1.544 Mbps	931.723
Manchester Vocational Rehab	Coffee	91 Volunteer Parkway	Manchester	37355	DS1 - 1.544 Mbps	931.723
Old Stone Fort State Park Golf Course	Coffee	1017 Country Club Drive	Manchester	37355	DS1 - 1.544 Mbps	931.723
Old Stone Fort State Park Office	Coffee	732 Stone Fort Drive	Manchester	37355	DS1 - 1.544 Mbps	931.723
TDOT Engineering/Bridge Inspection Office	Coffee	1210 East Carroll Street	Tullahoma	37388	3 Mbps	931.454
TN Corrections Acadamy	Coffee	1314 South Jackson Street	Tullahoma	37388	3 Mbps	931.461
Tullahoma Labor & Workforce	Coffee	111 East Lincoln Street	Tullahoma	37388	DS1 - 1.544 Mbps	931.454
Tullahoma Office - DCS	Coffee	151 Freeman Street	Tullahoma	37388	DS1 - 1.544 Mbps	931.454
Tullahoma P & P Office	Coffee	630 Wilson Avenue	Tullahoma	37388	DS1 - 1.544 Mbps	931.454
Crockett County Assessors Office	Crockett	1 South Bells Street	Alamo	38001	DS1 - 1.544 Mbps	731.696
Crockett County Health Department	Crockett	209 North Bells Street	Alamo	38001	DS1 - 1.544 Mbps	731.696
Crockett County Office - DHS	Crockett	169 North Cherry Street	Alamo	38001	DS1 - 1.544 Mbps	731.696
Crockett County Sheriff Office	Crockett	884 Cavalier Drive	Alamo	38001	DS1 - 1.544 Mbps	731.696
Crockett County THP Office	Crockett	228 East Church Street	Alamo	38001	DS1 - 1.544 Mbps	901.543
Bear Trace at Cumberland Mountain	Cumberland	407 Wild Plum	Crossville	38555	DS1 - 1.544 Mbps	931.707
Crossville Area Career Center	Cumberland	60 Ridley Street	Crossville	38555	DS1 - 1.544 Mbps	931.484
Crossville Judical Council Court	Cumberland	2 North Main Street	Crossville	38555	DS1 - 1.544 Mbps	931.484

LOCATION/SITE NAME	COUNTY	ADDRESS	CITY	ZIP	BANDWIDTH	NXX
Crossville Police Department	Cumberland	141 Henry Avenue	Crossville	38555	1/4 (quarter) DS1 - 384 Kbps	931.484
Cumberland County Assessors Office	Cumberland	2 South Main Street	Crossville	38555	DS1 - 1.544 Mbps	931.484
Cumberland County E-911	Cumberland	90 Justice Center Way	Crossville	38555	1/4 (quarter) DS1 - 384 Kbps	931.456
Cumberland County Ground Water Protection (GWP)	Cumberland	20 West Second Street	Crossville	38555	DS1 - 1.544 Mbps	931.432
Cumberland County Health Department	Cumberland	131 South Webb Avenue	Crossville	38555-8452	DS1 - 1.544 Mbps	931.484
Cumberland County Office - DHS	Cumberland	32 Daniel Drive	Crossville	38555	DS1 - 1.544 Mbps	931.484
Cumberland County UCHRA	Cumberland	73 Methodist Campground Loop	Crossville	38557	DS1 - 1.544 Mbps	931.456
Cumberland Medical Center	Cumberland	421 Main Street South	Crossville	38555	DS1 - 1.544 Mbps	931.459
Cumberland Mountain State Park Restaurant	Cumberland	24 Office Drive	Crossville	38555	DS1 - 1.544 Mbps	931.484
Cumberland Trail State Park Office	Cumberland	409 Thurman Avenue	Crossville	38555	DS1 - 1.544 Mbps	931.484
DA General Office - Crossville	Cumberland	116 Rector Avenue	Crossville	38555	DS1 - 1.544 Mbps	931.484
TDOT - District 23 Maintenance Office	Cumberland	2472 Hwy 127 South	Crossville	38555	3 Mbps	931.484
TDOT Construction Office	Cumberland	218 Genesis Road	Crossville	38555	DS1 - 1.544 Mbps	931.484
Tennessee Technology Center - Crossville	Cumberland	910 Miller Avenue - Building 1	Crossville	38555	DS1 - 1.544 Mbps	931.484
TWRA Regional Office	Cumberland	464 Industrial Boulevard	Crossville	38555	DS1 - 1.544 Mbps	931.484
Aerial Survey & Aeronautics	Davidson	424 Knapp Boulevard	Nashville	37217	3 Mbps	615.741
Belle Meade Police Department	Davidson	4705 Harding Road	Nashville	37205	1/4 (quarter) DS1 - 384 Kbps	615.297
Belmont C&Y Unit of Middle TN	Davidson	3411 Belmont Blvd	Nashville	37215	DS1 - 1.544 Mbps	615.902
Bureau of Health Licensure & Regulation	Davidson	227 French Landing	Nashville	37228	4.5 Mbps	615.253
Bureau of Health Services	Davidson	425 5th Avenue North	Nashville	37247	DS1 - 1.544 Mbps	615.532
Charles Bass Correctional Complex	Davidson	7177 Cockrill Bend Road	Nashville	37243	3 Mbps	615.350
Citizens Plaza - DHS	Davidson	400 Deaderick Street	Nashville	37243	DS1 - 1.544 Mbps	615.687
Data Center - VIDEO	Davidson	901 5th Avenue North	Nashville	37243	3 Mbps	615.741
Davidson County Health Department	Davidson	311 23rd Avenue, North	Nashville	37203	DS1 - 1.544 Mbps	615.340
Davidson HUB - Net Control - Data Center	Davidson	901 5th Avenue North	Nashville	37243	Metro Ethernet Dedicated - 100 Mbps - see note	615.741
Davidson HUB - Net Control - Data Center	Davidson	901 5th Avenue North	Nashville	37243	Metro Ethernet - 1x installation amount	615.741
DCS Office	Davidson	287 Plus Park Boulevard	Nashville	37217	DS1 - 1.544 Mbps	615.382
Department of Transportation Motor Pool	Davidson	130 Main Street	Nashville	37243	DS1 - 1.544 Mbps	615.741
Dept of Revenue - Murfreesboro Rd	Davidson	1321 Murfreesboro Road	Nashville	37217	3 Mbps	615.360
Labor & Workforce - Appeals Office	Davidson	2260 Metro Center Boulevard	Nashville	37228	DS1 - 1.544 Mbps	615.741
Laboratory Services	Davidson	630 Hart Lane	Nashville	37247	DS1 - 1.544 Mbps	615.262
Matthew Walker Comprehensive Health Center	Davidson	1035 14th Ave N	Nashville	37208	DS1 - 1.544Mbs	615.327
McGruder Family Resource Center	Davidson	2013 25th Avenue North	Nashville	37208	DS1 - 1.544 Mbps	615.242

LOCATION/SITE NAME	COUNTY	ADDRESS	CITY	ZIP	BANDWIDTH	NXX
Mental Health & Dev Disabilities - Video Only	Davidson	710 James Robertson Parkway	Nashville	37243	DS1 - 1.544 Mbps	615.532
Mental Retardation Services	Davidson	500 Deaderick Street	Nashville	37243	DS1 - 1.544 Mbps	615.532
Metro Social Svc-Child Care Supp - Video	Davidson	1000 2nd Avenue North	Nashville	37202	DS1 - 1.544 Mbps	615.253
Mid Cumberland CSA Office	Davidson	531 Metroplex Drive	Nashville	37211	3 Mbps	615.333
Mid-Cumberland Reg Hlth Off	Davidson	710 Hart Lane	Nashville	37247	DS1 - 1.544 Mbps	615.650
Middle TN Local Planning Office	Davidson	446 Metroplex Drive	Nashville	37211	DS1 - 1.544 Mbps	615.741
Middle TN MHI (Clover Bottom)	Davidson	221 Stewarts Ferry	Nashville	37214	4.5 Mbps	615.902
Motor Vehicle Management Office	Davidson	2200 Charlotte Avenue	Nashville	37203	DS1 - 1.544 Mbps	615.253
Nashville Airport Authority	Davidson	One Terminal Drive	Nashville	37214	1/4 (quarter) DS1 - 384 Kbps	615.275
Nashville Call Center - TDLWD	Davidson	2214 Metro Center Boulevard	Nashville	37228	4.5 Mbps	615.253
Nashville Career Center	Davidson	621 Mainstream Drive	Nashville	37228	DS1 - 1.544 Mbps	615.862
Nashville East P & P Office	Davidson	2816 Dickerson Road	Nashville	37207	DS1 - 1.544 Mbps	615.262
Nashville ISS/DHS	Davidson	1616 Church Street	Nashville	37203	3 Mbps	615.741
Nashville P & P Office	Davidson	220 Blanton Avenue	Nashville	37210	3 Mbps	615.253
Nashville State Technical Community College	Davidson	120 White Bridge Road - Clement Building	Nashville	37209	50Mbs Metro E	615.353
Nashville Supreme Court	Davidson	401 7th Avenue North	Nashville	37219	DS1 - 1.544 Mbps	615.532
Nashville Transition Center - Tallman Group Home	Davidson	2412 Plum Street	Nashville	37207	DS1 - 1.544 Mbps	615.741
Nolensville Road TDES	Davidson	3763 Nolensville Road	Nashville	37211	DS1 - 1.544 Mbps	615.741
Parkway Towers 13th & 15th Flr	Davidson	404 James Robertson Parkway	Nashville	37243	DS1 - 1.544 Mbps	615.741
Radio Shop	Davidson	245 Blanton Avenue	Nashville	37210	DS1 - 1.544 Mbps	615.741
Radnor Lake State Park - Visitor Center	Davidson	1160 Otter Creek Road	Nashville	37220	DS1 - 1.544 Mbps	615.373
Riverbend Maximum Security Institution	Davidson	7475 Cockrill Bend Industrial Road	Nashville	37243	3 Mbps	615.350
Skyline Medical Center	Davidson	3441 Dickerson Pike	Nashville	37207	DS1 - 1.544 Mbps	615.769
Special Needs Facility	Davidson	7575 Cockrill Bend Industrial Road	Nashville	37243	3 Mbps	615.350
State Records Center	Davidson	843 Cowan Street	Nashville	37243	DS1 - 1.544 Mbps	615.741
Supreme Court Nashville City Center	Davidson	511 Union Street	Nashville	37219	6 Mbps	615.532
TBI Facility - VIDEO	Davidson	901 R. S. Gass Boulevard	Nashville	37216	3 Mbps	615.744
TBR Central Office	Davidson	1415 Murfreesboro Road	Nashville	37217	10MB Metro E	615.366
TDOC MIS Middle Office	Davidson	6500 Centennial Blvd.	Nashville	37243	DS1 - 1.544 Mbps	615.456
TDOT Region 3 Office	Davidson	6601 Centennial Blvd.	Nashville	37243	6 Mbps	615.350
Tennessee Primary Care Association	Davidson	416 Wilson Pike Circle	Nashville	37072	DS1 - 1.544Mbs	888.548
Tennessee State University	Davidson	3500 John A Merritt Blvd-138-Humanities Bldg	Nashville	37209	100 MB Metro E	615.963
Tennessee Womens Prison Old School Bldg	Davidson	3881 Stewart Lane	Nashville	37243	3 Mbps	615.319
TN Dept of Correction (RJ) - Video	Davidson	320 6th Avenue North	Nashville	37243	7.5 Mbps	615.253
TN Early Intervention Services	Davidson	3004 Tuggle Avenue	Nashville	37211	DS1 - 1.544 Mbps	615.936
TN Hwy Patrol Training Center	Davidson	275 Stewarts Ferry Pike	Nashville	37214	3 Mbps	615.232
TN State University Police Department	Davidson	2700 West Heiman Street	Nashville	37209	1/4 (quarter) DS1 - 384 Kbps	615.963
TN Tower - Diversity Circuit	Davidson	710 Union Street	Nashville	37243	100 Mbps Metro Ethernet	615.253

LOCATION/SITE NAME	COUNTY	ADDRESS	CITY	ZIP	BANDWIDTH	NXX
TN Tower - Telecomm	Davidson	312 8th Avenue North	Nashville	37211	DS1 - 1.544 Mbps	615.741
TRICOR	Davidson	1501 County Hospital Road	Nashville	37228	DS1 - 1.544 Mbps	615.741
TWRA Hunter Safety Facility	Davidson	2618 Hobson Pike	Antioch	37013	DS1 - 1.544 Mbps	615.781
VA Medical Center	Davidson	1310 24th Avenue South	Nashville	37212	DS1 - 1.544 Mbps	615.327
Vanderbilt Ophthalmic Imaging Center (VOIC)	Davidson	333 Commerce St, 2nd floor, EDC	Nashville	37201	DS1 - 1.544Mbs	
Vanderbilt University Medical Center	Davidson	1215 21st Avenue South	Nashville	37232	DS1 - 1.544 Mbps	615.936
Vanderbilt University Medical Center	Davidson	1161 21st Avenue South	Nashville	37232	DS1 - 1.544 Mbps	615.343
Vanderbilt University Police Dept	Davidson	2800 Vanderbilt Place	Nashville	37212	1/4 (quarter) DS1 - 384 Kbps	615.343
Video only - TDOT JK Polk	Davidson	505 Deaderick Street	Nashville	37243	3 Mbps	615.741
Waverly Belmont Family Health Center	Davidson	1501 12th Avenue South	Nashville	37203	DS1 - 1.544Mbs	615.269
YWCA	Davidson	1608 Woodmont Boulevard	Nashville	37219	DS1 - 1.544 Mbps	615.269
Decatur Co. Election Office	Decatur	125 Election Lane	Decaturville	38329	DS1 - 1.544 Mbps	731.852
Decatur County Courthouse	Decatur	22 West Main Street	Decaturville	38329	DS1 - 1.544 Mbps	731.852
Decatur County E-911 Center	Decatur	50 North East Street	Decaturville	38329	1/4 (quarter) DS1 - 384 Kbps	731.852
Decatur County Health Department	Decatur	155 North Pleasant Street	Decaturville	38329	DS1 - 1.544 Mbps	731.852
Decatur County Office - DHS	Decatur	669 West Main	Decaturville	38329	DS1 - 1.544 Mbps	731.852
Decatur County THP Office	Decatur	71 West Main Street	Decaturville	38372	DS1 - 1.544 Mbps	731.423
Dekalb Co. E911	Dekalb	211 South Mountain Street	Smithville	37166	1/4 (quarter) DS1 - 384 Kbps	615.215
Dekalb County Assessors Office	Dekalb	1 Public Square	Smithville	37166	DS1 - 1.544 Mbps	615.597
Dekalb County Health Department	Dekalb	254 Allen's Ferry Road	Smithville	37166	DS1 - 1.544 Mbps	615.597
Dekalb County Office - DHS	Dekalb	715 Walker Drive	Smithville	37166	DS1 - 1.544 Mbps	615.597
DeKalb County Sheriff's Office	Dekalb	100 Public Square	Smithville	37166	1/4 (quarter) DS1 - 384 Kbps	615.597
Dekalb County THP Office	Dekalb	198 South Third Street	Smithville	37166	DS1 - 1.544 Mbps	931.528
Edgar Evins State Park Office	Dekalb	1630 Edgar Evins State Park Road	Silver Point	38582	DS1 - 1.544 Mbps	931.858
Labor & Workforce - Smithville	Dekalb	527 West Main Street	Smithville	37166	DS1 - 1.544 Mbps	615.597
Charlotte P & P Office	Dickson	604 Spring Street	Charlotte	37036	DS1 - 1.544 Mbps	615.789
Dickson Bridge - TDOT	Dickson	167 Pond Road	Dickson	37055	DS1 - 1.544 Mbps	615.441
Dickson Co. Forestry Site	Dickson	3497 Church Street	Burns	37029	DS1 - 1.544 Mbps	615.797
Dickson County Clerk - Dickson Office	Dickson	106 North Main Street	Dickson	37055	DS1 - 1.544 Mbps	615.446
Dickson County Courthouse - AOC	Dickson	1 Court Square	Charlotte	37036	DS1 - 1.544 Mbps	615.789
Dickson County Courthouse Annex	Dickson	4 Court Square	Charlotte	37036	DS1 - 1.544 Mbps	615.789
Dickson County DHS Office	Dickson	250 State Street	Dickson	37055	DS1 - 1.544 Mbps	615.740
Dickson County E-911 Center	Dickson	202 South Main Street	Dickson	37055	1/4 (quarter) DS1 - 384 Kbps	615.446
Dickson County Health Department	Dickson	301 West End Avenue	Dickson	37055	DS1 - 1.544 Mbps	615.446

LOCATION/SITE NAME	COUNTY	ADDRESS	CITY	ZIP	BANDWIDTH	NXX
Dickson County Satellite Clinic	Dickson	200 School Road	White Bluff	37187	DS1 - 1.544 Mbps	615.797
Dickson County Sheriff Office	Dickson	146 Doyles Hill Drive	Charlotte	37036	1/4 (quarter) DS1 - 384 Kbps	615.789
Dickson County THP Office	Dickson	155 Bruce Drive	Dickson	37055	DS1 - 1.544 Mbps	615.741
DL Testing Station - Dickson	Dickson	207 Bruce Drive	Dickson	37055	DS1 - 1.544 Mbps	615.441
Historical Charlotte Office Bldg	Dickson	200 Dickson Street	Charlotte	37036	DS1 - 1.544 Mbps	615.789
Judge Thomas Woodalls Office	Dickson	103 Sylvis Street	Dickson	37055	DS1 - 1.544 Mbps	615.446
Labor & Workforce - Dickson Office	Dickson	446 Highway 46 South	Dickson	37055	DS1 - 1.544 Mbps	615.441
Middle TN Regional Office - Burns	Dickson	2000 Jackson Hill Road	Burns	37029	DS1 - 1.544 Mbps	615.797
Montgomery Bell State Park Inn	Dickson	1000 Hotel Avenue	Burns	37029	DS1 - 1.544 Mbps	615.797
Montgomery Bell State Park Office	Dickson	1020 Jackson Hill Road	Burns	37029	DS1 - 1.544 Mbps	615.797
Tennessee Technology Center - Dickson	Dickson	740 Highway 46	Dickson	37055	3.0 MB	615.441
TN Department of Veterans Affairs	Dickson	200 North Main Street	Dickson	37055	DS1 - 1.544 Mbps	615.441
DA General Office - Dyersburg	Dyer	115 East Market Street	Dyersburg	38025	DS1 - 1.544 Mbps	731.286
District Public Defender Office - Dyersburg	Dyer	117 East Court Street	Dyersburg	38025	DS1 - 1.544 Mbps	731.286
Dyer County Commodity Foods Warehouse	Dyer	325 Mill Avenue South	Dyersburg	38024	DS1 - 1.544 Mbps	731.286
Dyer County Courthouse	Dyer	#1 Veterans Square	Dyersburg	38024	DS1 - 1.544 Mbps	731.286
Dyer County DHS	Dyer	1979 St. John Avenue	Dyersburg	38024	3 Mbps	731.286
Dyer County Health Department	Dyer	1755 Parr Avenue	Dyersburg	38024	DS1 - 1.544 Mbps	731.285
Dyer County Sheriff Office	Dyer	401 East Cedar Street	Dyersburg	38025	1/4 (quarter) DS1 - 384 Kbps	731.285
Dyersburg Board Member Office	Dyer	1355 Flowering Dogwood Lane	Dyersburg	38024	DS1 - 1.544 Mbps	731.288
Dyersburg Internal Affairs Office	Dyer	1150 Henry Street	Dyersburg	38024	DS1 - 1.544 Mbps	731.288
Dyersburg Police Department	Dyer	1165 Harrell Avenue	Dyersburg	38025	1/4 (quarter) DS1 - 384 Kbps	731.288
Dyersburg Police Department - CID	Dyer	425 Market Street West	Dyersburg	38024	1/4 (quarter) DS1 - 384 Kbps	731.285
Dyersburg State Community College	Dyer	1510 Lake Road	Dyersburg	38024	4 Mbps	731.286
Dyersburg Vocational Rehab Office	Dyer	1365 Morgan Road	Dyersburg	38024	DS1 - 1.544 Mbps	731.286
Employment Security	Dyer	439 McGaughey Street	Dyersburg	38024	DS1 - 1.544 Mbps	731.286
Labor & Workforce - Workers Comp Division	Dyer	412 West Court	Dyersburg	38024	DS1 - 1.544 Mbps	615.253
Newbern Police Department	Dyer	121 East Main Street	Newbern	38059	1/4 (quarter) DS1 - 384 Kbps	731.627
Professional Care Dyersburg	Dyer	2380 Henry St	Dyersburg	38024	DS1 - 1.544Mbs	731.287
PSI Child Support Services - Dyersburg	Dyer	1911 Upper Finley Road	Dyersburg	38025	DS1 - 1.544 Mbps	731.285
TDOT District 42	Dyer	11118 Highway 211 North	Newbern	38059	3 Mbps	731.627
Tennessee Technology Center - Newbern	Dyer	340 Washington Street - Main Building	Newbern	38059	DS1 - 1.544 Mbps	731.627
TN Department of Veterans Affairs	Dyer	309 Church Street North	Dyersburg	38024	DS1 - 1.544 Mbps	731.423
Welcome Center - Dyersburg	Dyer	I-155 Eastbound 4 mi. West of Dyersburg	Dyersburg	38024	DS1 - 1.544 Mbps	731.286
District Public Defender Office - Somerville	Fayette	118 East Market Street	Somerville	38068	DS1 - 1.544 Mbps	901.465

LOCATION/SITE NAME	COUNTY	ADDRESS	CITY	ZIP	BANDWIDTH	NXX
Fayette County Courthouse	Fayette	1 Court Square	Somerville	38068	DS1 - 1.544 Mbps	901.465
Fayette County Health Department	Fayette	90 Yum Yum Road	Somerville	38068	DS1 - 1.544 Mbps	901.465
Fayette County Office - DHS	Fayette	108 Kay Drive	Somerville	38068	DS1 - 1.544 Mbps	901.465
Fayette County Sheriff's Office	Fayette	315 East Market Street	Somerville	38068	1/4 (quarter) DS1 - 384 Kbps	901.465
Labor & Workforce Dev - Somerville	Fayette	121 West Court Square	Somerville	38068	DS1 - 1.544 Mbps	901.465
Oakland Drivers License Station	Fayette	7027 Highway 64 West	Oakland	38060	DS1 - 1.544 Mbps	901.465
Oakland Police Department	Fayette	170 Doss Circle	Oakland	38060	1/4 (quarter) DS1 - 384 Kbps	901.465
Rossville Health Center	Fayette	4940 Hwy. 57 at Knox Road	Rossville	38006	DS1 - 1.544Mbs	901.261
Somerville CSO	Fayette	45 Dogwood Lane	Somerville	38068	DS1 - 1.544 Mbps	901.465
Wilder Youth Dev Center	Fayette	13870 Hwy 59	Somerville	38068	DS1 - 1.544 Mbps	901.465
Wilder Youth Dev Center Office	Fayette	240 Armory Road	Somerville	38068	DS1 - 1.544 Mbps	901.465
Fentress Co. Election Office	Fentress	111 North Norris Street	Jamestown	38556	DS1 - 1.544 Mbps	931.879
Fentress County Assessors Office	Fentress	101 Main Street	Jamestown	38556	DS1 - 1.544 Mbps	931.879
Fentress County DCS	Fentress	240 Colonial Circle	Jamestown	38556	DS1 - 1.544 Mbps	931.879
Fentress County Sheriff Office	Fentress	100 Smith Street South	Jamestown	38556	1/4 (quarter) DS1 - 384 Kbps	931.879
Jamestown Children Center Network	Fentress	340 West Central	Jamestown	38556	DS1 - 1.544 Mbps	931.825
Jamestown Drivers License Station	Fentress	641 South Main Street	Jamestown	38556	DS1 - 1.544 Mbps	931.879
Jamestown TDES Office	Fentress	308 South Main Street	Jamestown	38558	DS1 - 1.544 Mbps	931.879
Pickett State Park Office	Fentress	4605 Pickett Park Highway	Jamestown	38556	DS1 - 1.544 Mbps	931.879
Bear Trace at Tims Ford	Franklin	891 Wiseman Bend	Winchester	37398	DS1 - 1.544 Mbps	931.968
Bear Trace at Tims Ford - Maintenance Shop	Franklin	665 Wiseman Road (Front of)	Winchester	37398	DS1 - 1.544 Mbps	931.968
DA General Office - Decherd	Franklin	1002 West Main Street	Decherd	37324	DS1 - 1.544 Mbps	931.962
Franklin Co. Election Office	Franklin	839 Dinah Shore Boulevard	Winchester	37398	DS1 - 1.544 Mbps	931.967
Franklin County Assessors Office	Franklin	1 South Jefferson Street	Winchester	37398	DS1 - 1.544 Mbps	931.967
Franklin County E-911 Center	Franklin	231 Wilton Circle	Winchester	37398	DS1 - 1.544 Mbps	931.967
Franklin County Health Department	Franklin	338 Joyce Lane	Winchester	37398	3 Mbps	931.967
Franklin County Office - DCS	Franklin	2160 Cowan Highway	Winchester	37398	DS1 - 1.544 Mbps	931.962
Franklin County Sheriff Office	Franklin	420 Wilton Circle	Winchester	37398	1/4 (quarter) DS1 - 384 Kbps	931.962
SCHRA - Franklin County Office	Franklin	107 Porter Street	Winchester	37398	DS1 - 1.544 Mbps	931.967
Tims Ford State Park Office	Franklin	570 Tims Ford Drive	Winchester	37390	DS1 - 1.544 Mbps	931.962
Winchester Police Department	Franklin	7 South High Street	Winchester	37398	1/4 (quarter) DS1 - 384 Kbps	931.967
Winchester Vocational Rehab	Franklin	135 Baxter Lane	Winchester	37398	DS1 - 1.544 Mbps	931.962
DAG Office - Trenton	Gibson	113-B West Eaton	Trenton	38382	DS1 - 1.544 Mbps	731.855
District Public Defender - Trenton	Gibson	110 South College Street	Trenton	38382	DS1 - 1.544 Mbps	731.855

LOCATION/SITE NAME	COUNTY	ADDRESS	CITY	ZIP	BANDWIDTH	NXX
DL Testing Station - Trenton	Gibson	2211 Highway 45 West	Trenton	38382	DS1 - 1.544 Mbps	731.855
Gibson County Assessors Office	Gibson	1 Court Square	Trenton	38382	DS1 - 1.544 Mbps	731.855
Gibson County E-911	Gibson	10 Trenton Highway	Dyer	38330	1/4 (quarter) DS1 - 384 Kbps	731.692
Gibson County Health Department	Gibson	1250 Manufacturer's Row	Trenton	38382	DS1 - 1.544 Mbps	731.855
Gibson County Health Dept - Milan Office	Gibson	6501 Telecom Drive	Milan	38358	DS1 - 1.544 Mbps	731.686
Gibson County Office - DCS	Gibson	802 Gibson Road	Trenton	38382	DS1 - 1.544 Mbps	731.855
Gibson County Office - DHS	Gibson	1246-A South Manufacturers Row	Trenton	38382	DS1 - 1.544 Mbps	731.855
Gibson County Sheriff Office	Gibson	301 North College Street	Trenton	38382	1/4 (quarter) DS1 - 384 Kbps	731.855
Gibson County TDOT Construction	Gibson	1141 South High Street	Trenton	38382	DS1 - 1.544 Mbps	731.855
Humboldt Clinic	Gibson	149 North 12th Street	Humboldt	38343	DS1 - 1.544 Mbps	731.855
Humboldt Municipal Bldg	Gibson	1421 Osborne Street	Humboldt	38343	DS1 - 1.544 Mbps	731.784
IFTA/IRP Office - Safety	Gibson	221 Highway 45 West	Humboldt	38343	DS1 - 1.544 Mbps	731.660
Judicial Council	Gibson	204 North Court Square	Trenton	38382	DS1 - 1.544 Mbps	731.855
Maximus Child Support Services - Trenton	Gibson	108 East Court Square	Trenton	38382	DS1 - 1.544 Mbps	731.855
Milan Police Department	Gibson	7029 Telecom Drive	Milan	38358	1/4 (quarter) DS1 - 384 Kbps	731.686
TN Dept of Employment Security	Gibson	1481 Mullins Street	Humboldt	38343	DS1 - 1.544 Mbps	731.784
Trenton Police Department	Gibson	309 South College Street	Trenton	38382	1/4 (quarter) DS1 - 384 Kbps	731.855
West TN River Basin Authority	Gibson	3628 East End Drive (Hwy 79)	Humboldt	38343	DS1 - 1.544 Mbps	731.784
DA General Office - Giles County	Giles	1 Public Square	Pulaski	38478	DS1 - 1.544 Mbps	931.424
District Public Defender - Pulaski	Giles	128 North Second Street	Pulaski	38478	DS1 - 1.544 Mbps	931.363
Giles Co. SCHRA	Giles	937 West College Street	Pulaski	38478	DS1 - 1.544 Mbps	931.363
Giles Co. Sheriff Office	Giles	200 Thomas Gatlin Drive	Pulaski	38478	1/4 (quarter) DS1 - 384 Kbps	931.363
Giles County DCS Office	Giles	631 East Madison Street	Pulaski	38478	4.5 Mbps	931.380
Giles County THP Office	Giles	102 West Jefferson Street	Pulaski	38478	DS1 - 1.544 Mbps	931.363
Tennessee Technology Center - Pulaski	Giles	1233 East College Street - Administration Building	Pulaski	38478	DS1 - 1.544 Mbps	931.424
Welcome Center - Ardmore	Giles	3 Interstate 65 - Mile Marker 3	Ardmore	38449	DS1 - 1.544 Mbps	931.468
Grainger Co. Election Office	Grainger	119 Marshall Avenue	Rutledge	37861	DS1 - 1.544 Mbps	865.828
Grainger County Assessor	Grainger	8095 Rutledge Pike	Rutledge	37861	DS1 - 1.544 Mbps	865.828
Grainger County Health Department	Grainger	8351 Rutledge Pike	Rutledge	37861	DS1 - 1.544 Mbps	865.828
Grainger County Office - DHS	Grainger	2188 Hwy 11 West	Rutledge	37861	DS1 - 1.544 Mbps	423.828
Grainger County THP Office	Grainger	581 Broadway Drive	Bean Station	37708	DS1 - 1.544 Mbps	423.348
Justice Center - Grainger County	Grainger	270 Justice Center Drive	Rutledge	37861	1/4 (quarter) DS1 - 384 Kbps	865.828
Davy Crockett Birthplace S P	Greene	1245 Davy Crockett Park Road	Limestone	37681	DS1 - 1.544 Mbps	423.257
District Public Defender Office - Greeneville	Greene	128 South Main Street	Greeneville	37743	DS1 - 1.544 Mbps	423.638

LOCATION/SITE NAME	COUNTY	ADDRESS	CITY	ZIP	BANDWIDTH	NXX
Division of Forestry - District 1 Office	Greene	312 Tusculum Boulevard	Greeneville	37745	DS1 - 1.544 Mbps	423.636
DL Testing Station - Greeneville	Greene	1209 Hal Henard Road	Greeneville	37743	DS1 - 1.544 Mbps	423.638
Greene Co. Circuit Court	Greene	101 South Main Street	Greeneville	37743	DS1 - 1.544 Mbps	423.798
Greene County Assessor	Greene	204 North Cutler Street	Greeneville	37745	DS1 - 1.544 Mbps	423.798
Greene County Health Department	Greene	810 West Church Street	Greeneville	37745	DS1 - 1.544 Mbps	423.798
Greene County Office - DHS	Greene	128 Serral Drive	Greeneville	37745	DS1 - 1.544 Mbps	423.639
Greene County Scales	Greene	South I-81 Mile Marker 21 near Mosheim	Bulls Gap	37818	DS1 - 1.544 Mbps	423.235
Greene County Sheriff Office	Greene	116 East Depot Street	Greeneville	37743	1/4 (quarter) DS1 - 384 Kbps	423.798
Greene Valley Development Center	Greene	4850 E Andrew Johnson HWY	Greeneville	37744	4.5 Mbps	423.787
Greeneville CSO	Greene	124 Austin Street	Greeneville	37745	DS1 - 1.544 Mbps	423.787
Greeneville P & P Office	Greene	716 Professional Plaza	Greeneville	37745	DS1 - 1.544 Mbps	423.638
Greeneville Police Department	Greene	200 North College Street	Greeneville	37745	1/4 (quarter) DS1 - 384 Kbps	423.639
Greeneville VTC	Greene	241 Baileyton Road	Greeneville	37745	DS1 - 1.544 Mbps	423.639
Labor & Work Dev - Greeneville	Greene	214 North College Street	Greeneville	37745	DS1 - 1.544 Mbps	423.639
Laughlin Memorial Hospital	Greene	1420 Tusculum Boulevard	Greeneville	37745	DS1 - 1.544 Mbps	423.787
Mental Retardation Greeneville	Greene	190 Serral Drive	Greeneville	37744	DS1 - 1.544 Mbps	423.787
Takoma Adventist Hospital	Greene	401 Takoma Avenue	Greeneville	37743	DS1 - 1.544 Mbps	423.636
TDOT - Greeneville Construction Office	Greene	1407 Greenwood Drive	Greeneville	37745	DS1 - 1.544 Mbps	423.638
Grundy County Courthouse	Grundy	Cumberland Street	Altamont	37301	DS1 - 1.544 Mbps	931.692
Grundy County Health Department	Grundy	Highway 56	Altamont	37301	DS1 - 1.544 Mbps	931.692
Grundy County Office-DCS	Grundy	606 Orchard Road	Tracy City	37387	DS1 - 1.544 Mbps	931.592
Grundy County Primary Care Center	Grundy	32717 Hwy 108	Palmer	37365	DS1 - 1.544Mbs	931.779
Grundy County Sheriff Office	Grundy	Box 218 Spring Street	Altamont	37301	1/4 (quarter) DS1 - 384 Kbps	931.692
Mountain Central E911	Grundy	171 College Street	Monteagle	37356	1/4 (quarter) DS1 - 384 Kbps	931.924
Call Center - Hamblen Co.	Hamblen	222 Bowman Road	Morristown	37814	4.5 Mbps	615.742
CHS-Talbott	Hamblen	6350 West Andrew Johnson Hwy	Talbott	37877	DS1 - 1.544Mbs	
DA General Office - Morristown	Hamblen	407 West 5th North Street	Morristown	37814	DS1 - 1.544 Mbps	423.581
DL Testing Station - Morristown	Hamblen	1901 State Street	Morristown	37814	DS1 - 1.544 Mbps	423.587
Douglas Cherokee Economic Development	Hamblen	534 East First North Street	Morristown	37816	DS1 - 1.544 Mbps	423.748
Hamblen County Clerk	Hamblen	511 West 2nd North Street	Morristown	37814	DS1 - 1.544 Mbps	423.586
Hamblen County Clerk - Mall Office	Hamblen	2550 East Morris Boulevard	Morristown	37813	DS1 - 1.544 Mbps	423.318
Hamblen County E-911 Center	Hamblen	530 Long Avenue	Morristown	37814	1/4 (quarter) DS1 - 384 Kbps	423.585
Hamblen County Health Department	Hamblen	331 West Main	Morristown	37815	DS1 - 1.544 Mbps	423.586
Hamblen County Health Department - Video	Hamblen	331 West Main	Morristown	37815	DS1 - 1.544 Mbps	423.586

LOCATION/SITE NAME	COUNTY	ADDRESS	CITY	ZIP	BANDWIDTH	NXX
Hamblen County Office - DHS	Hamblen	2416 West Andrew Johnson Hwy	Morristown	37814	DS1 - 1.544 Mbps	423.585
Morristown Career Center	Hamblen	6057 W. Andrew Johnson Highway	Talbott	37877	DS1 - 1.544 Mbps	423.317
Morristown CID Office	Hamblen	1609 College Park Drive	Morristown	37813	DS1 - 1.544 Mbps	423.587
Morristown DCS Office	Hamblen	1108 Gateway Services Park Drive	Morristown	37815	DS1 - 1.544 Mbps	423.318
Morristown P&P Office	Hamblen	209 East Main Street	Morristown	37814	DS1 - 1.544 Mbps	423.587
Morristown Vocational Rehab	Hamblen	2812 West Andrew Johnson Parkway	Morristown	37814	DS1 - 1.544 Mbps	423.585
Nolichucky Regional Library	Hamblen	315 McCrary Drive	Morristown	37814	DS1 - 1.544 Mbps	423.586
Panther Creek State Park Visitor's Center	Hamblen	2010 Panther Creek Road	Morristown	37814	DS1 - 1.544 Mbps	423.587
TDOT District 12	Hamblen	1851 State Street	Morristown	37814	3 Mbps	423.587
Tennessee Technology Center - Morristown	Hamblen	821 West Louise Avenue - Building 1	Morristown	37813	DS1 - 1.544 Mbps	423.586
TWRA Region 4 Office	Hamblen	3030 Wildlife Way	Morristown	37814	DS1 - 1.544 Mbps	423.587
Walters State Community College	Hamblen	500 S Davy Crockett Parkway - CCEN Building	Morristown	37813	10 Mbps	423.585
Bear Trace at Harrison Bay	Hamilton	8919 Harrison Bay Road	Harrison	37341	DS1 - 1.544 Mbps	423.326
Booker T. Washington State Park	Hamilton	5801 Champion Road	Chattanooga	37416	DS1 - 1.544 Mbps	423.894
Chattanooga Board Member Office	Hamilton	100 East 10th Street	Chattanooga	37402	DS1 - 1.544 Mbps	423.634
Chattanooga Career Center	Hamilton	1105 East 10th Street	Chattanooga	37403	DS1 - 1.544 Mbps	423.894
Chattanooga Extension Service	Hamilton	6183 Adamson Circle	Chattanooga	37416	DS1 - 1.544 Mbps	423.855
Chattanooga HUB	Hamilton	540 McCallie Ave	Chattanooga	37402	Metro Ethernet Dedicated - 100 Mbps - see note	423.634
Chattanooga Police Department	Hamilton	3410 Amnicola Highway	Chattanooga	37406	DS1 - 1.544 Mbps	423.643
Chattanooga Signal Center	Hamilton	1817 Dodds Avenue	Chattanooga	38407	DS1 - 1.544 Mbps	423.698
Chattanooga State Technical Community College	Hamilton	4501 Amnicola Highway	Chattanooga	37406	DS1 - 1.544 Mbps	423.697
Chattanooga State Technical School	Hamilton	4501 Amnicola Highway	Chattanooga	37406	DS1 - 1.544 Mbps	423.697
Chattanooga VET Center	Hamilton	951 Eastgate Loop Road	Chattanooga	37411	DS1 - 1.544 Mbps	423.894
Chattanooga Welcome Center	Hamilton	I-75 South of Chatt on GA Line	East Ridge	37412	1/4 (quarter) DS1 - 384 Kbps	423.894
Child Support Enforcement Office	Hamilton	5751 Uptain Road	Chattanooga	37411	DS1 - 1.544 Mbps	423.508
Collegedale Police Department	Hamilton	4910 Swinyar Drive	Collegedale	37315	1/4 (quarter) DS1 - 384 Kbps	423.396
DHS - Hamilton County Circuit Court Clerks Office	Hamilton	625 Georgia Avenue	Chattanooga	37401	DS1 - 1.544 Mbps	423.209
DHS I3 Site - Chattanooga	Hamilton	2158 Northgate Park Lane	Chattanooga	37415	DS1 - 1.544 Mbps	423.634
District Attorney General Office - Chattanooga	Hamilton	600 Market Street	Chattanooga	37402	DS1 - 1.544 Mbps	423.209
Drivers License Testing Station	Hamilton	6502 Bonnie Oaks Drive	Chattanooga	37416	DS1 - 1.544 Mbps	423.634
Drivers License Testing Station	Hamilton	530 Cherokee Boulevard	Chattanooga	37405	DS1 - 1.544 Mbps	423.326
Erlanger Medical Center	Hamilton	975 East 3rd Street	Chattanooga	37403	DS1 - 1.544 Mbps	423.778
Erlanger Medical Center	Hamilton	979 East Third Street	Chattanooga	37403	DS1 - 1.544 Mbps	423.778

