For Tyler County Courthouse

Communications Solutions Proposal

Prepared by:

Altoria Prince

MAE - Generalist
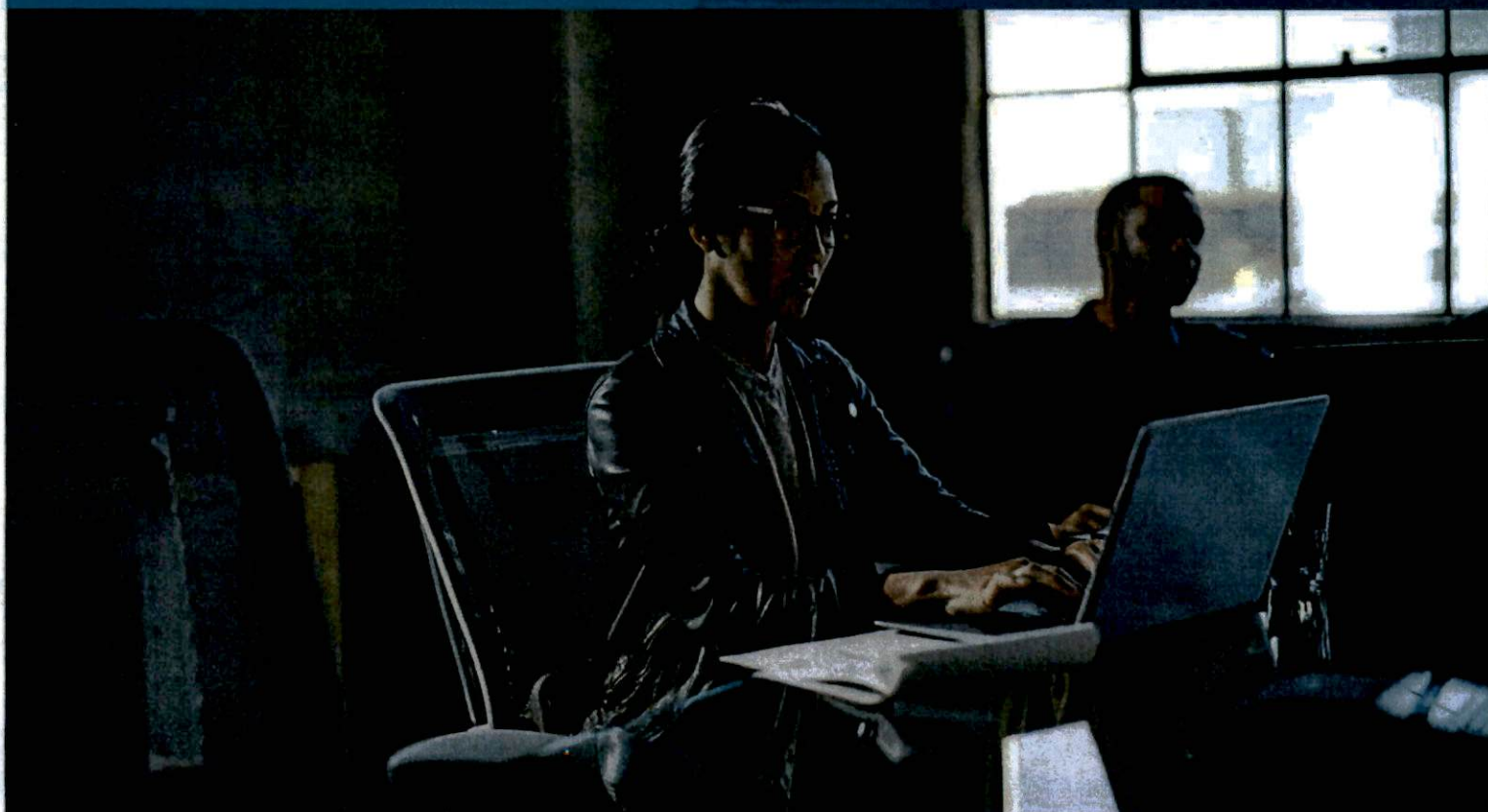
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Thank you for considering Spectrum Enterprise for your communications technology needs. This proposal outlines a solution that addresses the needs and requirements we have discussed. It also provides an overview of our service delivery process and other relevant information.

I will schedule a time to review the details of this proposal with you, however, please contact me in the meantime with any questions.

I look forward to speaking with you soon about how we can partner to help you achieve your goals.

