GREENEVILLE CITY BOARD OF EDUCATION

AGENDA

Date of Meeting: March 24, 2026 Time: 5:00 PM

Location: Professional Development Center at the Kathryn W. Leonard Administrative Office

I. **Call to Order**
II. **Pledge to the Flag**
III. **Recognition of Visitors**
IV. **Special Recognition** (5 minutes)

Teachers of the Year (Building Level)

- EastView Elementary - Margaret Brooks
- Highland Elementary - Heather Fay
- Hal Henard Elementary - Brandy Rambo
- Tusculum View Elementary - Melissa Morgan
- TOPS - Talia Henderson
- Greeneville Middle - Wendy Hansard
- Greeneville High - Cynthia Propst
- Greeneville Career & Technical Academy - Rob Robbins

Teacher of the Year (District Level)

- Pre K-4: Brandy Rambo, HH
- 5th-8th: Wendy Hansard, GMS
- 9th-12th: Cynthia Propst, GHS

District Principal of the Year: Dr. Lana Luttrell, TV

District Supervisor of the Year: Melissa Batson, Chief Human Resources Officer

V. **Public Comment Period** (20 Minutes)

VI. **School Report** (10 minutes)
School Report - GHS

VII. **Conflict of Interest Statement** (5 Minutes)

Chair to Board Members:

- "If you have any relative who is employed by the Board of Education, meaning a spouse, parent, parent-in-law, child, son-in-law, daughter-

in-law, grandparent, grandchild, brother, sister, uncle, aunt, nephew, niece, or any person who resides in the same household as you, please acknowledge the same at this time by raising your hand."

Chair to Board Members:

- "To those board members who just raised their hands, do you hereby certify that any and all votes you will cast during this meeting are in the best interest of the school system? If so, please say, 'Aye.'"

Chair to Board Secretary:

3. "Please reflect within the minutes that possible conflicts were acknowledged, with board members present confirming their intent to act in the best interest of the school system."

VIII. **Approval of Agenda** (5 Minutes)

IX. **Consent Agenda** (5 minutes)

A. Consideration of Approving Minutes of February 24, 2026, Board Meeting
B. Consideration of Accepting Personnel Report
C. Consideration of Approving Board Policy Revisions (2nd Reading)
D. Consideration of Approving Board Policy Revisions - No Changes (1st Reading)
E. Consideration of Approving School Trip Request

X. **Action Items**

A. Consideration of Accepting February 2026 Financial Statements (5 minutes)

B. Consideration of Approving Continuing Partnership with Bristol City Schools for Operations of TOPS Virtual School (5 Minutes)

C. Consideration of Approving Tuition Program at Highland Elementary and TOPS (5 Minutes)

D. Consideration of Approving Policy on 1st and Final Reading (5 Minutes)

E. Consideration of Approving Internet and Broadband Service Provider (5 Minutes)

F. Consideration of Approving Pursuing the Director of Schools Candidate (5 Minutes)

G. Consideration of Approving Board Chair to Enter Into Contract Negotiations for Director of Schools Candidate (5 Minutes)

XI. **Director's Report** (5 minutes)

XII. **Legislative Update** (5 Minutes)

XIII. **Adjournment**

Greeneville High School

MARCH 24, 2026, 5pm

Greene Devils

LEGACY

Greene Devils Make a

MERRY & BRIGHT
Robotics Team 6302

GREENVILLE HIGH SCHOOL
REWARD SCHOOL
TENNESSEE
A

GREENEVILLE GREENE DEVILS

GHS GCTA STAFF

Greeneville High School Course Catalog

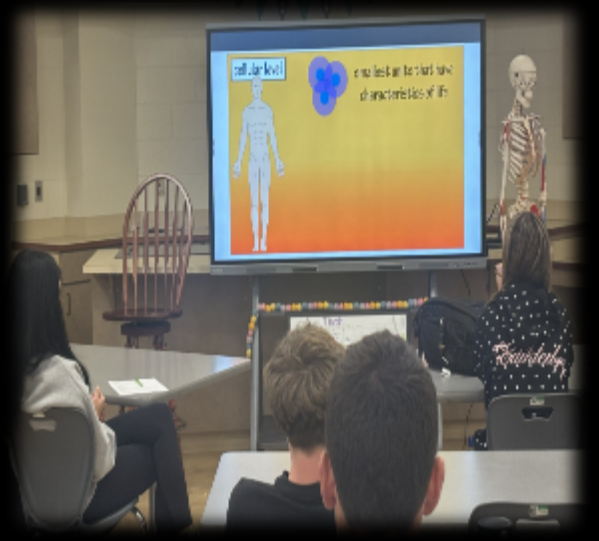
2026-2027

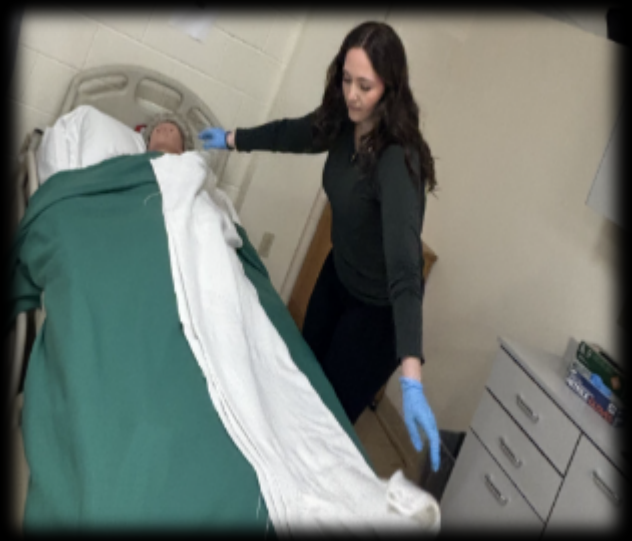
Questions? Call: 423-787-8033 or visit ghs.gcschools.net

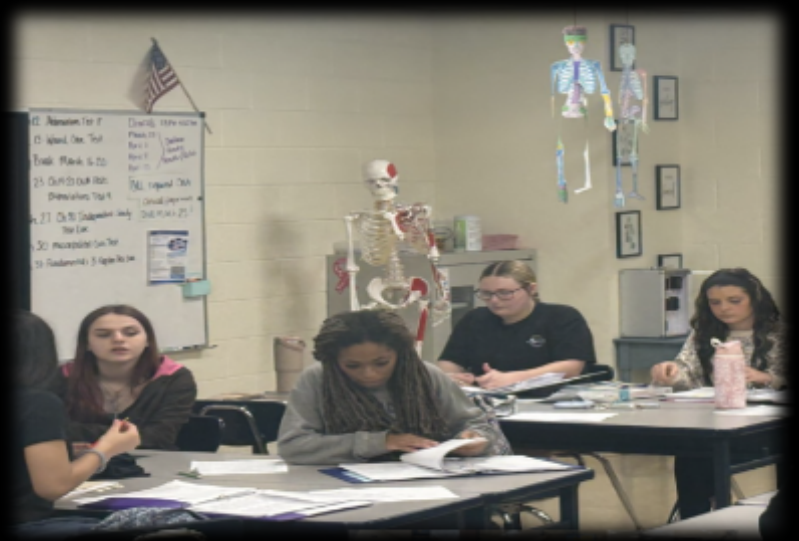
[GHS Course Catalog]

Scan QR Code for Course catalog.