LOCATION/SITE NAME	COUNTY	ADDRESS	CITY	ZIP	BANDWIDTH	NXX
FBI Office - Chattanooga	Hamilton	633 Chestnut Street	Chattanooga	37450	1/4 (quarter) DS1 - 384 Kbps	423.265
Focus Psychiatric Service	Hamilton	Carlton Plaza, 6400 Lee Hwy	Chattnooga	37421	DS1 - 1.544Mbs	423.899
Forestry District 3	Hamilton	5530 Highway 153	Hixson	37343	DS1 - 1.544 Mbps	423.634
Hamilton Co. Juvenile Court	Hamilton	1221 East Main Street	Chattanooga	37404	DS1 - 1.544 Mbps	423.209
Hamilton Co. Sheriff Office	Hamilton	115 East Seventh Street	Chattanooga	37402	1/4 (quarter) DS1 - 384 Kbps	423.209
Hamilton County CAC	Hamilton	909 Vine Street	Chattanooga	37403	DS1 - 1.544 Mbps	423.266
Hamilton County CSA	Hamilton	1304 McCallie Ave	Chattanooga	37404	DS1 - 1.544 Mbps	423.697
Hamilton County DCS CSA	Hamilton	744 McCallie Avenue	Chattanooga	37402	DS1 - 1.544 Mbps	423.634
Hamilton County Health Department	Hamilton	921 East Third Street	Chattanooga	37403	DS1 - 1.544 Mbps	423.209
Harriett-Tubman Development - DHS Office	Hamilton	2005 North Hawthorne Street	Chattanooga	37406	DS1 - 1.544 Mbps	423.698
Harrison Bay State Park	Hamilton	8411 Harrison Bay Road	Harrison	37341	DS1 - 1.544 Mbps	423.344
Johnson Mental Health Center	Hamilton	420 Bell Avenue	Chattanooga	37405	DS1 - 1.544Mbs	423.634
Justice William M Barker	Hamilton	540 McCallie Ave	Chattanooga	37402	DS1 - 1.544 Mbps	423.634
Moccasin Bend Mental Health Institute	Hamilton	100 Moccasin Bend Road	Chattanooga	37405	3 Mbps	423.785
OCS Satellite Office - Chattanooga	Hamilton	5721 Marline Rd	Chattanooga	37414	DS1 - 1.544 Mbps	423.634
South East CSA	Hamilton	1501 Riverside Drive	Chattanooga	37406	DS1 - 1.544 Mbps	423.493
TDOT District 21	Hamilton	4005 Cromwell Road	Chattanooga	37422	3 Mbps	423.510
TDOT District 21	Hamilton	4005 Cromwell Road	Chattanooga	37422	4.5 Mbps	423.510
THP District HQ	Hamilton	4120 Cummings High Way	Chattanooga	37419	3 Mbps	423.634
TN KIDS - Hamilton Co Juvenile Court	Hamilton	1600 East 3rd Street	Chattanooga	37414	DS1 - 1.544 Mbps	423.209
Welcome Center - Tiftonia	Hamilton	I-24 @ Chatt on AL/GA Line	Tiftonia	37419	DS1 - 1.544 Mbps	423.821
ETSU Sneedville Elementary School	Hancock	375C Court Street	Sneedville	37869	DS1 - 1.544Mbs	423.733
Hancock County Assessors Office	Hancock	Main Street	Sneedville	38556	DS1 - 1.544 Mbps	423.733
Hancock County Clerk - DL	Hancock	418 Harrison Street	Sneedville	37683	DS1 - 1.544 Mbps	423.733
Hancock County Health Department	Hancock	110 Willow Street	Sneedville	37869	DS1 - 1.544 Mbps	423.733
Hancock County Office - DHS	Hancock	111 Campbell Drive	Sneedville	37869	DS1 - 1.544 Mbps	423.733
Hancock County Sheriff's Office/Jail	Hancock	265 New Jail Street	Sneedville	37869	1/4 (quarter) DS1 - 384 Kbps	423.733
Big Hill Pond State Park	Hardeman	1435 John Howell Road	Pocahontas	38061	DS1 - 1.544 Mbps	731.645
Bolivar Health Center	Hardeman	629 Nuckolls Road	Bolivar	38008	DS1 - 1.544Mbs	866.362
Bolivar Police Department	Hardeman	211 West Jackson Street	Bolivar	38008	1/4 (quarter) DS1 - 384 Kbps	731.658
Bolivar TDLWD Office	Hardeman	602-A Tennessee Street	Bolivar	38008	DS1 - 1.544 Mbps	731.658
DL Testing Station - Whiteville	Hardeman	200 Harris Street	Whiteville	38075	DS1 - 1.544 Mbps	731.254
Hardeman County Assessors Office	Hardeman	106 Warren Street	Bolivar	38008	DS1 - 1.544 Mbps	731.658
Hardeman County CAC	Hardeman	149 Tennessee Street	Bolivar	38008	DS1 - 1.544 Mbps	731.668
Hardeman County Correctional Center	Hardeman	2520 Union Springs Road	Whiteville	38075	3 Mbps	731.254
Hardeman County Courthouse	Hardeman	100 North Main Street	Bolivar	38008	DS1 - 1.544 Mbps	731.658
Hardeman County DHS Office	Hardeman	795 Tennessee Street	Bolivar	38008	DS1 - 1.544	731.658

LOCATION/SITE NAME	COUNTY	ADDRESS	CITY	ZIP	BANDWIDTH	NXX
					Mbps	
Hardeman County Health Department	Hardeman	10825 Old Highway 64	Bolivar	38008	DS1 - 1.544 Mbps	731.658
Hardeman County Sheriffs Office	Hardeman	315 East Market Street	Bolivar	38008	1/4 (quarter) DS1 - 384 Kbps	731.658
Tennessee Technology Center - Whiteville	Hardeman	1685 Highway 64	Whiteville	38075	DS1 - 1.544 Mbps	731.254
Western Mental Health & Retardation	Hardeman	11100 West HWY 64	Bolivar	38007	3 Mbps	731.228
Whiteville Prison	Hardeman	1440 Union Springs Road	Whiteville	38075	3 Mbps	731.254
District Public Defenders - Savannah	Hardin	810 Main Street	Savannah	38372	DS1 - 1.544 Mbps	731.925
DL Testing Station - Savannah	Hardin	880 Pickwick Street	Savannah	38372	DS1 - 1.544 Mbps	731.926
Hardin Co. Sheriff Office	Hardin	525 Water Street	Savannah	38372	1/4 (quarter) DS1 - 384 Kbps	731.925
Hardin County Assessors Office	Hardin	601 Main Street	Savannah	38372	DS1 - 1.544 Mbps	731.925
Hardin County Health Department	Hardin	1920 Pickwick Street	Savannah	38372	DS1 - 1.544 Mbps	731.925
Hardin County Office - DHS	Hardin	1035A Wayne Road	Savannah	38372	DS1 - 1.544 Mbps	731.925
Lifespan Clifton	Hardin	207 Main Street	Clifton	38425	DS1 - 1.544Mbs	931.676
Lifespan Health - Savannah	Hardin	765 Florence Rd.	Savannah	38372	DS1 - 1.544Mbs	731.925
Pickwick Landing State Park Inn	Hardin	220 Playground Loop (Highway 57)	Pickwick Dam	38365	DS1 - 1.544 Mbps	731.689
Savannah CSO Office	Hardin	354 Main Street	Savannah	38372	DS1 - 1.544 Mbps	731.925
Savannah Police Department	Hardin	80 King Street	Savannah	38372	1/4 (quarter) DS1 - 384 Kbps	731.925
Tennessee Technology Center - Crump	Hardin	3070 Highway 64 West	Crump	38327	1/4 (quarter) DS1 - 384 Kbps	731.632
TN Dept of Employment Security	Hardin	2113 Wayne Road	Savannah	38372	DS1 - 1.544 Mbps	731.925
DAG Office - Rogersville	Hawkins	110 East Kyle Street	Rogersville	37857	DS1 - 1.544 Mbps	423.921
Hawkins Co. TDLWD	Hawkins	1112 East Main	Rogersville	37857	DS1 - 1.544 Mbps	423.272
Hawkins County Clerk - Rogersville DL	Hawkins	110 East Main Street	Rogersville	37857	DS1 - 1.544 Mbps	423.272
Hawkins County Courthouse	Hawkins	100 East Main Street	Rogersville	37857	DS1 - 1.544 Mbps	423.272
Hawkins County DHS/DCS	Hawkins	4017 HWY 66 South	Rogersville	37857	DS1 - 1.544 Mbps	423.272
Hawkins County E-911 Center	Hawkins	407 East Main Street	Rogersville	37857	1/4 (quarter) DS1 - 384 Kbps	423.272
Hawkins County Health Department	Hawkins	201 Park Boulevard	Rogersville	37857	DS1 - 1.544 Mbps	423.272
Hawkins County Health Department - Church Hill Office	Hawkins	247 Silver Lake Road	Church Hill	37642	DS1 - 1.544 Mbps	423.357
Hawkins County Sheriff's Office	Hawkins	150 Washington Street	Rogersville	37857	1/4 (quarter) DS1 - 384 Kbps	423.272
Hawkins County THP Office	Hawkins	208 Frontage Road	Rogersville	37857	DS1 - 1.544 Mbps	423.348
Rogersville Survey Office	Hawkins	128 Flora Ferry Road	Rogersville	37857	DS1 - 1.544 Mbps	423.272
Brownsville/Haywood Central Dispatch	Haywood	25 West Franklin Street	Brownsville	38012	1/4 (quarter) DS1 - 384 Kbps	731.772
DCS - Brownsville CAC	Haywood	130 Boyd Street	Brownsville	38012	DS1 - 1.544 Mbps	731.772
Haywood Co. Jail	Haywood	4110 Highway 70 North	Brownsville	38012	1/4 (quarter) DS1 - 384 Kbps	731.772
Haywood County Assessors Office	Haywood	11 South Lafayette Street	Brownsville	38012	DS1 - 1.544 Mbps	731.772
Haywood County Health Department	Haywood	950 East Main	Brownsville	38012	DS1 - 1.544 Mbps	731.772
Haywood County Office - DHS	Haywood	1199 South Dupree Street	Brownsville	38012	DS1 - 1.544	731.772

LOCATION/SITE NAME	COUNTY	ADDRESS	CITY	ZIP	BANDWIDTH	NXX
					Mbps	
Haywood County Scales - Westbound	Haywood	Westbound I-40 @ mile marker 50	Brownsville	38012	DS1 - 1.544 Mbps	731.772
Labor & Workforce Development Office - Brownsville	Haywood	140 South Wilson Avenue	Brownsville	38012	DS1 - 1.544 Mbps	731.772
Maximus Child Support Services - Brownsville	Haywood	19 North Court Place	Brownsville	38012	DS1 - 1.544 Mbps	731.855
Stanton Health Center	Haywood	17 First Street East	Stanton	38069	DS1 - 1.544Mbs	731.548
TDOT Construction Office - Brownsville	Haywood	3548 Windrow Road	Brownsville	38012	DS1 - 1.544 Mbps	731.772
Forestry District 6	Henderson	220 Eastern Shores Drive	Lexington	38351	DS1 - 1.544 Mbps	731.968
Henderson Co. Election Office	Henderson	12 Natchez Trace Drive	Lexington	38351	DS1 - 1.544 Mbps	731.968
Henderson County Courthouse	Henderson	17 Monroe Street	Lexington	38351	DS1 - 1.544 Mbps	731.968
Henderson County DHS Office	Henderson	37 College Drive	Lexington	38351	DS1 - 1.544 Mbps	731.968
Henderson County E-911 Center	Henderson	35 East Wilson Street	Lexington	38351	1/4 (quarter) DS1 - 384 Kbps	731.968
Henderson County Health Department	Henderson	90 Rush Street	Lexington	38351	DS1 - 1.544 Mbps	731.968
Henderson County Sheriff Office	Henderson	50 Natchez Trace Drive	Lexington	38351	1/4 (quarter) DS1 - 384 Kbps	731.968
Lexington CSO	Henderson	514 South Broad Street	Lexington	38351	DS1 - 1.544 Mbps	731.968
Lexington P & P Office	Henderson	16570 Highway 104 North	Lexington	38351	DS1 - 1.544 Mbps	731.968
Lexington Police Dept	Henderson	88 First Street	Lexington	38351	1/4 (quarter) DS1 - 384 Kbps	731.968
Lexington TDES	Henderson	67 West Church Street	Lexington	38351	DS1 - 1.544 Mbps	731.968
Natchez Trace State Park Inn	Henderson	567 Pin Oak Lodge Lane	Wildersville	38388	DS1 - 1.544 Mbps	731.968
Natchez Trace State Park Office	Henderson	24845 Natchez Trace Road	Wildersville	38388	DS1 - 1.544 Mbps	731.968
THP Office	Henderson	19782 Highway 22	Wildersville	38388	DS1 - 1.544 Mbps	731.968
West TN Regional Office - Wildersville	Henderson	21540 Natchez Trace Road	Wildersville	38388	DS1 - 1.544 Mbps	731.968
Admin Office of the Courts	Henry	101 West Washington Street	Paris	38242	DS1 - 1.544 Mbps	731.642
DL Testing Station - Paris	Henry	1120 Tyson Avenue	Paris	38242	DS1 - 1.544 Mbps	731.467
Henry County Assessors Office	Henry	213 West Washington Street	Paris	38242	DS1 - 1.544 Mbps	731.642
Henry County Health Department	Henry	803 Joy Street	Paris	38242	DS1 - 1.544 Mbps	731.642
Henry County Office - DHS	Henry	1023 Mineral Wells Avenue	Paris	38242	DS1 - 1.544 Mbps	731.644
Henry County Sheriff Office	Henry	210 Forrest Heights Drive	Paris	38242	DS1 - 1.544 Mbps	731.642
Henry County TDOT Construction Office	Henry	1159 Old McKenzie Highway	Paris	38242	DS1 - 1.544 Mbps	731.644
Paris CSO	Henry	101 West Blythe Street	Paris	38242	DS1 - 1.544 Mbps	731.644
Paris Landing Inn	Henry	400 Lodge Road	Buchanan	38222	DS1 - 1.544 Mbps	731.642
Paris Landing Park Office	Henry	16055 Highway 79-N	Buchanan	38222	DS1 - 1.544 Mbps	731.641
Paris P & P Office	Henry	1240 West Wood Street	Paris	38242	DS1 - 1.544 Mbps	731.265
Paris Police Department	Henry	100 North Caldwell	Paris	38242	1/4 (quarter) DS1 - 384 Kbps	731.642
Paris RSO	Henry	1108 Tyson Avenue	Paris	38242	DS1 - 1.544 Mbps	731.644

LOCATION/SITE NAME	COUNTY	ADDRESS	CITY	ZIP	BANDWIDTH	NXX
Tennessee Technology Center - Paris	Henry	312 South Wilson - Main Building	Paris	38242	DS1 - 1.544 Mbps	731.644
Admin Office of Courts - Hickman	Hickman	104 College Avenue	Centerville	37033	DS1 - 1.544 Mbps	931.729
Centerville Police Department	Hickman	128 North Central Avenue	Centerville	37033	DS1 - 1.544 Mbps	931.729
Hickman County Assessors Office	Hickman	#2 Public Square	Centerville	37033	DS1 - 1.544 Mbps	931.729
Hickman County Clerk	Hickman	114 North Central Avenue	Centerville	37033	DS1 - 1.544 Mbps	931.729
Hickman County DCS Office	Hickman	108 Progress Center Plaza	Centerville	37033	DS1 - 1.544 Mbps	931.729
Hickman County Health Department	Hickman	111 Murphree Avenue	Centerville	37033	DS1 - 1.544 Mbps	931.729
Hickman County THP Office	Hickman	142 North Central Avenue	Centerville	37033	DS1 - 1.544 Mbps	931.729
Perry County Medical Center - Lyles	Hickman	7723 Clearview Church Lane	Lyles	37098	DS1 - 1.544Mbs	931.670
SCHRA - Hickman County	Hickman	101 College Avenue	Centerville	37033	DS1 - 1.544 Mbps	931.729
Turney Center Industrial Prison	Hickman	1499 Ronald Moore Memorial Highway	Only	37140	3 Mbps	931.729
Houston Co. Sheriff Office	Houston	3330 State HWY 149	Erin	37061	DS1 - 1.544 Mbps	931.289
Houston County Clerk DL	Houston	31 East Main Street	Erin	37061	DS1 - 1.544 Mbps	931.289
Houston County E911 Center	Houston	1163 Hwy 49	Erin	37061	1/4 (quarter) DS1 - 384 Kbps	931.721
Houston County Health Department	Houston	45 Court Square	Erin	37061	DS1 - 1.544 Mbps	931.289
Houston County Office	Houston	21 Store Front Drive	Erin	37061	DS1 - 1.544 Mbps	931.289
Humphreys Co. Sheriff Office	Humphreys	112 Thompson Street	Waverly	37185	1/4 (quarter) DS1 - 384 Kbps	931.296
Humphreys County Clerk	Humphreys	Courthouse Annex	Waverly	37185	DS1 - 1.544 Mbps	931.296
Humphreys County Courthouse	Humphreys	Court Square	Waverly	37185	DS1 - 1.544 Mbps	931.296
Humphreys County Health Department	Humphreys	725 Holly Lane	Waverly	37185	DS1 - 1.544 Mbps	931.296
Humphreys County Office - DHS	Humphreys	1203 Hwy 70 West	Waverly	37185	DS1 - 1.544 Mbps	931.296
Humphreys County THP Office	Humphreys	1421 Highway 70 West	Waverly	37185	DS1 - 1.544 Mbps	615.812
Labor & Workforce - Waverly	Humphreys	711 Holly Lane	Waverly	37185	DS1 - 1.544 Mbps	931.296
Nashville State Technical Community College - Waverly	Humphreys	695 Holly Lane	Waverly	37185	DS1 - 1.544 Mbps	615.353
TDOT Region 3 District 35	Humphreys	1024 Highway 70E	McEwen	37185	3 Mbps	931.582
Waverly Police Department	Humphreys	103 East Main Street	Waverly	37185	1/4 (quarter) DS1 - 384 Kbps	931.296
Jackson County Courthouse	Jackson	101 Hull Avenue	Gainesboro	38562	DS1 - 1.544 Mbps	931.268
Jackson County DCS	Jackson	745 South Grundy Quarles Highway	Gainesboro	38562	DS1 - 1.544 Mbps	931.405
Jackson County DHS	Jackson	307 South Murray Street	Gainesboro	38562	DS1 - 1.544 Mbps	931.268
Jackson County E911	Jackson	316 North Murray Street	Gainesboro	38562	1/4 (quarter) DS1 - 384 Kbps	931.268
Jackson County Health Department	Jackson	744 School Drive	Gainesboro	38562	DS1 - 1.544 Mbps	931.268
Jackson County Sheriff Office	Jackson	620 Hospital Drive	Gainesboro	38562	1/4 (quarter) DS1 - 384 Kbps	931.268
Jackson County THP Office	Jackson	512 Elm Street	Gainsboro	38562	DS1 - 1.544 Mbps	931.528
Jackson County UCHRA	Jackson	238-A North Grundy Quarles Highway	Gainesboro	38562	DS1 - 1.544 Mbps	931.268

LOCATION/SITE NAME	COUNTY	ADDRESS	CITY	ZIP	BANDWIDTH	NXX
DA General Office - Dandridge	Jefferson	1237 Gay Street	Dandridge	37725	DS1 - 1.544 Mbps	865.429
DA General Office - Dandridge	Jefferson	1252 Gay Street	Dandridge	37725	DS1 - 1.544 Mbps	865.397
DCS - Internal Affairs Office	Jefferson	277 West Old Andrew Johnson Highway	Jefferson City	37760	DS1 - 1.544 Mbps	865.475
DCS - New Market Office	Jefferson	613 West Highway 11 East	New Market	37820	DS1 - 1.544 Mbps	423.318
District Public Defender Office - Dandridge	Jefferson	1222 Circle Drive	Dandridge	37725	DS1 - 1.544 Mbps	865.397
Jefferson City P & P Office	Jefferson	665 East Broadway Boulevard	Jefferson City	37760	DS1 - 1.544 Mbps	865.475
Jefferson City Police Department	Jefferson	112 West Broadway	Jefferson City	37760	1/4 (quarter) DS1 - 384 Kbps	865.475
Jefferson Co. Justice Center	Jefferson	765 Justice Center Drive	Dandridge	37725	DS1 - 1.544 Mbps	865.607
Jefferson County Clerk - DL	Jefferson	214 West Main Street	Dandridge	37725	DS1 - 1.544 Mbps	865.397
Jefferson County Courthouse	Jefferson	202 West Main Street	Dandridge	37725	DS1 - 1.544 Mbps	865.397
Jefferson County Health Department	Jefferson	931 Industrial Park Road	Dandridge	37725	DS1 - 1.544 Mbps	865.397
Jefferson County Office - DHS	Jefferson	1050 South Hwy 92	Dandridge	37725	DS1 - 1.544 Mbps	865.397
Mountain View YDC	Jefferson	809 Peal Lane	Dandridge	37725	DS1 - 1.544 Mbps	865.397
Rural Medical Services – Chestnut Hill	Jefferson	3885 Hwy 411	Dandridge	37725	DS1 - 1.544Mbs	865.509
Tennessee Highway Patrol - Jefferson Co. Office	Jefferson	816 Old Highway 92 (DOT Garage)	Dandridge	37725	DS1 - 1.544 Mbps	423.348
District Attorney's Office - Mtn City	Johnson	108 Court Street	Mountain City	37683	DS1 - 1.544 Mbps	423.727
Johnson Co. Election Office	Johnson	158 Election Avenue	Mountain City	37683	DS1 - 1.544 Mbps	423.727
Johnson County Assessors Office	Johnson	210 College Street	Mountain City	37683	DS1 - 1.544 Mbps	423.727
Johnson County Health Department	Johnson	715 West Main Street	Mountain City	37683	DS1 - 1.544 Mbps	423.727
Johnson County Office - DHS	Johnson	150 East Main Street	Mountain City	37683	DS1 - 1.544 Mbps	423.727
Johnson County Sheriff Office	Johnson	999 Honeysuckle Lane	Mountain City	37683	DS1 - 1.544 Mbps	423.727
Labor & Workforce - Mountain City	Johnson	358 Hospital Road	Mountain City	37683	DS1 - 1.544 Mbps	423.727
Mtn. City Extended Hours Health Center	Johnson	1901 S. Shady Street	Mountain City	37683	DS1 - 1.544Mbs	423.727
Northeast Correctional Complex	Johnson	5249 Highway 67	Mountain City	37683	3 Mbps	423.727
4th Circuit & Chancery	Knox	400 Main Street	Knoxville	37902	DS1 - 1.544 Mbps	865.521
6th Judical District	Knox	300 West Main Street	Knoxville	37902	DS1 - 1.544 Mbps	865.215
Bureau of Health Licensure & Regulation	Knox	5904 Lyons View Pike - Building 1	Knoxville	37919	DS1 - 1.544 Mbps	865.588
Cherokee Health Systems Data Center	Knox	2018 Western Avenue	Knoxville	37921	10mb ME	865-544
Childhelp USA - DCS	Knox	2505 Kingston Pike	Knoxville	37919	DS1 - 1.544 Mbps	865.594
Div of Prop Assessment Reg Off	Knox	5401 Kingston Pike	Knoxville	37919	3 Mbps	865.594
DL Testing Station - Knoxville	Knox	207 Center Park Drive	Knoxville	37922	DS1 - 1.544 Mbps	865.966
East Tenn CSA-Knoxville	Knox	201 Center Park Drive	Knoxville	37922	DS1 - 1.544 Mbps	865.966
East TN Reg Health Office	Knox	1522 Cherokee Trail	Knoxville	37920	3 Mbps	865.549
ECD - Knoxville Regional Office	Knox	10215 Technology Drive	Knoxville	37932	DS1 - 1.544 Mbps	865.777
FBI Office - Knoxville	Knox	710 Locust Street	Knoxville	37902	1/4 (quarter) DS1 - 384 Kbps	865.544

LOCATION/SITE NAME	COUNTY	ADDRESS	CITY	ZIP	BANDWIDTH	NXX
Forestry District 2 Site	Knox	2416 Fletcher Luck Lane	Knoxville	37901	DS1 - 1.544 Mbps	865.594
Fort Sanders Hospital	Knox	1901 Clinch Avenue	Knoxville	37916	DS1 - 1.544 Mbps	865.541
Johnson Bible College	Knox	7900 Johnson Drive	Knoxville	37998	10MB Metro E	865.251
Knox Cnty Emergency Comm District	Knox	605 Bernard Street	Knoxville	37921	1/4 (quarter) DS1 - 384 Kbps	865.740
Knox County Child Support	Knox	507 South Gay Street	Knoxville	37902	DS1 - 1.544 Mbps	865.291
Knox County Clerk - Halls Center	Knox	7028 Maynardsville Highway	Knoxville	37918	DS1 - 1.544 Mbps	865.922
Knox County Clerk - Knoxville Center	Knox	3001 Knoxville Drive	Knoxville	37924	DS1 - 1.544 Mbps	865.215
Knox County Clerk DL Office	Knox	2364 Martin Luther King Jr. Boulevard	Knoxville	37915	DS1 - 1.544 Mbps	865.389
Knox County CSA	Knox	413 North Shore Drive	Knoxville	37919	DS1 - 1.544 Mbps	865.594
Knox County CSA - R & D Servers	Knox	413 North Shore Drive	Knoxville	37919	DS1 - 1.544 Mbps	865.384
Knox County Eastbound Scales	Knox	I-40/I-75 Junction Mile Marker 372	Farragut	37933	DS1 - 1.544 Mbps	865.966
Knox County Health Department	Knox	140 Dameron Avenue	Knoxville	37917	DS1 - 1.544 Mbps	865.215
Knox County Juvenile Court	Knox	3323 Division Street	Knoxville	37919	DS1 - 1.544 Mbps	865.215
Knox County Labor & Workforce	Knox	1600 University Avenue	Knoxville	37921	3 Mbps	865.594
Knox County Westbound Scales	Knox	I-40/I-75 Split Mile Marker 372	Knoxville	37922	DS1 - 1.544 Mbps	865.671
Knox Food Stamps	Knox	2247 Western Avenue	Knoxville	37921	DS1 - 1.544 Mbps	865.546
Knoxville Agriculture Office	Knox	3211 Alcoa Highway	Knoxville	37920	DS1 - 1.544 Mbps	865.594
Knoxville EAC	Knox	2700 Middlebrook Pike	Knoxville	37921	6 Mbps	865.594
Knoxville Field Office	Knox	3711 Middlebrook Pike	Knoxville	37919	3 Mbps	865.594
Knoxville Field Office - Financial Institutions	Knox	9047 Executive Park Drive	Knoxville	37923	DS1 - 1.544 Mbps	865.594
Knoxville HUB	Knox	531 Henley Street	Knoxville	37902	16 Mbps	865.594
Knoxville Legal Office	Knox	322 Nancy Lynn Lane	Knoxville	37919	DS1 - 1.544 Mbps	865.594
Knoxville Local Planning Office	Knox	5401 Kingston Pike	Knoxville	37919	DS1 - 1.544 Mbps	865.594
Knoxville Local Planning Office	Knox	5401 Kingston Pike	Knoxville	37919	3 Mbps	865.594
Knoxville P & P Office	Knox	1426 Elm Street	Knoxville	37921	3 Mbps	865.582
Knoxville Police Department	Knox	800 Howard Baker Jr. Avenue	Knoxville	37915	DS1 - 1.544 Mbps	865.215
Knoxville School for Deaf - Admin Bldg	Knox	2725 Island Home Boulevard	Knoxville	37920	DS1 - 1.544 Mbps	865.579
Knoxville Sheriff Office	Knox	5001 Maloneyville Road	Knoxville	37918	DS1 - 1.544 Mbps	865.281
Knoxville Supreme Court	Knox	719 Locust Street	Knoxville	37901	3 Mbps	865.594
Knoxville Supreme Court	Knox	501 Main Avenue	Knoxville	37902	3 Mbps	865.594
Knoxville VET Center	Knox	2817 East Magnolia Boulevard	Knoxville	37914	DS1 - 1.544 Mbps	865.545
Lakeshore Mental Health Institute	Knox	5908 Lyons View Drive	Knoxville	37919	4.5 Mbps	865.450
Pellissippi Career Center	Knox	1610 East Magnolia Boulevard	Knoxville	37917	DS1 - 1.544 Mbps	865.329
Pellissippi State Technical Community College	Knox	10915 Hardin Valley Road - McWherter Building	Knoxville	37933	DS1 - 1.544 Mbps	865.539
St Mary's Hospital	Knox	900 East Oak Hill Avenue	Knoxville	37917	DS1 - 1.544 Mbps	865.545
Strawberry Plains DL Station	Knox	7320 Region Lane	Knoxville	37914	DS1 - 1.544 Mbps	423.594
TBI - Upper East TN Regional Office	Knox	4420 Whittle Springs Road	Knoxville	37917	DS1 - 1.544 Mbps	865.686
TBI Crime Lab - VIDEO	Knox	617 West Cumberland Avenue	Knoxville	37902	DS1 - 1.544 Mbps	865.594

LOCATION/SITE NAME	COUNTY	ADDRESS	CITY	ZIP	BANDWIDTH	NXX
TDOT - Region 1 Knoxville	Knox	7345 Region Lane	Knoxville	37901	6 Mbps	865.594
Tennessee Technology Center - Knoxville	Knox	1100 Liberty Street - Administration Building	Knoxville	37919	DS1 - 1.544 Mbps	865.546
THP - 1st District	Knox	7601 Kingston Pike	Knoxville	37919	DS1 - 1.544 Mbps	865.594
TN Valley Authority Police	Knox	400 West Summitt Hill Drive	Knoxville	37902	DS1 - 1.544 Mbps	865.632
UT Knoxville Police Department	Knox	1101 Cumberland Avenue	Knoxville	37996	1/4 (quarter) DS1 - 384 Kbps	865.974
UT Medical Center	Knox	1924 Alcoa Highway	Knoxville	37920	DS1 - 1.544 Mbps	800.792
UT Parking Services	Knox	2121 Stephenson Drive	Knoxville	37996	1/4 (quarter) DS1 - 384 Kbps	865.974
West View Center	Knox	3712 Middlebrook Pike	Knoxville	37921	DS1 - 1.544 Mbps	865.594
Lake County Clerk Office DL	Lake	116 South Court Street	Tiptonville	38079	DS1 - 1.544 Mbps	731.253
Lake County Courthouse	Lake	229 Church Street	Tiptonville	38079	DS1 - 1.544 Mbps	731.253
Lake County Health Department	Lake	400 Highway 78 South	Tiptonville	38079	DS1 - 1.544 Mbps	731.253
Lake County Office - DHS	Lake	660 Carl Perkins Parkway	Tiptonville	38079	DS1 - 1.544 Mbps	731.253
Lake County Primary Health Care Center	Lake	215 South Court Street	Tiptonville	38079	DS1 - 1.544Mbs	731.253
Lake County Sheriff Office	Lake	109 South Court Street	Tiptonville	38079	1/4 (quarter) DS1 - 384 Kbps	731.253
Northwest Corr Complex-Site #1	Lake	960 State Route 212	Tiptonville	38079	3 Mbps	731.253
Northwest Corr Complex-Site #2	Lake	960 State Route 212	Tiptonville	38079	DS1 - 1.544 Mbps	731.253
Reelfoot Lake State Park - Airpark Inn	Lake	3120 State Route 213	Tiptonville	38079	DS1 - 1.544 Mbps	731.253
Reelfoot Lake State Park - Rangers Office	Lake	Route 1 Highway 21-22	Tiptonville	38079	DS1 - 1.544 Mbps	731.253
William B. Acree Center	Lake	130 Lake Street	Ridgely	38080	DS1 - 1.544Mbs	731.264
Chancory Court	Lauderdale	100 Court Square	Ripley	38063	DS1 - 1.544 Mbps	731.635
Circuit Court - General Sessions	Lauderdale	675 Highway 51 South	Ripley	38063	DS1 - 1.544 Mbps	731.635
DA General Office - Ripley	Lauderdale	121 North Main Street	Ripley	38063	DS1 - 1.544 Mbps	731.635
Forked Deer Regional Library	Lauderdale	220 North Front Street	Halls	38040	DS1 - 1.544 Mbps	731.836
Fort Pillow State Historic Park	Lauderdale	3122 Park Road	Henning	38041	DS1 - 1.544 Mbps	731.738
Labor & Workforce Development Office - Ripley	Lauderdale	301-C Lake Drive	Ripley	38063	DS1 - 1.544 Mbps	731.635
Lauderdale County Corrections Complex	Lauderdale	531 Green Chapel Road	Henning	38041	3 Mbps	731.738
Lauderdale County Health Department	Lauderdale	500 Highway 51 South	Ripley	38063	DS1 - 1.544 Mbps	731.635
Lauderdale County Office - DCS	Lauderdale	417 South Washington Street	Ripley	38063	DS1 - 1.544 Mbps	731.635
Ripley Police Department	Lauderdale	110 South Washington Street	Ripley	38063	1/4 (quarter) DS1 - 384 Kbps	731.635
Tennessee Technology Center - Ripley	Lauderdale	127 Industrial Drive - Administration Building	Ripley	38063	DS1 - 1.544 Mbps	731.635
TRICOR Farm Dairy	Lauderdale	484 Greens Chapel Road	Henning	38041	DS1 - 1.544 Mbps	731.738
DA General Office - Lawrenceburg	Lawrence	252 North Military Avenue	Lawrenceburg	38464	DS1 - 1.544 Mbps	931.762
David Crockett State Park Office	Lawrence	1400 West Gaines	Lawrenceburg	38464	DS1 - 1.544 Mbps	931.762
DL Testing Station - Lawrenceburg	Lawrence	235 East Gaines Street	Lawrenceburg	38464	DS1 - 1.544 Mbps	931.766
Employment Security	Lawrence	702 Mahr Avenue	Lawrenceburg	38464	DS1 - 1.544 Mbps	931.766