Regards,

Altoria Prince
MAE - Generalist

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Technology unlocks powerful opportunities for business success. With competition at an all-time high, you need technology that doesn't just keep up, but puts you ahead.

Spectrum Enterprise, a part of Fortune 100 company Charter Communications, provides the digital infrastructure your business needs to drive success. Our secure and scalable technology portfolio includes wide area network (WAN), Internet, managed services, voice and TV solutions.

Technology and expertise that exceeds expectations

Dense fiber reach nationwide	• 32 metros across 41 states • 217,000+ fiber-lit buildings • 230,000+ fiber-route miles
Deep expertise	• Fiber and IT infrastructure solutions • Over two times more active MEF-certified professionals than all other top Ethernet providers combined
Committed to delivering quality experiences	• One team = one experience • Unparalleled service level agreements (SLAs) • Self-service portals • Network Operations Center
Recognized for solution and service excellence	• Ranked #1 for 'Ease of doing business' by ATLANTIC-ACM • MEF 2019 award-winner • TMC 2019 SD-WAN Implementation award-winner • INTERNET TELEPHONY 2020 Hosted Call Center Excellence award

The right partner for your digital journey

Spectrum Enterprise has invested over $2 billion to support client progress, and we continue to add over 50 fiber-lit buildings to our network every day. Our goal is to increase client access to our national fiber network. We are doing that by absorbing the costs of fiber construction for the majority of enterprise buildings within our footprint.

We're committed to ensuring an exceptional client experience, and we put the needs of our clients at the center of everything we do. With national reach, committed teams and proven expertise, we can connect you and go beyond your expectations.

We invite you to join us as we turn the promise of digital technology into progress.

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Dedicated Fiber Internet (DFI)

Provides dedicated symmetrical connectivity for organizations that need reliable or high-bandwidth upload and download capabilities. DFI runs on Spectrum Enterprise's fiber-rich network and provides a dedicated, continuous link between the local area network (LAN) and the Internet. DFI service is proactively monitored 24/7/365 U.S.-based support to ensure availability.

Features	Benefits
Dedicated connection that is not shared with others and is delivered over a reliable advanced fiber network.	**Superior performance** – Improves business productivity through a reliable, high-performing internet service.
Industry-leading service level agreement (SLA) metrics support availability and low latency, jitter and packet loss all the way into the client suite	**Reach and scalability** – Provides an easily scalable platform with national reach and dense metro coverage to support current and future needs.
Single provider, with 24/7/365 US-based support and local technicians.	**End-to-end support** – Reduces complexity via a single partner providing one resource team and one contact point for both service and support, including the in-building connection.
Multiple diversity and redundancy options to help protect your network from equipment failures and other network-impacting situations.	**Business continuity** – Optional diversity solutions to support Internet uptime in the event of a wireline disruption.

Ethernet Services

Ensure network reliability by partnering with one of the largest Ethernet providers in the U.S. with more active MEF-certified professionals than all top Ethernet providers combined. Simplify your wide area network (WAN) infrastructure for secure, seamless collaboration. Cost effectively connect your locations with simple, flat-rate pricing.

Features	Benefits
Delivered on a private and secure next-generation fiber network that's designed to avoid oversubscription and provides end-to-end service-level agreement (SLA) metrics into the client suite, NID or router supported by local technicians and 24/7/365 support.	**Improve productivity** – Maximize critical business application performance with a highly-reliable, private network.
Customized service designs to meet specific needs and project managers are assigned for each client's installation.	**Personalized solution** – Ensures a reliable service from the start and designed to meet each client's unique requirements.
Competitive, flat-rate pricing (U.S. mainland, excludes Hawaii).	**Added value** – Offers competitive, straightforward pricing.
Low latency service supporting symmetrical speeds up to 10 Gbps.	**Extensive reach** – Delivers a high-performing WAN with national reach and dense metro fiber coverage.

Certain features subject to availability. Please consult with your sales representative for details.