Ballad Room and Progress Participation this Year







- 4 Students with a perfect ACT score
- 25 with a 30+

Additions

- ACT Perfect Score
- 21+ and 4+
- IC Wall

Greene Devil Pride

Greene Devil Pride symbolizes the outstanding excellence and dedication exhibited by our students in various aspects of their academic and personal lives. This form serves to recognize and celebrate those individuals who consistently demonstrate exceptional character, leadership, and commitment to our school's values.
Please provide specific details outlining how the student mentioned has exemplified Greene Devil excellence. Include examples of their achievements, contributions, and the positive impact they have made within our school community and beyond.

1. Teacher Name

Enter your answer

2. Student Name

Enter your answer

3. How has this student demonstrates Greene Devil excellence?

Enter your answer

Submit

GHS PRIDE

LEGACY

L - Lead with purpose: Model integrity, passion, and high expectations in every interaction.

E - Empower every student: Believe in their potential and help them see it in themselves.

G - Grow through relationships: Connect deeply with students, families, and colleagues to build trust and belonging.

A - Aim for excellence: Pursue high standards in teaching, learning, and leadership every single day.

C - Create meaningful moments: Make each day count through care, creativity, and commitment.

Y - Yield lasting impact: Leave behind more than lessons-leave behind inspiration, confidence, and opportunity.

DEVIL
PRIDE
Personal
Responsibility
In
Delivering
Excellence

Have a wonderful
Greene Devil day!

FIELD TRIP & EXCURSION REQUEST
FORM Out-of-State *or* Overnight

Softball

Name of the school: Greeneville middle

Person Requesting: Ms. Simerly, GMS AD

Purpose of the Field Trip: state competition, TSSAA

Destination of Field Trip: Warner Park, Chattanooga

Grade(s) of students attending: 6-8

Dates requested: May 11-13 Departure Time: 10:00 am Return Time: 10:00 pm

Approximate # of students to attend: 12

Number, names and affiliation of chaperones attending:

2 female List names and affiliation: Coaches Anna Bowen + Whitney Patterson

1 male List names and affiliation: Coach Terrance Johnson

("There must be at least one female and one male chaperone if the trip is for a mixed group. A chaperone of the same sex will accompany students on overnight trips")

All Greeneville City Schools guidelines for out-of-state and overnight field trips shall be followed in planning and conducting this field trip per BOE policy 4.302, and approval of my principal, the Director of Schools, and Board of Education is required. For an Overnight or Out-of-State Field Trip Request to be considered for approval, it must be received in the director of school's office 10 days prior to the scheduled date of the Board meeting at which it will be considered for approval.

Rachel Adams, Principal date approved 2/24/26

_____, Director of Schools date approved _____

_____, Chairman, BOE date approved _____

Kathryn W. Leonard Administrative Office
129 W. Depot Street Greeneville, TN 37743-1420
(423) 787-8000 | http://www.gcschools.net

Revised 9.25.2023

GREENEVILLE CITY SCHOOLS

FIELD TRIP & EXCURSION REQUEST
FORM Out-of-State *or* Overnight

Name of the school: Greeneville Middle School

Person Requesting: Missy Crouch

Purpose of the Field Trip: Dance camp

Destination of Field Trip: Furman University

Grade(s) of students attending: 6-8

Dates requested: 7/9-7/12/26 Departure Time: 8:00am Return Time: 4:00pm

Approximate # of students to attend: 15

Number, names and affiliation of chaperones attending:

1 female List names and affiliation: Missy Crouch
1 senior student mentor

_____ male List names and affiliation: _____

("There must be at least one female and one male chaperone if the trip is for a mixed group. A chaperone of the same sex will accompany students on overnight trips")

All Greeneville City Schools guidelines for out-of-state and overnight field trips shall be followed in planning and conducting this field trip per BOE policy 4.302, and approval of my principal, the Director of Schools, and Board of Education is required. For an Overnight or Out-of-State Field Trip Request to be considered for approval, it must be received in the director of school's office 10 days prior to the scheduled date of the Board meeting at which it will be considered for approval.

_____, Principal date approved 2/23/26

_____, Director of Schools date approved _____

_____, Chairman, BOE date approved _____

Cultivate the Mind and Impact the Heart through Excellence and Equity

FIELD TRIP & EXCURSION REQUEST
FORM Out-of-State *or* Overnight

Track + Field

Name of the school: Greeneville middle

Person Requesting: Ms. Simerly, GMS AD

Purpose of the Field Trip: state competitions, TSSAA

Destination of Field Trip: Univ. of TN, Knoxville

Grade(s) of students attending: 6-8

Dates requested: May 18 Departure Time: 8:00 am Return Time: 10:00 pm

Approximate # of students to attend: Depending on qualifying athletes (1-20)

Number, names and affiliation of chaperones attending:

1 female List names and affiliation: Coach Nicole Moore

2 male List names and affiliation: Coaches Michael Bowman, Derick Moore

("There must be at least one female and one male chaperone if the trip is for a mixed group. A chaperone of the same sex will accompany students on overnight trips")

All Greeneville City Schools guidelines for out-of-state and overnight field trips shall be followed in planning and conducting this field trip per BOE policy 4.302, and approval of my principal, the Director of Schools, and Board of Education is required. For an Overnight or Out-of-State Field Trip Request to be considered for approval, it must be received in the director of school's office 10 days prior to the scheduled date of the Board meeting at which it will be considered for approval.

Rachel Adams, Principal date approved 2/24/26

_____, Director of Schools date approved _____

_____, Chairman, BOE date approved _____

GREENEVILLE CITY SCHOOLS

CULTIVATE THE MIND & IMPACT THE HEART — EXCELLENCE & EQUITY

FIELD TRIP & EXCURSION REQUEST FORM Out-of-State *or* Overnight

Name of the school: Greeneville Middle School

Person Requesting: Beth Catron

Purpose of the Field Trip: Volleyball Team Camp at MTSU

Destination of Field Trip: Murfreesboro, TN - MTSU Campus

Grade(s) of students attending: 6th Grade through 8th Grade

Dates requested: 7/23/26 - 7/25/26 Departure Time: 12:00p Return Time: 10:00p

Approximate # of students to attend: 20

Number, names and affiliation of chaperones attending:

2 female List names and affiliation: Beth Catron / Courtney Hinkle
Head Coach / Assistant Coach

1 male List names and affiliation: Aaron Ball

("There must be at least one female and one male chaperone if the trip is for a mixed group. A chaperone of the same sex will accompany students on overnight trips")

All Greeneville City Schools guidelines for out-of-state and overnight field trips shall be followed in planning and conducting this field trip per BOE policy 4.302, and approval of my principal, the Director of Schools, and Board of Education is required. For an Overnight or Out-of-State Field Trip Request to be considered for approval, it must be received in the director of school's office 10 days prior to the scheduled date of the Board meeting at which it will be considered for approval.

Rachel Adams, Principal — date approved 2/24/26

_____, Director of Schools — date approved _____

_____, Chairman, BOE — date approved _____

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FIELD TRIP & EXCURSION REQUEST
FORM Out-of-State *or* Overnight

Baseball

Name of the school: Greeneville middle

Person Requesting: Mr. Simerly, GMS AD

Purpose of the Field Trip: state competitions, TSSAA

Destination of Field Trip: East Hamb. HS / Lee University

Grade(s) of students attending: 6-8

Dates requested: May 11-13 Departure Time: 10:00 Return Time: 10:00 pm

Approximate # of students to attend: 16

Number, names and affiliation of chaperones attending:

0 female List names and affiliation: _____

3 male List names and affiliation: coaches Cody Baugh, Jacob Hodges, Kenny Holt.