LOCATION/SITE NAME	COUNTY	ADDRESS	CITY	ZIP	BANDWIDTH	NXX
Lawrence County Assessors Office	Lawrence	240 West Gaines Street	Lawrenceburg	38464	DS1 - 1.544 Mbps	931.766
Lawrence County DCS Office	Lawrence	2362 Springer Road	Lawrenceburg	38464	DS1 - 1.544 Mbps	931.380
Lawrence County DHS Office	Lawrence	410 West Gaines Street	Lawrenceburg	38464	DS1 - 1.544 Mbps	931.766
Lawrence County E-911 Center	Lawrence	232 West Gaines Street	Lawrenceburg	38464	1/4 (quarter) DS1 - 384 Kbps	931.762
Lawrence County Health Department	Lawrence	2379 Buffalo Road	Lawrenceburg	38464	DS1 - 1.544 Mbps	931.762
Lawrenceburg CSO	Lawrence	232 North Military Avenue	Lawrenceburg	38464	DS1 - 1.544 Mbps	931.766
Lawrenceburg P & P Office	Lawrence	828 North Military Avenue	Lawrenceburg	38464	DS1 - 1.544 Mbps	931.766
SCHRA - Lawrence County	Lawrence	219 North Military Avenue	Lawrenceburg	38464	DS1 - 1.544 Mbps	931.762
TDOT - Region 3	Lawrence	1213 North Locust Street	Lawrenceburg	38464	DS1 - 1.544 Mbps	931.766
THP 7th District HQ	Lawrence	1209 North Locust Avenue	Lawrenceburg	38464	DS1 - 1.544 Mbps	931.766
Admin Office of the Courts	Lewis	110 North Park Avenue	Hohenwald	38464	DS1 - 1.544 Mbps	931.796
DA General Office - Hohenwald	Lewis	481 East Main Street	Hohenwald	38462	DS1 - 1.544 Mbps	931.796
Hohenwald Police Department	Lewis	118 West Linden Street	Hohenwald	38462	1/4 (quarter) DS1 - 384 Kbps	931.796
Labor & Workforce - Hohenwald	Lewis	35 Smith Avenue	Hohenwald	38462	DS1 - 1.544 Mbps	931.796
Lewis Co. Sheriff Office	Lewis	437 Swan Avenue	Hohenwald	38462	1/4 (quarter) DS1 - 384 Kbps	931.796
Lewis County Health Department	Lewis	25 Smith Street	Hohenwald	38462	DS1 - 1.544 Mbps	931.796
Lewis County THP Office	Lewis	436B Swan Avenue	Hohenwald	38642	DS1 - 1.544 Mbps	931.796
Tennessee Technology Center - Hohenwald	Lewis	813 West Main Street Administration Building	Hohenwald	38462	DS1 - 1.544 Mbps	931.796
DA General Office - Fayetteville	Lincoln	311 East Market Street	Fayetteville	37334	DS1 - 1.544 Mbps	931.438
District Public Defender - Fayetteville	Lincoln	113-B East Market Street	Fayetteville	37334	DS1 - 1.544 Mbps	931.438
DL Testing Station - Fayetteville	Lincoln	4120 Thornton Taylor Parkway	Fayetteville	37334	DS1 - 1.544 Mbps	931.438
Employment Security	Lincoln	2219 Thornton Taylor Parkway	Fayetteville	37334	DS1 - 1.544 Mbps	931.438
Fayetteville CSO Office	Lincoln	103 South Main Street	Fayetteville	37334	DS1 - 1.544 Mbps	931.438
Fayetteville Police Department	Lincoln	607 Moyers Drive	Fayetteville	37334	1/4 (quarter) DS1 - 384 Kbps	931.433
Fayetteville Regulatory Services	Lincoln	208 East Davidson Drive	Fayetteville	37334	DS1 - 1.544 Mbps	931.438
Lincoln Co. SCHRA	Lincoln	1437 Winchester Highway	Fayetteville	37334	DS1 - 1.544 Mbps	931.433
Lincoln County Assessors Office	Lincoln	112 Main Avenue South	Fayetteville	37334	DS1 - 1.544 Mbps	931.433
Lincoln County DHS Office	Lincoln	2221 Thornton Taylor Parkway	Fayetteville	37334	DS1 - 1.544 Mbps	931.438
Lincoln County Health Department	Lincoln	1000 Washington Street West	Fayetteville	37334	DS1 - 1.544 Mbps	931.433
Lincoln County Jail	Lincoln	4151 Thornton Taylor Parkway	Fayetteville	37334	1/4 (quarter) DS1 - 384 Kbps	931.433
Lincoln Medical Center	Lincoln	106 Medical Center Boulevard	Fayetteville	37334	DS1 - 1.544 Mbps	931.438
TDOT Reg3 Dist 31 Maintenance	Lincoln	1981 Pulaski Highway	Fayetteville	37334	DS1 - 1.544 Mbps	931.438
Admin of Courts - Lenior City	Loudon	12680 Highway 11 West	Lenoir City	37771	DS1 - 1.544 Mbps	865.986

LOCATION/SITE NAME	COUNTY	ADDRESS	CITY	ZIP	BANDWIDTH	NXX
Administrative Office of the Courts - Loudon Office	Loudon	601 Grove Street	Loudon	37774	DS1 - 1.544 Mbps	865.458
District Public Defenders - Lenoir City	Loudon	119 1/2 East Broadway	Lenoir City	37771	DS1 - 1.544 Mbps	931.260
Loudon County Assessors Office	Loudon	101 Mulberry Street	Loudon	37774	DS1 - 1.544 Mbps	865.458
Loudon County E911 Center	Loudon	9006 Highway 11 West	Lenoir City	37771	1/4 (quarter) DS1 - 384 Kbps	865.986
Loudon County Health Department	Loudon	600 Rayder Avenue	Loudon	37774	DS1 - 1.544 Mbps	865.458
Loudon County Office - DCS	Loudon	485 Pine Top Street	Lenoir City	37772	DS1 - 1.544 Mbps	865.988
Loudon County THP Office	Loudon	2325 Old Highway 95	Lenoir City	37771	DS1 - 1.544 Mbps	865.594
TN Career Center Affiliate OFC	Loudon	100 West Broadway	Lenior City	37771	DS1 - 1.544 Mbps	865.986
Lafayette Police Department	Macon	118 East Locust Street	Lafayette	37083	1/4 (quarter) DS1 - 384 Kbps	615.666
Lafayette Vocational Rehab Center	Macon	607 Highway 52 Bypass East	Lafayette	37083	DS1 - 1.544 Mbps	615.666
Macon County Assessors Office	Macon	103 County Courthouse	Lafayette	37083	DS1 - 1.544 Mbps	615.666
Macon County DHS Office	Macon	315 Highway 52 Bypass East	Lafayette	37083	DS1 - 1.544 Mbps	615.666
Macon County Health Department	Macon	601 Highway 52 Bypass East	Lafayette	37083-0026	DS1 - 1.544 Mbps	615.666
Macon County Sheriff Office	Macon	902 Highway 52 Bypass East - Justice Center	Lafayette	37083	1/4 (quarter) DS1 - 384 Kbps	615.666
Admin Office of the Courts	Madison	515 South Liberty	Jackson	38301	DS1 - 1.544 Mbps	931.797
Bureau of Health Licensure & Regulation	Madison	781 Airways Boulevard	Jackson	38301	DS1 - 1.544 Mbps	731.421
Dept of Labor & Workforce Dev	Madison	416 East Lafayette Street	Jackson	38302	DS1 - 1.544 Mbps	731.423
District Public Defender - Jackson	Madison	245 West Sycamore Street	Jackson	38301	DS1 - 1.544 Mbps	731.234
DL Testing Station - Jackson	Madison	100 Benchmark Circle	Jackson	38301	DS1 - 1.544 Mbps	731.423
DOCC - 26 Judicial District	Madison	314 South Shannon Street	Jackson	38301	1/4 (quarter) DS1 - 384 Kbps	731.423
Jackson CAC - Carl Perkins/Exchange Club Center	Madison	182 Lexington Avenue	Jackson	38301	DS1 - 1.544 Mbps	731.422
Jackson City Hall	Madison	101 East Main	Jackson	38301	1/4 (quarter) DS1 - 384 Kbps	731.425
Jackson Environmental Field Office	Madison	1625 Hollywood Drive	Jackson	38305	DS1 - 1.544 Mbps	731.512
Jackson Halfway House	Madison	235 North Highland Avenue	Jackson	38301	DS1 - 1.544 Mbps	731.423
Jackson HUB	Madison	225 Martin Luther King Blvd	Jackson	38301	16 Mbps	731.265
Jackson P & P Office Video Only	Madison	416 East Lafayette Street	Jackson	38301	DS1 - 1.544 Mbps	731.265
Jackson State Community College (JSCC)	Madison	2046 North Parkway Nelms Classroom Building	Jackson	38301	10 MB Metro E	731.424
Jackson Supreme Court	Madison	6 US Highway 45 Bypass	Jackson	38301	3 Mbps	731.421
Jackson-Madison General Hospital	Madison	708 West Forest Avenue	Jackson	38301	DS1 - 1.544 Mbps	731.425
Jackson-Madison Hospital - Bio Terrorism	Madison	708 West Forest Avenue	Jackson	38301	DS1 - 1.544 Mbps	731.425
Lane College	Madison	545 Lane Avenue Armour Building	Jackson	38301	3 Mbps	731.426
Madison Co. Juvenile Court	Madison	110 Irby Street	Jackson	38301	DS1 - 1.544 Mbps	731.423
Madison County Assessors Office	Madison	118 East Baltimore	Jackson	38301	DS1 - 1.544 Mbps	731.423
Madison County Courthouse	Madison	100 East Main Street	Jackson	38301	DS1 - 1.544 Mbps	731.423
Madison County Health	Madison	804 North Parkway	Jackson	38301	3 Mbps	731.423

LOCATION/SITE NAME	COUNTY	ADDRESS	CITY	ZIP	BANDWIDTH	NXX
Department						
Madison County Office - DHS	Madison	1124 Whitehall Street	Jackson	38301	3 Mbps	731.426
MHDD - West Tennessee Regional Office	Madison	37 Executive Drive	Jackson	38305	DS1 - 1.544 Mbps	901.745
Office of Homeland Security - Jackson	Madison	546 East College Street	Jackson	38301	DS1 - 1.544 Mbps	731.467
Pinson Mounds State Park	Madison	460 Ozier Road	Pinson	38366	DS1 - 1.544 Mbps	731.423
Shiloh Regional Library	Madison	573 Old Hickory Blvd	Jackson	38305	DS1 - 1.544 Mbps	731.668
TBI Jackson Field Office	Madison	121 Executive Drive	Jackson	38305	DS1 - 1.544 Mbps	731.984
TDLWD - Jackson	Madison	362 Carriage House Drive	Jackson	38305	DS1 - 1.544 Mbps	731.423
TDOT - Region 4	Madison	300 Benchmark Place	Jackson	38301	4.5 Mbps	731.935
Tennessee Technology Center - Jackson	Madison	2468 Technology Center Drive	Jackson	38301	DS1 - 1.544 Mbps	731.424
THP - District 8	Madison	20 Vann Drive	Jackson	38305	DS1 - 1.544 Mbps	731.423
THP/CID Operations	Madison	1902 Highway 70E	Jackson	38305	DS1 - 1.544 Mbps	731.423
TN Dept of Agriculture - Jackson	Madison	605 Airways Boulevard	Jackson	38301	DS1 - 1.544 Mbps	731.423
TN Wildlife Resource Agency	Madison	200 Lowell Thomas Drive	Jackson	38301	DS1 - 1.544 Mbps	731.423
West TN Nursery	Madison	420 Ozier Road	Pinson	38366	DS1 - 1.544 Mbps	731.988
West TN Regional Health Office	Madison	295 Summar Street	Jackson	38301	4.5 Mbps	731.421
DA General Office - Jasper	Marion	3751 Main Street	Jasper	37347	DS1 - 1.544 Mbps	423.942
Jasper Caring Inc VR Office	Marion	300 Ridley Drive	Jasper	37347	DS1 - 1.544 Mbps	423.942
Jasper Public Defenders Office	Marion	200 Betsy Pack Drive	Jasper	37347	DS1 - 1.544 Mbps	423.942
Marion Co. Election Office	Marion	104 Academy Avenue	Jasper	37347	DS1 - 1.544 Mbps	423.942
Marion County Assessors Office	Marion	Courthouse Square	Jasper	37347	DS1 - 1.544 Mbps	423.942
Marion County DCS Office	Marion	4930 Main Street	Jasper	37407	DS1 - 1.544Mbs	
Marion County Health Department	Marion	110 Gamble Lane	Jasper	37347	DS1 - 1.544 Mbps	423.942
Marion County Sheriff Office	Marion	5 North Oak Avenue	Jasper	37347	DS1 - 1.544 Mbps	423.942
Mountain Valley Mental Health Center	Marion	215 Hickman Road	Jasper	37347	DS1 - 1.544Mbs	423.942
Putnam Primary Care	Marion		Cookville		DS1 - 1.544Mbs	931.526
TN Dept of Employment Security	Marion	4926 Main Street	Jasper	37347	DS1 - 1.544 Mbps	423.942
Welcome Center - Nickajack	Marion	I-24 Westbound @ Alabama Line	Jasper	37347	DS1 - 1.544 Mbps	423.942
DA General Office - Marshall County Courthouse	Marshall	102 Marshall County Courthouse	Lewisburg	37091	DS1 - 1.544 Mbps	931.270
District Public Defender's Office - Lewisburg	Marshall	401 First Avenue North	Lewisburg	37091	DS1 - 1.544 Mbps	931.270
Henry Horton State Park Inn	Marshall	4358 Nashville Highway	Chapel Hill	37034	DS1 - 1.544 Mbps	931.364
Lewisburg Police Department	Marshall	101 Water Street	Lewisburg	37091	1/4 (quarter) DS1 - 384 Kbps	931.359
Marshall Co. SCHRA	Marshall	1572 Old Columbia HWY	Lewisburg	37091	DS1 - 1.544 Mbps	931.359
Marshall County Assessor's Office	Marshall	3300 Courthouse Annex	Lewisburg	37091	DS1 - 1.544 Mbps	931.359
Marshall County DHS Office	Marshall	1204 Nashville Highway	Lewisburg	37091	DS1 - 1.544 Mbps	931.270
Marshall County Health Department	Marshall	206 Legion Street	Lewisburg	37091	DS1 - 1.544 Mbps	931.359

LOCATION/SITE NAME	COUNTY	ADDRESS	CITY	ZIP	BANDWIDTH	NXX
Marshall County Sheriff Office	Marshall	150 East Church Street	Lewisburg	37091	1/4 (quarter) DS1 - 384 Kbps	931.359
Marshall County THP Office	Marshall	230 College Street	Lewisburg	37091	DS1 - 1.544 Mbps	931.359
TDOT District 34 Office	Marshall	2099 Fayetteville Highway	Belfast	37109	DS1 - 1.544 Mbps	931.276
Admin of the Courts Mt Pleasant	Maury	115 North Main Street	Mt Pleasant	38474	DS1 - 1.544 Mbps	931.379
Blue Grass Regional Library	Maury	104 East Sixth Street	Columbia	38401	DS1 - 1.544 Mbps	931.388
Columbia Career Center	Maury	119 Nashville Highway	Columbia	38401	DS1 - 1.544 Mbps	931.490
Columbia CSO Office	Maury	116 West 7th Street	Columbia	38401	DS1 - 1.544 Mbps	931.380
Columbia Env Assistance Center	Maury	2484 Plus Park Drive	Columbia	38401	DS1 - 1.544 Mbps	931.840
Columbia P & P Office	Maury	2506 Pillow Drive	Columbia	38401	DS1 - 1.544 Mbps	931.380
Columbia Public Defenders Office	Maury	809 South Main Street	Columbia	38402	DS1 - 1.544 Mbps	931.380
Columbia State Community College	Maury	1665 Hampshire Highway 017-Warf Building	Columbia	38401	10 MB	931.540
Columbia Tax Office	Maury	230 East James Campbell Boulevard	Columbia	38401	DS1 - 1.544 Mbps	931.380
Columbia Vocational Training Center	Maury	206 Wayne Street	Columbia	38401	DS1 - 1.544 Mbps	931.380
Comptroller Office - Columbia	Maury	2486 Plus Park Drive	Columbia	38401	3 Mbps	931.381
DA General Office - Columbia	Maury	5 Public Square	Columbia	38401	DS1 - 1.544 Mbps	931.762
DL Testing Station - Columbia	Maury	1701 Hampshire Pike	Columbia	38401	DS1 - 1.544 Mbps	931.380
Homeland Security - Columbia	Maury	800 Westover Drive	Columbia	38401	DS1 - 1.544 Mbps	931.840
Local Government Dp Corp /DCS	Maury	714 Armstrong Lane	Columbia	37401	DS1 - 1.544 Mbps	931.381
Maury CHD, Primary Care Center	Maury	820 Hatcher Lane	Columbia	38401	DS1 - 1.544 Mbps	931.490
Maury County DCS	Maury	1400 - 1500 College Park Drive	Columbia	38401	4.5 Mbps	931.380
Maury County E-911 Center	Maury	2907 Cayce Lane	Columbia	38401	1/4 (quarter) DS1 - 384 Kbps	931.381
Maury County Health Department	Maury	1909 Hampshire Pike	Columbia	38401	DS1 - 1.544 Mbps	931.388
Maury County Sheriff Office	Maury	1300 Lawson White Road	Columbia	38401	1/4 (quarter) DS1 - 384 Kbps	931.380
Maury Regional Hospital	Maury	1224 Trotwood Avenue	Columbia	38401	DS1 - 1.544 Mbps	931.380
Maury Regional Medical Communications Center	Maury	1212 Tradewinds Drive	Columbia	38401	DS1 - 1.544 Mbps	931.388
SCHRA - Maury County	Maury	17-A Public Square	Columbia	38401	DS1 - 1.544 Mbps	931.381
South Central Reg Health Office	Maury	1216 Trotwood Avenue	Columbia	38401	3 Mbps	931.380
Spring Hill Police Department	Maury	199 Town Center Parkway	Spring Hill	37174	1/4 (quarter) DS1 - 384 Kbps	931.486
TDOT Construction Unit 3055 Office	Maury	6202 Cayce Lane	Columbia	38401	DS1 - 1.544 Mbps	931.380
Athens Career Center	McMinn	901 Congress Parkway	Athens	37303	DS1 - 1.544 Mbps	423.745
Athens Police Department	McMinn	815 North Jackson Street	Athens	37303	1/4 (quarter) DS1 - 384 Kbps	423.744
DA General Office - Athens	McMinn	130 Washington Avenue NE	Athens	37371-0647	DS1 - 1.544 Mbps	423.744
Etowah Police Department	McMinn	126 Eighth Street	Etowah	37331	1/4 (quarter) DS1 - 384 Kbps	423.263
Etowah Police Department	McMinn	1317 South Tennessee Avenue	Etowah	37331	1/4 (quarter) DS1 - 384 Kbps	423.263
Fort Loudoun Regional Library	McMinn	718 George Street N. W.	Athens	37303	DS1 - 1.544	423.745

LOCATION/SITE NAME	COUNTY	ADDRESS	CITY	ZIP	BANDWIDTH	NXX
					Mbps	
McMinn Co. E911 Center	McMinn	1107 South Congress Parkway	Athens	37303	1/4 (quarter) DS1 - 384 Kbps	423.745
McMinn County - DCS	McMinn	1008 Knight Road	Athens	37303	DS1 - 1.544 Mbps	423.744
McMinn County Clerk - DL	McMinn	5 South Hill Street	Athens	37303	DS1 - 1.544 Mbps	423.745
McMinn County Health Department	McMinn	393 County Road 554	Athens	37303	DS1 - 1.544 Mbps	423.745
McMinn County Sheriff Office	McMinn	1319 South White Street	Athens	37303	1/4 (quarter) DS1 - 384 Kbps	423.745
McMinn Office of Courts	McMinn	6 East Madison Avenue	Athens	37303	DS1 - 1.544 Mbps	423.745
PSI Child Support Services - Athens	McMinn	123 1/2 North Jackson Street	Athens	37303	DS1 - 1.544 Mbps	423.744
Tennessee Technology Center - Athens	McMinn	1635 Vo-Tech Drive Main Building	Athens	37371	DS1 - 1.544 Mbps	423.744
Admin Off of Courts Justice Center	McNairy	300 Industrial Park Drive	Selmer	38375	DS1 - 1.544 Mbps	731.645
McNairy County Assessors Office	McNairy	170 West Court Avenue	Selmer	38375	DS1 - 1.544 Mbps	731.645
McNairy County DCS Office	McNairy	855 East Poplar Street	Selmer	38375	DS1 - 1.544 Mbps	731.645
McNairy County Health Department	McNairy	725 East Poplar Street	Selmer	38375	DS1 - 1.544 Mbps	731.645
TDOT District 43 - Bethel Springs	McNairy	4239 Main Street	Bethel Springs	38315	3 Mbps	731.934
Meigs County Courthouse - AOC	Meigs	17214 State Highway 58 North	Decatur	37322	DS1 - 1.544 Mbps	423.334
Meigs County Health Department	Meigs	389 River Road	Decatur	37322	DS1 - 1.544 Mbps	423.334
Meigs County Office - DHS	Meigs	17619 State Highway 58 North	Decatur	37322	DS1 - 1.544 Mbps	423.334
Meigs County Sheriff Office	Meigs	410 River Road	Decatur	37322	1/4 (quarter) DS1 - 384 Kbps	423.334
Fort Loudoun State Park Visitor Center	Monroe	338 Fort Loudoun Road	Vonore	37885	DS1 - 1.544 Mbps	423.884
Madisonville Group Home	Monroe	255 Wayman Road	Madisonville	37354	DS1 - 1.544 Mbps	423.442
Madisonville Public Defenders Office	Monroe	4263 Highway 411 North	Madisonville	37354	DS1 - 1.544 Mbps	423.836
Monroe County DCS	Monroe	123 Pedigo Road	Madisonville	37354	DS1 - 1.544 Mbps	423.442
Monroe County E-911 Center	Monroe	3473 Highway 68	Madisonville	37354	1/4 (quarter) DS1 - 384 Kbps	423.442
Monroe County Health Department	Monroe	310 Tellico Street	Madisonville	37354	DS1 - 1.544 Mbps	423.442
Monroe County Health Department	Monroe	3469 New Highway 68	Madisonville	37354	DS1 - 1.544 Mbps	423.442
Monroe County Health Department - Video	Monroe	3469 New Highway 68	Madisonville	37354	DS1 - 1.544 Mbps	423.442
Monroe County Sheriff Office	Monroe	319 Hickory Street	Madisonville	37354	1/4 (quarter) DS1 - 384 Kbps	423.442
Monroe County TDES	Monroe	59-B Excellence Way	Vonore	37885	DS1 - 1.544 Mbps	423.884
Austin Peay State University	Montgomery	601 College Street Browning Building	Clarksville	37044	100MB Metro E	931.221
Call Center - Montgomery Co.	Montgomery	1850 Business Park Drive	Clarksville	37040	4.5 Mbps	615.743
City of Clarksville Information Systems	Montgomery	1 Public Square	Clarksville	37040	1/4 (quarter) DS1 - 384 Kbps	931.645
Clarksville CSO	Montgomery	93 Beaumont Street	Clarksville	37040	DS1 - 1.544 Mbps	931.572
Clarksville P & P Office	Montgomery	115 North 3rd Street	Clarksville	37041	DS1 - 1.544 Mbps	931.648
Clarksville Vocational Rehab	Montgomery	1241 Highway Drive	Clarksville	37040	DS1 - 1.544 Mbps	931.648
DA General Office - Clarksville	Montgomery	101 North 3rd Street	Clarksville	37040	DS1 - 1.544	931.648

LOCATION/SITE NAME	COUNTY	ADDRESS	CITY	ZIP	BANDWIDTH	NXX
					Mbps	
District Public Defender - Clarksville	Montgomery	112 South Second Street	Clarksville	37040	DS1 - 1.544 Mbps	931.648
DL Testing Station - Clarksville	Montgomery	220 West Dunbar Cave Road	Clarksville	37043	DS1 - 1.544 Mbps	931.648
Dunbar Cave State Park	Montgomery	401 Old Dunbar Cave Road	Clarksville	37043	DS1 - 1.544 Mbps	931.648
Fort Campbell Army Base	Montgomery	5661 Screaming Eagle Boulevard	Fort Campbell	42223	DS1 - 1.544 Mbps	931.431
Montgomery Co. Sheriff Office	Montgomery	120 Commerce Street	Clarksville	37040	1/4 (quarter) DS1 - 384 Kbps	931.648
Montgomery County Child Advocacy Center	Montgomery	227-A Dunbar Cave Road	Clarksville	37043	DS1 - 1.544 Mbps	931.553
Montgomery County Health Department	Montgomery	330 Pageant Lane	Clarksville	37040	DS1 - 1.544 Mbps	931.648
Montgomery County WIC Clinic	Montgomery	1850 Business Park Drive	Clarksville	37040	DS1 - 1.544 Mbps	931.551
Montogomery Co. Office - DCS	Montgomery	350 Pageant Lane	Clarksville	37040	3 Mbps	931.648
TDOT District 33 Office	Montgomery	1920 Wilma Rudolph Boulevard	Clarksville	37040	DS1 - 1.544 Mbps	931.648
UT Extension Office - Montgomery County	Montgomery	1030A Cumberland Heights	Clarksville	37040	DS1 - 1.544 Mbps	931.648
Warioto Regional Library	Montgomery	1753-A Alpine Drive	Clarksville	37041	DS1 - 1.544 Mbps	931.645
Welcome Center - Clarksville	Montgomery	1700 Interstate 24	Clarksville	37040	DS1 - 1.544 Mbps	931.648
Moore Co. Election Office	Moore	241 Main Street	Lynchburg	37352	DS1 - 1.544 Mbps	931.759
Moore County Courthouse	Moore	196 Main Street	Lynchburg	37352	DS1 - 1.544 Mbps	931.759
Moore County Office - DHS	Moore	251 Majors Boulevard	Lynchburg	37352	DS1 - 1.544 Mbps	931.759
Moore County Sheriff Office	Moore	58 South Elm Street	Lynchburg	37352	1/4 (quarter) DS1 - 384 Kbps	931.759
Moore County THP Office	Moore	462 Main Street	Lynchburg	37352	DS1 - 1.544 Mbps	615.741
Motlow State Community College	Moore	6015 Ledford Mill Road Marcum Technology Center	Tullahoma	37388	6 Mbps	931.393
Brushy Mtn Corr Complex-Site 2	Morgan	500 Flat Fork Road	Wartburg	37887	3 Mbps	423.324
Frozen Head State Park	Morgan	964 Flat Fork Road	Wartburg	37887	DS1 - 1.544 Mbps	423.346
Mis-East Office / BMSP Complex	Morgan	9362 Petros Highway P O Box 280	Petros	37845	DS1 - 1.544 Mbps	423.346
Morgan County Clerk Office - DL	Morgan	415 South Kingston Street	Wartburg	37887	DS1 - 1.544 Mbps	423.346
Morgan County Correctional Complex	Morgan	500 Flat Fork Road - Building M	Wartburg	37887	DS1 - 1.544 Mbps	423.324
Morgan County DCS	Morgan	1326 Knoxville Highway	Wartburg	37887	DS1 - 1.544 Mbps	423.346
Morgan County Health Department	Morgan	1111 Knoxville Highway	Wartburg	37887	DS1 - 1.544 Mbps	423.346
Morgan County Sheriff Office	Morgan	414 Main Street	Wartburg	37887	1/4 (quarter) DS1 - 384 Kbps	423.346
TBI - MIS East Office - Brushy Mountain State Prison	Morgan	9182 Petros Highway	Petros	37845	3 Mbps	423.324
DA General Office - Union City	Obion	414 South Fourth Street	Union City	38281	DS1 - 1.544 Mbps	731.884
Obion Co. Sheriff Office	Obion	#1 Law Lane	Union City	38261	1/4 (quarter) DS1 - 384 Kbps	731.885
Obion County Assessor's Office	Obion	4 Bill Burnett Circle	Union City	38281	DS1 - 1.544 Mbps	731.885
Obion County Office - DCS	Obion	201 West Main Street	Union City	38261	DS1 - 1.544 Mbps	731.884
Obion County Office - DHS	Obion	1416 Stad Avenue	Union City	38261	DS1 - 1.544 Mbps	731.884
Tennessee Highway Patrol -	Obion	503 West Main Street	Union City	38261	DS1 - 1.544	731.884

LOCATION/SITE NAME	COUNTY	ADDRESS	CITY	ZIP	BANDWIDTH	NXX
Union City					Mbps	
Union City CSO (Maximus)	Obion	126 East Main Street	Union City	38261	DS1 - 1.544 Mbps	731.886
Union City Drivers License Station	Obion	1420 South First Street	Union City	38261	DS1 - 1.544 Mbps	731.884
Union City P & P Office	Obion	1310 Rutledge Lane	Union City	38261	DS1 - 1.544 Mbps	731.884
Union City Police Department	Obion	408 South Depot Street	Union City	38261	1/4 (quarter) DS1 - 384 Kbps	731.885
Union City RSO	Obion	1419 North Morgan Extended	Union City	38261	DS1 - 1.544 Mbps	731.884
West TN Union City Regional Office	Obion	1010 Mt. Zion Road	Union City	38261	DS1 - 1.544 Mbps	731.884
Livingston Police Dept	Overton	900 North Church Street	Livingston	38570	1/4 (quarter) DS1 - 384 Kbps	931.823
Overton County Assessors Office	Overton	317 East University Street	Livingston	38570	DS1 - 1.544 Mbps	931.823
Overton County Circuit Court Clerk - AOC	Overton	1000 John T. Poindexter Drive	Livingston	38570	DS1 - 1.544 Mbps	931.823
Overton County Courthouse	Overton	100 Court Square	Livingston	38570	DS1 - 1.544 Mbps	931.823
Overton County DCS	Overton	809 North Church Street	Livingston	38570	DS1 - 1.544 Mbps	931.823
Overton County E-911 Center	Overton	255 Industrial Park Drive	Livingston	38570	1/4 (quarter) DS1 - 384 Kbps	931.823
Overton County Health Department	Overton	5880 Bradford Hicks Drive	Livingston	38570-2301	DS1 - 1.544 Mbps	931.823
Overton County Office - DHS	Overton	411 West Main Street	Livingston	38570	DS1 - 1.544 Mbps	931.823
Overton County UCHRA	Overton	106 West Henson Street	Livingston	38570	DS1 - 1.544 Mbps	931.823
Standing Stone State Park Office	Overton	1674 Standing Stone Park Highway	Hilham	38568	DS1 - 1.544 Mbps	931.823
TDOT Construction Office - Overton County	Overton	9494 Bradford Hicks Drive	Livingston	38570	DS1 - 1.544 Mbps	931.823
Tennessee Technology Center - Livingston	Overton	740 High Tech Drive	Livingston	38570	DS1 - 1.544 Mbps	931.823
Mousetail Landing State Park	Perry	3 Campground Road	Linden	37096	DS1 - 1.544 Mbps	731.847
Perry Co. Election Office	Perry	124 East Main Street	Linden	37096	DS1 - 1.544 Mbps	931.589
Perry Co. Sheriff Office	Perry	582 Bethel Road	Linden	37096	1/4 (quarter) DS1 - 384 Kbps	931.589
Perry County Courthouse	Perry	Main Street	Linden	37096	DS1 - 1.544 Mbps	931.589
Perry County Health Department	Perry	247 South Mill Street	Linden	37096	DS1 - 1.544 Mbps	931.589
Perry County Medical Center	Perry	115 East Brooklyn Ave.	Linden	37096	DS1 - 1.544Mbs	931.589
Perry County Office - DHS	Perry	113 Factory Drive	Linden	37096	DS1 - 1.544 Mbps	931.589
Perry County THP Office	Perry	305 Squirrel Hollow Drive	Linden	37096	DS1 - 1.544 Mbps	931.589
SCHRA - Perry County	Perry	110 South Mill Street	Linden	37096	DS1 - 1.544 Mbps	931.589
TDOT - Perry County Bridge Inspection Office	Perry	Highway 412 West	Linden	37096	DS1 - 1.544 Mbps	931.589
Pickett County Courthouse	Pickett	1 Courthouse Square	Byrdstown	38549	DS1 - 1.544 Mbps	931.864
Pickett County DHS	Pickett	8816 Highway 111	Byrdstown	38549	DS1 - 1.544 Mbps	931.864
Pickett County Health Department	Pickett	1013 Woodlawn Drive	Byrdstown	38549-2313	DS1 - 1.544 Mbps	931.864
Pickett County UCHRA	Pickett	105 South Main Street	Byrdstown	38549	DS1 - 1.544 Mbps	931.864
Benton Family Health Center	Polk	126 Polk Street	Benton	37307	DS1 - 1.544Mbs	423.338
East TN Nursery	Polk	Highway 411 South	Delano	37325	DS1 - 1.544 Mbps	423.263

LOCATION/SITE NAME	COUNTY	ADDRESS	CITY	ZIP	BANDWIDTH	NXX
Polk Copper Basin Center	Polk	840 Senior Citizen Center	Ducktown	37326	DS1 - 1.544 Mbps	423.496
Polk County Courthouse	Polk	6239 Highway 411	Benton	37307	DS1 - 1.544 Mbps	423.338
Polk County Health Department	Polk	2279 Parksville Road	Benton	37307	DS1 - 1.544 Mbps	423.338
Polk County Justice Center	Polk	146 Industrial Access Circle	Benton	37307	DS1 - 1.544 Mbps	423.338
Polk County Office - DHS	Polk	7118 Highway 411 North	Benton	37307	DS1 - 1.544 Mbps	423.338
CID Region 2 Office	Putnam	1420 Neal Street	Cookeville	38501	DS1 - 1.544 Mbps	931.261
Cookeville Career Center	Putnam	3300 William Enterprise Drive	Cookeville	38501	DS1 - 1.544 Mbps	931.520
Cookeville CSO	Putnam	1525 East Spring Street	Cookeville	38501	DS1 - 1.544 Mbps	931.528
Cookeville DCS Office	Putnam	417 East Broad Street	Cookeville	38501	DS1 - 1.544 Mbps	931.646
Cookeville DCS Office	Putnam	1300 Old Salem Road	Cookeville	38506	3 Mbps	931.267
Cookeville Envionmental Asst Center	Putnam	1221 South Willow Avenue	Cookeville	38506	DS1 - 1.544 Mbps	931.432
Cookeville Halfway House	Putnam	255 Kacie Avenue	Cookeville	38501	DS1 - 1.544 Mbps	931.526
Cookeville P&P Office	Putnam	442 East Neal Street	Cookeville	38501	DS1 - 1.544 Mbps	931.526
Cookeville Police Department	Putnam	10 East Broad Street	Cookeville	38501	1/4 (quarter) DS1 - 384 Kbps	931.526
Cookeville Revenue Regional Office	Putnam	370 South Lowe	Cookeville	38501	3 Mbps	931.526
Cookeville UCHRA	Putnam	3111 William Enterprise Drive	Cookeville	38506	3 Mbps	931.528
Cookeville Vocational Training Center	Putnam	1605 Brown Avenue	Cookeville	38501	DS1 - 1.544 Mbps	931.526
DA General Office - Cookeville	Putnam	1519-A East Spring Street	Cookeville	38501	DS1 - 1.544 Mbps	931.528
District Public Defender - Cookeville	Putnam	750 East Spring Street	Cookeville	38501	1/4 (quarter) DS1 - 384 Kbps	931.526
DLTS - Cookeville	Putnam	4600 South Jefferson Avenue	Cookeville	38506	DS1 - 1.544 Mbps	931.528
DPA - Cookeville	Putnam	390 South Lowe Avenue	Cookeville	38501	DS1 - 1.544 Mbps	931.528
ECD - Cookeville Local Planning Office	Putnam	621 East 15th Street	Cookeville	38501	DS1 - 1.544 Mbps	931.528
Nashville State Technical Community College- Cookeville	Putnam	1000 Neal Street	Cookeville	38501	DS1 - 1.544 Mbps	615.353
Putnam Co. DHS - District 3	Putnam	1000 England Drive	Cookeville	38501	3 Mbps	931.528
Putnam Co. Juvenile Court	Putnam	29 North Washington	Cookeville	38501	DS1 - 1.544 Mbps	931.526
Putnam Co. Veterans Memorial Building	Putnam	90 East Spring Street	Cookeville	38501	DS1 - 1.544 Mbps	931.526
Putnam County Assessors Office	Putnam	300 East Spring Street	Cookeville	38501	DS1 - 1.544 Mbps	931.528
Putnam County E-911 Center	Putnam	270 Carlen Drive	Cookeville	38501	DS1 - 1.544 Mbps	931.646
Putnam County Health Department	Putnam	121 South Dixie Avenue	Cookeville	38501	DS1 - 1.544 Mbps	931.528
Putnam County Primary Care Clinic	Putnam	135 West 3rd Street	Cookeville	38501	DS1 - 1.544 Mbps	931.520
Putnam County Sheriff Office	Putnam	421 East Spring Street	Cookeville	38501	DS1 - 1.544 Mbps	931.528
TDOT - District 24 Bridge Inspection	Putnam	1062 East Spring Street	Cookeville	38501	DS1 - 1.544 Mbps	931.526
TDOT District 24 Bridge Inspection Office	Putnam	495 Ferrell Drive	Cookeville	38506	3 Mbps	931.526
Tennessee Highway Patrol - District 6	Putnam	1291 South Walnut Avenue	Cookeville	38501	DS1 - 1.544 Mbps	931.526

LOCATION/SITE NAME	COUNTY	ADDRESS	CITY	ZIP	BANDWIDTH	NXX
Tennessee Technological University	Putnam	1010 North Peachtree Avenue Clement Hall	Cookeville	38505	DS3 - 45 Mbps	931.372
Upper Cumberland Reg Health	Putnam	200 West 10th Street	Cookeville	38501	3 Mbps	931.528
Upper Cumberland Regional Library	Putnam	208 East Minnear Street	Cookeville	38501	DS1 - 1.544 Mbps	931.526
DA General Office - Dayton	Rhea	375 Church Street	Dayton	37321	DS1 - 1.544 Mbps	423.775
Rhea County DCS Office	Rhea	111 Fourth Avenue	Dayton	37321	DS1 - 1.544 Mbps	423.775
Rhea County E-911 Center	Rhea	8860 Back Valley Road	Evensville	37332	1/4 (quarter) DS1 - 384 Kbps	423.775
Rhea County Health Department	Rhea	334 Eagle Lane	Evensville	37322	DS1 - 1.544 Mbps	423.775
Rhea County Office - DHS	Rhea	224 4th Avenue	Dayton	37321	DS1 - 1.544 Mbps	423.775
Rhea County Sheriff Office	Rhea	444 2nd Avenue	Dayton	37321	1/4 (quarter) DS1 - 384 Kbps	423.775
DA General Office - Kingston	Roane	1008 Bradford Way	Kingston	37763-0703	DS1 - 1.544 Mbps	865.376
District Public Defender Office - Harriman	Roane	502 Roane Street	Harriman	37748	DS1 - 1.544 Mbps	865.882
DOT District 16	Roane	1953 South Roane Street	Harriman	37748	DS1 - 1.544 Mbps	865.882
Oliver Springs Police Department	Roane	701 Main Street	Oliver Springs	37840	1/4 (quarter) DS1 - 384 Kbps	865.435
Roane County Assessors Office	Roane	200 East Race Street	Kingston	37763	DS1 - 1.544 Mbps	865.376
Roane County E-911 Center	Roane	330 Cardiff Valley Road	Rockwood	37854	1/4 (quarter) DS1 - 384 Kbps	865.354
Roane County Health Department	Roane	1362 Gateway Avenue Highway 27	Rockwood	37854	DS1 - 1.544 Mbps	865.549
Roane County Health Department - Video	Roane	1362 Gateway Avenue Highway 27	Rockwood	37854	DS1 - 1.544 Mbps	865.549
Roane County Office - DCS	Roane	795 Larry Byrd Road	Kingston	37748	DS1 - 1.544 Mbps	865.376
Roane County Sheriff Office	Roane	300 East Race Street	Kingston	37763	1/4 (quarter) DS1 - 384 Kbps	865.376
Roane State Community College	Roane	276 Patton Lane Dunbar Building	Harriman	37748	20MB Metro E	865.882
Tennessee Technology Center - Harriman	Roane	1745 Harriman Highway Building A	Harriman	37748	DS1 - 1.544 Mbps	865.882
TN Dept of Employment Security	Roane	1082 North Gateway Avenue	Rockwood	37854	DS1 - 1.544 Mbps	865.376
DA General Office - Springfield	Robertson	500 South Main Street	Springfield	37172	DS1 - 1.544 Mbps	615.382
District Public Defender - Springfield	Robertson	613 South Main Street	Springfield	37172	DS1 - 1.544 Mbps	615.382
General Sessions - Springfield	Robertson	529 South Brown Street	Springfield	37172	DS1 - 1.544 Mbps	615.384
Robertson County Clerk - Greenbrier	Robertson	202 West College Street	Greenbrier	37073	DS1 - 1.544 Mbps	615.384
Robertson County Clerk - White House	Robertson	105 College Street	White House	37188	DS1 - 1.544 Mbps	615.384
Robertson County Courthouse	Robertson	501 Main Street	Springfield	37172	DS1 - 1.544 Mbps	615.384
Robertson County Health Department	Robertson	800 South Brown Street	Springfield	37172	DS1 - 1.544 Mbps	615.382
Robertson County Lab & Workforce	Robertson	511 Hill Street	Springfield	37172	DS1 - 1.544 Mbps	615.382
Robertson County Office - DCS	Robertson	812 South Brown Street	Springfield	37172	DS1 - 1.544 Mbps	615.792
Springfield Child Supp Enforce Office	Robertson	101 5th Avenue West	Springfield	37172	DS1 - 1.544 Mbps	615.382
Springfield Drivers License Station	Robertson	4676 Highway 41 North	Springfield	37172	DS1 - 1.544 Mbps	615.382
Springfield P & P Office	Robertson	101-D Mooreland Drive	Springfield	37172	DS1 - 1.544 Mbps	615.382