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New and revised services and monthly charges at: 100 W BLUFF ST , WOODVILLE TX 75979

Product	Quantity	Sales price	Contract term	Monthly price
5 Static IP Addresses	1	$0.00	60 Months	$0.00
EP-LAN 1Gbps	1	$1,396.00	60 Months	$1,396.00
Dedicated Fiber Internet 1Gbps	1	$2,012.00	60 Months	$2,012.00
Hub - ELINE Master	1	$0.00	60 Months	$0.00
Total*:			$3,408.00	
*Prices do not include taxes, surcharges, and/or fees				

New and revised services and monthly charges at: 201 VETERANS WAY , WOODVILLE TX 75979

Product	Quantity	Sales price	Contract term	Monthly price
EP-LAN 200Mbps	1	$945.00	60 Months	$945.00
Spoke	1	$0.00	60 Months	$0.00
Total*:			$945.00	
*Prices do not include taxes, surcharges, and/or fees				

New and revised services and monthly charges at: 1001 W Bluff St , Woodville TX 75979

Product	Quantity	Sales price	Contract term	Monthly price
EP-LAN 200Mbps	1	$945.00	60 Months	$945.00
Spoke	1	$0.00	60 Months	$0.00
Total*:			$945.00	
*Prices do not include taxes, surcharges, and/or fees				

One-time charges at: 100 W BLUFF ST , WOODVILLE TX 75979

Product	Quantity	Sales price	Price
Dedicated Fiber Internet Install	1	$250.00	$250.00
Ethernet Fiber Install	1	$250.00	$250.00
Total*:		$500.00	
*Prices do not include taxes, surcharges, and/or fees			

One-time charges at: 1001 W Bluff St , Woodville TX 75979

Product	Quantity	Sales price	Price

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Ethernet Fiber Install	1	$250.00	$250.00
Total*:		$250.00	
*Prices do not include taxes, surcharges, and/or fees			

One-time charges at: 201 VETERANS WAY , WOODVILLE TX 75979

Product	Quantity	Sales price	Price
Ethernet Fiber Install	1	$250.00	$250.00
Total*:		$250.00	
*Prices do not include taxes, surcharges, and/or fees			

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Summary

Spectrum Enterprise is fully committed to providing you with the solutions that are right for your unique needs, and delivering a seamless experience through installation and beyond. From our exceptionally reliable, scalable fiber technology solutions to our highly skilled and certified team, we are well-positioned to help you meet your needs not only today, but in the future as your business evolves.

We look forward to helping your company achieve its full potential by not only providing you with the right digital infrastructure, but by establishing a long-term partnership that delivers support and expertise you can count on.

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Spectrum Enterprise services*			
Dedicated Fiber Internet	**Leverage the power of fiber** Dedicated fiber connection, not shared, for consistent performance with symmetrical bandwidth where downloads and uploads are equally as fast.	**Ensure reliable performance** High performance and availability for your mission-critical applications is assured by a competitive service level agreement.	**Meet your growth needs** Speeds are easily scalable to meet your evolving business needs.
Secure Dedicated Fiber Internet	**Data Transport plus Security** Connect confidently to the internet and applications with a fast and highly reliable fiber internet service that includes enterprise-grade cybersecurity protection that's managed in one easy solution that's simple to expand, all without the need for additional IT resources.	**Convenient, Secure and Cost-Effective** Provides organizations with greater flexibility, scalability, and security, allowing them add features and capabilities more quickly and at a lower cost while leaving their network management in capable hands.	**Connect and Protect** Support overall business productivity and simplify operations while not worrying about cyber protection or hardware technology that locks out future options.
Enterprise Internet	**Dependable internet** Internet access that delivers enterprise-grade performance with a 99.9% uptime Service Level Agreement to support your business needs.	**Cost effective** Economical internet connection with multiple speed offerings.	**Faster connections** Send and receive data faster across a gigabit-ready network designed for enterprises.
Wireless Internet	**Diversify your network** Augment your network with diverse, wireless access that routes traffic separately from wireline connections.	**Tailor your plan and devices** Choose from a range of wireless device options and data plans for an ideal wireless solution tailored for your location and infrastructure.	**Connect with confidence** Connect to the internet with a strong wireless signal delivered by one of our national wireless partners.
Ethernet	**Assure network performance** Our competitive service level agreement (SLA) exceeds industry specifications and ensures the network is meeting performance objectives.	**Connect your locations** Ethernet can cost effectively connect your locations with secure, point-to-point, point-to-multi-point, or multi-point-to-multi-point topologies.	**Scale your network** Quickly increase bandwidth to meet changing business requirements.
Cloud Connect	**Improve performance** Access to public clouds is faster and more consistent with high performance, service level agreement (SLA)-backed, dedicated connectivity.	**Reduce risk** Private connectivity protects against disruptive intrusions and malicious attacks.	**Simplify cloud connectivity** Easily link multiple cloud environments to any network resource.