("There must be at least one female and one male chaperone if the trip is for a mixed group. A chaperone of the same sex will accompany students on overnight trips")

All Greeneville City Schools guidelines for out-of-state and overnight field trips shall be followed in planning and conducting this field trip per BOE policy 4.302, and approval of my principal, the Director of Schools, and Board of Education is required. For an Overnight or Out-of-State Field Trip Request to be considered for approval, it must be received in the director of school's office 10 days prior to the scheduled date of the Board meeting at which it will be considered for approval.

Rachel Adams, Principal date approved 2/24/26

_____, Director of Schools date approved _____

_____, Chairman, BOE date approved _____

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Revised 9.25.2023

FIELD TRIP & EXCURSION REQUEST
FORM Out-of-State *or* Overnight

Golf

Name of the school: Greeneville middle

Person Requesting: Mr. Simerly, GMS AD

Purpose of the Field Trip: State competition, TSSAA / TMSGA

Destination of Field Trip: Harpeth Hills, Nashville

Grade(s) of students attending: 6-8

Dates requested: May 18-19 Departure Time: 10:00 am Return Time: 10:00 pm

Approximate # of students to attend: Depending on qualifying athletes (2-4)

Number, names and affiliation of chaperones attending:

0 female List names and affiliation: _____

1 male List names and affiliation: coach jason shelton

("There must be at least one female and one male chaperone if the trip is for a mixed group. A chaperone of the same sex will accompany students on overnight trips")

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Rachel Adams, Principal date approved 2/24/26 RA

_____, Director of Schools date approved _____

_____, Chairman, BOE date approved _____

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FIELD TRIP & EXCURSION REQUEST
FORM Out-of-State *or* Overnight

Soccer

Name of the school: Greeneville middle

Person Requesting: Mr. Simerly, GMS AD

Purpose of the Field Trip: state competitions, TSSAA

Destination of Field Trip: Richard Siegal Park, Morristown

Grade(s) of students attending: 6-8

Dates requested: May 12-14 Departure Time: 10:0 am Return Time: 10:00 pm

Approximate # of students to attend: 33

Number, names and affiliation of chaperones attending:

0 female List names and affiliation: _____

3 male List names and affiliation: coaches, Rustin Jones, Drew Wood, Will Mann

("There must be at least one female and one male chaperone if the trip is for a mixed group. A chaperone of the same sex will accompany students on overnight trips")

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Rachel Adams, Principal date approved 2/24/26

_____, Director of Schools date approved _____

_____, Chairman, BOE date approved _____

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Revised 9.25.2023

FIELD TRIP & EXCURSION REQUEST
FORM Out-of-State *or* Overnight

Name of the school: Greeneville High School

Person Requesting: Samuel Hyde

Purpose of the Field Trip: SCOPE

Destination of Field Trip: Nashville TN

Grade(s) of students attending: 9-12

Dates requested: March 2-3 Departure Time: Noon 3/2 Return Time: 10pm 3/3

Approximate # of students to attend: 4

Number, names and affiliation of chaperones attending:

1 female List names and affiliation: Holly Ward

1 male List names and affiliation: Sam Hyde

("There must be at least one female and one male chaperone if the trip is for a mixed group. A chaperone of the same sex will accompany students on overnight trips")

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_____, Principal date approved 2/24/26

Steve Starnes (Feb 26, 2026 17:02:11 EST)
_____, Director of Schools date approved Feb 26, 2026

Joshua J. E. Quillen (Feb 26, 2026 17:10:02 EST)
_____, Chairman, BOE date approved Feb 26, 2026

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129 W. Depot Street Greeneville, TN 37743-1420
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Revised 9.25.2023

20260226111014089

Final Audit Report 2026-02-26

Created:	2026-02-26
By:	Jamie Galyon (galyonj@gcschools.net)
Status:	Signed
Transaction ID:	CBJCHBCAABAAL5BwijE9YhlyZ0G9DCymZLD2GvFV2a9I

"20260226111014089" History

Document created by Jamie Galyon (galyonj@gcschools.net)
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2026-02-26 - 5:35:17 PM GMT

Email viewed by Steve Starnes (starness@gcschools.net)
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Document e-signed by Steve Starnes (starness@gcschools.net)
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2026-02-26 - 10:02:13 PM GMT

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2026-02-26 - 10:09:19 PM GMT

Signer joshq@southstatecontractors.com entered name at signing as Joshua J. E. Quillen
2026-02-26 - 10:10:00 PM GMT

Document e-signed by Joshua J. E. Quillen (joshq@southstatecontractors.com)
Signature Date: 2026-02-26 - 10:10:02 PM GMT - Time Source: server

Agreement completed.
2026-02-26 - 10:10:02 PM GMT

FIELD TRIP & EXCURSION REQUEST
FORM Out-of-State *or* Overnight

Name of the school: Greeneville High School

Person Requesting: Mansi Boegemann

Purpose of the Field Trip: UDA Dance Camp

Destination of Field Trip: Kennesaw State - Marietta, GA

Grade(s) of students attending: Rising 9 - 12th

Dates requested: July 14-17 Departure Time: 6:00 AM Return Time: 5:00 PM

Approximate # of students to attend: 15 ish

Number, names and affiliation of chaperones attending:

15 female List names and affiliation: Mansi Boegemann (coach); second chaperone TBD

Ø male List names and affiliation: _____

("There must be at least one female and one male chaperone if the trip is for a mixed group. A chaperone of the same sex will accompany students on overnight trips")

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_____, Principal date approved 3/2/26

_____, Director of Schools date approved _____

_____, Chairman, BOE date approved _____

Cultivate the Mind and Impact the Heart through Excellence and Equity

FIELD TRIP & EXCURSION REQUEST
FORM Out-of-State *or* Overnight

Name of the school: Greeneville High School

Person Requesting: Daniel Varnell

Purpose of the Field Trip: Students will perform in All-State Honor choirs

Destination of Field Trip: Opryland Resort, Nashville TN

Grade(s) of students attending: 10 – 12

Dates requested: Apr 9-11 Departure Time: 8 AM Return Time: 11 PM

Approximate # of students to attend: 5

Number, names and affiliation of chaperones attending:

1 female List names and affiliation: Beth Ann Noble – GHS

1 male List names and affiliation: Daniel Varnell – GHS

("There must be at least one female and one male chaperone if the trip is for a mixed group. A chaperone of the same sex will accompany students on overnight trips")

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[signature], Principal date approved 3/6/26

_____, Director of Schools date approved _____

_____, Chairman, BOE date approved _____

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FIELD TRIP & EXCURSION REQUEST
FORM Out-of-State ***or*** Overnight

Name of the school: Greeneville High School

Person Requesting: Jerry Graham

Purpose of the Field Trip: Smoky Mountain Cup--Boys Soccer Tournament

Destination of Field Trip: Gatlinburg, Tennessee

Grade(s) of students attending: 9-12

Dates requested: 3/27/26-3/29/26 Departure Time: 2:45 pm Return Time: 3:30pm

Approximate # of students to attend: 33

Number, names and affiliation of chaperones attending:

6 female List names and affiliation: Abby Gourley-Booster/GCS Background
Chassidy Inscore-Senior Mother/GCS Background, Rachel Hensley-Senior Mother/GCS Background, Laura Lenker-GMS Teacher/Senior Mother

3 male List names and affiliation: Jerry Graham-Head Girls' Soccer Coach, Michael Connell-Assistant Boys' Soccer Coach, Norlan Gallegos-Assistant Boys' Soccer Coach

("There must be at least one female and one male chaperone if the trip is for a mixed group. A chaperone of the same sex will accompany students on overnight trips")

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Dwight R. Shepard , Principal date approved 3/10/26

_____ , Director of Schools date approved _____

_____ , Chairman, BOE date approved _____

Cultivate the Mind and Impact the Heart through Excellence and Equity

This sheet has been updated as of March 9, 2026, with preliminary information through February 2026

GREENEVILLE CITY SCHOOLS
2025 - 2026
ACTUAL LOCAL REVENUE COLLECTIONS

	Property Tax		Property Tax - Prior Year		Clerk & Master		Interest & Penalty		Pick-up Taxes		In Lieu of - Local Utility		In Lieu of - Other	
	2024-2025	2025-2026	2024-2025	2025-2026	2024-2025	2025-2026	2024-2025	2025-2026	2024-2025	2025-2026	2024-2025	2025-2026	2024-2025	2025-2026
July	$ -	$ 23.36	$ 7,215.08	$ 6,782.34	$ 3,350.75	$ 2,112.89	$ 1,685.50	$ 1,575.82	$ -	$ -	$ 28,078.93	$ 15,531.11	$ 150.39	$ 207.35
August	$ -	$ 11.68	$ 4,666.21	$ 6,379.09	$ 3,458.14	$ 2,677.32	$ 1,887.89	$ 1,665.32	$ -	$ 107.92	$ 42,118.39	$ 15,531.11	$ -	$ -
September	$ -	$ 11.68	$ 4,804.03	$ 7,807.80	$ 3,041.59	$ 2,920.77	$ 2,156.26	$ 1,911.21	$ -	$ 366.15	$ -	$ -	$ -	$ -
October	$ 248,703.61	$ 284,808.06	$ 10,069.51	$ 13,572.79	$ 1,801.49	$ 4,504.17	$ 2,506.17	$ 3,177.57	$ -	$ -	$ 28,078.92	$ -	$ -	$ -
November	$ 229,493.73	$ 151,018.01	$ 7,932.86	$ 5,760.52	$ 4,124.75	$ 2,252.11	$ 3,401.92	$ 1,600.80	$ 86.94	$ -	$ 14,039.46	$ 46,593.33	$ -	$ -
December	$ 919,799.79	$ 835,230.29	$ 7,138.45	$ 7,648.07	$ 6,168.70	$ 1,464.20	$ 4,272.65	$ 1,645.34	$ (14.88)	$ -	$ -	$ 15,531.11	$ 1,721.91	$ -
January	$ 325,810.87	$ 279,236.18	$ 5,790.80	$ 8,013.42	$ 1,192.78	$ 2,591.90	$ 1,491.38	$ 2,316.91	$ 298.58	$ -	$ -	$ 12,628.93	$ 553.50	$ 1,548.90
February	$ 1,312,910.08	$ 1,144,077.43	$ 15,662.62	$ 17,865.23	$ 869.73	$ 1,020.06	$ 3,927.54	$ 3,737.19	$ 22,209.02	$ -	$ -	$ 12,628.93	$ 436.23	$ 848.61
March														
April														
May														
ADA Adj.														
June														
Totals	$ 3,036,718.08	$ 2,694,416.69	$ 63,279.56	$ 73,829.26	$ 24,007.93	$ 19,543.42	$ 21,329.31	$ 17,630.16	$ 22,579.66	$ 474.07	$ 112,315.70	$ 118,444.52	$ 2,862.03	$ 2,604.86
Commission	$ 60,734.36	$ 53,888.33	$ 1,265.59	$ 1,476.59	$ 240.08	$ 195.43	$ 426.59	$ 352.60	$ 451.59	$ 9.48	$ 1,123.16	$ 1,184.45	$ 28.62	$ 26.05
Total Net	$ 2,975,983.72	$ 2,640,528.36	$ 62,013.97	$ 72,352.67	$ 23,767.85	$ 19,347.99	$ 20,902.72	$ 17,277.56	$ 22,128.07	$ 464.59	$ 111,192.54	$ 117,260.07	$ 2,833.41	$ 2,578.81
Difference		$ (342,301.39)		$ 10,549.70		$ (4,464.51)		$ (3,699.15)		$ (22,105.59)		$ 6,128.82		$ (257.17)

	Sales Tax		Bank Excise Tax		Mixed Drink Tax		Statutory Local Tax		Marriage Licenses		Subtotal		2024-25% of Actual	2025-26% of Actual
	2024-2025	2025-2026	2024-2025	2025-2026	2024-2025	2025-2026	2024-2025	2025-2026	2024-2025	2025-2026	2024-2025	2025-2026		
July	$ 475,495.29	$ 494,356.43	$ -	$ -	$ -	$ -	$ -	$ -	$ 100.74	$ 119.41	$ 516,076.68	$ 520,708.71	7.2%	7.7%
August	$ 477,493.70	$ 454,180.89	$ -	$ -	$ -	$ -	$ -	$ -	$ 83.55	$ 102.35	$ 529,707.88	$ 480,655.68	7.4%	7.1%
September	$ 474,027.78	$ 406,521.46	$ -	$ -	$ -	$ -	$ -	$ -	$ 127.78	$ 90.17	$ 484,157.44	$ 419,629.24	6.8%	6.2%
October	$ 468,789.74	$ 413,252.97	$ -	$ -	$ 4,274.59	$ -	$ -	$ -	$ 144.97	$ 136.47	$ 764,369.00	$ 719,452.03	10.7%	10.6%
November	$ 439,287.88	$ 486,929.88	$ -	$ -	$ -	$ 10,648.94	$ 66.20	$ 70.00	$ 142.52	$ 155.97	$ 698,576.26	$ 705,029.56	9.7%	10.4%
December	$ 477,478.87	$ 504,633.63	$ -	$ -	$ -	$ -	$ -	$ -	$ 71.26	$ 99.91	$ 1,416,636.75	$ 1,366,252.55	19.8%	20.2%
January	$ 485,058.67	$ 494,701.34	$ -	$ -	$ 21,347.66	$ 15,859.67	$ 70.00	$ 70.00	$ 100.74	$ 80.42	$ 841,714.98	$ 817,047.67	11.7%	12.1%
February	$ 558,038.27	$ 554,445.21	$ -	$ -	$ -	$ -	$ 35.00	$ -	$ 58.97	$ 56.05	$ 1,914,147.46	$ 1,734,678.71	26.7%	25.6%
March											$ -	$ -	0.0%	0.0%
April											$ -	$ -	0.0%	0.0%
May											$ -	$ -	0.0%	0.0%
ADA Adj.											$ -	$ -	0.0%	0.0%
June											$ -	$ -	0.0%	0.0%
Totals	$ 3,855,670.20	$ 3,809,021.81	$ -	$ -	$ 25,622.25	$ 26,508.61	$ 171.20	$ 140.00	$ 830.53	$ 840.75	$ 7,165,386.45	$ 6,763,454.15		
Commission	$ 38,556.70	$ 38,090.22	$ -	$ -	$ 256.22	$ 265.09	$ 1.71	$ 1.40	$ 8.31	$ 8.41	$ 103,092.93	$ 95,498.04		
Total Net	$ 3,817,113.50	$ 3,770,931.59	$ -	$ -	$ 25,366.03	$ 26,243.52	$ 169.49	$ 138.60	$ 822.22	$ 832.34	$ 7,062,293.52	$ 6,667,956.11		
Difference		$ (46,648.39)		$ -		$ 886.36		$ (31.20)		$ 10.22		$ (401,932.30)		

Total budgeted projection for 2025 - 2026 is $ 9,755,325 The year-to-date collection of $ 6,667,956 is 68.4% of the total budgeted projection.