LOCATION/SITE NAME	COUNTY	ADDRESS	CITY	ZIP	BANDWIDTH	NXX
Alvin C York VA Medical Center	Rutherford	3400 Lebanon Road Building 7	Murfreesboro	37129	DS1 - 1.544 Mbps	615.893
COOP (TEMA)	Rutherford	425 8th Avenue	Smyrna	37167	DS1 - 1.544 Mbps	615.306
District Public Defender Office - Murfreesboro	Rutherford	201 West Main Street	Murfreesboro	37130	DS1 - 1.544 Mbps	615.898
DL Testing Station - Murfreesboro	Rutherford	1035 Samsonite Boulevard	Murfreesboro	37129	DS1 - 1.544 Mbps	615.898
Fleming Training Center	Rutherford	2022 Blanton Drive	Murfreesboro	37129	DS1 - 1.544 Mbps	615-898
Highland Rim Regional Library	Rutherford	2118 East Main Street	Murfreesboro	37130	DS1 - 1.544 Mbps	615.893
Lavergne Drivers License Station	Rutherford	5227 Murfreesboro Road	Lavergne	37086	DS1 - 1.544 Mbps	615.459
Lavergne Police Department	Rutherford	5093 Murfreesboro Road	Lavergne	37086	1/4 (quarter) DS1 - 384 Kbps	615.793
Mid- Cumberland CSA- Rutherford County Office	Rutherford	123 North Maple Street	Murfreesboro	37130	DS1 - 1.544 Mbps	615.225
Middle Tennessee State University	Rutherford	1301 East Main Street 3 Cope Administration Building	Murfreesboro	37132	6 Mbps	615.898
Middle TN Field Office	Rutherford	1800 South Rutherford Boulevard	Murfreesboro	37130	DS1 - 1.544 Mbps	615.532
MTSU Police Department	Rutherford	1412 East Main Street	Murfreesboro	37132	1/4 (quarter) DS1 - 384 Kbps	615.898
Murfreesboro CSO	Rutherford	320 West Main Street	Murfreesboro	37130	DS1 - 1.544 Mbps	615.898
Murfreesboro P & P Office	Rutherford	1711 Old Fort Parkway	Murfreesboro	37129	DS1 - 1.544 Mbps	615.898
Murfreesboro Police Dept	Rutherford	302 South Church Street	Murfreesboro	37130	1/4 (quarter) DS1 - 384 Kbps	615.893
Murfreesboro TDLWD Office	Rutherford	1313 Old Fort Parkway	Murfreesboro	37129	DS1 - 1.544 Mbps	615.898
Murfreesboro TDOT	Rutherford	2665 North West Broad Street	Murfreesboro	37129	DS1 - 1.544 Mbps	615.898
Murfreesboro Vocational Rehab	Rutherford	1132 Haley Road	Murfreesboro	37130	DS1 - 1.544 Mbps	615.898
Rutherford Co. Ag Extension	Rutherford	315 John Rice Boulevard	Murfreesboro	37129	DS1 - 1.544 Mbps	615.898
Rutherford Co. Clerk & Master	Rutherford	20 North Public Square	Murfreesboro	37130	1/4 (quarter) DS1 - 384 Kbps	615.217
Rutherford County Health Department	Rutherford	100 West Burton Street	Murfreesboro	37130	DS1 - 1.544 Mbps	615.898
Rutherford County Health Department	Rutherford	309 Quecreek Circle	Smyrna	37167	DS1 - 1.544 Mbps	615.898
Rutherford County Office - DCS	Rutherford	434 Jay Hawk Court	Murfreesboro	37128	DS1 - 1.544 Mbps	615.217
Rutherford County Office - DHS	Rutherford	1711-B Old Fort Parkway	Murfreesboro	37130	DS1 - 1.544 Mbps	615.848
Rutherford County Sheriff Office	Rutherford	940 Salem Highway	Murfreesboro	37129	1/4 (quarter) DS1 - 384 Kbps	615.898
Rutherford County Workhouse	Rutherford	1710 South Church Street	Murfreesboro	37130	1/4 (quarter) DS1 - 384 Kbps	615.898
Smyrna Judicial Building	Rutherford	400 East Enon Spring Road	Smyrna	37167	1/4 (quarter) DS1 - 384 Kbps	615.459
Smyrna Police Department	Rutherford	315 South Lowry Street	Smyrna	37167	1/4 (quarter) DS1 - 384 Kbps	615.459
Tennessee Rehabilitation Center	Rutherford	460 Ninth Avenue	Smyrna	37167	3 Mbps	615.459
Tennessee Technology Center - Murfreesboro	Rutherford	1303 Old Fort Parkway	Murfreesboro	37129	DS1 - 1.544 Mbps	615.898
TN Early Intervention Services	Rutherford	745 South Church Street	Murfreesboro	37130	DS1 - 1.544 Mbps	615.904
Video - Rutherford Co. Health Department	Rutherford	100 West Burton Street	Murfreesboro	37130	DS1 - 1.544 Mbps	615.898
Workers Comp Division - L&W	Rutherford	845 Esther Lane	Murfreesboro	37219	DS1 - 1.544 Mbps	615.848
Admin Office of the Courts -	Scott	283 Court Street	Huntsville	37756	DS1 - 1.544	423.663

LOCATION/SITE NAME	COUNTY	ADDRESS	CITY	ZIP	BANDWIDTH	NXX
Scott Co.					Mbps	
DA General Office - Huntsville	Scott	2845 Baker Highway	Huntsville	37756	DS1 - 1.544 Mbps	423.663
Dept of Labor - Oneida	Scott	19962 Alberta Street	Oneida	37841	DS1 - 1.544 Mbps	423.569
Huntsville CSO	Scott	2792 Baker Highway	Huntsville	37756	DS1 - 1.544 Mbps	423.663
Oneida Police Department	Scott	19922 Alberta Street	Oneida	37841	1/4 (quarter) DS1 - 384 Kbps	423.569
Scott County Child Advocacy Center	Scott	22537 Alberta Street	Oneida	37841	DS1 - 1.544 Mbps	423.569
Scott County Health Department	Scott	344 Court Street	Huntsville	37756	DS1 - 1.544 Mbps	423.663
Scott County Hospital	Scott	18797 Alberta Street	Oneida	37841	DS1 - 1.544 Mbps	423.569
Scott County Office - DHS	Scott	104 Fire Hall Drive	Huntsville	37756	DS1 - 1.544 Mbps	423.663
Scott County Sheriff Office	Scott	29 Courthouse Square	Huntsville	37756	1/4 (quarter) DS1 - 384 Kbps	423.663
Tennessee Technology Center - Huntsville/Oneida	Scott	355 Scott High Drive Main Building	Huntsville	37756	1/4 (quarter) DS1 - 384 Kbps	423.663
Sequatchie Co. E911	Sequatchie	426 Cedar Street	Dunlap	37327	1/4 (quarter) DS1 - 384 Kbps	423.949
Sequatchie Co. Election Office	Sequatchie	68 Spring Street	Dunlap	37327	DS1 - 1.544 Mbps	423.949
Sequatchie Co. Justice Center	Sequatchie	351 Fredonia Road	Dunlap	37327	DS1 - 1.544 Mbps	931.797
Sequatchie County Assessor	Sequatchie	307 Cherry Street East	Dunlap	37327	DS1 - 1.544 Mbps	423.949
Sequatchie County Health Department	Sequatchie	302 Church Street	Dunlap	37327	DS1 - 1.544 Mbps	423.949
Sequatchie County Office - DHS	Sequatchie	108 Old York Highway East	Dunlap	37327	DS1 - 1.544 Mbps	423.949
Sethra Southeast TN Human Resource Agency	Sequatchie	1012 Resource Road	Dunlap	37327	DS1 - 1.544 Mbps	423.949
TDOT District 22 Engineering Office	Sequatchie	3524 Rankin Avenue North	Dunlap	37327	3 Mbps	423.949
District Public Defender - Sevierville	Sevier	140-A Court Avenue	Sevierville	37862	DS1 - 1.544 Mbps	865.429
DL Testing Station - Sevierville	Sevier	980 Eastgate Road	Sevierville	37862	DS1 - 1.544 Mbps	865.429
Gatlinburg Police Department	Sevier	1230 Parkway East	Gatlinburg	37738	1/4 (quarter) DS1 - 384 Kbps	865.436
Great Smokey Mtn National Park	Sevier	107 Park Headquarters Road	Gatlinburg	37738	1/4 (quarter) DS1 - 384 Kbps	865.436
Labor & Workforce - Gatlinburg	Sevier	405 Reagan Drive	Gatlinburg	37738	DS1 - 1.544 Mbps	865.436
Labor & Workforce - Sevierville	Sevier	740 Old Knoxville Highway	Sevierville	37862	DS1 - 1.544 Mbps	865.429
Pigeon Forge Police Department	Sevier	225 Pine Mountain Road	Pigeon Forge	37863	1/4 (quarter) DS1 - 384 Kbps	865.453
Primary Care Clinic	Sevier	318 Cherry Street	Sevierville	37862	DS1 - 1.544 Mbps	865.453
Sevier County Assessor - Reappraisal Office	Sevier	535 Eastgate Road	Sevierville	37862	DS1 - 1.544 Mbps	865.453
Sevier County Courthouse	Sevier	125 Court Avenue	Sevierville	37862	DS1 - 1.544 Mbps	865.453
Sevier County Health Department	Sevier	227 Cedar Street	Sevierville	37864	DS1 - 1.544 Mbps	865.637
Sevier County Office - DCS	Sevier	115 Allensville Road	Sevierville	37876	DS1 - 1.544 Mbps	865.429
Sevier County Office - DHS	Sevier	815 Dolly Parton Parkway	Sevierville	37862	DS1 - 1.544 Mbps	865.429
Sevier County Sheriff's Office	Sevier	137 Commerce Street	Sevierville	37862	1/4 (quarter) DS1 - 384 Kbps	865.765
Sevier County THP Office	Sevier	1102 Wagner Drive	Sevierville	37862	DS1 - 1.544 Mbps	865.564

LOCATION/SITE NAME	COUNTY	ADDRESS	CITY	ZIP	BANDWIDTH	NXX
Sevierville BOPP Office	Sevier	127 Joy Street	Sevierville	37864	DS1 - 1.544 Mbps	865.582
Sevierville Police Department	Sevier	300 Gary Wade Boulevard	Sevierville	37862	1/4 (quarter) DS1 - 384 Kbps	865.453
Arlington Development Center	Shelby	11293 Memphis-Arlington Road	Arlington	38002	4.5 Mbps	901.745
Arlington Development Center - VIDEO	Shelby	11293 Memphis-Arlington Road	Arlington	38002	DS1 - 1.544 Mbps	901.745
Bartlett Police Department	Shelby	3730 Appling Road	Bartlett	38133	1/4 (quarter) DS1 - 384 Kbps	901.385
Call Center - Shelby Co.	Shelby	1991 Corporate Avenue	Memphis	38132	9 Mbps	901.543
Christ Community - Broad Avenue Health Center	Shelby	2861 Broad Avenue	Memphis	38112	DS1 - 1.544Mbs	901.260
Christ Community - Frazier Health Center	Shelby	3124 North Thomas Street	Memphis	38127	DS1 - 1.544Mbs	901.260
Christ Community - Orange Mound Health Center	Shelby	2569 Douglass Avenue	Memphis	38114	DS1 - 1.544Mbs	901.271
Christ Community Data Center	Shelby	5425 East Rains, Suite 7	Memphis	38115	DS1 - 1.544Mbs	901.258
Collierville Police Department	Shelby	156 North Rowlett	Collierville	38017	1/4 (quarter) DS1 - 384 Kbps	901.457
Collierville Police Department - Dispatch	Shelby	478 Keough Road	Collierville	38017	1/4 (quarter) DS1 - 384 Kbps	901.853
Department of Revenue - Bartlett	Shelby	3150 Appling Road	Bartlett	38133	3 Mbps	901.213
DHS Child Care Office	Shelby	3230 Jackson Avenue	Memphis	38112	4.5 Mbps	901.320
DL Testing Station - Memphis - Shelby Dr	Shelby	3200 East Shelby Drive	Memphis	38118	DS1 - 1.544 Mbps	901.543
DL Testing Station - Millington	Shelby	5019 West Union Road	Millington	38053	DS1 - 1.544 Mbps	901.872
DL Testing Station - Winchester Road	Shelby	6075 Winchester Road	Memphis	38115	DS1 - 1.544 Mbps	901.543
Drug Enforcement Admin	Shelby	50 North Front Street	Memphis	38103	1/4 (quarter) DS1 - 384 Kbps	901.544
Employment Sec - Collierville	Shelby	942 W Poplar	Collierville	38017	DS1 - 1.544 Mbps	901.853
Employment Security - Raleigh Career Center	Shelby	2850 Austin Peay Highway	Memphis	38168	DS1 - 1.544 Mbps	901.543
Environmental Field Office	Shelby	2510 Mount Moriah Road Perimeter Park	Memphis	38115	DS1 - 1.544 Mbps	901.368
FBI Office - Memphis	Shelby	225 North Humphreys Bouleavrd	Memphis	38120	1/4 (quarter) DS1 - 384 Kbps	901.747
FedEx Air Police	Shelby	942 South Shady Grove Road	Memphis	38120	1/4 (quarter) DS1 - 384 Kbps	901.818
Germantown Police Department	Shelby	1930 South Germantown Road	Germantown	38138	1/4 (quarter) DS1 - 384 Kbps	901.754
Justice Holder Supreme Court	Shelby	50 Peabody Place	Memphis	38103	3 Mbps	901.543
Labor & Workforce Mendenhall	Shelby	5368 Mendenhall Mall	Memphis	38115	DS1 - 1.544 Mbps	901.365
Mark H. Luttrell Reception Center	Shelby	6000 State Road	Memphis	38134	3 Mbps	901.372
Meeman-Shelby Forest State Park	Shelby	910 Riddick Road	Millington	38053	DS1 - 1.544 Mbps	901.876
Memphis Airport Authority	Shelby	2491 Winchester Road	Memphis	38116	1/4 (quarter) DS1 - 384 Kbps	901.922
Memphis Area Career Center	Shelby	444 North Main Street	Memphis	na	DS1 - 1.544 Mbps	901.545
Memphis BOPP Office	Shelby	3973 Knight Arnold Road	Memphis	38118	DS1 - 1.544 Mbps	901.947
Memphis Child Advocacy Center	Shelby	1085 Poplar Avenue	Memphis	38105	DS1 - 1.544 Mbps	901.888
Memphis Day Reporting P & P Office	Shelby	2584 Overton Crossing	Memphis	38127	3 Mbps	901.354
Memphis Douglas Elementary School	Shelby	1650 Ashe Street	Memphis	38108	DS1 - 1.544 Mbps	901.320
Memphis Field Office	Shelby	1770 Dexter Spring Loop	Cordova	38016	DS1 - 1.544 Mbps	901.754
Memphis Health Center	Shelby	360 E Eh Crump Blvd.	Memphis	38126	DS1 - 1.544Mbs	901.261

LOCATION/SITE NAME	COUNTY	ADDRESS	CITY	ZIP	BANDWIDTH	NXX
Memphis Housing Authority	Shelby	700 Adams Avenue	Memphis	38105	1/4 (quarter) DS1 - 384 Kbps	901.544
Memphis HUB	Shelby	1295 Poplar Ave	Memphis	38174	4 Mbps	901.543
Memphis Juvenile Court	Shelby	2670 Union Avenue Extended	Memphis	38111	3 Mbps	901.405
Memphis Medical / Adams	Shelby	842 Jefferson Avenue	Memphis	38103	DS1 - 1.544 Mbps	901.545
Memphis Mental Health Institute	Shelby	951 Court Avenue	Memphis	38103	4.5 Mbps	901.577
Memphis Mental Health Institute - Video	Shelby	951 Court Avenue	Memphis	38105	DS1 - 1.544 Mbps	901.524
Memphis Regional P & P Office	Shelby	32 West E.H. Crump Boulevard	Memphis	38106	DS1 - 1.544 Mbps	901.947
Memphis Supreme Court	Shelby	5050 Poplar Avenue	Memphis	38157	DS1 - 1.544 Mbps	901.685
Memphis TDOT Construction	Shelby	5334 Boswell Ave	Memphis	38119	DS1 - 1.544 Mbps	901.685
Memphis Works - DHS	Shelby	4189 Leroy Avenue	Memphis	38174	DS1 - 1.544 Mbps	901.320
Millington Police Department	Shelby	7950 Memphis Street	Millington	38053	1/4 (quarter) DS1 - 384 Kbps	901.872
OIR Memphis	Shelby	170 North Main Street	Memphis	38103	16 Mbps	901.543
Safety - Memphis Legal Office	Shelby	6174 Macon Road	Memphis	38134	DS1 - 1.544 Mbps	901.372
Shelby Co. Sheriff Communications	Shelby	1075 Mullins Station Road	Memphis	38134	1/4 (quarter) DS1 - 384 Kbps	901.545
Shelby County DCS	Shelby	1925 South Third Street	Memphis	38109	3 Mbps	901.578
Shelby County Extension Office	Shelby	7777 Walnut Grove Road	Memphis	38120	DS1 - 1.544 Mbps	901.752
Shelby County Fugitive Squad	Shelby	160 North Main	Memphis	38103	DS1 - 1.544 Mbps	901.545
Shelby County Health Department	Shelby	814 Jefferson Street	Memphis	38105	DS1 - 1.544 Mbps	901.544
Shelby County Memphis Group Home	Shelby	305 North Bellevue	Memphis	38105	DS1 - 1.544 Mbps	901.726
Shelby County-Peabody Residential Center	Shelby	3951 Old Covington Pike	Memphis	38135	DS1 - 1.544 Mbps	901.543
Southwest Tennessee Comm College, Macon Cove Campus	Shelby	5983 Macon Cove - Farris Building	Memphis	38134	3 Mbps	901.333
Southwest TN Comm College Police Dept	Shelby	5983 Macon Cove - Farris Building	Memphis	38134	1/4 (quarter) DS1 - 384 Kbps	901.333
Swift Commercial Driver Training School	Shelby	3150 Starnes Cove	Memphis	38116	DS1 - 1.544 Mbps	901.344
T.O. Fuller State Park - Golf Course	Shelby	1400 Pavillion	Memphis	38109	DS1 - 1.544 Mbps	901.543
T.O. Fuller State Park Office	Shelby	1500 Mitchell Road West	Memphis	38109	DS1 - 1.544 Mbps	901.543
TBI Field Office & Crime Lab - Shelby Co	Shelby	6325 Haley Road	Memphis	38133	DS1 - 1.544 Mbps	901.379
TBI Field Office & Crime Lab - VIDEO	Shelby	6325 Haley Road	Memphis	38134	DS1 - 1.544 Mbps	901.379
TDOT - Region 4 Office	Shelby	2666 Hernando Road	Memphis	38106	DS1 - 1.544 Mbps	901.948
TDOT Dist 45 Office	Shelby	12077 Highway 70	Arlington	38002	3 Mbps	901.867
Tennessee Technology Center - Memphis	Shelby	550 Alabama Avenue	Memphis	38105	3 Mbps	901.543
THP - District 4 / DL Testing Station	Shelby	6348 Summer Avenue	Memphis	38134	DS1 - 1.544 Mbps	901.543
University of Memphis	Shelby	3696 Southern Avenue - Jones Hall - Desoto Road	Memphis	38152	100 MB Metro E to Internet 2	901.678
University of Memphis Police	Shelby	505 Zach Curlin Street	Memphis	38152	1/4 (quarter) DS1 - 384 Kbps	901.678
US Pretrial Services	Shelby	167 North Main Street	Memphis	38103	1/4 (quarter) DS1 - 384 Kbps	901.495
UT Campus Police Department	Shelby	45 North Manassas	Memphis	38163	1/4 (quarter) DS1 - 384 Kbps	901.448
Veteran Admin Medical Center	Shelby	1030 Jefferson Avenue	Memphis	38104	DS1 - 1.544 Mbps	901.523

LOCATION/SITE NAME	COUNTY	ADDRESS	CITY	ZIP	BANDWIDTH	NXX
Welcome Center - I-40 Memphis	Shelby	119 North Riverside Drive	Memphis	38103	DS1 - 1.544 Mbps	901.543
Welcome Center - I-55 Memphis	Shelby	I-55 on Mississippi Line	Memphis	38116	DS1 - 1.544 Mbps	901.345
Welles DHS Office	Shelby	3360 South Third Street	Memphis	38109	4.5 Mbps	901.344
West TN State Veterans Cemetery	Shelby	4000 Forest Hill Irene Road	Memphis	38125	DS1 - 1.544 Mbps	901.543
Carthage Police Department	Smith	314 Spring Street	Carthage	37030	1/4 (quarter) DS1 - 384 Kbps	615.735
Smith Co. UCHRA	Smith	123 Lebanon HWY	Carthage	37030	DS1 - 1.544 Mbps	615.735
Smith County Admin of the Courts	Smith	211 North Main Street	Carthage	37030	DS1 - 1.544 Mbps	615.735
Smith County Assessor	Smith	122 Turner High Circle	Carthage	37030	DS1 - 1.544 Mbps	615.735
Smith County Health Department	Smith	303 High Street North	Carthage	37030	DS1 - 1.544 Mbps	615.735
Smith County Office - DHS	Smith	105 Eatherly Landing	Carthage	37030	DS1 - 1.544 Mbps	615.735
Smith County Sheriff Office	Smith	205 Second Avenue West	Carthage	37030	1/4 (quarter) DS1 - 384 Kbps	615.735
Smith County THP Office	Smith	106 Main Street South	Carthage	37030	DS1 - 1.544 Mbps	931.520
Smith County UCHRA	Smith	140 Davis Street	Carthage	37030	DS1 - 1.544 Mbps	615.735
Welcome Center - Smith County	Smith	I-40 East of Nashville	Buffalo Valley	38548	DS1 - 1.544 Mbps	615.683
Stewart Co. Courthouse - AOC	Stewart	225 Donelson Parkway	Dover	37058	DS1 - 1.544 Mbps	931.232
Stewart County Health Department	Stewart	1021 Spring Street	Dover	37058	DS1 - 1.544 Mbps	931.232
Stewart County Office	Stewart	1011 Spring Street	Dover	37058	DS1 - 1.544 Mbps	931.252
Stewart County Sheriff Office	Stewart	117 Donelson Parkway	Dover	37058	DS1 - 1.544 Mbps	931.232
Blountville CSO	Sullivan	149-A Blountville Bypass	Blountville	37617	DS1 - 1.544 Mbps	423.279
Blountville DL Testing Station	Sullivan	3769 HWY 11-West	Blountville	37617	DS1 - 1.544 Mbps	423.279
Blountville P & P Office	Sullivan	1329 Highway 394	Blountville	37617	DS1 - 1.544 Mbps	423.279
Blountville Reg Office - ECD	Sullivan	2425 HWY 75 - Maintenance Building	Blountville	37617	DS1 - 1.544 Mbps	423.279
Bristol Police Department	Sullivan	801 Anderson Street	Bristol	37620	DS1 - 1.544 Mbps	423.989
DA Child Support Office	Sullivan	140 Blountville Bypass	Blountville	37617	DS1 - 1.544 Mbps	423.279
District Public Defender - Blountville	Sullivan	266 Blountville Bypass	Blountville	37617	DS1 - 1.544 Mbps	423.323
Kingsport Child Care	Sullivan	301 Louis Street	Kingsport	37660	DS1 - 1.544 Mbps	423.246
Kingsport Employment Security	Sullivan	1140 East Center Street	Kingsport	37660	DS1 - 1.544 Mbps	423.224
Kingsport Police Department	Sullivan	200 Shelby Street	Kingsport	37660	DS1 - 1.544 Mbps	423.229
Kingsport TOSHA Field Office	Sullivan	1908 Bowater Drive	Kingsport	37660	DS1 - 1.544 Mbps	423.224
Northeast CSA Field Office	Sullivan	707 North Eastman Road	Kingsport	37664	DS1 - 1.544 Mbps	423.857
Northeast State Technical Community College	Sullivan	2425 Highway 75 - Pierce Building	Blountville	37617	3 Mbps	423.354
Sullivan County Assessors Office	Sullivan	3411 Highway 126	Blountville	37617	DS1 - 1.544 Mbps	423.323
Sullivan County Child Protective Services	Sullivan	1588 State Route 37	Blountville	37617	DS1 - 1.544 Mbps	423.279
Sullivan County DCS	Sullivan	2193 Feathers Chapel Road	Bristol	37620	DS1 - 1.544 Mbps	423.279

LOCATION/SITE NAME	COUNTY	ADDRESS	CITY	ZIP	BANDWIDTH	NXX
Sullivan County DHS - Kingsport	Sullivan	1060 Wilcox Court	Kingsport	37660	DS1 - 1.544 Mbps	423.224
Sullivan County Health Department	Sullivan	154 Blountville Bypass	Blountville	37617	DS1 - 1.544 Mbps	423.279
Sullivan County Sheriff Office	Sullivan	140 Blountville Bypass HWY 137	Blountville	37617	1/4 (quarter) DS1 - 384 Kbps	423.279
TN Dept of Employment Security	Sullivan	1712 West State Street	Bristol	37620	DS1 - 1.544 Mbps	423.989
Warrior Path State Park Office	Sullivan	490 Hemlock Road	Kingsport	37663	DS1 - 1.544 Mbps	423.239
Welcome Center - Bristol	Sullivan	I-81 Southbound @TN/VA Line	Bristol	37620	DS1 - 1.544 Mbps	423.764
Bledsoe Creek State Park	Sumner	400 Zieglers Fort Road	Gallatin	37066	DS1 - 1.544 Mbps	615.452
DA General Office - Sumner County	Sumner	113 West Main Street	Gallatin	37066	DS1 - 1.544 Mbps	615.451
District Public Defender Office - Gallatin	Sumner	117 East Main Street	Gallatin	37066	DS1 - 1.544 Mbps	615.451
Drug Task Force - 18th Jud Dist	Sumner	1194 Long Hollow Pike	Gallatin	37066	1/4 (quarter) DS1 - 384 Kbps	615.451
Gallatin Child Support Enforc Office	Sumner	109 West Main Street	Gallatin	37066	DS1 - 1.544 Mbps	615.451
Gallatin Drivers License Station	Sumner	855 Blue Jay Way	Gallatin	37066	DS1 - 1.544 Mbps	615.230
Gallatin Judicial Council	Sumner	107 Public Square	Gallatin	37066	DS1 - 1.544 Mbps	615.451
Gallatin P & P Office	Sumner	425 South Water Street	Gallatin	37066	DS1 - 1.544 Mbps	615.230
Gallatin Police Department	Sumner	130 West Franklin Street	Gallatin	37066	1/4 (quarter) DS1 - 384 Kbps	615.452
Gallatin TDES Office	Sumner	175 College Street	Gallatin	37066	DS1 - 1.544 Mbps	615.451
Gallatin Vocational Rehab	Sumner	1019 Union School Road	Gallatin	37066	DS1 - 1.544 Mbps	615.451
Goodlettsville Police Department	Sumner	105 South Main Street	Goodlettsville	37072	1/4 (quarter) DS1 - 384 Kbps	615.859
Hendersonville Clinic	Sumner	351 New Shackle Island Road	Hendersonville	37075	DS1 - 1.544 Mbps	615.824
Hendersonville Police Department	Sumner	3 Executive Park Drive	Hendersonville	37075	1/4 (quarter) DS1 - 384 Kbps	615.264
Millersville Police Department	Sumner	1246 Louisville Highway	Goodlettsville	37072	1/4 (quarter) DS1 - 384 Kbps	615.859
Portland Police Department	Sumner	433 North Broadway	Portland	37148	1/4 (quarter) DS1 - 384 Kbps	615.325
Robertson County Scales	Sumner	5753 HWY 31 West (I-65 North milemarker 119)	Portland	37148	DS1 - 1.544 Mbps	615.325
Sumner Co. Probation Office	Sumner	225 East Main Street	Gallatin	37066	DS1 - 1.544 Mbps	615.452
Sumner County DCS Office	Sumner	393 Maple Street	Gallatin	37066	DS1 - 1.544 Mbps	615.230
Sumner County Health Department	Sumner	1005 Union School Road	Gallatin	37066	DS1 - 1.544 Mbps	615.206
Sumner County Judicial Council	Sumner	117 West Smith Street	Gallatin	37066	DS1 - 1.544 Mbps	615.452
TDOT District 32 Office	Sumner	1215A Hartsville Pike	Gallatin	37066	DS1 - 1.544 Mbps	615.451
Volunteer State Community College	Sumner	1480 Nashville Pike Ramer Building	Gallatin	37066	20MB Metro E	615.230
Welcome Center - Mitchellville	Sumner	6111 Lake Springs Road	Portland	37119	DS1 - 1.544 Mbps	615.325
Westmoreland Police Department	Sumner	1044 Pleasant Grove Road	Westmoreland	37186	1/4 (quarter) DS1 - 384 Kbps	615.644
Covington CSO	Tipton	126 West Pleasant Street	Covington	38019	DS1 - 1.544 Mbps	901.475
DA General Office - Covington	Tipton	4709 Mueller Brass Road	Covington	38019	DS1 - 1.544 Mbps	901.475

LOCATION/SITE NAME	COUNTY	ADDRESS	CITY	ZIP	BANDWIDTH	NXX
District Public Defender Office - Covington	Tipton	4705 Mueller Brass Road	Covington	38019	1/4 (quarter) DS1 - 384 Kbps	901.465
Professional Care Covington	Tipton	1997 HWY 51 S	Covington	38019	DS1 - 1.544Mbs	901.476
TDOT Construction Office - Covington	Tipton	1774 Highway 54 East	Covington	38019	DS1 - 1.544 Mbps	901.475
Tennessee Technology Center - Covington	Tipton	1600 Highway 51 South	Covington	38019	DS1 - 1.544 Mbps	901.475
Tipton County Assessor Office	Tipton	1 Courthouse Square	Covington	38019	DS1 - 1.544 Mbps	901.476
Tipton County CAC - DCS	Tipton	707 South Main Street	Covington	38019	DS1 - 1.544 Mbps	901.476
Tipton County DCS	Tipton	901 Hope Street	Covington	38019	DS1 - 1.544 Mbps	901.475
Tipton County DHS	Tipton	724 Highway 51 North	Covington	38019	DS1 - 1.544 Mbps	901.475
Tipton County E911 Center	Tipton	220 Highway 51 North	Covington	38019	DS1 - 1.544 Mbps	901.475
Tipton County Health Department	Tipton	4700 Mueller Brass Road	Covington	38019	DS1 - 1.544 Mbps	901.476
Tipton County Justice Center	Tipton	1801 South College Street	Covington	38019	DS1 - 1.544 Mbps	901.475
Tipton County SCHRA	Tipton	915 Highway 51 South	Covington	38019	DS1 - 1.544 Mbps	901.476
Hartsville Child Support Enforc Off	Trousdale	203 Greentop Street	Hartsville	37074	DS1 - 1.544 Mbps	615.374
Hartsville Family Health Center	Trousdale	100 Damascus	Hartsville	37074	DS1 - 1.544Mbs	615.374
Tennessee Technology Center - Hartsville	Trousdale	716 McMurry Boulevard	Hartsville	37074	DS1 - 1.544 Mbps	615.374
Trousdale County Assessors Office	Trousdale	200 East Main Street	Hartsville	37074	DS1 - 1.544 Mbps	615.374
Trousdale County Health Department	Trousdale	541 East Main Street	Hartsville	37074	DS1 - 1.544 Mbps	615.374
Trousdale County Office - DHS	Trousdale	205 East Main Street	Hartsville	37074	DS1 - 1.544 Mbps	615.374
Trousdale County Sheriff Office	Trousdale	315 East Main Street	Hartsville	37074	1/4 (quarter) DS1 - 384 Kbps	615.374
Uncoi County Health Department	Unicoi	101 Okalona Drive	Erwin	37650	DS1 - 1.544 Mbps	423.743
Unicoi County DHS Office	Unicoi	724 Ohio Avenue	Erwin	37650	DS1 - 1.544 Mbps	423.743
Unicoi County Sheriff Office	Unicoi	102 North Main Street	Erwin	37650	DS1 - 1.544 Mbps	423.743
Unicoi County THP Office	Unicoi	211 North Main Street	Erwin	37650	DS1 - 1.544 Mbps	423.348
Big Ridge State Park	Union	1015 Big Ridge Park Road	Maynardville	37807	DS1 - 1.544 Mbps	865.992
ChildHelp USA - DCS	Union	130 Veterans Street	Maynardville	37807	DS1 - 1.544 Mbps	865.425
Union Co. Clerk - Maynardville	Union	825 Main Street	Maynardville	37807	DS1 - 1.544 Mbps	865.992
Union County Health Department	Union	4335 Maynardville Highway	Maynardville	37807	DS1 - 1.544 Mbps	865.992
Union County Office - DHS	Union	1403 Main Street	Maynardville	37807	DS1 - 1.544 Mbps	865.992
Union County Sheriff Office	Union	901 Main Street	Maynardville	37807	DS1 - 1.544 Mbps	865.992
Van Buren Co. E911 Center	Van Buren	112 Generations Drive just off of Sparta Street	Spencer	38585	1/4 (quarter) DS1 - 384 Kbps	931.946
Van Buren Co. E911 Center	Van Buren	1150 Old Dunlap Street	Spencer	38585	1/4 (quarter) DS1 - 384 Kbps	931.946
Van Buren County Assessors Office	Van Buren	500 College St, Highway 30	Spencer	38585	DS1 - 1.544 Mbps	931.946
Van Buren County Health Department	Van Buren	Highway 30 & Page Street	Spencer	38585-0277	DS1 - 1.544 Mbps	931.946
Van Buren County Office - DHS	Van Buren	145 Spring Street	Spencer	38585	DS1 - 1.544 Mbps	931.946