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Wavelength Services	A smart, cost-effective option for high-capacity requirements Consider Wavelength Services if you're in search of very high transport speeds — but not the cost and complexity of owning and operating dedicated network infrastructure. It efficiently converges network services, including WAN and Internet access, while keeping capital expenses to a minimum.	Keep your most valuable data secure Wavelength Services provides a non-shared, point-to-point circuit for connecting locations. Traffic passes seamlessly across the network, separated from other data streams and encapsulated inside a wavelength frequency.	Speeds designed to power productivity Delivering speeds up to 100 Gbps, Wavelength Services offer more bandwidth and low-latency data transmission without handling frames or packets, providing the data-intensive transport your organization needs to run critical business applications.
Managed WiFi	Enable scalability Leverage the high-speed connectivity of our Internet service and allocate the appropriate bandwidth to support different usage needs at one location or across a large campus environment.	Manage end-to-end WiFi Simplify local network infrastructure and minimize administration effort with industry experts to install, manage and maintain WiFi infrastructure and online portals to view WiFi performance.	Ensure network performance A highly competitive service level objective (SLO) helps ensure optimal network performance and availability to support mission-critical wireless operations.

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DDoS Protection	Comprehensive traffic evaluation Proprietary machine learning and advanced analytics, powered by NETSCOUT's Arbor platform, identify anomalies in traffic flows at each of your locations to quickly mitigate attacks before they can negatively impact your organization.	Faster detection and resolution Offered with our Fiber Internet Access services, DDoS Protection quickly detects, redirects and mitigates any malicious traffic and minimizes the impacts of a DDoS attack, ensuring the availability of your network assets.	Continuous support We provide a single source of support for fast and easy resolution. Our network operations center is equipped with experts and resources to ensure mitigation and support during an attack. You also have online access to incident reports that include event mitigation details, countermeasures deployed, IP addresses impacted, configuration settings and more.
Enterprise Trunking	Choose what works for you We're able to meet your ever-changing requirements by supporting your preferred trunk interface and handling both centralized or decentralized configurations. Also, our flexible service lets you scale as needed by adding more capacity, minutes of use or other advanced features.	Rely on a dedicated partner Enterprise Trunking is delivered over our private fiber network. We proactively monitor our network 24/7/365, giving you confidence that your dedicated connection is available and performing at the highest level.	Do business with ease One monthly transaction delivers everything you need —the connection, bandwidth, DID numbers and long distance plans.
Unified Communications (UC) with RingCentral	**Maximize customer and employee user experiences** With the RingCentral app, your organization gets an all-in-one communication and collaboration solution containing full-feature voice and video calling, content sharing, and instant messaging.	**Easy to set-up** Your dedicated Implementation Manager will ensure your solution is delivered, activated, tuned and all users are trained and able to use the service properly during initial onboarding.	**Peace of mind with 24x7x365 support** Spectrum Enterprise proactively monitors your service to ensure availability and performance and 4-hour response to repair.

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Unified Communications (UC) with Webex	Have confidence in a highly reliable service Gain peace of mind in knowing that your cloud-based UC services are always available. By using a dedicated connection on our private, secure, fiber-based network, you'll receive both reliable service and the highest level of voice quality.	One number to make your life easier We design, install and maintain your UC service. Our service-level agreement provides 99.99 percent service availability — all the way to the IP desktop phone. Our 611 feature can be used from any UC phone, giving instant access to U.S.-based technical support representatives 24/7/365 at no extra charge.	Equip your teams with a powerful, flexible suite of collaboration tools Your people can communicate how they want, on the devices they choose, through a range of cloud-based services. Additionally, our UC solution integrates with popular tools such as client relationship management (CRM) applications. Integration maximizes solution adoption, provides a better user experience and enhances functionality.
Unified Communications (UC) for Hospitality	Discover a more efficient way to manage your voice services and deliver a superior guest experience. Unified Communications (UC) for Hospitality is built for the unique needs of hotels. It encompasses telephone management, automated wake-up calls, customized greetings and call accounting systems — all in a single, fully managed package. The solution also includes an intuitive online portal that enables more effective use of your voice investment.	Create memorable experiences Instant access to account and transaction history via your Property Management System (PMS) enables staff to anticipate guests' preferences and delight them with the truly personal service that leads to strong brand loyalty. For example, you can deliver customized wake-up call greetings and voicemail prompts in a guest's preferred language and sets your property apart.	Empower your team Combine comprehensive managed voice services with advanced messaging, meeting capabilities and mobile device integration to simplify staff communication and increase collaboration. Improve team efficiency with, along with other advanced features, real-time housekeeping statuses, minibar monitoring and phone-call accounting that can be customized by guest type.
Hosted Call Center	Ensure clear, reliable service Experience clear voice quality and improved security from service delivered via a dedicated and secure connection over our privately owned and operated fiber network.	Customize your call center Improve call center operations and derive business insights with advanced call monitoring and call analytics software engineered specifically for call center supervisors.	Decrease management time Free IT staff to focus on higher business priorities instead of daily call center management and ensure you have the latest technology through automatic updates.
Webex Meetings from Spectrum Enterprise	All-in-one communication and collaboration Enjoy one app that combines messaging, meetings, virtual workspaces, and content sharing. Allow your employees and customers the flexibility to work from anywhere, on any device, at	One meeting experience Whether participants are together or apart, internal or external to the organization, they will feel included and enjoy the same meeting experience regardless of device.	Continuous support Take the worry out of your meetings and maximize results with a solution that offers multilevel, enterprise, security policies that site administrators can configure and enforce for individual users, groups, or an entire