The amount collected year-to-date is $ (401,932) less than this time last year. (This amount does not reflect commission fees.)

Greeneville City Schools
Comparative Summary of Revenue Collections
For the Month Ended February 28, 2026

LOCAL REVENUE	2024-2025	2025-2026	Variance	Actual % Change
Property Tax	**$ 3,036,718.08**	**$ 2,694,416.69**	**$ (342,301.39)**	**-11.27%**
Property Tax - Prior Year	**63,279.56**	**73,829.26**	**$ 10,549.70**	**16.67%**
Clerk & Master	24,007.93	19,543.42	$ (4,464.51)	-18.60%
Interest & Penalty	21,329.31	17,630.16	$ (3,699.15)	-17.34%
Pick-Up Taxes	22,579.66	474.07	$ (22,105.59)	100.00%
In Lieu Of - Local Utility	112,315.70	118,444.52	$ 6,128.82	5.46%
In Lieu Of - Other	2,862.03	2,604.86	$ (257.17)	-8.99%
Sales Tax	**3,855,670.20**	**3,809,021.81**	**$ (46,648.39)**	**-1.21%**
Bank Excise Tax	-	-	$ -	0.00%
Mixed Drink Tax	25,622.25	26,508.61	$ 886.36	3.46%
Statutory Local Taxes	171.20	140.00	$ (31.20)	-18.22%
Marriage Licenses	830.53	840.75	$ 10.22	1.23%
Totals	**$ 7,165,386.45**	**$ 6,763,454.15**	**$ (401,932.30)**	**-5.61%**

***Note:** Amounts reflected do not take into consideration commission fees. Property tax, Interest & Penalty and Pick-Up Tax commission fees are calculated at 2% of total collections, while all other categories are calculated at 1% of total collections.*

*** Total budgeted amount of local revenue attributable to the GTC is $567,916***

TISA REVENUE	2024-2025	2025-2026	Variance
July	$ 498,328.00	$ 646,810.66	$ 148,482.66
August	2,083,131.49	2,220,203.50	$ 137,072.01
September	2,083,131.48	2,220,203.51	$ 137,072.03
October	2,083,131.48	2,220,203.50	$ 137,072.02
November	2,083,131.49	2,220,203.50	$ 137,072.01
December	2,330,048.99	2,527,323.01	$ 197,274.02
January	2,126,911.93	2,220,203.50	$ 93,291.57
February	2,114,716.45	2,220,203.50	$ 105,487.05
March			$ -
April			$ -
May			$ -
June			$ -
Totals	**$ 15,402,531.31**	**$ 16,495,354.68**	**$ 1,092,823.37**

Greeneville City Schools
General Purpose Financial Report
For the Month of February 2026

Account #	Description	Month-to-Date	Year-to-Date	Total Budget	YTD % of Total Budget	
	REVENUE					
34755	Assigned for Education	$ -	$ -	217,275.00	0.0%	
34760	Assigned for Instruction	$ -	$ -	246,918.00	0.0%	
34785	Assigned for Capital Projects	$ -	$ -	272,925.00	0.0%	
34790	Unassigned Fund Balance	$ -	$ -	64,723.00	0.0%	
39000	Unassigned Fund Balance	$ -	$ -	58,668.00	0.0%	
40000	Local Taxes	$ 801,107.58	$ 5,013,708.01	9,806,960.00	51.1%	
41000	Marriage Licenses	$ 80.42	$ 784.70	1,209.00	64.9%	
43511	Tuition	$ 43,608.65	$ 623,920.83	764,925.00	81.6%	**(1)**
43570	Receipts from Individual Schools	$ 15,477.09	$ 92,163.75	173,568.00	53.1%	
44000	Other Local Revenue	$ 20,066.51	$ 255,665.21	285,626.00	89.5%	
46000	State Education Funds	$ 2,898,028.41	$ 17,392,815.73	22,699,444.00	76.6%	
47600	Direct Federal Funds (ROTC)	$ 6,883.84	$ 34,419.20	81,374.00	42.3%	
49000	City Appropriation, Indirect Cost, & Insurance Recovery	$ 581,604.10	$ 3,595,484.49	6,029,854.00	59.6%	
	Total Revenues	**$ 4,366,856.60**	**$ 27,008,961.92**	**$ 40,703,469.00**	**66.4%**	
		MTD	**YTD**			
	EXPENDITURES					
71100	Regular Instruction	$ 1,392,433.16	$ 10,867,534.57	$ 18,605,160.00	58.4%	
71150	Alternative Instruction	14,758.78	106,490.17	186,329.00	57.2%	
71200	Special Education	233,680.64	1,676,713.94	2,936,396.00	57.1%	
71300	Vocational Education	100,807.52	724,419.96	1,332,149.00	54.4%	
71400	Student Body	-	150.00	500.00	30.0%	
72110	Attendance	8,344.08	135,580.07	131,369.00	103.2%	**(3)**
72120	Health Services	38,181.13	279,014.72	480,242.00	58.1%	
72130	Other Student Support	147,809.19	1,063,440.58	1,873,271.00	56.8%	
72210	Regular Instruction Support	135,435.96	1,082,782.62	1,309,351.00	82.7%	
72220	Special Education Support	32,818.83	256,322.97	343,413.00	74.6%	
72230	Vocational Education Support	-	-	2,400.00	0.0%	
72250	Technology	64,701.73	758,978.85	1,174,312.00	64.6%	
72310	Board of Education	61,411.13	855,288.07	1,027,562.00	83.2%	**(2)**
72320	Office of Director	47,357.46	404,875.62	613,699.00	66.0%	
72410	Office of Principal	206,169.60	1,651,712.17	2,488,969.00	66.4%	
72510	Fiscal Services	44,560.55	264,347.06	402,339.00	65.7%	
72520	Human Resources	26,306.90	260,206.29	383,151.00	67.9%	**(3)**
72610	Operation of Plant	290,503.82	1,962,715.70	2,809,225.00	69.9%	**(3)**
72620	Maintenance of Plant	85,282.20	1,009,316.19	1,171,068.00	86.2%	
72710	Transportation	94,528.78	833,680.63	1,185,202.00	70.3%	
73100	School Nutrition	-	4,685.24	-	N/A	
73300	Community Services	2,648.05	4,235.36	20,000.00	21.2%	
73400	Early Childhood Education	50,568.40	372,903.47	640,450.00	58.2%	
76100	Capital Outlay	32,500.68	576,850.05	1,141,425.00	50.5%	
81300	Education Debt Service	-	180,000.00	370,487.00	48.6%	**(4)**
99100	Operating Transfers	-	75,000.00	75,000.00	100.0%	**(4)**
	Total Expenditures	**$ 3,110,808.59**	**$ 25,407,244.30**	**$ 40,703,469.00**	**62.4%**	
	Net Revenue (Expense)	**$ 1,256,048.01**	**$ 1,601,717.62**			