LOCATION/SITE NAME	COUNTY	ADDRESS	CITY	ZIP	BANDWIDTH	NXX
Van Buren County Sheriff Office	Van Buren	17 Veterans Square	Spencer	38585	1/4 (quarter) DS1 - 384 Kbps	931.946
Van Buren County UCHRA	Van Buren	Burritt College Building Highway 30	Spencer	38585	DS1 - 1.544 Mbps	931.946
Cheer Mental Health Center	Warren	120 Omni Drive	McMinnville	37110	DS1 - 1.544Mbs	931.473
District Public Defender - McMinnville	Warren	118 North College Street	McMinnville	37110	DS1 - 1.544 Mbps	931.473
DL Testing Station - McMinnville	Warren	167 Cadillac Lane	McMinnville	37110	DS1 - 1.544 Mbps	931.668
McMinnville CSO	Warren	125 East Main Street	McMinnville	37110	DS1 - 1.544 Mbps	931.473
McMinnville P & P Office	Warren	102 Mullican Street	McMinnville	37110	DS1 - 1.544 Mbps	931.473
Rock Island State Park	Warren	82 Beach Road	Rock Island	38581	DS1 - 1.544 Mbps	931.686
TDOT - McMinnville Construction Office	Warren	2830 Nashville Highway	McMinnville	37110	DS1 - 1.544 Mbps	931.668
TN Department of Employment Security	Warren	107 Lyon Street	McMinnville	37110-0472	DS1 - 1.544 Mbps	931.473
TSU Nursery	Warren	472 Cadillac Lane	McMinnville	37110	DS1 - 1.544 Mbps	931.635
Warren County Assessors Office	Warren	201 Locust Street	McMinnville	37110	DS1 - 1.544 Mbps	931.473
Warren County Courthouse	Warren	111 South Court Square	McMinnville	37110	DS1 - 1.544 Mbps	931.473
Warren County E-911 Center	Warren	902 Bridge Builders Road	McMinnville	37110	1/4 (quarter) DS1 - 384 Kbps	931.668
Warren County Health Department	Warren	1401 Sparta Street	McMinnville	37110-1310	DS1 - 1.544 Mbps	931.473
Warren County Office - DCS	Warren	800 Sparta Street	McMinnville	37110	DS1 - 1.544 Mbps	931.646
Warren County Office - DHS	Warren	1200 Belmont Drive	McMinnville	37110	DS1 - 1.544 Mbps	931.473
Warren County Sheriff Office	Warren	108 Security Circle	McMinnville	37110	1/4 (quarter) DS1 - 384 Kbps	931.473
Comptroller Office - Johnson City	Washington	3300 Browns Mill Road	Johnson City	37604	DS1 - 1.544 Mbps	423.929
DA General Office - Jonesborough	Washington	100 East Main Street	Jonesborough	37659	DS1 - 1.544 Mbps	423.753
DHS District Office	Washington	905 Buffalo Street	Johnson City	37604	3 Mbps	423.434
Dist Attorney General - Johnson City	Washington	101 East Market Street Downtown Center	Johnson City	37601	DS1 - 1.544 Mbps	423.434
District Public Defender Office - Johnson City	Washington	142 East Market Street	Johnson City	37601	DS1 - 1.544 Mbps	423.434
DL Testing Station - Johnson City	Washington	707 John Exum HWY	Johnson City	37601	DS1 - 1.544 Mbps	423.926
DL Testing Station - Johnson City	Washington	4717 Lake Park Drive	Johnson City	37615	DS1 - 1.544 Mbps	423.926
DYD Johnson City O&A Center	Washington	210 Quarry Rd	Johnson City	37601	DS1 - 1.544 Mbps	423.929
East Tennessee State University	Washington	807 University Parkway & West Walnut Street	Johnson City	37614	9 Mbps	423.439
Johnson City CSO	Washington	2700 South Roane Street	Johnson City	37601	DS1 - 1.544 Mbps	423.434
Johnson City Employment Security Office	Washington	206 Highpoint Drive	Johnson City	37601	3 Mbps	423.952
Johnson City Env&Cons	Washington	2305 Silverdale Road	Johnson City	37601	3 Mbps	423.854
Johnson City Medical Call Center	Washington	1021 West Oakland Avenue	Johnson City	37604	DS1 - 1.544 Mbps	423.952
Johnson City P & P Office - Video Only	Washington	196 Montgomery Street	Johnson City	37604	DS1 - 1.544 Mbps	423.434
Johnson City P & P Office - Video Only	Washington	196 Montgomery Street	Johnson City	37604	1/4 (quarter) DS1 - 384 Kbps	423.434
Johnson City Police Dept	Washington	601 East Main Street	Johnson City	37605	1/4 (quarter) DS1 - 384 Kbps	423.434
Jonesborough Police Department	Washington	123 Boone Street	Jonesborough	37659	1/4 (quarter) DS1 - 384 Kbps	423.753

LOCATION/SITE NAME	COUNTY	ADDRESS	CITY	ZIP	BANDWIDTH	NXX
North East Regional Health Office	Washington	1233 Southwest Ave. Extension	Johnson City	37604	3 Mbps	423.979
Northeast Career Center	Washington	2515 Wesley Street	Johnson City	37604	DS1 - 1.544 Mbps	423.610
TDOT District 11 Maintenance Office	Washington	3213 North Roane Street	Johnson City	37602	DS1 - 1.544 Mbps	423.282
THP - District 5	Washington	184 Joe McCrary Road	Fall Branch	37656	DS1 - 1.544 Mbps	423.348
TN Department of Transportation	Washington	2591 South Roane Street	Johnson City	37601	DS1 - 1.544 Mbps	423.282
Tri-Cities RNSC Hub Site	Washington	207 North Boone Street	Johnson City	37604	16 Mbps	423.434
UT Extension Office - Washington County	Washington	206 West Main Street	Jonesborough	37659	DS1 - 1.544 Mbps	423.753
VA Medical Center Police	Washington	69 Dogwood Avenue	Johnson City	37684	DS1 - 1.544 Mbps	423.926
Washington Co. Juvenile Court	Washington	102 West Myrtle Avenue	Johnson City	37601	DS1 - 1.544 Mbps	423.434
Washington County DCS Office	Washington	2517 Plymouth Road	Johnson City	37601	3 Mbps	423.854
Washington County DHS	Washington	103 East Walnut Street	Johnson City	37601	DS1 - 1.544 Mbps	423.434
Washington County E-911 Center	Washington	401 Ashe Street	Johnson City	37605	1/4 (quarter) DS1 - 384 Kbps	423.928
Washington County Health Department	Washington	415 State of Franklin Road	Johnson City	37604	DS1 - 1.544 Mbps	423.975
Washington County Sheriff Office	Washington	114 West Jackson Boulevard	Johnson City	37601	1/4 (quarter) DS1 - 384 Kbps	423.753
District Attorney General Office - Waynesboro	Wayne	210B South Main Street	Waynesboro	38485	DS1 - 1.544 Mbps	931.629
South Central Corr Facility	Wayne	555 Forrest Avenue	Clifton	38425	3 Mbps	931.676
Wayne Co. DHS	Wayne	536-A Highway 64 East	Waynesboro	38485	DS1 - 1.544 Mbps	931.722
Wayne Co. E911 Center	Wayne	911 Andrew Jackson Drive	Waynesboro	38485	1/4 (quarter) DS1 - 384 Kbps	931.722
Wayne Co. SCHRA	Wayne	721 Highway 99	Waynesboro	38485	DS1 - 1.544 Mbps	931.722
Wayne County Assessors Office	Wayne	100 Court Square	Waynesboro	38485	DS1 - 1.544 Mbps	931.722
Wayne County Boot Camp	Wayne	245 Carroll Road	Clifton	38425	3 Mbps	931.676
Wayne County Health Department	Wayne	102 JV Mangubat Drive	Waynesboro	38485	DS1 - 1.544 Mbps	931.722
Wayne County Sheriff Office	Wayne	201 Hassell Street	Waynesboro	38485	1/4 (quarter) DS1 - 384 Kbps	931.722
Wayne County THP Office	Wayne	502 Highway 64 East	Waynesboro	38485	DS1 - 1.544 Mbps	931.722
Carey Counseling Center	Weakley	317 Morrow Street	Dresden	38225	DS1 - 1.544Mbs	731.364
Claims Commissioner - Dresden	Weakley	8719 Highway 22	Dresden	38225	DS1 - 1.544 Mbps	731.364
DA General Office - Dresden	Weakley	121 West Main Street	Dresden	38225	DS1 - 1.544 Mbps	731.364
District Public Defender's Office - Dresden	Weakley	121 East Main Street	Dresden	38225	DS1 - 1.544 Mbps	731.364
Dresden CSO (Maximus)	Weakley	811 Morrow Street	Dresden	38225	DS1 - 1.544 Mbps	731.364
Dresden P & P Office	Weakley	8593 Highway 22 Bypass	Dresden	38225	DS1 - 1.544 Mbps	731.364
Martin Police Department	Weakley	101 University Street	Martin	38237	1/4 (quarter) DS1 - 384 Kbps	731.587
NW TN Economic Development Council	Weakley	231 South Wilson Street	Dresden	38225	DS1 - 1.544 Mbps	731.364
Reelfoot Regional Library	Weakley	542 North Lindell	Martin	38237	DS1 - 1.544 Mbps	731.587
Weakley County Courthouse	Weakley	116 West Main Street	Dresden	38225	DS1 - 1.544 Mbps	731.364
Weakley County Health Department	Weakley	9852 Highway 22	Dresden	38225	DS1 - 1.544 Mbps	731.364
Weakley County Office - DHS	Weakley	8616 Highway 22	Dresden	38225	3 Mbps	731.364

LOCATION/SITE NAME	COUNTY	ADDRESS	CITY	ZIP	BANDWIDTH	NXX
Weakley County Sheriff Office	Weakley	7951 HWY 22	Dresden	38225	1/4 (quarter) DS1 - 384 Kbps	731.364
Burgess Falls State Park	White	4000 Burgess Falls Drive	Sparta	38583	DS1 - 1.544 Mbps	931.432
Caney Fork Regional Library Center	White	25 Rhea Street	Sparta	38583	DS1 - 1.544 Mbps	931.836
Employment Security - TDLWD	White	826 Valley View Drive	Sparta	38583	DS1 - 1.544 Mbps	931.738
White Co. Sheriff Office	White	111 Depot Street	Sparta	38583	1/4 (quarter) DS1 - 384 Kbps	931.836
White County Assessor's Office	White	1 East Bockman Way	Sparta	38583	DS1 - 1.544 Mbps	931.836
White County E911 Center	White	2677 Crossville Highway	Sparta	38583	1/4 (quarter) DS1 - 384 Kbps	931.738
White County Health Department	White	135 Walker Street	Sparta	38583-1725	DS1 - 1.544 Mbps	931.836
White County Office - DCS	White	620 Roosevelt Drive	Sparta	38583	DS1 - 1.544 Mbps	931.646
White County Office - DHS	White	501 Mose Drive	Sparta	38583	DS1 - 1.544 Mbps	931.738
White County THP Office	White	600 North Spring Street	Sparta	38583	DS1 - 1.544 Mbps	931.520
Brentwood Police Dept	Williamson	5211 Maryland Way	Brentwood	37027	1/4 (quarter) DS1 - 384 Kbps	615.371
DA General Office - Franklin	Williamson	421 Main Street	Franklin	37064	DS1 - 1.544 Mbps	615.794
District Public Defender Office - Franklin	Williamson	112 2nd Avenue North	Franklin	37065	DS1 - 1.544 Mbps	615.790
Fairview Clinic	Williamson	2629 Fairview Boulevard	Fairview	37062	DS1 - 1.544 Mbps	615.799
Franklin P & P Office	Williamson	204 Third Avenue North	Franklin	37064	DS1 - 1.544 Mbps	615.790
Franklin Police Department	Williamson	109 2nd Avenue South	Franklin	37065	1/4 (quarter) DS1 - 384 Kbps	615.550
Franklin Police Department	Williamson	105 Southeast Parkway	Franklin	37064	1/4 (quarter) DS1 - 384 Kbps	615.550
Justice Building	Williamson	135 4th Avenue South	Franklin	37068	DS1 - 1.544 Mbps	615.790
PSI Child Support Services - Franklin	Williamson	212 East Main Street	Franklin	37064	DS1 - 1.544 Mbps	615.591
Williamson County Career Center	Williamson	225 Noah Drive	Franklin	37064	DS1 - 1.544 Mbps	615.790
Williamson County DHS Office	Williamson	203-B Beasley Drive	Franklin	37064	DS1 - 1.544 Mbps	615.790
Williamson County DL & THP Office	Williamson	4248 South Carothers Road	Franklin	37067	DS1 - 1.544 Mbps	615.790
Williamson County E-911 Center	Williamson	1320 West Main Street	Franklin	37064	DS1 - 1.544 Mbps	615.790
Williamson County Health Department	Williamson	1324 West Main Street	Franklin	37064	DS1 - 1.544 Mbps	615.794
Williamson County Sheriff's Office	Williamson	408 Century Court	Franklin	37064	1/4 (quarter) DS1 - 384 Kbps	615.790
Williamson County Voc Rehab	Williamson	1405-A Brookwood Avenue	Franklin	37064	DS1 - 1.544 Mbps	615.790
Williamson Medical Center	Williamson	2021 Carothers Road	Franklin	37065	DS1 - 1.544 Mbps	615.791
Cedars of Lebanon State Park	Wilson	328 Cedar Forest Road	Lebanon	37090	DS1 - 1.544 Mbps	615.443
District Public Defender Office - Lebanon	Wilson	213 North Cumberland	Lebanon	37088	DS1 - 1.544 Mbps	615.443
Lebanon Child Support Enforc Off	Wilson	119 College Street	Lebanon	37087	DS1 - 1.544 Mbps	615.443
Lebanon P & P Office	Wilson	1432 West Main Street	Lebanon	37087	DS1 - 1.544 Mbps	615.443
Lebanon Police Department	Wilson	406 Tennessee Blvd	Lebanon	37087	1/4 (quarter) DS1 - 384 Kbps	615.444
Lebanon, Wilson County	Wilson	813 North Cumberland Street	Lebanon	37088	DS1 - 1.544	615.443

LOCATION/SITE NAME	COUNTY	ADDRESS	CITY	ZIP	BANDWIDTH	NXX
TDLWD Office					Mbps	
Mt. Juliet Police Department	Wilson	2425 North Mt. Juliet Road	Mount Juliet	37122	1/4 (quarter) DS1 - 384 Kbps	615.754
Watertown Police Department	Wilson	112 Public Square	Watertown	37184	1/4 (quarter) DS1 - 384 Kbps	615.237
Wilson Co. Judicial Center	Wilson	134 South College Street	Lebanon	37087	DS1 - 1.544 Mbps	615.443
Wilson Co. Justice Center	Wilson	115 East High Street	Lebanon	37087	DS1 - 1.544 Mbps	615.405
Wilson County Assessors Office	Wilson	228 East Main Street	Lebanon	37087	DS1 - 1.544 Mbps	615.444
Wilson County DCS Office	Wilson	217 East High Street	Lebanon	37087	DS1 - 1.544 Mbps	615.443
Wilson County Health Department	Wilson	927 East Baddour Parkway	Lebanon	37087	DS1 - 1.544 Mbps	615.444
Wilson County Office	Wilson	712 North Cumberland	Lebanon	37087	DS1 - 1.544 Mbps	615.443
Wilson County Sheriff Office	Wilson	105 East High Street	Lebanon	37087	DS1 - 1.544 Mbps	615.444
Wilson County THP	Wilson	680 Maddox Simpson Parkway	Lebanon	37090	DS1 - 1.544 Mbps	615.741

ATTACHMENT 6.10

K-12 Sites and Locations

The following table listing locations and associated bandwidth requirements is for example reference only. The actual number of locations, site addresses, technology utilized, and bandwidth requirements are subject to change at the sole discretion of the TNII Association and its members.

Plan Type Description:

1) Standard Plan Sites. All K-12 services and connectivity to the Local Education Agency (LEA, or school district) and its individual schools are provided by the Contractor. Internet Access is provided to the district office and to each school building. There are currently 1504 school end sites being served under the Standard Plan.

2) Alternate 1 Plan Sites. The LEA manages its own school site equipment and data lines. The Contractor will manage the LEA or county-level aggregation point equipment and connectivity to the K-12 network and will provide fully managed Internet services from the aggregation point. School site equipment includes any additional routers or LAN equipment no provided by the Contractor. Those Internet connectivity services include network monitoring, caching, filtering, software maintenance and upgrades, and hardware maintenance and upgrades as described in the Scope of Services.

   The following LEAs are current Alternate 1 Plan sites:

   - Maryville
   - Memphis
   - Rutherford

3) Alternate 2 Plan Sites. This is a hybrid approach to the Standard Plan sites and the Alternate Plan 1 description above. The LEA manages school site equipment and connectivity for some, but not all, sites. The Contractor will manage school routers and connectivity for the remaining sites. All traffic traverses the K-12 network and receives the benefits of network monitoring, caching, filtering, software maintenance and upgrades, and hardware maintenance and upgrades.
   The following LEAs are current Alternate 2 Plan sites:

   - Clay
   - Fentress
   - Jackson
   - Overton
   - Pickett

   These counties are part of a project called ExCEED, the Excellence in Community Education and Economic Development. Most of the schools are connected via a fiber optic network, which then connects to the K-12 network. However, there are some sites which are not within the fiber ring and which receive access via telco connectivity technologies.

4) Alternate 3 Plan Sites. The LEA uses an alternate Internet service provider. However, the LEA can receive services, such as E-mail, help desk support, E-rate 471 filing support.
The following LEAs are current Alternate 3 Plan sites:

- Bedford
- Dickson
- Humboldt City
- Madison
- Montgomery
- Shelby

K-12 End Site Name	Local Education Agency (LEA)	Plan Type	Bandwidth	Comments
Alamo Elementary/LEA	Alamo	Standard	1544	
Alcoa City LEA/ECR	Alcoa	Standard	3088	
Alcoa Elementary School	Alcoa	Standard	1544	
Alcoa High School	Alcoa	Standard	1544	
Alcoa Middle School	Alcoa	Standard	1544	
Alvin C York Institute/ECR	Alvin C York	Standard	1544	Collocated with Fentress ECR
Anderson Cnty Career Technical Center	Anderson	Standard	1544	
Anderson County High School	Anderson	Standard	3088	
Anderson County LEA	Anderson	Standard	1544	
Anderson County Learning Center	Anderson	Standard	1544	
Anderson Office of Tech/ECR	Anderson	Standard	6176	
Andersonville Elementary	Anderson	Standard	1544	
Briceville Elementary	Anderson	Standard	1544	
Claxton Elementary	Anderson	Standard	1544	
Clinton High School	Anderson	Standard	3088	
Clinton Middle School	Anderson	Standard	1544	
Dutch Valley Elementary	Anderson	Standard	1544	
Fairview Elementary	Anderson	Standard	1544	
Food Services	Anderson	Standard	128	
Grand Oaks Elementary	Anderson	Standard	1544	
Lake City Elementary	Anderson	Standard	1544	
Lake City Middle School	Anderson	Standard	1544	
Norris Elementary	Anderson	Standard	1544	

K-12 End Site Name	Local Education Agency (LEA)	Plan Type	Bandwidth	Comments
Norris Middle School	Anderson	Standard	1544	
Norwood Elementary	Anderson	Standard	1544	
Norwood Middle School	Anderson	Standard	1544	
Athens City LEA	Athens	Standard	3088	
Athens Junior High School	Athens	Standard	1544	
City Park Elementary	Athens	Standard	100000	Upgrade in process from 6176
Ingleside Elementary	Athens	Standard	100000	Upgrade in process from 6176
North City Elementary	Athens	Standard	100000	Upgrade in process from 6176
Westside Elementary	Athens	Standard	100000	Upgrade in process from 6176
Bedford Cnty Vocational Center	Bedford	Alt 3	256	
Bedford Co Adult High School	Bedford	Alt 3	128	
Bedford County LEA/ECR	Bedford	Alt 3	4632	
Cascade Elementary	Bedford	Alt 3	1544	
Cascade School	Bedford	Alt 3	1544	
Central High School	Bedford	Alt 3	1544	
Community Elementary School	Bedford	Alt 3	1544	
Community School	Bedford	Alt 3	1544	
Eakin Primary	Bedford	Alt 3	1544	
East Side Primary	Bedford	Alt 3	1544	
Harris Middle School	Bedford	Alt 3	1544	
Liberty Elementary	Bedford	Alt 3	1544	
South Side Primary	Bedford	Alt 3	1544	
Thomas Intermediate	Bedford	Alt 3	1544	
Bells Elementary/LEA	Bells	Standard	1544	
Benton Co Adult High School	Benton	Standard	1544	
Benton County Career / Technical Center	Benton	Standard	1544	
Benton County LEA/ECR	Benton	Standard	3088	
Big Sandy School	Benton	Standard	1544	
Briarwood School	Benton	Standard	1544	
Camden Central High School	Benton	Standard	1544	
Camden Elementary	Benton	Standard	1544	
Camden Jr High School	Benton	Standard	1544	
Holladay Elementary	Benton	Standard	1544	
Adult Education Center	Bledsoe	Standard	1544	
Bledsoe County High School	Bledsoe	Standard	1544	

K-12 End Site Name	Local Education Agency (LEA)	Plan Type	Bandwidth	Comments
Bledsoe County LEA/ECR	Bledsoe	Standard	3088	
Bledsoe County Middle School	Bledsoe	Standard	1544	
Cecil B Rigsby Elementary School	Bledsoe	Standard	4632	
Mary V Wheeler Elementary School	Bledsoe	Standard	4632	
Pikeville Elementary	Bledsoe	Standard	6176	
Sequatchie/Bledsoe Vocational Center	Bledsoe	Standard	1544	
Blount County LEA/ECR	Blount	Standard	6176	
Carpenters Middle School	Blount	Standard	1544	
Carpenters Elementary School	Blount	Standard	1544	
Eagleton Elementary	Blount	Standard	1544	
Eagleton Middle School	Blount	Standard	1544	
Everett Lrn Oppt Center	Blount	Standard	1544	
Fairview Elementary	Blount	Standard	1544	
Friendsville Elementary	Blount	Standard	1544	
Heritage High School	Blount	Standard	3088	
Heritage Middle School	Blount	Standard	1544	
Lanier Elementary	Blount	Standard	1544	
Mary Blount Elementary School	Blount	Standard	1544	
Middlesettlements	Blount	Standard	1544	
Montvale Elementary	Blount	Standard	1544	
Porter Elementary	Blount	Standard	1544	
Rockford Elementary	Blount	Standard	1544	
Townsend Elementary	Blount	Standard	1544	
Walland Elementary School	Blount	Standard	1544	
William Blount High School	Blount	Standard	3088	
William Blount Middle School	Blount	Standard	1544	
Bradford Elementary School	Bradford	Standard	1544	Bradford ES and HS collocated
Bradford High School	Bradford	Standard	1544	Bradford ES and HS collocated
Bradford LEA	Bradford	Standard	1544	
Black Fox Elementary	Bradley	Standard	1544	
Blue Springs Elementary	Bradley	Standard	1544	
Bradley Central High School	Bradley	Standard	3088	
Bradley County LEA/ECR	Bradley	Standard	6176	

K-12 End Site Name	Local Education Agency (LEA)	Plan Type	Bandwidth	Comments
Charleston Elementary School	Bradley	Standard	1544	
Hopewell Elementary	Bradley	Standard	1544	
Lake Forest Middle School	Bradley	Standard	1544	
Michigan Avenue Elementary	Bradley	Standard	1544	
North Cleveland Horizon	Bradley	Standard	1544	
North Lee Elementary	Bradley	Standard	1544	
Oak Grove Elementary School	Bradley	Standard	1544	
Ocoee Middle School	Bradley	Standard	1544	
Prospect Elementary	Bradley	Standard	1544	
Taylor Elementary	Bradley	Standard	1544	
Valley View Elementary	Bradley	Standard	1544	
Walker Valley High School	Bradley	Standard	3088	
Waterville Community Elementary	Bradley	Standard	1544	
Anderson Elementary	Bristol	Standard	1544	
Avoca Elementary	Bristol	Standard	1544	
Bristol City LEA	Bristol	Standard	1544	
Central Elementary	Bristol	Standard	1544	
Fairmount Elementary	Bristol	Standard	1544	
Haynesfield Elementary	Bristol	Standard	1544	
Holston View Elementary	Bristol	Standard	1544	
Tennessee High School/ECR	Bristol	Standard	4632	
Vance Middle School	Bristol	Standard	1544	
BTCS Alternative Learning Center	Bristol	Standard	128	
Campbell Co Adult High School	Campbell	Standard	1544	
Campbell Co Comp Hi	Campbell	Standard	3088	
Campbell County LEA/ECR	Campbell	Standard	7720	
Caryville Elementary	Campbell	Standard	6176	
Caryville Housing - Adult Education	Campbell	Standard	1544	
East Lafollette	Campbell	Standard	6176	
Elk Valley Elementary	Campbell	Standard	3088	
Jacksboro Elementary School	Campbell	Standard	6176	
Jacksboro Middle School	Campbell	Standard	1544	
Jellico Elementary	Campbell	Standard	6176	

K-12 End Site Name	Local Education Agency (LEA)	Plan Type	Bandwidth	Comments
Jellico High School	Campbell	Standard	1544	
Lafollette Housing Adult Ed Bldg #2	Campbell	Standard	1544	
Lafollette Middle School	Campbell	Standard	1544	
Ridgewood	Campbell	Standard	3088	
Valley View	Campbell	Standard	6176	
West Lafollette	Campbell	Standard	6176	
White Oak	Campbell	Standard	3088	
Wynn Habersham Elementary	Campbell	Standard	3088	
Auburn School	Cannon	Standard	1544	
Cannon County High School	Cannon	Standard	1544	
Cannon County LEA/ECR	Cannon	Standard	3088	
East Side	Cannon	Standard	1544	
Short Mountain	Cannon	Standard	1544	
West Side	Cannon	Standard	1544	
Woodbury Grammar	Cannon	Standard	1544	
Woodland	Cannon	Standard	1544	
Carroll County LEA	Carroll	Standard	3088	
Carroll County Special Learning Center	Carroll	Standard	128	
Carroll County Technical Center	Carroll	Standard	1544	
Carter Co Adult High School	Carter	Standard	1544	
Carter County LEA/ECR	Carter	Standard	6176	
Central School	Carter	Standard	1544	
Cloudland Elementary School	Carter	Standard	1544	
Cloudland High School	Carter	Standard	1544	
Hampton Elementary	Carter	Standard	1544	
Hampton High School	Carter	Standard	1544	
Happy Valley Elementary School	Carter	Standard	1544	
Happy Valley High School	Carter	Standard	1544	
Happy Valley Middle School	Carter	Standard	1544	
Hunter Elementary	Carter	Standard	1544	
Keenburg Elementary	Carter	Standard	1544	
Lift Academy Alternative	Carter	Standard	1544	
Little Milligan	Carter	Standard	1544	

K-12 End Site Name	Local Education Agency (LEA)	Plan Type	Bandwidth	Comments
Range	Carter	Standard	1544	
Unaka Elementary	Carter	Standard	1544	
Unaka High School	Carter	Standard	1544	
Valley Forge Elementary	Carter	Standard	1544	
Ashland City Elementary	Cheatham	Standard	1544	
Cheatham Co Adult High School	Cheatham	Standard	1544	
Cheatham Co Central High School	Cheatham	Standard	1544	
Cheatham County LEA	Cheatham	Standard	1544	
Cheatham Middle School	Cheatham	Standard	1544	
East Cheatham Elementary	Cheatham	Standard	1544	
Harpeth High School	Cheatham	Standard	1544	
Harpeth Middle School	Cheatham	Standard	1544	
Kingston Springs Elementary	Cheatham	Standard	1544	
Pegram Elementary	Cheatham	Standard	1544	
Pleasant View Elementary	Cheatham	Standard	1544	
Sycamore High School	Cheatham	Standard	3088	
Sycamore Middle School	Cheatham	Standard	1544	
West Cheatham Elementary	Cheatham	Standard	1544	
Chester Co Jr High School	Chester	Standard	1544	
Chester Co Middle School	Chester	Standard	1544	
Chester County High School	Chester	Standard	1544	
Chester County LEA	Chester	Standard	1544	
Chester County Alternative / TC Office	Chester	Standard	1544	
East Chester Elementary School	Chester	Standard	1544	
Jacks Creek Elementary	Chester	Standard	1544	
W Chester Co Elementary	Chester	Standard	1544	
Claiborne Adult High School	Claiborne	Standard	1544	
Claiborne County High School	Claiborne	Standard	1544	
Claiborne County LEA	Claiborne	Standard	1544	
Claiborne County Maintenance Center	Claiborne	Standard	128	
Clairfield Elementary (KY LATA)	Claiborne	Standard	3088	
Cumberland Gap High School	Claiborne	Standard	1544	
Ellen Myers Elementary	Claiborne	Standard	4632	

K-12 End Site Name	Local Education Agency (LEA)	Plan Type	Bandwidth	Comments
Forge Ridge School (KY LATA)	Claiborne	Standard	6176	
HY Livesay Middle School/ECR 2 - serves KY LATA schools	Claiborne	Standard	6176	
Midway Elementary	Claiborne	Standard	4632	
Powell Valley Elementary (KY LATA))	Claiborne	Standard	6176	
Powell Valley Elementary 5-8 (KY LATA)	Claiborne	Standard	1544	
Soldiers Mem Middle School/ECR 1	Claiborne	Standard	6176	
Springdale Elementary	Claiborne	Standard	6176	
Tazewell New Tazewell Elementary	Claiborne	Standard	6176	
The Alpha School	Claiborne	Standard	128	
The Renaissance Center	Claiborne	Standard	1544	
Celina K-8	Clay	Alt 1	1544	
Clay Co Adult High School	Clay	Alt 1	128	
Clay County High School	Clay	Alt 1	128	
Clay County LEA/ECR	Clay	Alt 1	6176	
Hermitage Springs School	Clay	Alt 1	1544	
Maple Grove	Clay	Alt 1	128	
Arnold Elementary School	Cleveland	Standard	1544	
Blythe-Bower Elementary/ECR	Cleveland	Standard	4632	
Cleveland High School	Cleveland	Standard	3088	
Cleveland LEA	Cleveland	Standard	1544	
Cleveland Middle School	Cleveland	Standard	1544	
Donald P Yates	Cleveland	Standard	1544	
Ernest L Ross	Cleveland	Standard	1544	
George R Stuart	Cleveland	Standard	1544	
Mayfield	Cleveland	Standard	1544	
Star Center	Cleveland	Standard	1544	
Teen Learning Center	Cleveland	Standard	128	
Clinton Elementary	Clinton	Standard	1544	
Clinton LEA/ECR	Clinton	Standard	3088	
North Clinton	Clinton	Standard	1544	
South Clinton	Clinton	Standard	1544	
Bridgeport Elementary	Cocke	Standard	100000	
Centerview Elementary	Cocke	Standard	100000	
Cocke Co Adult High School	Cocke	Standard	1544	
Cocke Co High School	Cocke		1544	

K-12 End Site Name	Local Education Agency (LEA)	Plan Type	Bandwidth	Comments
		Standard		
Cocke County Alternative School	Cocke	Standard	1544	
Cocke County LEA/ECR	Cocke	Standard	7720	
Cocke County Vocational	Cocke	Standard	1544	
Cosby Elementary	Cocke	Standard	100000	
Cosby High School	Cocke	Standard	128	Collocated with Cosby Elementary
Del Rio Elementary	Cocke	Standard	100000	
Edgemont Elementary	Cocke	Standard	100000	
Grassy Fork Elementary	Cocke	Standard	100000	
Northwest Elementary	Cocke	Standard	100000	
Parrottsville Elementary	Cocke	Standard	100000	
Smoky Mountain Elementary	Cocke	Standard	100000	
Coffee Co Central High School/ECR	Coffee	Standard	4632	
Coffee Co Middle School	Coffee	Standard	1544	
Coffee County LEA	Coffee	Standard	1544	
East Coffee Elementary	Coffee	Standard	1544	
Hickerson Elementary School	Coffee	Standard	256	
Hillsboro Elementary	Coffee	Standard	1544	
New Union Elementary	Coffee	Standard	1544	
North Coffee Elementary	Coffee	Standard	1544	
Riverview Training Center	Coffee	Standard	128	
Crockett Co Middle School	Crockett	Standard	1544	
Crockett Co Office of Technology and Resource Center	Crockett	Standard	1544	
Crockett County High School	Crockett	Standard	3088	
Crockett County LEA/ECR	Crockett	Standard	3088	
Friendship Elementary	Crockett	Standard	1544	
Gadsden Elementary	Crockett	Standard	1544	
Maury City Elementary	Crockett	Standard	1544	
Brown Elementary School	Cumberland	Standard	1544	
Crab Orchard Elementary	Cumberland	Standard	6176	
Cumberland Co High School	Cumberland	Standard	3088	
Cumberland County LEA/ECR	Cumberland	Standard	6176	
Glenn Martin Elementary	Cumberland	Standard	100000	
Homestead Elementary School	Cumberland	Standard	100000	
North Cumberland Elementary	Cumberland	Standard	6176	

K-12 End Site Name	Local Education Agency (LEA)	Plan Type	Bandwidth	Comments
Pine View Elementary	Cumberland	Standard	3088	
Pleasant Hill Elementary	Cumberland	Standard	6176	
South Cumberland Elementary	Cumberland	Standard	100000	
Stone Elementary School	Cumberland	Standard	100000	
Stone Memorial High School	Cumberland	Standard	3088	
Alex Green Elementary	Davidson	Standard	1544	
Amqui Elementary	Davidson	Standard	1544	
Andrew Jackson Elementary	Davidson	Standard	1544	
Antioch High School	Davidson	Standard	3088	
Antioch Middle School	Davidson	Standard	1544	
Apollo Middle School	Davidson	Standard	1544	
Bailey Middle School	Davidson	Standard	1544	
Bellevue Middle School	Davidson	Standard	1544	
Bellshire Design Center	Davidson	Standard	1544	
Bordeaux Enhanced Option	Davidson	Standard	256	
Brick Church Middle School	Davidson	Standard	1544	
Brookmeade Elementary	Davidson	Standard	128	
Buena Vista Enhanced Option	Davidson	Standard	1544	
Caldwell Enhanced Option	Davidson	Standard	1544	
Cameron Middle School	Davidson	Standard	1544	
Carter Lawrence	Davidson	Standard	256	
Chadwell Elementary	Davidson	Standard	1544	
Charlotte Park Elementary	Davidson	Standard	1544	
Cockrill Elementary	Davidson	Standard	1544	
Cohn Alternative School	Davidson	Standard	128	
Cole Elementary	Davidson	Standard	1544	
Cora Howe Elementary	Davidson	Standard	256	
Cotton Elementary	Davidson	Standard	1544	
Crieve Hall Elementary	Davidson	Standard	256	
Croft Design Center	Davidson	Standard	1544	
Cumberland Elementary	Davidson	Standard	1544	
Dalewood Middle School	Davidson	Standard	1544	
Dan Mills Elementary	Davidson	Standard	256	

K-12 End Site Name	Local Education Agency (LEA)	Plan Type	Bandwidth	Comments
Davidson County LEA/ECR	Davidson	Standard	45000	Upgrade in process from frame to ECR
Davidson Transportation Center	Davidson	Standard	1544	
Dodson Elementary	Davidson	Standard	1544	
Donelson Middle School	Davidson	Standard	1544	
Dupont Elementary	Davidson	Standard	1544	
Dupont Hadley Middle School	Davidson	Standard	1544	
Dupont Tyler Middle School	Davidson	Standard	1544	
Eakin Elementary	Davidson	Standard	1544	
East Liternature Magnet	Davidson	Standard	1544	
Ewing Park Middle School	Davidson	Standard	256	
Fall-Hamilton Elementary	Davidson	Standard	1544	
Gateway Elementary	Davidson	Standard	128	
Glencliff Comp High School	Davidson	Standard	1544	
Glencliff Elementary	Davidson	Standard	1544	
Glendale Elementary	Davidson	Standard	1544	
Glengarry Elementary	Davidson	Standard	256	
Glenn Enhanced Options School	Davidson	Standard	1544	
Glenview Elementary	Davidson	Standard	1544	
Goodlettsville Elementary	Davidson	Standard	1544	
Goodlettsville Middle School	Davidson	Standard	256	
Gower Elementary	Davidson	Standard	256	
Gra-Mar Middle School	Davidson	Standard	1544	
Granbery Elementary School	Davidson	Standard	1544	
Harpeth Valley Elementary	Davidson	Standard	1544	
Harris Hillman Special	Davidson	Standard	128	
Haynes Health/ Medical Science Design	Davidson	Standard	256	
Haywood Elementary	Davidson	Standard	1544	
Head Middle Mathematics / Science Magnet	Davidson	Standard	1544	
Henry Maxwell Elementary School	Davidson	Standard	1544	
Hermitage Elementary	Davidson	Standard	1544	
HG Hill Middle School	Davidson	Standard	256	
Hickman Elementary	Davidson	Standard	1544	
Hillsboro Comp High School	Davidson	Standard	1544	

K-12 End Site Name	Local Education Agency (LEA)	Plan Type	Bandwidth	Comments
Hillwood Comp High School	Davidson	Standard	3088	
Hull Jackson Montessori Magnet	Davidson	Standard	256	
Hume Fogg Magnet School	Davidson	Standard	1544	
Hunters Lane Comp High School	Davidson	Standard	3088	
Inglewood Elementary	Davidson	Standard	1544	
Isaac Litton Middle School	Davidson	Standard	1544	
Itinerant center	Davidson	Standard	128	
J Baxter Alternative	Davidson	Standard	128	
J E Moss	Davidson	Standard	1544	
Jere Baxter Middle	Davidson	Standard	1544	
Joelton Elementary	Davidson	Standard	256	
Joelton Middle School	Davidson	Standard	1544	
John B Whitsitt Elementary	Davidson	Standard	1544	
John Early Paideia Magnet	Davidson	Standard	1544	
John F. Kennedy Middle School	Davidson	Standard	1544	
John Overton Comp High School	Davidson	Standard	3088	
John T. Moore Middle School	Davidson	Standard	1544	
Johnson Alternative School	Davidson	Standard	128	
Jones Paideia Magnet	Davidson	Standard	1544	
Julia Green Elementary	Davidson	Standard	256	
KIPP Academy	Davidson	Standard	128	
Kirkpatrick Enhanced Option	Davidson	Standard	1544	
Lakeview Design Center	Davidson	Standard	1544	
Lockeland Elementary School	Davidson	Standard	1544	
Madison School	Davidson	Standard	128	
Maplewood Comp High School	Davidson	Standard	3088	
Margaret Allen Montessori Magnet School	Davidson	Standard	1544	
Martha Vaught Middle School	Davidson	Standard	128	
Martin Luther King Jr Magnet- Pearl High School	Davidson	Standard	3088	
Mary Werthan Shayne Elementary	Davidson	Standard	256	
McCann Alternative Learning	Davidson	Standard	128	
McGavock Comp High School	Davidson	Standard	3088	
McGavock Elementary	Davidson	Standard	256	

K-12 End Site Name	Local Education Agency (LEA)	Plan Type	Bandwidth	Comments
McKissack- Crewell Professional Development School	Davidson	Standard	256	
McMurray Middle School	Davidson	Standard	1544	
Meigs Magnet Middle School	Davidson	Standard	1544	
Mt View	Davidson	Standard	1544	
Murrell Special Education	Davidson	Standard	128	
Napier Enhancement Option	Davidson	Standard	1544	
Nashville School Of The Arts	Davidson	Standard	256	
Neelys Bend Elementary	Davidson	Standard	1544	
Neelys Bend Middle School	Davidson	Standard	256	
New Beginnings at Cockrill	Davidson	Standard	128	
Norman Binkley Elementary	Davidson	Standard	1544	
Old Center Elementary	Davidson	Standard	1544	
Paragon Mills Elementary	Davidson	Standard	1544	
Park Avenue Enhanced Option	Davidson	Standard	1544	
Pearl Cohn Magnet High School	Davidson	Standard	1544	
Pennington Elementary	Davidson	Standard	256	
Percy Priest Elementary	Davidson	Standard	1544	
Randalls Learning Center	Davidson	Standard	128	
Robert E. Lillard Design Center	Davidson	Standard	256	
Robertson Academy	Davidson	Standard	128	
Rose Park Math/ Science Magnet	Davidson	Standard	1544	
Rosebank Elementary	Davidson	Standard	256	
Ross Elementary	Davidson	Standard	256	
Ruby Major	Davidson	Standard	1544	
Shwab Elementary School	Davidson	Standard	1544	
Smithson-Craighead Academy	Davidson	Standard	128	
Stanford Montessori School	Davidson	Standard	256	
Stratford Comp High School	Davidson	Standard	3088	
Stratton Elementary	Davidson	Standard	1544	
Sylvan Park Paideia Design Center	Davidson	Standard	256	
Thomas Edison	Davidson	Standard	256	
Tom Joy Elementary School	Davidson	Standard	1544	
Tulip Grove Elementary	Davidson	Standard	1544	