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	any time.		organization.
Enterprise TV	**Provide preferred programs** Create an exceptional HDTV viewing experience with access to over 200 core and premium channels your viewers want, at a great value, featuring entertainment, news, sports and international programming.	**Choose your service** Select the delivery platform that provides the features your viewers want and the performance you need, all within your budget.	**Count on reliable TV** Ensure viewers are entertained and informed with highly reliable delivery that is not susceptible to weather-related disruptions.

*Certain features subject to availability. Please consult your sales representative for details.

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QUOTE FOR SPECTRUM SERVICES

Sales Contact Information	
Spectrum Enterprise	**Contact:** Altoria Prince **Telephone:** 409-217-1760 **Email:** altoria.prince@charter.com

Customer Information	
Customer Name: Tyler County Courthouse	
Address: 100 W Bluff St Woodville TX 75979	
Contact Name: Andrew Lawrence	**Telephone:** (409) 382-2322 **Email:** andrew@cyphercomputers.com

SERVICE LOCATION: 100 W BLUFF ST , WOODVILLE TX 75979

Service Description	Order Term	Quantity	Monthly Recurring Charge(s)	Total Monthly Recurring Charge(s)
Hub - ELINE Master	60 Months	1	$0.00	$0.00
5 Static IP Addresses	60 Months	1	$0.00	$0.00
EP-LAN 1Gbps	60 Months	1	$1,396.00	$1,396.00
Dedicated Fiber Internet 1Gbps	60 Months	1	$2,012.00	$2,012.00
TOTAL				**$3,408.00**

SERVICE LOCATION: 1001 W Bluff St , Woodville TX 75979

Service Description	Order Term	Quantity	Monthly Recurring Charge(s)	Total Monthly Recurring Charge(s)
Spoke	60 Months	1	$0.00	$0.00
EP-LAN 200Mbps	60 Months	1	$945.00	$945.00
TOTAL				**$945.00**

SERVICE LOCATION: 201 VETERANS WAY , WOODVILLE TX 75979

Service Description	Order Term	Quantity	Monthly Recurring Charge(s)	Total Monthly Recurring Charge(s)
EP-LAN 200Mbps	60 Months	1	$945.00	$945.00
Spoke	60 Months	1	$0.00	$0.00
TOTAL				**$945.00**

SERVICE LOCATION: 100 W BLUFF ST , WOODVILLE TX 75979

Service Description	Quantity	One Time Charge	Total One Time Charge
Ethernet Fiber Install	1	$250.00	$250.00
Dedicated Fiber Internet Install	1	$250.00	$250.00
TOTAL			**$500.00**

SERVICE LOCATION: 1001 W Bluff St , Woodville TX 75979

Service Description	Quantity	One Time Charge	Total One Time Charge
Ethernet Fiber Install	1	$250.00	$250.00
TOTAL			**$250.00**

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SERVICE LOCATION: 201 VETERANS WAY , WOODVILLE TX 75979			
Service Description	Quantity	One Time Charge	Total One Time Charge
Ethernet Fiber Install	1	$250.00	$250.00
TOTAL			$250.00

Prices quoted are subject to change and do not include any taxes, fees, and/or surcharges which may apply.

THIS QUOTE SHALL NOT CONSTITUTE A BINDING CONTRACT BETWEEN SPECTRUM ENTERPRISE AND CUSTOMER. THE PURCHASE OF SPECTRUM ENTERPRISE SERVICES SHALL BE GOVERNED BY THE TERMS AND CONDITIONS OF A SEPARATE SERVICE AGREEMENT TO BE ENTERED INTO BY SPECTRUM ENTERPRISE AND CUSTOMER.