Explanation of Footnotes

(1) Tuition Count as of 03/23/2026 is 579 Students

(2) 2025-2026 Liability and Workers' Compensation Insurance Payments Reflected

(3) Reflects Routine Encumbrances for Liability Insurance Policies, Software, and Supplies

(4) Reflects EESI Loan & SRO Annual Payments to Town of Greeneville

(4) Encumbrances Total $ 1,768,739

Greeneville City Schools
Federal Projects Financial Report
For the Month of February 2026

REVENUE	**Month-to-Date**	**Year-to-Date**	**Total Budget**	**YTD % of Total Budget**
Carl Perkins	$ -	$ 23,096.26	$ 44,063.00	52.4%
Carl Perkins Reserve	$ 29,421.89	$ 39,609.84	$ 50,000.00	79.2%
Consolidated Administration	$ -	$ 60,823.19	$ 120,938.00	50.3%
Title I-A	$ 42,555.05	$ 316,164.54	706,439.00	44.8%
Title I-A Neglected	$ -	$ 30,075.96	60,152.00	50.0%
Title II-A	$ -	$ 47,834.54	133,286.00	35.9%
Title III	$ -	$ 8,427.20	17,874.00	47.1%
Title IV	$ -	$ 22,637.39	65,992.00	34.3%
Title V	$ -	$ 4,472.54	4,473.00	100.0%
IDEA Part B	$ 73,063.36	$ 479,136.24	855,980.00	56.0%
IDEA Pre-School	$ -	$ 14,719.00	14,719.00	100.0%
Foundations First: Pre-K Reading	$ -	$ 1,000.00	1,000.00	100.0%
21st Century	$ 49,007.40	$ 125,178.96	276,250.00	45.3%
McKinney-Vento Relief	$ 831.89	$ 831.89	5,000.00	16.6%
Total Revenues	**$ 194,879.59**	**$ 1,174,007.55**	**$ 2,356,166.00**	**49.8%**

EXPENDITURES	***MTD***	***YTD***		
Carl Perkins	$ 1,252.52	$ 25,701.04	$ 44,063.00	58.3%
Carl Perkins Reserve	$ 5,244.79	$ 44,854.63	$ 50,000.00	89.7%
Consolidated Administration	$ 9,661.93	$ 79,695.82	$ 120,938.00	65.9%
Title I-A	$ 47,483.12	$ 363,652.70	706,439.00	51.5%
Title I-A Neglected	$ -	$ 35,088.62	60,152.00	58.3%
Title II-A	$ 8,148.43	$ 63,719.83	133,286.00	47.8%
Title III	$ 82.60	$ 8,509.80	17,874.00	47.6%
Title IV	$ 4,120.99	$ 30,719.36	65,992.00	46.6%
Title V	$ -	$ 4,472.54	4,473.00	100.0%
IDEA Part B	$ 76,458.32	$ 556,433.09	855,980.00	65.0%
IDEA Pre-School	$ -	$ 14,719.00	14,719.00	100.0%
Foundations First: Pre-K Reading	$ -	$ 1,000.00	1,000.00	100.0%
21st Century	$ 19,573.74	$ 144,945.76	276,250.00	52.5%
McKinney-Vento Relief	$ 197.76	$ 1,029.65	5,000.00	20.6%
Total Expenditures	**$ 172,224.20**	**$ 1,374,541.84**	**$ 2,356,166.00**	**58.3%**
Net Revenue (Expense)	**$ 22,655.39**	**$ (200,534.29)**	**$ -**	

***Encumbrances Total $34,429.70**

Category 1 Broadband
E-Rate Funding Year 2026

[D] Evaluation Matrix

Applicant Name: Greeneville City Schools

Mini-Bid Due Date:

Form 470# 260003279

Project or Service Description **Cat 1 E-Rate TEBC Mini-Bid**

Directions: Each factor is worth the same number of points as the weighting percentage. Vendors are rated on how well they meet each factor. The entries for all factors are then totaled for each vendor. The winning bidder is the one with the highest number of total points. The cost of E-Rate eligible goods and services must be weighted most heavily.

	Vendor Name (listed in order of proposal receipt date/time)		**UDT**	**IrisNetworks**	**Zayo**	**Comcast**			
	Cost of E-Rate eligible product/service		$ 176,400.00	$ 163,008.00	$ 165,000.00	$ 270,336.00			
	Cost of E-Rate ineligible product/service								
	Total Cost of Service to District*		$ 176,400.00	$ 163,008.00	$ 165,000.00	$ 270,336.00	$ -	$ -	$ -	$ -
No.	**Factor**	**% of total price points**	**92%**	**100%**	**99%**	**60%**	**0%**	**0%**	**0%**	**0%**
1	Cost of eligible goods and services (must have the most available points)	30	27.722	30.000	29.638	18.089	0.000	0.000	0.000	0.000
2	Vendor qualifications and K-12 experience	20	20	10	20	10				
3	Geographically Localized Support (how close are techs to GCS?)	15	15	10	13	5				
4	Vendor Stability and Vendor Direction / Vision	10	10	5	8	5				
5	Vendor Familiarity with GCS network (current or previous experience)	10	10	0	10	0				
6	Customer Serivce Model and Reporting Options	5	5	0	4	3				
7	Vendor References	5	5	0	4	0				
8	Completeness of Response (did they address everything in the cover letter)	5	5	0	5	2				
	Total Points	100	97.72	55.00	93.64	43.09	0.00	0.00	0.00	0.00

*DO NOT USE the "Total Cost to District" when evaluating "COST" unless all costs are E-Rate eligible. Only consider E-Rate Eligible Cost when scoring cost.

EVALUATION NOTES

evaluation notes can be found in the spreadsheet tab 'evaluation notes'

Approved By:	**Chuck Broyles**
Print Name:	**Chuck Broyles**
Title:	**Chief Technology Officer**
Date:	**10-Mar-26**

Mini-Bid Review Committee:
Name: Chuck Broyles Agency: Greeneville City Schools
Name:Larry Jones Agency: Greeneville City Schools
Name:Matt Hughes Agency: Greeneville City Schools

Zayo references look written by Zayo. UDT references are direct quotes from UDT customers
Comcast spelled our district name wrong in the Letter of Transmittal
Comcast proposal has spelling errors
Comcast lists no references for any TN school districts
Comcast listed no Tn based support personnell or presence
UDT proposal provided the most complete and accurate network design and customer support options
IrisNetwork proposal provided insufficient TN based school references
Iris Networks proposal provided insufficient documentation for TN based customer service options.

Category 2 Internal Connections
E-Rate Funding Year 202X

[D] Evaluation Matrix

Applicant Name: _____

Mini-Bid Due Date: _____

Form 470# 260003786

Project or Service Description

Directions: Each factor is worth the same number of points as the weighting percentage. Vendors are rated on how well they meet each factor. The entries for all factors are then totaled for each vendor. The winning bidder is the one with the highest number of total points. The cost of E-Rate eligible goods and services must be weighted most heavily.