K-12 End Site Name	Local Education Agency (LEA)	Plan Type	Bandwidth	Comments
Tusculum Elementary	Davidson	Standard	1544	
Two Rivers Middle School	Davidson	Standard	1544	
Una Elementary	Davidson	Standard	1544	
W. A. Bass Middle School	Davidson	Standard	1544	
Warner Enhanced Option School	Davidson	Standard	256	
Waverly Belmont Building	Davidson	Standard	128	
West End Middle School	Davidson	Standard	256	
Westmeade Elementary	Davidson	Standard	1544	
Wharton Arts Magnet School	Davidson	Standard	1544	
Whites Creek Comp High School	Davidson	Standard	3088	
William Henry Oliver Middle School	Davidson	Standard	256	
Wright Middle School	Davidson	Standard	1544	
IT Creswell Arts Magnet	Davidson	Standard	1544	
Thurgood Marshall Middle School	Davidson	Standard	1544	
Kelley Elementary	Davidson	Standard	1544	Collocated with Thurgood Marshall Middle
Middle College High School	Davidson	Standard	128	
Dayton City Elementary/LEA	Dayton	Standard	6176	
Dayton City LEA colo with Elementary	Dayton	Standard	1544	
Decatur County LEA	Decatur	Standard	1544	
Decatur County Middle School/ECR	Decatur	Standard	3088	
Decaturville Elementary School	Decatur	Standard	1544	
Parsons Elementary	Decatur	Standard	1544	
Riverside High School	Decatur	Standard	1544	
DeKalb Co High School	Dekalb	Standard	1544	
Dekalb County LEA/ECR	Dekalb	Standard	3088	
Dekalb County Middle School	Dekalb	Standard	1544	
Northside Elementary	Dekalb	Standard	100000	Upgrade in process from 6176
Smithville Elementary	Dekalb	Standard	100000	Upgrade in process from 6176
West Elementary	Dekalb	Standard	100000	Upgrade in process from 6176
Centennial Elementary	Dickson	Alt 3	1544	
Charlotte Elementary	Dickson	Alt 3	1544	
Charlotte Middle School	Dickson	Alt 3	1544	

K-12 End Site Name	Local Education Agency (LEA)	Plan Type	Bandwidth	Comments
Creek Wood High School	Dickson	Alt 3	1544	
Dickson County High School	Dickson	Alt 3	1544	
Dickson County LEA/ECR	Dickson	Alt 3	6176	
Dickson Elementary	Dickson	Alt 3	1544	
Dickson Middle School	Dickson	Alt 3	1544	
New Directions Academy	Dickson	Alt 3	128	
Oakmont Elementary	Dickson	Alt 3	1544	
Stuart Burns Elementary	Dickson	Alt 3	1544	
The Discovery School	Dickson	Alt 3	256	
Vanleer Elementary	Dickson	Alt 3	256	
W James Middle School	Dickson	Alt 3	1544	
White Bluff Elementary	Dickson	Alt 3	256	
Dyer County Department of Transportation	Dyer	Standard	128	
Dyer County High School	Dyer	Standard	3088	
Dyer County LEA/ECR	Dyer	Standard	3088	
Fifth Consolidated School	Dyer	Standard	1544	
Finley Elementary	Dyer	Standard	1544	
Holice Powell Elementary	Dyer	Standard	1544	
Newbern Grammar	Dyer	Standard	1544	
Northview Middle School	Dyer	Standard	1544	
Three Oaks Middle School	Dyer	Standard	1544	
Trimble Elementary	Dyer	Standard	1544	
Dyersburg City LEA	Dyersburg	Standard	1544	
Dyersburg High School	Dyersburg	Standard	1544	
Dyersburg Intermediate School	Dyersburg	Standard	1544	
Dyersburg Middle School	Dyersburg	Standard	1544	
Dyersburg Primary	Dyersburg	Standard	1544	
East Side	Elizabethton	Standard	1544	
Elizabethton City LEA/ECR	Elizabethton	Standard	3088	
Elizabethton High School	Elizabethton	Standard	1544	
Harold McCormick	Elizabethton	Standard	1544	
T A Dugger Junior High School	Elizabethton	Standard	1544	
West Side	Elizabethton	Standard	1544	
Etowah Elementary/LEA	Etowah	Standard	6176	
Central Elementary	Fayette	Standard	1544	
East Jr. High School	Fayette	Standard	1544	

K-12 End Site Name	Local Education Agency (LEA)	Plan Type	Bandwidth	Comments
Fayette Alternative School	Fayette	Standard	1544	
Fayette County LEA/ECR	Fayette	Standard	4632	
Fayette Ware Comprehensive High School	Fayette	Standard	1544	
Food Services	Fayette	Standard	128	
Jefferson Elementary School	Fayette	Standard	1544	
La Grange Moscow Elementary	Fayette	Standard	1544	
Northwest Elementary	Fayette	Standard	1544	
Oakland Elementary	Fayette	Standard	1544	
Somerville Elementary	Fayette	Standard	1544	
Southwest Elementary	Fayette	Standard	1544	
West Junior High School	Fayette	Standard	1544	
Fayetteville City LEA	Fayetteville	Standard	1544	
Fayetteville Intermediate School	Fayetteville	Standard	1544	
Fayetteville Jr Hi	Fayetteville	Standard	1544	
Ralph Askins School	Fayetteville	Standard	1544	
Allardt Elementary	Fentress	Alt 1	1544	
Clarkrange High School	Fentress	Alt 1	1544	
Fentress County Adult High School	Fentress	Alt 1	128	
Fentress County LEA/ECR	Fentress	Alt 1	6176	
Pine Haven Elementary	Fentress	Alt 1	1544	
South Fentress Elementary School	Fentress	Alt 1	128	
York Elementary School	Fentress	Alt 1	1544	
Broadview Elementary	Franklin	Standard	1544	
Clark Memorial School	Franklin	Standard	1544	
Cowan Elementary	Franklin	Standard	1544	
Decherd Elementary	Franklin	Standard	1544	
Franklin Co High School	Franklin	Standard	3088	
Franklin County LEA	Franklin	Standard	1544	
Huntland School	Franklin	Standard	1544	
North Lake Elementary	Franklin	Standard	1544	
North Middle School	Franklin	Standard	1544	
Rock Creek Elementary	Franklin	Standard	1544	
Sewanee Elementary	Franklin	Standard	1544	
South Middle School	Franklin	Standard	1544	
Townsend Kindergarten	Franklin	Standard	1544	

K-12 End Site Name	Local Education Agency (LEA)	Plan Type	Bandwidth	Comments
Franklin Elementary	Franklin Ssd	Alt 1	1544	
Franklin SSD Central Office	Franklin Ssd	Alt 1	1544	
Franklin SSD LEA/ECR	Franklin Ssd	Alt 1	3088	
Freedom Intermediate	Franklin Ssd	Alt 1	1544	
Freedom Middle School	Franklin Ssd	Alt 1	1544	
Johnson Elementary	Franklin Ssd	Alt 1	1544	
Liberty Elementary	Franklin Ssd	Alt 1	1544	
Moore Elementary	Franklin Ssd	Alt 1	1544	
Poplar Grove 5-8	Franklin Ssd	Alt 1	1544	
Poplar Grove K-4	Franklin Ssd	Alt 1	1544	
Dyer Elementary	Gibson Co Sp Dist	Standard	1544	
Gibson Co Sp Dist LEA	Gibson Co Sp Dist	Standard	1544	
Gibson County High School	Gibson Co Sp Dist	Standard	1544	
Kenton School	Gibson Co Sp Dist	Standard	1544	
Medina Elementary	Gibson Co Sp Dist	Standard	1544	
Medina Middle School	Gibson Co Sp Dist	Standard	1544	
Rutherford Elementary	Gibson Co Sp Dist	Standard	1544	
Spring Hill Elementary	Gibson Co Sp Dist	Standard	1544	
Yorkville Elementary	Gibson Co Sp Dist	Standard	1544	
Bridgeforth Middle School	Giles	Standard	1544	
Elkton Elementary	Giles	Standard	1544	
Giles Co High School	Giles	Standard	3088	
Giles County LEA	Giles	Standard	1544	
Minor Hill School	Giles	Standard	1544	
Pulaski Elementary	Giles	Standard	1544	
Richland Elementary	Giles	Standard	1544	
Richland School	Giles	Standard	1544	
Southside Elementary	Giles	Standard	1544	
Bean Station Elementary	Grainger	Standard	100000	
GRAINGER CO ADULT	Grainger	Standard	1544	Collocated with Grainger LEA
Grainger County LEA/ECR	Grainger	Standard	4632	
Joppa Elementary	Grainger	Standard	100000	
Rutledge Elementary	Grainger	Standard	100000	
Rutledge High School	Grainger	Standard	1544	
Rutledge Middle School	Grainger	Standard	1544	
Washburn School	Grainger		6176	

K-12 End Site Name	Local Education Agency (LEA)	Plan Type	Bandwidth	Comments
		Standard		
Baileyton Elementary	Greene	Standard	1544	
Camp Creek Elementary	Greene	Standard	1544	
Chuckey Doak High School	Greene	Standard	1544	
Chuckey Doak Middle School	Greene	Standard	1544	
Chuckey Elementary	Greene	Standard	1544	
Debusk Elementary	Greene	Standard	1544	
Doak Elementary	Greene	Standard	1544	
Glenwood Elementary	Greene	Standard	1544	
Greene County ECR	Greene	Standard	6176	
Greene County Education Center	Greene	Standard	1544	
Greene County LEA	Greene	Standard	1544	
McDonald Elementary	Greene	Standard	1544	
Mosheim Elementary	Greene	Standard	1544	
Nolachuckey Elementary	Greene	Standard	1544	
North Greene High School	Greene	Standard	1544	
Ottway Elementary	Greene	Standard	1544	
South Greene High School	Greene	Standard	1544	
West Greene High School	Greene	Standard	1544	
West Pines Elementary	Greene	Standard	1544	
Eastview Elementary	Greeneville	Standard	1544	
Greeneville City LEA/ECR	Greeneville	Standard	3088	
Greeneville High School	Greeneville	Standard	1544	
Greeneville Middle School	Greeneville	Standard	1544	
Greeneville/Greene County Center for Technology	Greeneville	Standard	128	
Hal Henard Elementary	Greeneville	Standard	1544	
Highland Elementary	Greeneville	Standard	256	
Tusculum View Elementary	Greeneville	Standard	1544	
Coalmont Elementary School/ECR	Grundy	Standard	4632	
Grundy County High School	Grundy	Standard	1544	
Grundy County LEA	Grundy	Standard	1544	
North Elementary	Grundy	Standard	4632	
Palmer Elementary	Grundy	Standard	3088	
Pelham Elementary	Grundy	Standard	3088	
Swiss Memorial Elementary	Grundy	Standard	3088	

K-12 End Site Name	Local Education Agency (LEA)	Plan Type	Bandwidth	Comments
Tracy City Elementary	Grundy	Standard	6176	
Alpha School - Primary and Intermediate	Hamblen	Standard	1544	
East Ridge Middle School	Hamblen	Standard	1544	
Fairview Marguerite	Hamblen	Standard	256	
Hamblen County Adult Education Center	Hamblen	Standard	128	Collocated with Miller Boyd
Hamblen County LEA/ECR	Hamblen	Standard	7720	
Hillcrest Elementary	Hamblen	Standard	1544	
John Hay Elementary	Hamblen	Standard	256	
Lincoln Heights Elementary	Hamblen	Standard	1544	
Lincoln Heights Middle School	Hamblen	Standard	1544	
Manley - Primary and Intermediate	Hamblen	Standard	1544	
Meadowview Middle School	Hamblen	Standard	1544	
Miller W. Boyd Alternative School	Hamblen	Standard	128	
Morristown High E	Hamblen	Standard	3088	
Morristown High W	Hamblen	Standard	3088	
Russellville Elementary	Hamblen	Standard	256	
Russellville Intermediate School	Hamblen	Standard	256	
Union Heights Elementary	Hamblen	Standard	256	
West Elementary	Hamblen	Standard	1544	
West View Middle School	Hamblen	Standard	1544	
Whitesburg Elementary	Hamblen	Standard	256	
Witt Elementary	Hamblen	Standard	256	
21st Century Academy	Hamilton	Standard	1544	
Agency School	Hamilton	Standard	128	
Allen Elementary	Hamilton	Standard	256	
Alpine Crest Elementary	Hamilton	Standard	256	
Apison Elementary School	Hamilton	Standard	1544	
Barger Academy	Hamilton	Standard	1544	
Battle Academy For Teaching Learning	Hamilton	Standard	256	
Bess T Shepherd Elementary	Hamilton	Standard	1544	
Big Ridge Elementary	Hamilton	Standard	1544	
Birchwood Elementary	Hamilton	Standard	256	
Brainerd High School	Hamilton	Standard	3088	

K-12 End Site Name	Local Education Agency (LEA)	Plan Type	Bandwidth	Comments
Brown Academy For Classical Studies	Hamilton	Standard	256	
Brown Middle School	Hamilton	Standard	1544	
Calvin Donaldson Elementary	Hamilton	Standard	1544	
Central High School	Hamilton	Standard	3088	
Chattanooga Arts & Sciences (lower)	Hamilton	Standard	1544	
Chattanooga Arts & Sciences (upper)	Hamilton	Standard	1544	
Chattanooga High School Center For Creative Arts	Hamilton	Standard	1544	
Chattanooga Middle Museum Magnet School	Hamilton	Standard	1544	
Chattanooga School for the Liberal Arts	Hamilton	Standard	1544	
Clifton Hills Elementary	Hamilton	Standard	1544	
Daisy Elementary	Hamilton	Standard	1544	
Dalewood Middle School	Hamilton	Standard	1544	
Dawn School	Hamilton	Standard	128	
Dupont Elementary	Hamilton	Standard	256	
East Brainerd Elementary	Hamilton	Standard	1544	
East Lake Academy of Fine Arts	Hamilton	Standard	1544	
East Lake Elementary	Hamilton	Standard	1544	
East Ridge Elem	Hamilton	Standard	256	
East Ridge High School	Hamilton	Standard	1544	
East Ridge Middle School	Hamilton	Standard	1544	
East Side Elementary	Hamilton	Standard	1544	
Falling Water Elementary	Hamilton	Standard	128	
Ganns Middle Valley Elementary	Hamilton	Standard	256	
Hamilton County LEA/ECR	Hamilton	Standard	23000	
Hardy Elementary School (Year Round School)	Hamilton	Standard	1544	
Harrison Bay Vocational Center	Hamilton	Standard	256	
Harrison Elementary	Hamilton	Standard	256	
Hillcrest Elementary	Hamilton	Standard	1544	
Hixson Elementary	Hamilton	Standard	256	
Hixson High School	Hamilton	Standard	3088	
Hixson Middle School	Hamilton	Standard	1544	
Howard School Of Academics Technology	Hamilton	Standard	3088	
Hunter Middle School	Hamilton	Standard	1544	

K-12 End Site Name	Local Education Agency (LEA)	Plan Type	Bandwidth	Comments
John P. Franklin Middle School	Hamilton	Standard	1544	
Lakeside Academy	Hamilton	Standard	1544	
Loftis Middle School	Hamilton	Standard	1544	
Lookout Mountain Elementary	Hamilton	Standard	256	
Lookout Valley Elementary	Hamilton	Standard	1544	
Lookout Valley Middle / High School	Hamilton	Standard	1544	
McBrien Elementary	Hamilton	Standard	1544	
McConnell Elementary	Hamilton	Standard	1544	
Nolan Elementary	Hamilton	Standard	1544	
Normal Park Museum Magnet School	Hamilton	Standard	256	
North Hamilton Elementary	Hamilton	Standard	1544	
Ooltewah Elementary	Hamilton	Standard	256	
Ooltewah High School	Hamilton	Standard	3088	
Ooltewah Middle School	Hamilton	Standard	1544	
Orchard Knob Elementary	Hamilton	Standard	1544	
Orchard Knob Middle	Hamilton	Standard	1544	
Red Bank Elementary	Hamilton	Standard	1544	
Red Bank High School	Hamilton	Standard	3088	
Red Bank Middle School	Hamilton	Standard	1544	
Rivermont Elementary	Hamilton	Standard	256	
Sale Creek Middle / High School	Hamilton	Standard	256	
Sequoyah Technology Center	Hamilton	Standard	1544	
Signal Mountain Middle School	Hamilton	Standard	1544	
Snow Hill Elementary	Hamilton	Standard	1544	
Soddy Daisy High School	Hamilton	Standard	3088	
Soddy Daisy Middle School	Hamilton	Standard	256	
Soddy Elementary	Hamilton	Standard	1544	
Spring Creek Elementary	Hamilton	Standard	1544	
Staff Developement Center	Hamilton	Standard	1544	
Thrasher Elementary	Hamilton	Standard	1544	
Tyner Academy	Hamilton	Standard	1544	
Tyner Middle Academy	Hamilton	Standard	1544	
Wallace A. Smith Elementary	Hamilton	Standard	256	

K-12 End Site Name	Local Education Agency (LEA)	Plan Type	Bandwidth	Comments
Washington School	Hamilton	Standard	128	
Westview Elementary	Hamilton	Standard	1544	
Wolftever Creek Elementary	Hamilton	Standard	1544	
Woodmore Elementary	Hamilton	Standard	1544	
Hancock County Elementary	Hancock	Standard	6176	
Hancock County LEA	Hancock	Standard	1544	
Hancock County Vocational	Hancock	Standard	1544	
Hancock Middle / High School	Hancock	Standard	1544	
Bolivar Elementary	Hardeman	Standard	1544	
Bolivar Middle School	Hardeman	Standard	1544	
Central High School	Hardeman	Standard	3088	
Grand Junction Elementary	Hardeman	Standard	1544	
Hardeman County LEA	Hardeman	Standard	1544	
Hardeman County Learning Center	Hardeman	Standard	1544	
Hornsby Elementary	Hardeman	Standard	1544	
Middleton Elementary	Hardeman	Standard	1544	
Middleton High School	Hardeman	Standard	1544	
Toone Elementary	Hardeman	Standard	1544	
Whiteville Elementary	Hardeman	Standard	1544	
Hardin Co Middle School	Hardin	Standard	1544	
Hardin County High School/ECR	Hardin	Standard	4632	
Hardin County LEA	Hardin	Standard	1544	
Nixon Elementary	Hardin	Standard	1544	
North Savannah Elementary	Hardin	Standard	1544	
Parris South Elementary	Hardin	Standard	1544	
South Side Elementary	Hardin	Standard	1544	
Walker Elementary	Hardin	Standard	1544	
Walnut Grove Elementary	Hardin	Standard	1544	
West Hardin Elementary	Hardin	Standard	1544	
Whites Elementary	Hardin	Standard	1544	
Bulls Gap School	Hawkins	Standard	1544	
Carters Valley Elementary	Hawkins	Standard	1544	
Cherokee High School	Hawkins	Standard	3088	

K-12 End Site Name	Local Education Agency (LEA)	Plan Type	Bandwidth	Comments
Church Hill Elementary	Hawkins	Standard	1544	
Church Hill Middle School	Hawkins	Standard	1544	
Clinch School	Hawkins	Standard	1544	
Food Service	Hawkins	Standard	128	
Hawkins County LEA/ECR	Hawkins	Standard	6176	
Hawkins Elementary	Hawkins	Standard	1544	
Joseph Rogers Primary	Hawkins	Standard	1544	
Keplar Elementary	Hawkins	Standard	1544	
McPheeters Bend Elementary	Hawkins	Standard	1544	
Mooresburg Elementary	Hawkins	Standard	1544	
Mt. Carmel Elementary	Hawkins	Standard	1544	
Rogersville Middle School	Hawkins	Standard	1544	
Special Education Center	Hawkins	Standard	128	
St. Clair Elementary	Hawkins	Standard	1544	
Surgoinsville Elementary	Hawkins	Standard	1544	
Surgoinsville Middle School	Hawkins	Standard	1544	
Board Roon and Teachers Center	Hawkins	Standard	128	
Volunteer High School	Hawkins	Standard	3088	
Anderson Early Childhood	Haywood	Standard	1544	
East Side Elementary	Haywood	Standard	1544	
Haywood A J Academy	Haywood	Standard	128	
Haywood County LEA/ECR	Haywood	Standard	3088	
Haywood Elementary	Haywood	Standard	1544	
Haywood High School	Haywood	Standard	3088	
Haywood Jr High School	Haywood	Standard	256	
Sunny Hill Elementary School	Haywood	Standard	256	
Bargerton Elementary	Henderson	Standard	1544	
Beaver Elementary	Henderson	Standard	1544	
Henderson County LEA/ECR	Henderson	Standard	4632	
Henderson Juvenile Academy	Henderson	Standard	1544	
Lexington High School	Henderson	Standard	3088	
Lexington Juvenille Acad	Henderson	Standard	3088	
Pin Oak Elementary	Henderson	Standard	1544	

K-12 End Site Name	Local Education Agency (LEA)	Plan Type	Bandwidth	Comments
Scotts Hill Elementary	Henderson	Standard	1544	
Scotts Hill High School	Henderson	Standard	1544	
South Haven Elementary	Henderson	Standard	1544	
South Side Elementary	Henderson	Standard	1544	
Westover Elementary	Henderson	Standard	1544	
Dorothy and Noble Harrelson Elementary School	Henry	Standard	1544	
Grove School	Henry	Standard	1544	
Henry Co High School	Henry	Standard	3088	
Henry Co. Maintenance And Transportation	Henry	Standard	128	
Henry County Alternative School	Henry	Standard	128	
Henry County LEA/ECR	Henry	Standard	3088	
Henry Elementary	Henry	Standard	1544	
Lakewood Elementary	Henry	Standard	1544	
Lakewood Middle School	Henry	Standard	1544	
Centerville Elementary	Hickman	Standard	1544	
Centerville Intermediate School	Hickman	Standard	1544	
East Hickman Elementary	Hickman	Standard	1544	
East Hickman Intermediate School	Hickman	Standard	1544	
East Hickman Middle School	Hickman	Standard	1544	
Hickman Co Middle School	Hickman	Standard	1544	
Hickman Co Sr High School	Hickman	Standard	3088	
Hickman County LEA/ECR	Hickman	Standard	3088	
Central Elementary School	Hollow Rock Bruceton	Standard	1544	
Central High School	Hollow Rock Bruceton	Standard	1544	
Hollow Rock Bruceton SSD LEA/ECR	Hollow Rock Bruceton	Standard	1544	
Erin Elementary	Houston	Standard	1544	
Houston Co Adult High School	Houston	Standard	1544	
Houston Co High School	Houston	Standard	1544	
Houston County LEA/ECR	Houston	Standard	3088	
Houston County Middle School	Houston	Standard	1544	
Tennessee Ridge Elementary	Houston	Standard	1544	
East End Elementary	Humboldt	Alt 3	1544	
Humboldt City LEA/ECR	Humboldt	Alt 3	3088	
Humboldt Jr High School	Humboldt	Alt 3	1544	

K-12 End Site Name	Local Education Agency (LEA)	Plan Type	Bandwidth	Comments
Humboldt Sr High School	Humboldt	Alt 3	1544	
Main Street Elementary	Humboldt	Alt 3	1544	
Stigall Middle School	Humboldt	Alt 3	1544	
Humphreys County LEA/ECR	Humphreys	Standard	3088	
Humphreys County Vocational Center	Humphreys	Standard	128	Collocated with Waverly Central High
Lakeview Elementary	Humphreys	Standard	1544	
McEwen Elementary	Humphreys	Standard	256	
McEwen High School	Humphreys	Standard	1544	
McEwen Jr. High School	Humphreys	Standard	256	
Waverly Central High School	Humphreys	Standard	1544	
Waverly Elementary	Humphreys	Standard	1544	
Waverly Jr High School	Humphreys	Standard	1544	
Huntingdon High School	Huntingdon	Standard	1544	
Huntingdon Middle School	Huntingdon	Standard	1544	
Huntingdon Primary School	Huntingdon	Standard	1544	
Huntingdon SSD LEA	Huntingdon	Standard	1544	
Dodsons Branch Elementary	Jackson	Alt 1	256	
Gainesboro Elementary	Jackson	Alt 1	1544	
Jackson County High School	Jackson	Alt 1	1544	
Jackson County LEA/ECR	Jackson	Alt 1	4632	
Jackson County Middle School	Jackson	Alt 1	128	
Tri County Vocational Center	Jackson	Alt 1	128	
Dandridge Elementary	Jefferson	Standard	1544	
Jefferson Co High School	Jefferson	Standard	3088	
Jefferson County LEA	Jefferson	Standard	1544	
Jefferson Cty Technology Center	Jefferson	Standard	1544	
Jefferson Elementary	Jefferson	Standard	1544	
Jefferson Middle School	Jefferson	Standard	1544	
Maury Middle School	Jefferson	Standard	1544	
New Market Elementary	Jefferson	Standard	1544	
Piedmont Elementary	Jefferson	Standard	1544	
Rush Strong Elementary	Jefferson	Standard	1544	
Talbott Elementary	Jefferson	Standard	1544	
White Pine Elementary	Jefferson	Standard	1544	
Doe Elementary	Johnson	Standard	3088	

K-12 End Site Name	Local Education Agency (LEA)	Plan Type	Bandwidth	Comments
Extended Service Center	Johnson	Standard	1544	
Johnson Co High School	Johnson	Standard	3088	
Johnson Co Middle School	Johnson	Standard	1544	
Johnson Co vocational	Johnson	Standard	1544	Collocated with Johnson Co High School
Johnson County LEA/ECR	Johnson	Standard	6176	
Laurel Elementary	Johnson	Standard	3088	
Mountain City Elementary	Johnson	Standard	100000	
Roan Creek Elementary	Johnson	Standard	100000	
Shady Valley Elementary	Johnson	Standard	3088	
Cherokee Elementary	Johnson City	Standard	1544	
Fairmont Elementary	Johnson City	Standard	1544	
Henry Johnson Alternative Learning Center	Johnson City	Standard	128	
Indian Trail Middle	Johnson City	Standard	1544	
Johnson City LEA	Johnson City	Standard	1544	
Lake Ridge Elementary	Johnson City	Standard	1544	
Mountain View Elementary	Johnson City	Standard	1544	
North Side Elementary	Johnson City	Standard	256	
Science Hill High School/ECR	Johnson City	Standard	4632	
South Side Elementary	Johnson City	Standard	1544	
Towne Acres Elementary	Johnson City	Standard	1544	
Woodland Elementary	Johnson City	Standard	1544	
Dobyns-Bennett High School/Kingsport ECR	Kingsport	Standard	6176	
Jackson Elementary	Kingsport	Standard	1544	
Jefferson Elementary	Kingsport	Standard	1544	
Johnson Elementary	Kingsport	Standard	1544	
Kennedy Elementary	Kingsport	Standard	1544	
Kingsport City LEA	Kingsport	Standard	1544	
Lincoln Elementary	Kingsport	Standard	1544	
Palmer Center	Kingsport	Standard	128	
Robinson Middle School	Kingsport	Standard	1544	
Roosevelt Elementary	Kingsport	Standard	256	
Sevier Middle School	Kingsport	Standard	1544	
Washington Elementary	Kingsport		1544	

K-12 End Site Name	Local Education Agency (LEA)	Plan Type	Bandwidth	Comments
		Standard		
A L Lotts Elementary	Knox	Standard	1544	
Adrian Burnett Elementary	Knox	Standard	1544	
Amherst Elementary	Knox	Standard	1544	
Austin East High / Magnet	Knox	Standard	1544	
Ball Camp Elementary	Knox	Standard	1544	
Bearden Elementary	Knox	Standard	1544	
Bearden High School	Knox	Standard	3088	
Bearden Middle School	Knox	Standard	1544	
Beaumont Elementary Magnet	Knox	Standard	1544	
Belle Morris Elementary	Knox	Standard	1544	
Blue Grass Elementary	Knox	Standard	1544	
Bonny Kate Elementary	Knox	Standard	1544	
Brickey-McCloud Elementary	Knox	Standard	1544	
Byington-Solway Technology Center	Knox	Standard	256	
Carter Elementary	Knox	Standard	1544	
Carter High School	Knox	Standard	3088	
Carter Middle School	Knox	Standard	1544	
Cedar Bluff Intermediate	Knox	Standard	1544	
Cedar Bluff Middle School	Knox	Standard	1544	
Cedar Bluff Primary	Knox	Standard	1544	
Center School	Knox	Standard	256	
Central High School	Knox	Standard	3088	
Chilhowee Intermediate	Knox	Standard	1544	
Christenberry Elementary	Knox	Standard	1544	
Copper Ridge Elementary	Knox	Standard	1544	
Corryton Elementary	Knox	Standard	256	
Dogwood Elementary	Knox	Standard	1544	
East Knox Elementary	Knox	Standard	1544	
Farragut High School	Knox	Standard	3088	
Farragut Intermediate	Knox	Standard	1544	
Farragut Middle School	Knox	Standard	1544	
Farragut Primary	Knox	Standard	1544	
Fountain City Elementary	Knox		1544	

K-12 End Site Name	Local Education Agency (LEA)	Plan Type	Bandwidth	Comments
		Standard		
Ft Sanders Education Development Center	Knox	Standard	128	
Fulton High School	Knox	Standard	1544	
Gap Creek Elementary	Knox	Standard	256	
Gibbs Elementary	Knox	Standard	1544	
Gibbs High School	Knox	Standard	1544	
Green Magnet Math & Science Academy	Knox	Standard	1544	
Gresham Middle School	Knox	Standard	1544	
Halls Elementary	Knox	Standard	1544	
Halls High School	Knox	Standard	1544	
Halls Middle School	Knox	Standard	1544	
Hardin Valley Elementary	Knox	Standard	1544	
Holston Middle School	Knox	Standard	1544	
Inskip Elementary	Knox	Standard	1544	
Karns Administrative	Knox	Standard	1544	
Karns Elementary	Knox	Standard	1544	
Karns High School	Knox	Standard	3088	
Karns Middle School	Knox	Standard	1544	
Knox Adaptive Education Center	Knox	Standard	128	
Knox Co. School Tech. Training Center	Knox	Standard	128	
Knox County LEA/ECR	Knox	Standard	27000	Upgrade in process from frame to ECR
Knoxville Adult Evening High School	Knox	Standard	128	
Lincoln Park Technology Trade Center	Knox	Standard	128	
Lonsdale Elementary	Knox	Standard	1544	
Maynard Elementary	Knox	Standard	128	
Mooreland Heights Elementary	Knox	Standard	1544	
Mt Olive Elementary	Knox	Standard	1544	
New Hopewell Elementary	Knox	Standard	1544	
North Knox Vocational Center	Knox	Standard	256	
Northwest Middle School	Knox	Standard	1544	
Norwood Elementary	Knox	Standard	1544	
Pleasant Ridge Elementary	Knox	Standard	1544	
Pond Gap Elementary	Knox	Standard	1544	

K-12 End Site Name	Local Education Agency (LEA)	Plan Type	Bandwidth	Comments
Powell Elementary	Knox	Standard	1544	
Powell High School	Knox	Standard	3088	
Powell Middle School	Knox	Standard	1544	
Richard Yoakley Alternative Center	Knox	Standard	128	
Ridgedale Alternative School	Knox	Standard	1544	
Ritta Elementary	Knox	Standard	1544	
Rocky Hill Elementary	Knox	Standard	1544	
Sarah M Greene Elementary / Magnet	Knox	Standard	1544	
Sequoyah Elementary	Knox	Standard	1544	
Shannondale Elementary	Knox	Standard	1544	
South Doyle High School	Knox	Standard	3088	
South Doyle Middle School	Knox	Standard	1544	
South Knox Elementary	Knox	Standard	256	
Spring Hill Elementary	Knox	Standard	1544	
Sterchi Elementary	Knox	Standard	1544	
Sunnyview Primary	Knox	Standard	256	
Vine Middle / Magnet	Knox	Standard	1544	
West Haven Elementary	Knox	Standard	1544	
West High School	Knox	Standard	3088	
West Hills Elementary	Knox	Standard	1544	
West Valley Middle School	Knox	Standard	1544	
West View Elementary	Knox	Standard	256	
Whittle Springs Middle School	Knox	Standard	1544	
Easport	Knox	Standard	128	
Lake Co High School	Lake	Standard	1544	
Lake County LEA	Lake	Standard	1544	
Lara Kendall Elementary	Lake	Standard	1544	
Margaret Newton Elementary	Lake	Standard	1544	
Halls Elementary	Lauderdale	Standard	1544	
Halls High School	Lauderdale	Standard	1544	
Halls Junior High School	Lauderdale	Standard	256	
Lauderdale County LEA/ECR	Lauderdale	Standard	3088	
Lauderdale Middle School	Lauderdale	Standard	1544	

K-12 End Site Name	Local Education Agency (LEA)	Plan Type	Bandwidth	Comments
Ripley Elementary	Lauderdale	Standard	1544	
Ripley High School	Lauderdale	Standard	1544	
Ripley Primary	Lauderdale	Standard	1544	
David Crockett Elementary	Lawrence	Standard	1544	
E O Coffman Middle School	Lawrence	Standard	1544	
Ethridge Elementary	Lawrence	Standard	1544	
Ingram Sowell Elementary	Lawrence	Standard	1544	
Lawrence Adult High School	Lawrence	Standard	128	
Lawrence County High School	Lawrence	Standard	3088	
Lawrence County LEA	Lawrence	Standard	3088	
Lawrence County Vocational Center/ECR	Lawrence	Standard	6176	Collocated with High School
Lawrenceburg Public	Lawrence	Standard	1544	
Leoma Elementary	Lawrence	Standard	1544	
Loretto High School	Lawrence	Standard	1544	
New Prospect Elementary	Lawrence	Standard	1544	
South Lawrence Elementary	Lawrence	Standard	1544	
Summertown Elementary	Lawrence	Standard	1544	
Summertown High School	Lawrence	Standard	1544	
Byars Dowdy Elementary	Lebanon	Standard	1544	
Castle Hghts Upper Elementary	Lebanon	Standard	1544	
Coles Ferry Elementary	Lebanon	Standard	1544	
Lebanon SSD LEA	Lebanon	Standard	1544	
Sam Houston Elementary	Lebanon	Standard	1544	
Walter J. Baird Middle School	Lebanon	Standard	1544	
Lenoir City Elementary	Lenoir City	Standard	1544	
Lenoir City High School	Lenoir City	Standard	3088	
Lenoir City LEA/ECR	Lenoir City	Standard	3088	
Lenoir City Middle School	Lenoir City	Standard	1544	
Lenoir City Vocational School	Lenoir City	Standard	1544	
Lewis Co High School	Lewis	Standard	1544	
Lewis County Elementary	Lewis	Standard	1544	
Lewis County Intermediate School	Lewis	Standard	1544	
Lewis County LEA/ECR	Lewis	Standard	3088	

K-12 End Site Name	Local Education Agency (LEA)	Plan Type	Bandwidth	Comments
Lewis County Middle School	Lewis	Standard	1544	
Lexington City LEA	Lexington	Standard	1544	
Paul G. Caywood Elementary	Lexington	Standard	128	Collocated with Paul G. Caywood Middle School
Paul G. Caywood Middle School/ECR	Lexington	Standard	3088	
Lexington Middle School	Lexington	Standard	1544	
Blanche School	Lincoln	Standard	1544	
Stone Bridge Academy	Lincoln	Standard	1544	
Flintville Elementary School	Lincoln	Standard	1544	
Highland Rim Elementary	Lincoln	Standard	1544	
Lincoln County DOE/Information Systems	Lincoln	Standard	1544	
Lincoln County High School	Lincoln	Standard	3088	
Lincoln County LEA	Lincoln	Standard	128	
Lincoln County Ninth Grade Academy	Lincoln	Standard	1544	
South Lincoln Elementary	Lincoln	Standard	1544	
Unity School	Lincoln	Standard	1544	
Eaton Elementary	Loudon	Standard	1544	
Ft Loudoun Middle School	Loudon	Standard	1544	
Greenback School	Loudon	Standard	1544	
Highland Park Elementary	Loudon	Standard	1544	
Loudon County LEA	Loudon	Standard	128	
Loudon County Tech Center/ECR	Loudon	Standard	4632	
Loudon Elementary	Loudon	Standard	1544	
Loudon High School	Loudon	Standard	1544	
North Middle School	Loudon	Standard	1544	
Philadelphia Elementary	Loudon	Standard	1544	
Steekee Elementary	Loudon	Standard	1544	
Central Elementary	Macon	Standard	1544	
Fairlane Elementary	Macon	Standard	1544	
Lafayette Elementary	Macon	Standard	1544	
Macon County High School	Macon	Standard	1544	
Macon County Junior High School	Macon	Standard	1544	
Macon County LEA/ECR	Macon	Standard	3088	
Red Boiling Springs School	Macon	Standard	1544	

K-12 End Site Name	Local Education Agency (LEA)	Plan Type	Bandwidth	Comments
Westside Elementary	Macon	Standard	1544	
Alexander Elementary	Madison	Alt 3	1544	
Andrew Jackson Intermediate School	Madison	Alt 3	128	
Arlington Elementary School	Madison	Alt 3	128	
Beech Bluff Elementary	Madison	Alt 3	1544	
Bemis Intermediate School	Madison	Alt 3	128	
Denmark Elementary	Madison	Alt 3	256	
East Intermediate School	Madison	Alt 3	128	
Highland Park Intermediate School	Madison	Alt 3	128	
I B Tigrett Middle School	Madison	Alt 3	256	
Isaac Lane Technology Magnet Elementary	Madison	Alt 3	1544	
Jackson Central Merry High School	Madison	Alt 3	1544	
Jackson City - Madison County LEA/ECR	Madison	Alt 3	6176	
Liberty Technology Magnet High School	Madison	Alt 3	128	
Lincoln Magnet Elementary	Madison	Alt 3	1544	
Madison Academic Magnet High School	Madison	Alt 3	128	
Malesus Elementary	Madison	Alt 3	256	
North Parkway Elementary School	Madison	Alt 3	256	
North Side High School	Madison	Alt 3	1544	
Northeast Middle School	Madison	Alt 3	1544	
Nova Elementary	Madison	Alt 3	256	
Parkview Montessori Magnet School	Madison	Alt 3	256	
Pope Elementary	Madison	Alt 3	256	
Rose Hill Middle School	Madison	Alt 3	1544	
South Elementary	Madison	Alt 3	128	
South Highland Learning Center	Madison	Alt 3	128	
South Side High School	Madison	Alt 3	1544	
Thelma Barker Elementary	Madison	Alt 3	1544	
West Jackson Learning Center	Madison	Alt 3	1544	
West Middle School	Madison	Alt 3	256	
Whitehall Elementary	Madison	Alt 3	256	
College Street Elementary	Manchester	Standard	1544	
Manchester City LEA	Manchester	Standard	1544	
Westwood Elementary	Manchester	Standard	3088	
Westwood Jr High School	Manchester	Standard	1544	
Jasper Elementary School	Marion	Standard	1544	
Jasper Middle School	Marion	Standard	1544	
Marion Co High School	Marion	Standard	1544	
Marion County Adult High School	Marion	Standard	1544	
Marion County LEA	Marion	Standard	1544	

K-12 End Site Name	Local Education Agency (LEA)	Plan Type	Bandwidth	Comments
Monteagle Elementary	Marion	Standard	1544	
So Pittsburg Elementary	Marion	Standard	1544	
So Pittsburg High School	Marion	Standard	1544	
Whitwell Elementary	Marion	Standard	1544	
Whitwell High School	Marion	Standard	1544	
Whitwell Middle School	Marion	Standard	1544	
Marion Academy	Marion	Standard	1544	
Chapel Hill Elementary	Marshall	Standard	1544	
Cornersville Elementary	Marshall	Standard	1544	
Cornersville School	Marshall	Standard	1544	
Forrest School	Marshall	Standard	1544	
Lewisburg Middle School	Marshall	Standard	1544	
Marshall Co High School	Marshall	Standard	1544	
Marshall County LEA/ECR	Marshall	Standard	4632	
Marshall Elem	Marshall	Standard	1544	
Oak Grove Elementary	Marshall	Standard	1544	
Spot Lowe Vocational Center	Marshall	Standard	1544	
Westhills Elementary	Marshall	Standard	1544	
Foothills Elementary	Maryville	Alt 1	1544	
Fort Craig Elementary	Maryville	Alt 1	1544	
John Sevier Elementary	Maryville	Alt 1	1544	
Maryville City LEA/ECR	Maryville	Alt 1	3088	
Maryville High School	Maryville	Alt 1	1544	
Maryville Intermediate School	Maryville	Alt 1	1544	
Maryville Middle School	Maryville	Alt 1	1544	
Sam Houston Elementary	Maryville	Alt 1	1544	
College Hill Alt - ADMIN	Maury	Standard	1544	
Columbia Central High School	Maury	Standard	3088	
Culleoka School	Maury	Standard	3088	
E A Cox Middle School	Maury	Standard	1544	
Hampshire Unit School	Maury	Standard	1544	
Highland Park Elementary	Maury	Standard	1544	
J Brown Elementary	Maury	Standard	1544	
J E Woodard Elementary	Maury	Standard	1544	
J R Baker Elementary	Maury	Standard	1544	

K-12 End Site Name	Local Education Agency (LEA)	Plan Type	Bandwidth	Comments
Marvin Wright Elementary	Maury	Standard	1544	
Maury County LEA	Maury	Standard	1544	
McDowell Elementary	Maury	Standard	1544	
Mt Pleasant Elementary	Maury	Standard	1544	
Mt Pleasant High School	Maury	Standard	1544	
Mt. Pleasant Middle Visual Perform. Arts	Maury	Standard	1544	
R Howell Elementary	Maury	Standard	1544	
Riverside Elementary	Maury	Standard	1544	
Sante Fe School	Maury	Standard	1544	
Spring Hill Elementary	Maury	Standard	1544	
Spring Hill High School	Maury	Standard	3088	
Whitthorne Middle School/ECR	Maury	Standard	6176	
McKenzie Elementary	McKenzie	Standard	1544	
McKenzie High School	McKenzie	Standard	1544	
McKenzie Middle School	McKenzie	Standard	1544	
McKenzie SSD LEA	McKenzie	Standard	1544	
Calhoun Elementary	Mcminn	Standard	1544	
Central High School	Mcminn	Standard	1544	
E K Baker Elementary	Mcminn	Standard	1544	
Englewood Elementary	Mcminn	Standard	1544	
Mcminn County LEA	Mcminn	Standard	1544	
McMinn High School	Mcminn	Standard	3088	
Mcminn Vocational Center	Mcminn	Standard	1544	
Mountain View Elementary	Mcminn	Standard	1544	
Niota Elementary	Mcminn	Standard	1544	
Riceville Elementary	Mcminn	Standard	1544	
Rogers Creek Elementary	Mcminn	Standard	1544	
Adamsville Elementary	Mcnairy	Standard	1544	
Adamsville Junior / Senior High School	Mcnairy	Standard	1544	
Bethel Springs Elementary	Mcnairy	Standard	1544	
McNairy Central High School	Mcnairy	Standard	1544	
Mcnairy County LEA/ECR	Mcnairy	Standard	4632	
Michie Elementary	Mcnairy	Standard	1544	

K-12 End Site Name	Local Education Agency (LEA)	Plan Type	Bandwidth	Comments
Ramer Elementary	Mcnairy	Standard	1544	
Selmer Elementary	Mcnairy	Standard	1544	
Selmer Middle School	Mcnairy	Standard	1544	
Meigs Co High School	Meigs	Standard	1544	
Meigs County LEA/ECR	Meigs	Standard	3088	
Meigs Middle School	Meigs	Standard	1544	
Meigs North Elementary	Meigs	Standard	6176	
Meigs South Elementary	Meigs	Standard	6176	
A. Maceo Walker Middle School	Memphis	Alt 1	128	
AB Hill Elementary	Memphis	Alt 1	256	
Airways Middle School	Memphis	Alt 1	1544	
Alcy Elementary	Memphis	Alt 1	1544	
Alton Elementary	Memphis	Alt 1	1544	
American Way Middle School	Memphis	Alt 1	128	
Avon Lenox Sch	Memphis	Alt 1	128	
B T Washington High School	Memphis	Alt 1	1544	
Balmoral Elementary	Memphis	Alt 1	1544	
Bellevue Jr High School	Memphis	Alt 1	1544	
Berclair Elementary	Memphis	Alt 1	1544	
Bethel Grove Elementary	Memphis	Alt 1	1544	
Brookmeade Elementary	Memphis	Alt 1	1544	
Brownsville Rd Elementary	Memphis	Alt 1	1544	
Bruce Elementary	Memphis	Alt 1	1544	
Caldwell Elementary	Memphis	Alt 1	1544	
Campus School	Memphis	Alt 1	1544	
Carnes Elementary	Memphis	Alt 1	1544	
Carver High School	Memphis	Alt 1	1544	
Central High School	Memphis	Alt 1	1544	
Charjean Elementary	Memphis	Alt 1	1544	
Cherokee Elementary	Memphis	Alt 1	1544	
Chickasaw Jr High School	Memphis	Alt 1	1544	
Circles of Success Learning Academy	Memphis	Alt 1	128	
Coleman Elementary	Memphis	Alt 1	1544	
Colonial Middle School	Memphis	Alt 1	1544	
Cordova Elementary	Memphis	Alt 1	128	
Cordova High School	Memphis	Alt 1	3088	
Cordova Middle School	Memphis	Alt 1	1544	
Corning Elementary	Memphis	Alt 1	1544	
Coro Lake Elementary	Memphis	Alt 1	1544	
Corry Middle School	Memphis	Alt 1	1544	
Craigmont High School	Memphis	Alt 1	1544	
Craigmont Middle School	Memphis	Alt 1	1544	

K-12 End Site Name	Local Education Agency (LEA)	Plan Type	Bandwidth	Comments
Cromwell Elementary	Memphis	Alt 1	256	
Crump Elementary	Memphis	Alt 1	1544	
Cummings Elementary	Memphis	Alt 1	1544	
Cypress Middle School	Memphis	Alt 1	1544	
Delano Elementary	Memphis	Alt 1	1544	
Denver Elementary	Memphis	Alt 1	1544	
Diamond Academy	Memphis	Alt 1	128	
Double Tree Elementary	Memphis	Alt 1	1544	
Douglass Elementary	Memphis	Alt 1	1544	
Downtown Elementary	Memphis	Alt 1	128	
Dunbar Elementary	Memphis	Alt 1	1544	
East Career Technology Center	Memphis	Alt 1	128	
East Middle/High School	Memphis	Alt 1	1544	
Egypt Elementary	Memphis	Alt 1	1544	
Evans Elementary	Memphis	Alt 1	1544	
Fairley Elementary	Memphis	Alt 1	1544	
Fairley High School	Memphis	Alt 1	1544	
Fairview Jr High School	Memphis	Alt 1	1544	
Florida-Kansas Elementary	Memphis	Alt 1	1544	
Ford Road Elementary	Memphis	Alt 1	1544	
Fox Meadows Center	Memphis	Alt 1	1544	
Frayser Elementary	Memphis	Alt 1	1544	
Frayser Middle/High School	Memphis	Alt 1	1544	
Gardenview Elementary	Memphis	Alt 1	1544	
Geeter Middle School	Memphis	Alt 1	1544	
Georgia Ave Elementary	Memphis	Alt 1	1544	
Georgian Hills Elementary	Memphis	Alt 1	1544	
Georgian Hills Jr High School	Memphis	Alt 1	256	
Germanshire Elementary	Memphis	Alt 1	1544	
Getwell Elementary	Memphis	Alt 1	1544	
Goodlett Elementary	Memphis	Alt 1	1544	
Gordon Elementary	Memphis	Alt 1	1544	
Graceland Elementary	Memphis	Alt 1	1544	
Grahamwood Elementary	Memphis	Alt 1	1544	
Grandview Hgts Elementary	Memphis	Alt 1	256	
Graves Elementary	Memphis	Alt 1	1544	
Grizzlies Academy	Memphis	Alt 1	128	
Guthrie Elementary	Memphis	Alt 1	1544	
Hamilton Elementary	Memphis	Alt 1	1544	
Hamilton High School	Memphis	Alt 1	1544	
Hamilton Middle School	Memphis	Alt 1	1544	
Hanley Elementary	Memphis	Alt 1	1544	
Havenview Middle School	Memphis	Alt 1	1544	
Hawkins Mill Elementary	Memphis	Alt 1	1544	
Hickory Ridge Elementary	Memphis	Alt 1	1544	

K-12 End Site Name	Local Education Agency (LEA)	Plan Type	Bandwidth	Comments
Hickory Ridge Middle School	Memphis	Alt 1	1544	
Hillcrest High School	Memphis	Alt 1	1544	
Hollywood Elementary	Memphis	Alt 1	1544	
Holmes Road Elementary	Memphis	Alt 1	1544	
Humes Middle School	Memphis	Alt 1	1544	
Ida B Welles Academy	Memphis	Alt 1	128	
Idlewild Elementary	Memphis	Alt 1	1544	
Jackson Elementary	Memphis	Alt 1	256	
John P Freeman Opt	Memphis	Alt 1	1544	
Kansas Career and Technology Center	Memphis	Alt 1	256	
Kate Bond Elementary	Memphis	Alt 1	1544	
Keystone Elementary	Memphis	Alt 1	1544	
Kingsbury Career Technology Center	Memphis	Alt 1	128	
Kingsbury Elementary	Memphis	Alt 1	1544	
Kingsbury Middle/High School	Memphis	Alt 1	1544	
Kirby High School	Memphis	Alt 1	1544	
Kirby Middle School	Memphis	Alt 1	1544	
Klondike Elementary	Memphis	Alt 1	1544	
Knight Road Elementary	Memphis	Alt 1	1544	
Lakeview Elementary	Memphis	Alt 1	256	
Lanier Middle School	Memphis	Alt 1	256	
Larose Elementary	Memphis	Alt 1	1544	
Lauderdale Elementary	Memphis	Alt 1	1544	
Lester Elementary	Memphis	Alt 1	1544	
Levi Elementary	Memphis	Alt 1	1544	
Lincoln Elementary	Memphis	Alt 1	1544	
Longview Middle School	Memphis	Alt 1	256	
Lucie E Campbell Elementary	Memphis	Alt 1	128	
Macon Elementary	Memphis	Alt 1	256	
Magnolia Elementary	Memphis	Alt 1	1544	
Manassas High School	Memphis	Alt 1	1544	
Manor Lake Elementary	Memphis	Alt 1	1544	
Melrose High School	Memphis	Alt 1	1544	
Memphis Academy of Science & Engineering	Memphis	Alt 1	128	
Memphis LEA/ECR	Memphis	Alt 1	53000	
Messick Career and Technology Center (Adult)	Memphis	Alt 1	128	
Middle College High School	Memphis	Alt 1	256	
Mitchell Middle/High School	Memphis	Alt 1	1544	
Newberry Elementary	Memphis	Alt 1	1544	
Norris Elementary	Memphis	Alt 1	256	
Northside High School	Memphis	Alt 1	1544	
Oak Forest	Memphis	Alt 1	1544	
Oakhaven Elementary	Memphis	Alt 1	256	
Oakhaven Middle/High School	Memphis	Alt 1	1544	

K-12 End Site Name	Local Education Agency (LEA)	Plan Type	Bandwidth	Comments
Oakshire Elementary	Memphis	Alt 1	1544	
Orleans Elementary	Memphis	Alt 1	256	
Overton High School	Memphis	Alt 1	1544	
Peabody Elementary	Memphis	Alt 1	1544	
Pyramid Academy	Memphis	Alt 1	128	
Raineshaven Elementary	Memphis	Alt 1	1544	
Raleigh Egypt High School	Memphis	Alt 1	1544	
Raleigh Egypt Middle School	Memphis	Alt 1	1544	
Raleigh-Bartlett Meadows	Memphis	Alt 1	1544	
Richland Elementary	Memphis	Alt 1	1544	
Ridgeway Elementary	Memphis	Alt 1	256	
Ridgeway High School	Memphis	Alt 1	1544	
Ridgeway Middle School	Memphis	Alt 1	1544	
Riverview Elementary	Memphis	Alt 1	1544	
Riverview Middle School	Memphis	Alt 1	1544	
Robert R. Church Elementary	Memphis	Alt 1	1544	
Ross Elementary	Memphis	Alt 1	1544	
Rozelle Elementary	Memphis	Alt 1	1544	
Scenic Hills Elementary	Memphis	Alt 1	1544	
Sea Isle Elementary	Memphis	Alt 1	1544	
Shady Grove Elementary	Memphis	Alt 1	1544	
Shannon Elementary	Memphis	Alt 1	1544	
Sharpe Elementary	Memphis	Alt 1	1544	
Sheffield Career and Technology Center	Memphis	Alt 1	1544	
Sheffield Elementary	Memphis	Alt 1	1544	
Sheffield Middle/High School	Memphis	Alt 1	1544	
Shelby Oaks Elementary	Memphis	Alt 1	1544	
Sherwood Elementary	Memphis	Alt 1	1544	
Sherwood Middle School	Memphis	Alt 1	1544	
Shrine School	Memphis	Alt 1	128	
Snowden School	Memphis	Alt 1	1544	
South Park Elementary	Memphis	Alt 1	256	
South Side High School	Memphis	Alt 1	1544	
Southwest Career and Technology Center	Memphis	Alt 1	1544	
Spring Hill Elementary	Memphis	Alt 1	1544	
Springdale Elementary	Memphis	Alt 1	1544	
Treadwell Elementary	Memphis	Alt 1	1544	
Treadwell Middle/High School	Memphis	Alt 1	1544	
Trezevant Career and Technology Center	Memphis	Alt 1	1544	
Trezevant Middle/High School	Memphis	Alt 1	1544	
Vance Middle School	Memphis	Alt 1	1544	
Vollentine Elementary	Memphis	Alt 1	1544	
Wells Station Elementary	Memphis	Alt 1	256	
Westhaven Elementary	Memphis	Alt 1	1544	

K-12 End Site Name	Local Education Agency (LEA)	Plan Type	Bandwidth	Comments
Westside Elementary	Memphis	Alt 1	256	
Westside High School	Memphis	Alt 1	1544	
Westwood Elementary	Memphis	Alt 1	1544	
Westwood Middle/High School	Memphis	Alt 1	1544	
White Station Elementary	Memphis	Alt 1	1544	
White Station High School	Memphis	Alt 1	1544	
White Station Middle School	Memphis	Alt 1	1544	
White`s Chapel Elementary	Memphis	Alt 1	1544	
Whitehaven Elementary	Memphis	Alt 1	256	
Whitehaven High School	Memphis	Alt 1	1544	
Whitney Elementary	Memphis	Alt 1	1544	
Willow Oaks Elementary	Memphis	Alt 1	1544	
Winchester Elementary	Memphis	Alt 1	256	
Winridge Elementary	Memphis	Alt 1	1544	
Wooddale High School	Memphis	Alt 1	1544	
Wooddale Middle School	Memphis	Alt 1	1544	
Bing Hampton Elementary	Memphis	Alt 1	1544	New school, estimated service level
Hollis F. Price Middle College	Memphis	Alt 1	1544	New school, estimated service level
Memphis Academy for Health Services	Memphis	Alt 1	1544	New school, estimated service level
Star Academy	Memphis	Alt 1	1544	New school, estimated service level
City University School of Liberal Arts	Memphis	Alt 1	1544	New school, estimated service level
Yo Academy	Memphis	Alt 1	1544	New school, estimated service level
Milan City LEA	Milan	Standard	1544	
Milan Elementary	Milan	Standard	1544	
Milan High School	Milan	Standard	1544	
Milan Middle School	Milan	Standard	1544	
Coker Creek Elementary	Monroe	Standard	3088	
Madisonville Intermediate School	Monroe	Standard	6176	
Madisonville Middle School	Monroe	Standard	6176	Fiber to LEA
Madisonville Primary	Monroe	Standard	6176	
Monroe County LEA/ECR	Monroe	Standard	7720	
Rural Vale Elementary	Monroe	Standard	3088	
Sequoyah High School	Monroe	Standard	3088	
Sweetwater High School	Monroe	Standard	1544	

K-12 End Site Name	Local Education Agency (LEA)	Plan Type	Bandwidth	Comments
Tellico Plains Elementary	Monroe	Standard	6176	
Tellico Plains High School	Monroe	Standard	1544	
Tellico Plains Junior High School	Monroe	Standard	6176	
Vonore Elementary	Monroe	Standard	6176	
Vonore Middle School	Monroe	Standard	1544	
Barksdale Elementary	Montgomery	Alt 3	1544	
Burt Elementary School	Montgomery	Alt 3	1544	
Byrns Darden Elementary	Montgomery	Alt 3	128	
Clarksville High School	Montgomery	Alt 3	1544	
Cumberland Heights Elementary	Montgomery	Alt 3	1544	
East Montgomery Elementary	Montgomery	Alt 3	1544	
Glenellen Elementary	Montgomery	Alt 3	128	
Hazelwood Elementary	Montgomery	Alt 3	1544	
Kenwood Elementary	Montgomery	Alt 3	1544	
Kenwood High School	Montgomery	Alt 3	128	
Kenwood Middle School	Montgomery	Alt 3	1544	
Liberty Elementary	Montgomery	Alt 3	1544	
Minglewood Elementary	Montgomery	Alt 3	1544	
Montgomery Central Elementary	Montgomery	Alt 3	1544	
Montgomery Central High School	Montgomery	Alt 3	1544	
Montgomery Central Middle School	Montgomery	Alt 3	1544	
Montgomery County	Montgomery	Alt 3	1544	
Moore Magnet School	Montgomery	Alt 3	1544	
New Providence Middle School	Montgomery	Alt 3	1544	
Norman Smith Elementary	Montgomery	Alt 3	1544	
Northeast Elementary	Montgomery	Alt 3	1544	
Northeast High School	Montgomery	Alt 3	1544	
Northeast Middle School	Montgomery	Alt 3	1544	
Northwest High School	Montgomery	Alt 3	1544	
Richview Middle School	Montgomery	Alt 3	1544	
Ringgold Elementary	Montgomery	Alt 3	1544	
Rossview High School	Montgomery	Alt 3	128	
Rossview Middle School	Montgomery	Alt 3	128	
Sango Elementary	Montgomery	Alt 3	1544	
St Bethlehem Elementary	Montgomery	Alt 3	1544	
Woodlawn Elementary	Montgomery	Alt 3	1544	
The Learning Center	Montgomery	Alt 3	1544	New school, estimated service level
Bakers Mill ES	Montgomery	Alt 3	1544	New school, estimated service level
Greater Clarksville Community HS	Montgomery	Alt 3	1544	New school, estimated service level
Lynchburg Elementary	Moore	Standard	1544	

K-12 End Site Name	Local Education Agency (LEA)	Plan Type	Bandwidth	Comments
Moore Co High School	Moore	Standard	3088	
Moore County LEA	Moore	Standard	1544	
Central Elementary	Morgan	Standard	3088	
Central High School	Morgan	Standard	1544	
Central Middle School	Morgan	Standard	1544	
Coalfield School	Morgan	Standard	3088	
Morgan County LEA/ECR	Morgan	Standard	7720	
Morgan County Vocational Center	Morgan	Standard	1544	Collocated with LEA
Oakdale School	Morgan	Standard	3088	
Petros Joyner Elementary	Morgan	Standard	1544	
Sunbright School	Morgan	Standard	3088	
Bellwood Elementary	Murfreesboro	Standard	1544	
Black Fox Elementary	Murfreesboro	Standard	1544	
Bradley Elementary	Murfreesboro	Standard	1544	
Cason Lane Academy	Murfreesboro	Standard	1544	
Erma Siegel Elementary	Murfreesboro	Standard	1544	
Hobgood Elementary	Murfreesboro	Standard	1544	
Mitchell-Neilson Elementary	Murfreesboro	Standard	1544	
Mitchell-Neilson Primary	Murfreesboro	Standard	1544	
Murfreesboro City LEA/ECR	Murfreesboro	Standard	4632	
Murfreesboro Maintenance Building	Murfreesboro	Standard	128	
Northfield Elementary	Murfreesboro	Standard	1544	
Reeves-Rogers Elementary	Murfreesboro	Standard	1544	
Scales Elementary	Murfreesboro	Standard	1544	
Newport City LEA	Newport	Standard	1544	Collocated with Newport Grammar
Newport Grammar	Newport	Standard	6176	
Glenwood Elementary	Oak Ridge	Standard	1544	
Jefferson Middle School	Oak Ridge	Standard	1544	
Linden Elementary	Oak Ridge	Standard	1544	
Oak Ridge City LEA	Oak Ridge	Standard	1544	
Oak Ridge High School	Oak Ridge	Standard	3088	
Robertsville Middle School	Oak Ridge	Standard	1544	
Willow Brook Elementary	Oak Ridge	Standard	1544	

K-12 End Site Name	Local Education Agency (LEA)	Plan Type	Bandwidth	Comments
Woodland Elementary	Oak Ridge	Standard	1544	
Black Oak Elementary	Obion	Standard	1544	
Hillcrest Elementary	Obion	Standard	1544	
Lake Road Elementary	Obion	Standard	1544	
Obion Co Central	Obion	Standard	1544	
Obion County Career Technology Center	Obion	Standard	1544	
Obion County LEA	Obion	Standard	1544	
Ridgemont Elementary	Obion	Standard	1544	
South Fulton Elementary	Obion	Standard	1544	
South Fulton Middle / High School	Obion	Standard	1544	
Oneida City LEA	Oneida	Standard	3088	
Oneida Elementary	Oneida	Standard	6176	
Oneida High School/ECR	Oneida	Standard	3088	
Oneida Middle School	Oneida	Standard	1544	
A H Roberts Elementary	Overton	Alt 1	1544	
Allons Elementary	Overton	Alt 1	1544	
Hilham Elementary	Overton	Alt 1	256	
Livingston Academy	Overton	Alt 1	1544	
Livingston Middle School	Overton	Alt 1	1544	
Overton Adult High School	Overton	Alt 1	128	
Overton County LEA/ECR	Overton	Alt 1	4632	
Reach Academy/GED Academy	Overton	Alt 1	128	
Rickman Elementary	Overton	Alt 1	1544	
Wilson Elementary	Overton	Alt 1	1544	
Paris City LEA	Paris	Standard	1544	
Paris Elementary School/ECR	Paris	Standard	3088	
W G Rhea Elementary	Paris	Standard	1544	
W O Inman Middle School	Paris	Standard	1544	
Linden Elementary	Perry	Standard	1544	
Linden Middle School	Perry	Standard	1544	
Lobelville Elementary	Perry	Standard	1544	
Perry County High School	Perry	Standard	1544	
Perry County LEA/ECR	Perry	Standard	3088	
Pickett County Elementary	Pickett	Alt 1	1544	
Pickett County High School/ECR	Pickett	Alt 1	6176	
Pickett County LEA	Pickett	Alt 1	1544	
Benton Elementary	Polk		1544	

K-12 End Site Name	Local Education Agency (LEA)	Plan Type	Bandwidth	Comments
		Standard		
Chilhowee Middle School/ECR	Polk	Standard	3088	
Copper Basin Elementary	Polk	Standard	1544	
Copper Basin High School	Polk	Standard	1544	
Polk County High School	Polk	Standard	1544	
Polk County LEA	Polk	Standard	1544	
South Polk Elementary	Polk	Standard	1544	
Algood Elementary	Putnam	Standard	1544	
Avery Trace Middle School	Putnam	Standard	1544	
Baxter Elementary	Putnam	Standard	1544	
Burks Middle School	Putnam	Standard	1544	
Cane Creek Elementary	Putnam	Standard	1544	
Capshaw Elementary	Putnam	Standard	1544	
Cookeville High School	Putnam	Standard	1544	
Cornerstone Middle School	Putnam	Standard	1544	
Dry Valley Alternative School	Putnam	Standard	128	
Jere Whitson Elementary	Putnam	Standard	1544	
Monterey High School	Putnam	Standard	1544	
Northeast Elementary	Putnam	Standard	1544	
Park View Elementary	Putnam	Standard	1544	
Prescott Central Middle	Putnam	Standard	1544	
Putnam County Adult High School	Putnam	Standard	128	
Putnam County Bus Transportation	Putnam	Standard	128	
Putnam County LEA	Putnam	Standard	1544	
Sycamore Elementary	Putnam	Standard	1544	
Technology Department/ECR	Putnam	Standard	6176	
Uffelman Elementary	Putnam	Standard	1544	
Upperman High School	Putnam	Standard	1544	
Evensville Center	Rhea	Standard	128	
Frazier Elementary	Rhea	Standard	256	
Graysville Elementary	Rhea	Standard	256	
Rhea Central Elementary	Rhea	Standard	1544	
Rhea Co Purchase and Finance	Rhea	Standard	128	
Rhea County High School	Rhea		3088	

K-12 End Site Name	Local Education Agency (LEA)	Plan Type	Bandwidth	Comments
		Standard		
Rhea County LEA/ECR	Rhea	Standard	3088	Upgrade in process from frame to ECR
Spring City Elementary	Rhea	Standard	1544	
Spring City Middle School	Rhea	Standard	1544	
R Hardy Memorial School	Richard City	Standard	1544	
Richard City LEA	Richard City	Standard	1544	
Bowers Elementary	Roane	Standard	100000	Upgrade in process from 6176
Cherokee Middle School	Roane	Standard	1544	
Dyllis Elementary	Roane	Standard	1544	
Harriman Admin	Roane	Standard	4632	
Harriman High School	Roane	Standard	1544	
Harriman Middle School	Roane	Standard	256	LEA Fiber
Kingston Elementary	Roane	Standard	1544	
Midtown Educational Center	Roane	Standard	1544	
Midtown Elementary	Roane	Standard	1544	
Midway Elementary	Roane	Standard	1544	LEA Fiber
Midway High School	Roane	Standard	1544	
Midway Middle School	Roane	Standard	128	LEA Fiber
Oliver Springs Elementary	Roane	Standard	256	LEA Fiber
Oliver Springs High School	Roane	Standard	3088	
Ridge View Elementary	Roane	Standard	1544	
Roane Co High School	Roane	Standard	1544	
Roane County LEA/ECR	Roane	Standard	6176	
Rockwood High School	Roane	Standard	3088	
Rockwood Middle School	Roane	Standard	256	LEA Fiber
Walnut Hill Elementary	Roane	Standard	3088	
Bransford Elementary	Robertson	Standard	1544	
Cheatham Park Elementary	Robertson	Standard	1544	
Coopertown Elementary	Robertson	Standard	1544	
Coopertown Middle School	Robertson	Standard	1544	
East Robertson Elementary	Robertson	Standard	1544	
East Robertson High School	Robertson	Standard	1544	
Greenbrier Elementary	Robertson		1544	

K-12 End Site Name	Local Education Agency (LEA)	Plan Type	Bandwidth	Comments
		Standard		
Greenbrier High School	Robertson	Standard	1544	
Greenbrier Middle School	Robertson	Standard	1544	
Jo Byrns School	Robertson	Standard	3088	
Jo Byrns Elementary	Robertson	Standard	1544	
Krisle Elementary	Robertson	Standard	1544	
Lifelong Learning Center	Robertson	Standard	1544	
Robert F. Woodall Elementary	Robertson	Standard	1544	
Robertson County LEA	Robertson	Standard	1544	
Robertson County Tech	Robertson	Standard	1544	
Springfield High School	Robertson	Standard	1544	
Springfield Middle School	Robertson	Standard	1544	
Watauga Elementary	Robertson	Standard	1544	
Westside Elementary	Robertson	Standard	1544	
White House Heritage School	Robertson	Standard	1544	
Rogersville City LEA	Rogersville	Standard	1544	
Rogersville City School	Rogersville	Standard	1544	Collocated with LEA
Barfield School	Rutherford	Alt 1	1544	
Blackman Elementary	Rutherford	Alt 1	1544	
Blackman High School	Rutherford	Alt 1	1544	
Blackman Middle School	Rutherford	Alt 1	1544	
Buchanan School	Rutherford	Alt 1	1544	
Campus School (Homer Pittard)	Rutherford	Alt 1	1544	
Cedar Grove	Rutherford	Alt 1	1544	
Central Middle School	Rutherford	Alt 1	1544	
Christiana Middle School	Rutherford	Alt 1	128	
Christiana School	Rutherford	Alt 1	1544	
Daniel Mckee Alternative	Rutherford	Alt 1	128	
David Youree School	Rutherford	Alt 1	1544	
Eagleville School	Rutherford	Alt 1	1544	
Holloway High School	Rutherford	Alt 1	128	
John Colemon School	Rutherford	Alt 1	1544	
Kittrell School	Rutherford	Alt 1	1544	
Lascassas School	Rutherford	Alt 1	1544	
Lavergne High School	Rutherford	Alt 1	1544	
LaVergne Middle School	Rutherford	Alt 1	1544	
Lavergne Primary School	Rutherford	Alt 1	1544	
McFadden School	Rutherford	Alt 1	1544	
Oakland High School	Rutherford	Alt 1	1544	
Riverdale High School	Rutherford	Alt 1	3088	

K-12 End Site Name	Local Education Agency (LEA)	Plan Type	Bandwidth	Comments
Rock Springs Elementary	Rutherford	Alt 1	1544	
Rock Springs Middle School	Rutherford	Alt 1	1544	
Rockvale School	Rutherford	Alt 1	1544	
Roy Waldron School	Rutherford	Alt 1	1544	
Rutherford County Adult High School	Rutherford	Alt 1	128	
Rutherford County LEA/ECR	Rutherford	Alt 1	10808	
Siegel High School	Rutherford	Alt 1	128	
Siegel Middle School	Rutherford	Alt 1	1544	
Smyrna Elementary	Rutherford	Alt 1	1544	
Smyrna High School	Rutherford	Alt 1	1544	
Smyrna Middle School	Rutherford	Alt 1	1544	
Smyrna Primary School	Rutherford	Alt 1	1544	
Smyrna West Alternative School	Rutherford	Alt 1	128	
Stewartsboro School	Rutherford	Alt 1	1544	
Thurman Francis School	Rutherford	Alt 1	1544	
Walter Hill School	Rutherford	Alt 1	1544	
Wilson Elementary	Rutherford	Alt 1	1544	
Stewarts Creek Elementary	Rutherford	Alt 1	1544	New school, estimated service level
Stewarts Creek Middle	Rutherford	Alt 1	1544	New school, estimated service level
Burchfield Elementary	Scott	Standard	3088	
Fairview Elementary	Scott	Standard	6176	
Huntsville Elementary colo with Middle School	Scott	Standard	3088	
Huntsville Middle School	Scott	Standard	1544	
Robbins Elementary	Scott	Standard	3088	
Scott County LEA/ECR	Scott	Standard	7720	
Scott High School	Scott	Standard	1544	
Winfield Elementary	Scott	Standard	1544	
Griffith Elementary	Sequatchie	Standard	1544	
Sequatchie Adult Basic Ed	Sequatchie	Standard	1544	
Sequatchie Co Middle School	Sequatchie	Standard	1544	
Sequatchie County High School	Sequatchie	Standard	1544	
Sequatchie County LEA/ECR	Sequatchie	Standard	3088	
Boyd's Creek Elementary	Sevier	Standard	256	
Catons Chapel Elementary	Sevier	Standard	1544	
Gatlinburg Pittman High	Sevier	Standard	256	
Hardin Alternative Learning Center	Sevier	Standard	128	
Jones Cove Elementary	Sevier	Standard	256	
Lawson Early Childhood	Sevier		128	

K-12 End Site Name	Local Education Agency (LEA)	Plan Type	Bandwidth	Comments
		Standard		
New Center Elementary	Sevier	Standard	1544	
Northview Elementary	Sevier	Standard	1544	
Northview Middle School	Sevier	Standard	1544	
Parkway Academy	Sevier	Standard	128	
Pi Beta Phi Elementary	Sevier	Standard	1544	
Pigeon Forge High School	Sevier	Standard	1544	
Pigeon Forge Middle School	Sevier	Standard	1544	
Pigeon Forge Primary	Sevier	Standard	256	
Pittman Center Elementary	Sevier	Standard	256	
Sevier Co High School	Sevier	Standard	3088	
Sevier County LEA/ECR	Sevier	Standard	12352	
Sevier County Vocational	Sevier	Standard	128	Collocated with High School
Sevierville Intermediate	Sevier	Standard	1544	
Sevierville Middle School	Sevier	Standard	1544	
Sevierville Primary	Sevier	Standard	256	
Seymour High School	Sevier	Standard	3088	
Seymour Intermediate	Sevier	Standard	1544	
Seymour Middle School	Sevier	Standard	1544	
Seymour Primary	Sevier	Standard	256	
Wearwood Elementary	Sevier	Standard	256	
Whites Adult High School	Sevier	Standard	128	
Altruria Elementary	Shelby	Standard	1544	
Appling Middle School	Shelby	Standard	1544	
Arlington Elementary	Shelby	Standard	1544	
Arlington High School	Shelby	Standard	1544	
Arlington Middle School	Shelby	Standard	1544	
Barrets Elementary School	Shelby	Standard	1544	
Bartlett Elementary	Shelby	Standard	1544	
Bartlett High School	Shelby	Standard	3088	
Bolton High School	Shelby	Standard	3088	
Chimneyrock Elementary	Shelby	Standard	1544	
Collierville Elementary	Shelby	Standard	1544	
Collierville High School	Shelby	Standard	3088	
Collierville Middle School	Shelby	Standard	1544	
Crosswind Elementary	Shelby	Standard	1544	
Dexter Elementary School	Shelby	Standard	1544	

K-12 End Site Name	Local Education Agency (LEA)	Plan Type	Bandwidth	Comments
Dexter Middle	Shelby	Standard	1544	
Dogwood Elementary	Shelby	Standard	1544	
E A Harrold Elementary	Shelby	Standard	1544	
E E Jeter Elementary	Shelby	Standard	1544	
Ellendale Elementary	Shelby	Standard	1544	
Elmore Park Middlle	Shelby	Standard	1544	
Farmington Elementary	Shelby	Standard	1544	
Germantown Elementary	Shelby	Standard	1544	
Germantown High School	Shelby	Standard	3088	
Germantown Middle School	Shelby	Standard	1544	
Highland Oaks Elementary	Shelby	Standard	1544	
Houston High School	Shelby	Standard	3088	
Houston Middle School	Shelby	Standard	1544	
Lakeland Elementary School	Shelby	Standard	1544	
Lucy Elementary	Shelby	Standard	1544	
Macon-Hall Elementary	Shelby	Standard	1544	
Millington East	Shelby	Standard	1544	
Millington Elementary	Shelby	Standard	1544	
Millington High School	Shelby	Standard	1544	
Millington Middle School	Shelby	Standard	1544	
Mt Pisgah Middle School	Shelby	Standard	1544	
Northhaven Elementary School	Shelby	Standard	1544	
Oak Elementary	Shelby	Standard	1544	
Operations Center	Shelby	Standard	128	
Renaissance Academy	Shelby	Standard	128	
Rivercrest Elementary	Shelby	Standard	1544	
Riverdale Elementary	Shelby	Standard	1544	
Schilling Farms Middle School	Shelby	Standard	1544	
Shadowlawn Middle School	Shelby	Standard	1544	
Shelby County LEA/ECR	Shelby	Standard	18000	
Southwind Elementary	Shelby	Standard	1544	
Southwind Middle School	Shelby	Standard	1544	
Sycamore Elementary School	Shelby	Standard	1544	
Tara Oaks Elementary	Shelby	Standard	1544	
Woodstock Middle School	Shelby	Standard	1544	
Southwest Area School	Shelby	Standard	1544	New school, estimated service level
Bailey's Station ES	Shelby	Standard	1544	New school, estimated service level
Bon Lin Elementary	Shelby	Standard	1544	New school, estimated service level
Carthage Elementary	Smith	Standard	1544	
Defeated Elementary	Smith	Standard	1544	
Forks River Elementary	Smith	Standard	1544	