	Vendor Name								
	Manufacturer Proposed								
	Cost of E-Rate eligible product/service								
	Cost of E-Rate ineligible product/service								
	Total Cost of Service to District*	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
No.	**Factor**	**% of total price points**	**0%**	**0%**	**0%**	**0%**	**0%**	**0%**	**0%**	**0%**
1	Cost of eligible goods and services (must have the most available points)	50	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
2	Prefered Manufacturer**	25								
3	Interoperability of proposed solution with existing infrastructure	15								
4	Completeness of response	5								
5	Vendor quote meets minimum specifications	5								
	Total Points	100	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

*DO NOT USE the "Total Cost to District" when evaluating "COST" unless all costs are E-Rate eligible. Only consider E-Rate Eligible Cost when scoring cost.

** Per USAC Schools and Libraries News Brief dated December 3, 2010: "Applicants can have a bid evaluation criterion for preferred make and model or for adherence to local IT standards in their bid evaluation matrix."

EVALUATION NOTES

Vendor Selected:	
Approved By:	
Print Name:	
Title:	
Date:	

Mini-Bid Review Committee:
Name: Agency:
Name: Agency:
Name: Agency:

Category 2 Internal Connections **[D]**

E-Rate Funding Year 2026

Applicant Name: Sunshine School District

Mini-Bid Due Date: 2/2/2026

Form 470# 260003786

Project or Service Description: switches

Directions: Each factor is worth the same number of points as the weighting percentage. Vendors are rated on how well they meet each factor. The entries for all factors are then totaled for each vendor. The winning bidder is the one with the highest number of total points. The cost of E-Rate eligible goods and services must be weighted most heavily.

Vendor Name		**Vendor 1**	**Vendor 2**	**Vendor 3**	**Vendor 4**
Manufacturer Proposed		Cisco	HPE Aruba	Cisco	Cisco
Cost of E-Rate eligible product/service		$ 100.00	$ 230.00	$ 142.00	$ 75.00
Cost of E-Rate ineligible product/service		$ 25.00	$ -	$ 25.00	$ 25.00
Total Cost of Service to District*		$ 125.00	$ 230.00	$ 167.00	$ 100.00
No.	**Factor**	**% of total price points**	**75%**	**33%**	**53%**	**100%**
1	Cost of eligible goods and services (must have the most available points)	50	37.500	16.304	26.408	50.000
2	Prefered Manufacturer**	25	25	0	25	25
3	Interoperability of proposed solution with existing infrastructure	15	15	0	15	15
4	Completeness of response	5	5	5	5	5
5	Vendor quote meets minimum specifications	5	5	5	5	5
	Total Points	100	87.50	26.30	76.41	100.00

*DO NOT USE the "Total Cost to District" when evaluating "COST" unless all costs are E-Rate eligible. Only consider E-Rate Eligible Cost when scoring cost.

** Per USAC Schools and Libraries News Brief dated December 3, 2010: "Applicants can have a bid evaluation criterion for preferred make and model or for adherence to local IT standards in their bid evaluation matrix."

EVALUATION NOTES

Verified with Cisco that product C8765 is ineligible. Removed ineligible costs from cost being evaluated

Vendor Selected:	**Vendor 4**
Approved By:	**Sunny Beach**
Print Name:	
Title:	**IT Director at Sunshine School District**
Date:	**2/4/2026**

Mini-Bid Review Committee:

Name: Ray Rogers Agency: SSD

Name: Agency:

Name: Agency:

District E-Rate Spreadsheet 2025/2026

United Data Technologies, Inc.
1 Music Cir S. Suite 200
Nashville, TN 37203

United Data Technologies, Inc. SPIN: 143054389

Column1	Column2
District Name	Greeneville City Schools
District BEN	128346
Contact Name(s)	Chuck Broyles
E-Rate Consultant	N/A
E-Rate Discount Rate	80%
Order Date	
Contract Start Date	
Contract End Date	
E-Rate Filing with UDT (1 mo / 12 mo)	
471 Application Number	
FRN	
Invoicing Mode	SPI

District Info							2025-2026 Service Details														
BEN	District	Site	Address	City	State	Zip	Site Type	Est E-Rate Discount	BW 1 (Gbps)	BW 2 (Gbps)	Total BW (Gbps)	End Site BFW (Y/N)	Hosted BFW (Y/N)	Total E-Rate Service	Local Portion	Base Filtering (No E-Rate)	UTM/DDOS (No E-Rate)	Total Service Cost (Monthly)	Service Description	SKUs
41712	Greeneville City Schools	Eastview Elementary	454 East Bernard AVE	Greeneville	TN	37745	End Site	80%	10.0		10.0			$ 1,100	$ 220			$ 220		
41703	Greeneville City Schools	Greene Operations Center	1117 Hal Henard RD	Greeneville	TN	37743	Agg Egress	80%	5.0	5.0	10.0			$ 5,900	$ 1,180			$ 1,180		
41709	Greeneville City Schools	Greeneville High School	210 Tusculum BLVD	Greeneville	TN	37745	End Site	80%	10.0		10.0			$ 1,100	$ 220			$ 220		
41701	Greeneville City Schools	Greeneville Middle School	433 E Vann RD	Greeneville	TN	37743	End Site	80%	10.0		10.0			$ 1,100	$ 220			$ 220		
41702	Greeneville City Schools	Hal Henard Elementary	425 E Vann Rd	Greeneville	TN	37743	End Site	80%	10.0		10.0			$ 1,100	$ 220			$ 220		
41708	Greeneville City Schools	Highland Elementary	208 N Highland	Greeneville	TN	37745	End Site	80%	10.0		10.0			$ 1,100	$ 220			$ 220		
16036472	Greeneville City Schools	KLCO - K. Leonard Admin Offices (LEA)	129 W Depot St	Greeneville	TN	37743	End Site	80%	10.0		10.0			$ 1,100	$ 220			$ 220		
41710	Greeneville City Schools	Tusculum View Elementary	1725 Lafayette ST	Greeneville	TN	37745	End Site	80%	10.0		10.0			$ 1,100	$ 220			$ 220		
41703	Greeneville City Schools	Greeneville Operations Center	1117 Hal Henard	Greeneville	TN	37743	Ingress	80%	10.0		10.0			$ 1,100	$ 220			$ 220		
														$ 14,700	**$ 2,940**			**$ 2,940**		

Column1	Column2
Network Design	Dual IA, Single WAN
Basic Hosted FW (Y/N)	No
Basic End Site FW (Y/N)	No
UTM/DDoS (Y/N)	No
Content Filtering (Y/N)	No
Voice (Hosted/SIP)	No
Notes, site changes, timing	Verify E-Rate % & Site LIST/ADDRESSES. Filed for potentail upgrade to dual 1Sgb, ESBFW, HFW. Do we need an Ingress circuit now?? Do the BEN's match correct? REALLY NEED TO LOOK THROUGH THIS ONE

TEBC Category 1 Mini-Bid

Due 3/6/2026 @4:30PM EST

UDT SPIN Number: 143054389

UDT FCC Number: 0014522239

RESPONSE TO:

GREENEVILLE CITY SCHOOL DISTRICT

SUBMITTED TO:

Chuck Broyles
Chief Technology Officer
129 W. Depot St.
Greeneville, TN 37743
broylesc@gcschools.net

SUBMITTED BY:

Joe Alissandrello
United Data Technologies
1 Music Circle South, Suite 200
Nashville, Tennessee 37203
423-580-3322

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I. Cover Letter

United Data Technologies, Inc. (UDT) is honored to submit our proposal in response to Greeneville City Schools' request for Internet Access and WAN. UDT is committed to providing connectivity services that support student achievement and future-ready learning environments. We are proud to support your journey toward a more connected future by delivering high-speed, secure Internet and WAN services that inspire minds for learning.