K-12 End Site Name	Local Education Agency (LEA)	Plan Type	Bandwidth	Comments
Gordonsville Elementary School	Smith	Standard	1544	
Gordonsville High School	Smith	Standard	1544	
New Middleton Elementary	Smith	Standard	1544	
Smith County Alternative	Smith	Standard	1544	
Smith County High School	Smith	Standard	1544	
Smith County LEA	Smith	Standard	3088	
Smith County Middle School	Smith	Standard	1544	
Union Heights Elementary	Smith	Standard	1544	
Clarksburg School	South Carroll	Standard	1544	
South Carroll SSD LEA	South Carroll	Standard	1544	
Dover Elementary	Stewart	Standard	1544	
North Stewart Elementary	Stewart	Standard	1544	
Stewart Co High School	Stewart	Standard	1544	
Stewart County Middle School	Stewart	Standard	1544	
Stewart County LEA	Stewart	Standard	1544	
Stewart County Teacher Center & Alternative School	Stewart	Standard	1544	
Akard Elementary	Sullivan	Standard	1544	
Blountville Elementary	Sullivan	Standard	1544	
Blountville Middle School	Sullivan	Standard	1544	
Bluff City Elementary	Sullivan	Standard	1544	
Bluff City Middle School	Sullivan	Standard	1544	
Brookside Elementary	Sullivan	Standard	1544	
Cedar Grove Elementary	Sullivan	Standard	1544	
Central Heights Elementary	Sullivan	Standard	1544	
Colonial Heights Middle School	Sullivan	Standard	1544	
Emmett Elementary	Sullivan	Standard	1544	
Gunnings	Sullivan	Standard	1544	
Holston Elementary	Sullivan	Standard	1544	
Holston Middle School	Sullivan	Standard	1544	
Holston Valley Middle School	Sullivan	Standard	1544	
Indian Springs Elementary	Sullivan	Standard	1544	
Ketron Middle School	Sullivan	Standard	1544	
Kingsley Elementary	Sullivan	Standard	1544	
Mary Hughes School	Sullivan	Standard	1544	
Miller Perry Elementary	Sullivan	Standard	1544	
Rock Springs Elementary	Sullivan	Standard	1544	
Sullivan Central High School	Sullivan	Standard	3088	
Sullivan County LEA/ECR	Sullivan	Standard	9264	
Sullivan East High	Sullivan	Standard	3088	
Sullivan Elem	Sullivan	Standard	1544	

K-12 End Site Name	Local Education Agency (LEA)	Plan Type	Bandwidth	Comments
Sullivan Middle	Sullivan	Standard	1544	
Sullivan North High	Sullivan	Standard	3088	
Sullivan South High	Sullivan	Standard	3088	
Valley Pike Elem	Sullivan	Standard	1544	
Weaver Elem	Sullivan	Standard	1544	
Beech Elementary	Sumner	Standard	1544	
Beech High School Annex	Sumner	Standard	1544	
Beech Sr High School	Sumner	Standard	3088	
Benny C. Bills Elementary School	Sumner	Standard	1544	
Bethpage Elementary	Sumner	Standard	1544	
Clyde Riggs Elementary	Sumner	Standard	1544	
Gallatin Sr High School	Sumner	Standard	3088	
Gene W Brown Elementary	Sumner	Standard	1544	
Guild Elementary	Sumner	Standard	1544	
Harold B. Williams Elementary School	Sumner	Standard	1544	
Hendersonville High School	Sumner	Standard	3088	
Howard Elementary	Sumner	Standard	1544	
Hunter Middle School	Sumner	Standard	1544	
Indian Lake Elementary	Sumner	Standard	1544	
J C Anderson Elementary	Sumner	Standard	1544	
J W Wiseman Elementary School	Sumner	Standard	1544	
Knox Doss Middle School	Sumner	Standard	1544	
Lakeside Park Elementary	Sumner	Standard	1544	
Madison Creek Elementary	Sumner	Standard	1544	
Merrol Hyde Magnet School	Sumner	Standard	1544	
Millersville Elementary	Sumner	Standard	1544	
Nannie Berry Elementary	Sumner	Standard	1544	
North Sumner Elementary	Sumner	Standard	1544	
Oakmont Elementary	Sumner	Standard	1544	
Portland High School	Sumner	Standard	3088	
Portland Middle School	Sumner	Standard	1544	
R.T. Fisher Alternative	Sumner	Standard	1544	
Robert E Ellis Middle	Sumner	Standard	1544	
Rucker Stewart Middle	Sumner	Standard	1544	
Shafer Middle School	Sumner		1544	

K-12 End Site Name	Local Education Agency (LEA)	Plan Type	Bandwidth	Comments
		Standard		
Station Camp High School	Sumner	Standard	3088	
Sumner County LEA	Sumner	Standard	1544	
Sumner County Transportation Department	Sumner	Standard	128	
Union Elementary Year Round School	Sumner	Standard	1544	
Upper Elementary Annex	Sumner	Standard	1544	
V G Hawkins Middle School	Sumner	Standard	1544	
Vena Stuart Elementary	Sumner	Standard	1544	
Walton Ferry Elementary	Sumner	Standard	1544	
Watt Hardison Elementary	Sumner	Standard	1544	
Wessington Place Elementary	Sumner	Standard	1544	
Westmoreland Elementary	Sumner	Standard	1544	
Westmoreland High School	Sumner	Standard	1544	
Westmoreland Middle School	Sumner	Standard	1544	
White House Middle School	Sumner	Standard	1544	
White House High School	Sumner	Standard	1544	
White House Annex	Sumner	Standard	1544	
Brown Intermediate School	Sweetwater	Standard	6176	
Sweetwater City LEA	Sweetwater	Standard	1544	
Sweetwater Elementary	Sweetwater	Standard	6176	
Sweetwater Jr High School	Sweetwater	Standard	1544	
Sweetwater Primary School	Sweetwater	Standard	1544	
Tennessee School for the Blind/LEA	Tenn Sch For Blind	Standard	1544	
TN School for the Deaf Elementary	Tenn Sch For Deaf	Standard	1544	
TN School for the Deaf High School & Voc	Tenn Sch For Deaf	Standard	1544	
TN School for the Deaf Middle School	Tenn Sch For Deaf	Standard	1544	
Alternative Learning Center/Preschool GED	Tipton	Standard	1544	
Austin-Peay Elementary	Tipton	Standard	1544	
Brighton Elementary	Tipton	Standard	1544	
Brighton High School	Tipton	Standard	3088	
Brighton Middle School	Tipton	Standard	1544	
Covington Administrative Office	Tipton	Standard	1544	
Covington High School	Tipton	Standard	1544	
Covington Integrated Arts Academy	Tipton	Standard	1544	

K-12 End Site Name	Local Education Agency (LEA)	Plan Type	Bandwidth	Comments
Crestview Elementary	Tipton	Standard	1544	
Crestview Middle School	Tipton	Standard	1544	
Drummonds Elementary	Tipton	Standard	1544	
Munford Elementary	Tipton	Standard	1544	
Munford High School	Tipton	Standard	3088	
Munford Middle School	Tipton	Standard	1544	
Tipton County Alternative Learning	Tipton	Standard	128	
Tipton County LEA/ECR	Tipton	Standard	6176	
Community Resource Center	Trenton	Standard	1544	
Peabody High School	Trenton	Standard	1544	
Trenton City LEA	Trenton	Standard	1544	
Trenton Elementary	Trenton	Standard	1544	
Trenton Middle School	Trenton	Standard	1544	
Jim Satterfield Middle	Trousdale	Standard	1544	
Trousdale Co Elementary	Trousdale	Standard	1544	
Trousdale Co High School	Trousdale	Standard	1544	
Trousdale County LEA	Trousdale	Standard	1544	
Bel Aire Elementary	Tullahoma	Standard	1544	
East Lincoln Elementary	Tullahoma	Standard	1544	
East Middle School	Tullahoma	Standard	1544	
Jack T Farrar Elementary	Tullahoma	Standard	1544	
Robert E Lee Elementary	Tullahoma	Standard	1544	
Tullahoma City LEA	Tullahoma	Standard	1544	
Tullahoma Exceptional Children's Center	Tullahoma	Standard	1544	
Tullahoma High School	Tullahoma	Standard	3088	
West Middle School	Tullahoma	Standard	1544	
Love Chapel Elementary	Unicoi	Standard	1544	
Rock Creek Elementary	Unicoi	Standard	1544	
Temple Hill Elementary	Unicoi	Standard	1544	
Unicoi Co High School/ECR	Unicoi	Standard	4632	
Unicoi Co Middle School	Unicoi	Standard	1544	
Unicoi County Adult Education	Unicoi	Standard	1544	
Unicoi County LEA	Unicoi	Standard	1544	

K-12 End Site Name	Local Education Agency (LEA)	Plan Type	Bandwidth	Comments
Unicoi Elementary	Unicoi	Standard	1544	
Big Ridge Elementary	Union	Standard	1544	
H Maynard Middle School	Union	Standard	1544	
Luttrell School	Union	Standard	1544	
Maynardville Elementary	Union	Standard	1544	
Sharps Chapel Elementary	Union	Standard	1544	
Union County Alternative Center	Union	Standard	1544	
Union County ECR	Union	Standard	3088	
Union County High School	Union	Standard	3088	
Union County LEA	Union	Standard	1544	
Union City Elementary School	Union City	Standard	1544	
Union City High School	Union City	Standard	1544	
Union City LEA	Union City	Standard	1544	
Union City Middle School	Union City	Standard	1544	
Spencer Elementary	Van Buren	Standard	6176	Collocated with LEA
Van Buren Alternative School	Van Buren	Standard	128	Collocated with LEA
Van Buren Co High School	Van Buren	Standard	1544	Collocated with LEA
Van Buren County LEA/ECR	Van Buren	Standard	3088	
West TN School for the Deaf	W Tenn Sch For Deaf	Standard	1544	
Bobby Ray Memorial	Warren	Standard	1544	
Centertown Elementary	Warren	Standard	1544	
Dibrell Elementary	Warren	Standard	1544	
Eastside Elementary	Warren	Standard	1544	
Hickory Creek School	Warren	Standard	1544	
Irving College Elementary	Warren	Standard	1544	
Morrison Elementary	Warren	Standard	1544	
Warren Adult Learning Center	Warren	Standard	128	
Warren County Alternative Academy	Warren	Standard	1544	
Warren County High School	Warren	Standard	3088	
Warren County LEA/ECR	Warren	Standard	4632	
Warren County Middle School	Warren	Standard	1544	
West Elementary	Warren	Standard	1544	
Asbury Center	Washington	Standard	128	

K-12 End Site Name	Local Education Agency (LEA)	Plan Type	Bandwidth	Comments
Boones Creek Elementary	Washington	Standard	1544	
Boones Creek Middle School	Washington	Standard	1544	
Daniel Boone High School	Washington	Standard	3088	
David Crockett High School	Washington	Standard	3088	
Fall Branch Elementary	Washington	Standard	1544	
Gray Elementary	Washington	Standard	1544	
Jonesborough Elementary	Washington	Standard	1544	
Jonesborough Middle School	Washington	Standard	1544	
Lamar Elementary	Washington	Standard	1544	
Midway Center	Washington	Standard	128	
South Central Elementary	Washington	Standard	1544	
Sulphur Springs Elementary	Washington	Standard	1544	
University School	Washington	Standard	128	
Washington County LEA/ECR	Washington	Standard	6176	
West View Elementary	Washington	Standard	1544	
Collinwood Elementary	Wayne	Standard	1544	
Collinwood High School	Wayne	Standard	1544	
Collinwood Middle School	Wayne	Standard	1544	
Frank Hughes School	Wayne	Standard	1544	
Wayne Co High School	Wayne	Standard	1544	
Wayne Co Voc/Technology Center	Wayne	Standard	1544	
Wayne County LEA/ECR	Wayne	Standard	3088	
Waynesboro Elementary	Wayne	Standard	1544	
Waynesboro Middle School	Wayne	Standard	1544	
Dresden Elementary	Weakley	Standard	3088	
Dresden High School	Weakley	Standard	1544	
Dresden Middle School colo with Elementary	Weakley	Standard	256	
Gleason School	Weakley	Standard	1544	
Greenfield School	Weakley	Standard	1544	
Martin Elementary	Weakley	Standard	1544	
Martin Middle School	Weakley	Standard	1544	
Martin Primary	Weakley	Standard	1544	
Sharon School	Weakley	Standard	1544	

K-12 End Site Name	Local Education Agency (LEA)	Plan Type	Bandwidth	Comments
Weakley County LEA	Weakley	Standard	1544	
Weakley County Regional High School/ECR	Weakley	Standard	4632	
Westview School	Weakley	Standard	1544	
West Carroll Elementary	West Carroll Sp Dist	Standard	1544	
West Carroll Jr / Sr High School	West Carroll Sp Dist	Standard	1544	
West Carroll Primary School	West Carroll Sp Dist	Standard	1544	
West Carroll SSD LEA	West Carroll Sp Dist	Standard	1544	
Bon De Croft Elementary	White	Standard	3088	
Cassville Elementary	White	Standard	3088	
Central View Elementary	White	Standard	3088	
Doyle Elementary	White	Standard	3088	
Findlay Elementary	White	Standard	6176	
Northfield Elementary School	White	Standard	3088	
White Academy	White	Standard	1544	
White Co Middle School	White	Standard	1544	
White County High School	White	Standard	3088	
White County LEA	White	Standard	1544	
White County Vocational Center	White	Standard	1544	
Woodland Park Elementary	White	Standard	6176	
Alternative Learning Center	Williamson	Standard	128	
Bethesda Elementary School	Williamson	Standard	1544	
Brentwood High School	Williamson	Standard	3088	
Brentwood Middle School	Williamson	Standard	1544	
Centennial High School	Williamson	Standard	3088	
Chapmans Retreat Elementary School	Williamson	Standard	1544	
College Grove Elementary	Williamson	Standard	1544	
Crockett Elementary School	Williamson	Standard	1544	
Edmondsom Elementary	Williamson	Standard	1544	
Fairview Elementary School	Williamson	Standard	1544	
Fairview High School	Williamson	Standard	1544	
Fairview Middle School	Williamson	Standard	1544	
Franklin High School	Williamson	Standard	3088	
Grassland Elementary School	Williamson	Standard	1544	

K-12 End Site Name	Local Education Agency (LEA)	Plan Type	Bandwidth	Comments
Grassland Middle School	Williamson	Standard	1544	
Heritage Elementary School	Williamson	Standard	1544	
Heritage Middle School	Williamson	Standard	1544	
Hillsboro Elementary/Middle School	Williamson	Standard	1544	
Hunters Bend Elementary School	Williamson	Standard	1544	
Independence High School	Williamson	Standard	3088	
Kenrose Elementary School	Williamson	Standard	1544	
Lipscomb Elementary School	Williamson	Standard	1544	
Nolensville Elementary School	Williamson	Standard	1544	
Oak View Elementary School	Williamson	Standard	1544	
Page High School	Williamson	Standard	1544	
Page Middle School	Williamson	Standard	1544	
Pinewood Elementary School	Williamson	Standard	1544	
Ravenwood High School	Williamson	Standard	3088	
Scales Elementary School	Williamson	Standard	1544	
Sunset Elementary	Williamson	Standard	1544	
Sunset Middle	Williamson	Standard	1544	New school, estimated service level
Trinity Elementary School	Williamson	Standard	1544	
Walnut Grove Elementary	Williamson	Standard	1544	
Westwood Elementary School	Williamson	Standard	1544	
Williamson County LEA/ECR	Williamson	Standard	12352	
Winstead Elementary School	Williamson	Standard	1544	
Woodland Middle School	Williamson	Standard	1544	
Carroll Oakland Elementary	Wilson	Standard	256	
Gladeville Elementary	Wilson	Standard	256	
Lakeview Elementary School	Wilson	Standard	1544	
Lebanon High School	Wilson	Standard	3088	
Map Academy	Wilson	Standard	128	
Mt Juliet High School	Wilson	Standard	3088	
Mt Juliet Middle School	Wilson	Standard	1544	
Mt Juliet Elementary School	Wilson	Standard	1544	
Rutland Elementary	Wilson	Standard	256	
Southside Elementary	Wilson	Standard	1544	

K-12 End Site Name	Local Education Agency (LEA)	Plan Type	Bandwidth	Comments
Stoner Creek Elementary	Wilson	Standard	1544	
Tuckers Crossroads Elementary	Wilson	Standard	1544	
W A Wright Elementary	Wilson	Standard	1544	
Watertown Elementary	Wilson	Standard	1544	
Watertown High School	Wilson	Standard	1544	
West Elementary	Wilson	Standard	1544	
West Wilson Middle School	Wilson	Standard	1544	
Wilson Central High School	Wilson	Standard	3088	
Wilson Co Adult High School	Wilson	Standard	128	
Wilson Co Voc Center	Wilson	Standard	256	
Wilson County BOE	Wilson	Standard	128	
Wilson County Tech Trng/ECR	Wilson	Standard	7720	
Wilson County Transportation	Wilson	Standard	128	

ATTACHMENT 6.11

Office for Information Resources' (OIR) Utilization of Differential Services (DIFFSERV)

This document provides a brief insight into OIR's current plan to utilize DIFFSERV in establishing QoS for OIR supported agencies. Though the document is mainly focused on the current video application, other QoS required applications (such as voice traffic) is anticipated and will need to be accommodated.

The following table is a current OIR listing of the eight levels of IP Precedence with their associated usage types as planned for the current TNII WAN.

Value	Name	Usage
0	Routine	All customer traffic that is not destined for TNII Video or the DLSW remote peers.
1	Priority	Available
2	Immediate	Available
3	Flash	DLSW (SNA) this may also be used for important streaming video
4	Flash-override	Video
5	Critical	Voice
6	Network	Reserved for network information (e.g. routing updates, hello packets)
7	Network	Reserved for network information (e.g. routing updates, hello packets)

Current OIR Requirements for H.323 Video

- Quality of Service (QoS) is a requirement, end-to-end, across the WAN core.
- Office for Information Resources (OIR) will mark all H.323 video traffic with OIR's DIFFSERV AF41 (refer to AF Code Policy Table). This marking will occur at the CODEC or the LAN switch. DIFFSERV AF41 equals Decimal value 34, which equals Binary value 100010. IP Precedence reads the first three digits. Binary 100 is IP precedence 4. The formula for the conversion from DIFFSERV to Decimal is below.

> To convert from the AF name to the decimal equivalent, use this simple formula. Think of the AF value as Af*xy*, the formula is 8*x* + 2*y* = decimal value.
>
> For Example: AF41 = (8 x 4) + (2 x 1) = 34

- OIR requires that DIFFSERV values be received from the WAN at the destination end-site as they were provided from the sending end-site. The WAN core equipment cannot strip or alter the DIFFSERV value.
- OIR will set the DIFFSERV values and the router will map those settings to the appropriate IP precedence on the TNII devices.
- OIR Gatekeepers will be used for Call Admission Control (CAC) and will be managed by OIR.
- TNII H.323 directory services will be ordered only for CODECs establishing sessions with the TNII MCU.

- Priority queue sizes are to be provisioned on the NetTN routers based on a combination of installed bandwidth and router manufacturer's specifications for queuing H.323 traffic.

AF Code Policy Table

AF Class	Service Descriptor	AF Value	Decimal Value	Class Drop probability	binary value in dscp	IP Prec Value	IP Prec Binary Value	IP Prec Name
5	Voice	EF		n/a		5	101	Critical
4	Platinum Critical	41	34	low	100010	4	100	Flash Override
4	Platinum Important	42	36	medium	100100	4	100	Flash Override
4	Platinum Routine	43	38	high	100110	4	100	Flash Override
3	Gold Critical	31	26	low	011010	3	011	Flash
3	Gold Important	32	28	medium	011100	3	011	Flash
3	Gold Routine	33	30	high	011110	3	011	Flash
2	Silver Critical	21	18	low	010010	2	010	Immediate
2	Silver Important	22	20	medium	010100	2	010	Immediate
2	Silver Routine	23	22	high	010110	2	010	Immediate
1	Copper Critical	11	10	low	001010	1	001	Priority
1	Copper Important	12	12	medium	001100	1	001	Priority
1	Copper Routine	13	14	high	001110	1	001	Priority
Unmarked	Best Effort	N/A		N/A	N/A	0	000	Routine

ATTACHMENT 6.12

Bandwidth Usage Examples

TNII August 2007 Statistics**

CORE		Statistics	
TNII Aggregate Internet Access Hourly Average BW Util.		In	Out
	Knoxville	0	0
	Nashville	0	0
Monthly Average Bandwidth During Reporting Period		Mo Avg In%	Mo Avg Out %
	KNXCAT1-GIGE-4/0/0	2.59	1.04
	KNXCAT1-GIGE-4/0/1	2.50	1.19
	NASIBR1-3/0/0	15.27	1.46
	NASIBR1-3/0/1	15.77	1.45
	NASIBR1-3/0/2	15.98	1.10
	NASIBR1-3/0/3	16.65	1.73

TNII July 2007 SLA Statistics**

CORE		Statistics	
TNII Aggregate Internet Access Hourly Average BW Util.		In	Out
	Knoxville	0	0
	Nashville	0	0
Monthly Average Bandwidth During Reporting Period		Mo Avg In%	Mo Avg Out %
	KNXCAT1-GIGE-4/0/0	1.98	0.95
	KNXCAT1-GIGE-4/0/1	1.98	1.07
	NASIBR1-3/0/0	5.39	.051
	NASIBR1-3/0/1	15.31	8.04
	NASIBR1-3/0/2	10.74	1.31
	NASIBR1-3/0/3	11.01	1.2

TNII June 2007 Statistics**

CORE		Statistics	
TNII Aggregate Internet Access Hourly Average BW Util.		In	Out
	Knoxville	0	0
	Nashville	0	0
Monthly Average Bandwidth During Reporting Period		Mo Avg In%	Mo Avg Out %
	KNXCAT1-GIGE-4/0/0	2.00	0.85
	KNXCAT1-GIGE-4/0/1	2.13	0.99
	NASIBR1-3/0/0	0.00	0.00
	NASIBR1-3/0/1	17.75	1.59
	NASIBR1-3/0/2	19.97	1.67
	NASIBR1-3/0/3	18.67	1.84

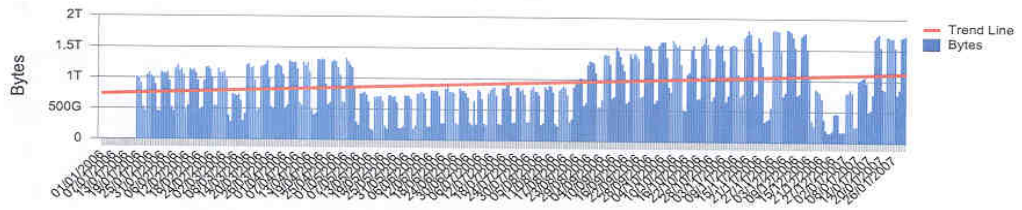
eHealth Service Level Report

IT Manager Report

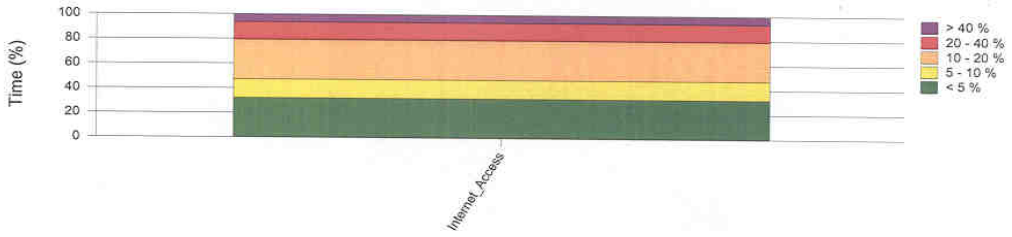
concord

WAN Interface

Daily Network Volume

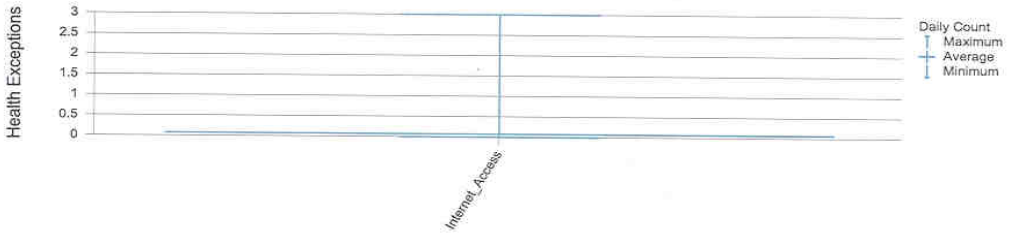


Bandwidth Utilization Distribution by Group



Note: 97% of the data above was taken from rolled-up samples.

Daily Health Exceptions by Group



Note: 97% of the data above was taken from rolled-up samples.

Element Summary

Element Name	Availability (%)	Discards
knxibr-dotNET-5/1/0(Out)	100.0	4.0 K
knxibr-dotNET-5/1/0(In)	100.0	0.0
knxibr-dotNET-4/0/0(Out)	100.0	29.2 K
knxibr-dotNET-4/0/0(In)	100.0	0.0
knxibr-dotNET-5/0/0(Out)	100.0	435.0
knxibr-dotNET-5/0/0(In)	100.0	0.0
nshibr-Qwest-4/0/1(Out)	100.0	4.2 K
nshibr-Qwest-4/0/1(In)	100.0	0.0
nshibr-Qwest-4/0/0(Out)	100.0	34.3 K
nshibr-Qwest-4/0/0(In)	100.0	0.0
nshibr-Qwest-5/0/0(Out)	100.0	8.0 K
nshibr-Qwest-5/0/0(In)	100.0	0.0
knxibr-dotNET-4/0/1(Out)	100.0	38.4 K

From: 01/01/2006 00:00
To: 31/01/2007 23:59

Subject: Internet_Access
- 1 -

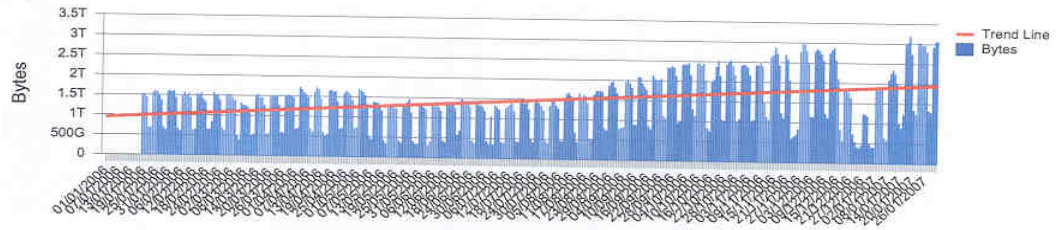
Created: 28/02/2007 00:31:12

eHealth Service Level Report

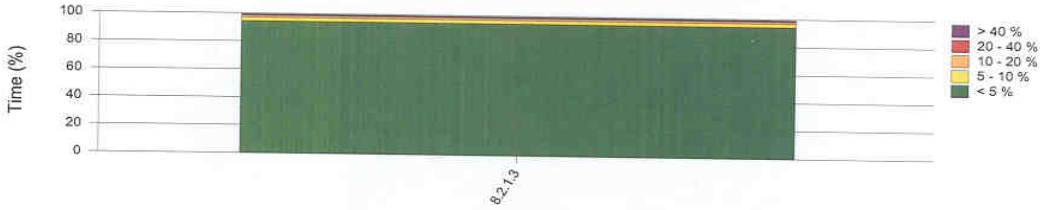
IT Manager Report

concord
LAN/WAN

Daily Network Volume

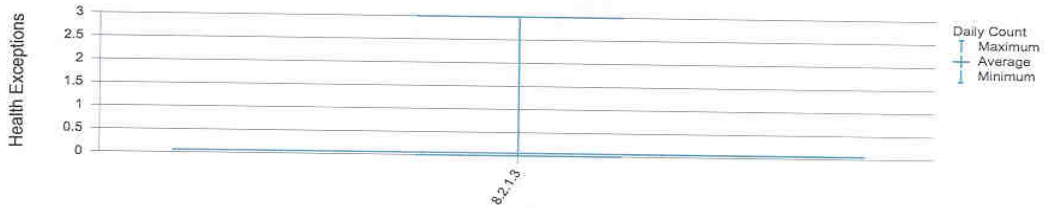


Bandwidth Utilization Distribution by Group



Note: 96% of the data above was taken from rolled-up samples.

Daily Health Exceptions by Group



Note: 96% of the data above was taken from rolled-up samples.

Element Summary

Element Name	Availability (%)	Discards
opc0570262-MadisonCoCthse-fr-1.5M-log(Out)	100.0	
opc0570262-MadisonCoCthse-fr-1.5M-log(In)	100.0	
opb0999950312-CallCtrCarrol-atm-4.5M-log(Out)	100.0	
opb0999950312-CallCtrCarrol-atm-4.5M-log(In)	100.0	
op81699950232-TDOTEngineering-atm-3M-log(Out)	100.0	
op81699950232-TDOTEngineering-atm-3M-log(In)	100.0	
on17999955191-MemphisDLSta-fr-1.5M-log(Out)	100.0	
on17999955191-MemphisDLSta-fr-1.5M-log(In)	100.0	
on10570333-MHDDWestTnReg-fr-1.5M-log(Out)	100.0	
on10570333-MHDDWestTnReg-fr-1.5M-log(In)	100.0	
tp80640142-MotlowStateCC-atm-4M-log(Out)	100.0	
tp80640142-MotlowStateCC-atm-4M-log(In)	100.0	
tp30320323-TBRWSSC-atm-10M-log(Out)	100.0	
tp30320323-TBRWSSC-atm-10M-log(In)	100.0	
tp20730234-RoaneStateCommunity-atm-10M-log(Out)	100.0	

From: 01/01/2006 00:00
To: 31/01/2007 23:59

Subject: 8.2.1.3
- 1 -

Created: 28/02/2007 00:55:08

ATTACHMENT 6.13

Connectivity between NetTN and Data Centers

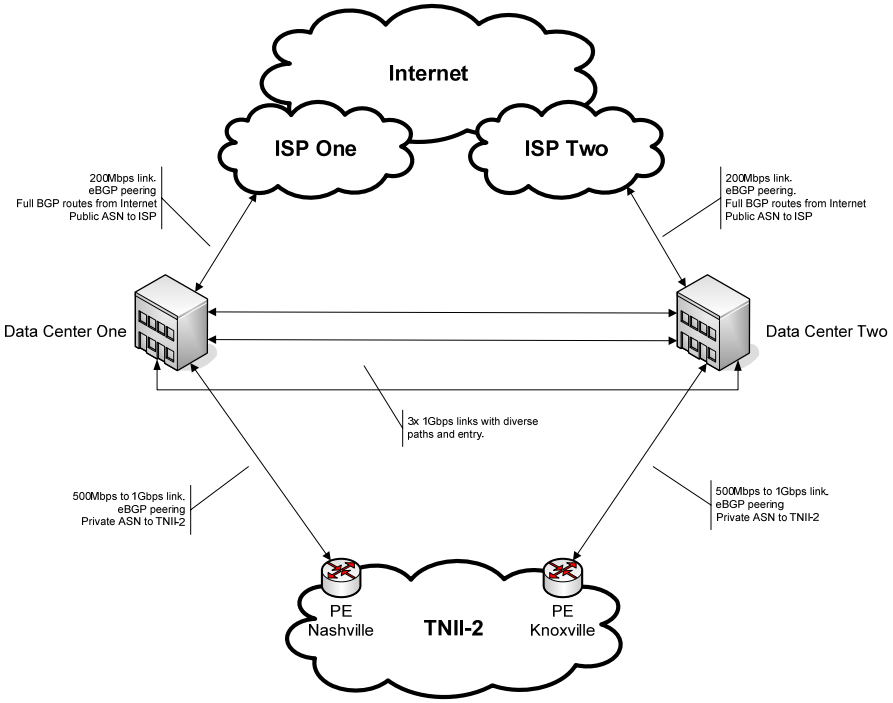
- 500 Mbps – 1 Gigabit bandwidth required to each Data Center from NetTN.
- Private ASN connectivity via EBGP from Data Center 1 to NetTN with the connection to NetTN terminating at the Nashville NAP.
- Separate Private ASN connectivity via EBGP from Data Center 2 to NetTN with the connection to NetTN terminating at a different NAP such as Knoxville NAP.
- All OIR end site traffic destined to the Internet or default route traffic will be routed to the Data Centers.
- Dynamic routing updates supported via EBGP.
- Support accepting EBGP attributes and communities

Connectivity between two Data Centers

- Three point to point layer 2 Gigabit links between the Data Centers using at least two diverse routes into each building.
- Each Data Center will be directly connected to share Layer 3 information for active/active Data Centers.
- SAN replication will be utilized across one of the links.

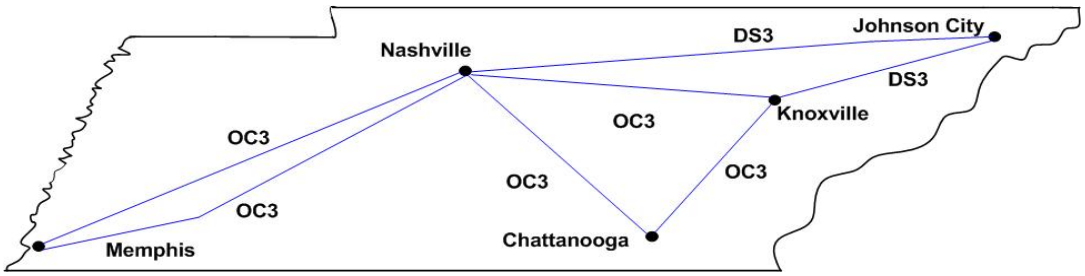
Connectivity between two Data Centers and the Internet

- 200 Mbps Direct Internet Access from each OIR Data Center to two geographic diverse Internet Providers. The Internet Providers must be from different carriers with at least one being a Tier-1 provider.
- Full BGP routes shared.



ATTACHMENT 6.14

Attachment 6.14
Existing TNII Network Overview



ATTACHMENT 6.15

PERFORMANCE BOND

The Surety Company issuing bond shall be licensed to transact business in the State of Tennessee by the Tennessee Department of Commerce and Insurance. Bonds shall be certified and current Power-of-Attorney for the Surety's Attorney-in-Fact attached.

KNOW ALL BY THESE PRESENTS:

That we,

_____

(Name of Principal)

_____

(Address of Principal)

as Principal, hereinafter called the Principal, and

_____

(Name of Surety)

_____

(Address of Surety)

as Surety, hereinafter call the Surety, do hereby acknowledge ourselves indebted and securely bound and held unto the State of Tennessee as Obligee, hereinafter called the Obligee, and in the penal sum of

Ten Million Dollars ($10,000,000) for year one
Ten Million Dollars ($10,000,000) for year two
Seven Million Dollars ($7,000,000) for year three
Six Million Dollars ($6,000,000) for year four
Five Million Dollars ($5,000,000) for year five
Five Million Dollars ($5,000,000) for year six
Five Million Dollars ($5,000,000) for year seven
Five Million Dollars ($5,000,000) for year eight
Five Million Dollars ($5,000,000) for year nine
Five Million Dollars ($5,000,000) for year ten

_____

(Dollar Amount of Bond)

good and lawful money of the United States of America, for the use and benefit of those entitled thereto, for the payment of which, well and truly to be made, we bind ourselves, our heirs, our administrators, executors, successors, and assigns, jointly and severally, firmly by these presents.

BUT THE CONDITION OF THE FOREGOING OBLIGATION OR BOND IS THIS:

WHEREAS, the Obligee has engaged the Principal for a sum not to exceed

_____

(Contract Maximum Liability)

to complete Work detailed in the Scope of Services detailed in the State of Tennessee Request for Proposals bearing the RFP Number: 317.03-121

317.03-154-07

(RFP Number)

a copy of which said Request for Proposals and the resulting Contract are by reference hereby made a part hereof, as fully and to the same extent as if copied at length herein.

NOW, THEREFORE, if the Principal shall fully and faithfully perform all undertakings and obligations under the Contract hereinbefore referred to and shall fully indemnify and hold harmless the Obligee from all costs and damage whatsoever which it may suffer by reason of any failure on the part of the Principal to do so, and shall fully reimburse and repay the Obligee any and all outlay and expense which it may incur in making good any such default, and shall fully pay for all of the labor, material, and Work used by the Principal and any immediate or remote sub-contractor or furnisher of material under the Principal in the performance of said Contract, in lawful money of the United States of America, as the same shall become due, then this obligation or bond shall be null and void, otherwise to remain in full force and effect.

AND for value received, it is hereby stipulated and agreed that no change, extension of time, alteration, or addition to the terms of the Contract or the Work to be performed there under or the specifications accompanying the same shall in any wise affect the obligation under this bond, and notice is hereby waived of any such change, extension of time, alteration, or addition to the terms of the Contract or the Work or the specifications.

IN WITNESS WHEREOF the Principal has hereunto affixed its signature and Surety has hereunto caused to be affixed its corporate signature and seal, by its duly authorized officers, on this

_____ day of _____ , _____ .

WITNESS:

_____	_____
(Name of Principal)	(Name of Surety)
_____	_____
(Authorized Signature of Principal)	(Signature of Attorney-in-Fact)
_____	_____
(Name of Signatory)	(Name of Attorney-in-Fact)
_____	_____
(Title of Signatory)	(Tennessee License Number of Surety)