At UDT, we are passionate about building and maintaining strong, long-standing personal relationships within Tennessee's K-12 technology community. Our mission, "Accomplish More," is at the heart of everything we do. It motivates us to provide exceptional services and foster collaborative, trusted partnerships with school districts, regional organizations like TETA and TOSS, and local fiber providers.

Dedicated Tennessee Support

Our team has 350 collective years of experience deploying and managing network services for school districts in Tennessee. We focus on building enduring relationships and offering tailored services that truly make a difference. Our Tennessee-based team is deeply committed to the success of K-12 education. Many of our team members have dedicated their careers to serving school districts across the state.

Additionally, UDT has a 24/7/365 **Tennessee-based NOC**, located in Nashville, TN, which is physically staffed by direct UDT employees, ensuring a rapid response and live customer assistance from professionals who understand your unique needs. All after-hour calls are supported by UDT employees.

Unique Qualifications

UDT's extensive experience delivering connectivity solutions to K-12 school districts nationwide uniquely positions us to support your district:

- **Customizable, Reliable Network Designs**
  At UDT, we do not believe in one-size-fits-all, especially for school districts. UDT will design a network that reflects the district's unique topology, bandwidth needs, and security posture.

- **Co-Management Model**
  UDT's co-managed framework empowers schools to maintain control over their network strategy while benefiting from UDT's continuous support and security oversight, ensuring agility, transparency, and resilience. This model supports shared access to edge devices and firewall configurations and enables IT teams to make real-time decisions, monitor logs, and adjust configurations.

- **Out-of-Band Management**
  UDT includes out-of-band management via an LTE-enabled device installed at each location as part of our standard service. This provides power verification to our equipment and ensures continuous management access even if the primary connection fails, enhancing reliability and support.

- **Engineering Expertise**
  Our certified engineers and service delivery teams bring deep technical knowledge and hands-on experience to every project. From initial design to ongoing optimization and management, we ensure your infrastructure performs reliably and securely.

- **Education Partner and Advocate**
  For us, customer support extends beyond day-to-day support. It also includes actively participating in the greater K-12 landscape, staying abreast of the key issues and challenges school districts are facing, and supporting education communities through participation in regional and national associations.

Statement of Understanding and Commitment

UDT fully understands the critical role that reliable, high-speed Internet Access and Wide Area Network (WAN) plays in supporting the district's educational mission. Our proposed solution aligns with these needs by delivering high-performance, reliable, and secure internet services that ensure seamless access for students, educators, and staff. We are committed to providing an end-to-end service, including all necessary equipment, installation, maintenance, and ongoing monitoring, while ensuring compliance with network security, performance, and health and safety requirements outlined in the mini-bid.

Our proposal includes all necessary documentation to support E-Rate compliance, including our SPIN and FCCRN.

Statement that Proposal is a Firm and Irrevocable Offer

Thank you for the opportunity to propose Internet Access and WAN Services to your district.

This proposal represents a firm and irrevocable offer valid for one hundred and eighty (180) days from the closing date of the solicitation unless an alternate time frame is agreed upon by all parties.

We have provided the name, title, address, telephone, and email address of the people to be contacted for clarifications or additional information regarding our proposal.

UDT's Federal Tax Identification Number is 65-0566138.

II. Company Background, Experience, and Qualifications

About UDT

Formed in 1995 by Enrique ("Henry") A. Fleches and Gerard Amaro, UDT is a nationally recognized leader in managed technology solutions, with a proven track record of empowering educational institutions. With 30 years of experience, UDT serves 10 of the 20 largest school districts in the United States, consistently delivering scalable, secure, and innovative connectivity, communication, cybersecurity, managed services, lifecycle, and cloud solutions tailored to the evolving needs of K-12 school districts. 75 percent of UDT's customer base is made up of K-12 school districts, highlighting our company's strong focus and expertise in serving the unique needs of the education community.

At UDT, we believe that our success is measured by the success of those we serve. Our 95% overall customer satisfaction rate is a testament to our unwavering commitment to customer service. We understand that each educational institution has unique challenges and goals, and we are dedicated to providing tailored solutions that empower schools to achieve their full potential. Our team of experts works closely with K-12 schools to understand their specific needs and deliver innovative technology solutions that enhance the learning experience.

UDT's History

UDT is a privately owned corporation headquartered in South Florida. Having consistent ownership over the past 30 years has enabled UDT to remain nimble and adaptive as an organization.

UDT has decades of experience in designing and implementing robust networks that meet the unique needs of K-12 institutions. Backed by over 350 collective years of experience, our knowledgeable team members have successfully deployed and managed high-availability network infrastructures for districts across the country—including in Tennessee—ranging in size from hundreds of students to hundreds of thousands of students.

Our high-speed, reliable Internet and WAN connections are optimized to handle the bandwidth intensive requirements of K-12 students, educators, and administrators. We maintain Points of Presence (POPs) across key locations (e.g., Atlanta, Miami, Ashburn, Nashville, Knoxville, and Memphis) to deliver secure, resilient services, ensuring uninterrupted connectivity across multiple school sites and providing seamless access to cloud applications and digital learning resources.

UDT's extensive experience delivering managed connectivity solutions to K-12 school districts nationwide uniquely positions us to support your school district.

- **E-Rate Expertise**: Our experienced E-Rate team ensures strict compliance across the organization by actively participating in USAC trainings, webinars, and FCC reviews to stay ahead of applicant needs. We also engage with the E-Rate and education community—holding board seats in organizations like SHLB—and collaborate with seasoned advisors, including former FCC officials, to shape policy and resolve complex issues.
- **Future-Ready Solutions**: Incremental bandwidth upgrades and scalable designs ensure your district remains at the forefront of educational innovation.

- **Community Commitment**: As a trusted partner to school districts across the country, we are dedicated to fostering long-term relationships and delivering tailored solutions that advance educational outcomes at your district.

Historical Snapshot

- UDT is a Florida Corporation established in 1995. Privately Owned Corporation.
- UDT is owned by Enrique A. Fleches 40%, Gerard Amaro 40%, and Trust 20%.
- Founded in their parent's garage, UDT has grown to a company of 400+ employees and sales of $350+ million in 2024.
- UDT is a minority business headquartered in South Florida, which has also expanded its reach into fifteen states and growing its portfolio to include cybersecurity, cloud, managed services, managed connectivity and communication services, and lifecycle services.

Service Experience

UDT employes significant expertise in design and architecture at the expert level (CCIE). Our team has successfully executed network infrastructure projects from conceptualization to implementation, focusing on high-availability solutions and ensuring seamless connectivity across large campuses. This includes wired and wireless network installations that are customized to handle substantial data throughput and designed for easy scalability to accommodate future growth.

Additionally, we have strategically assembled a highly skilled and experienced team to successfully engineer and implement the managed network services requested by the school district. The team is structured to provide comprehensive leadership, technical expertise, and dedicated operational and field support to meet the school district's requirements.

E-Rate Experience

UDT has a highly experienced team of E-Rate experts who ensure compliance with program rules and regulations across the organization. Our seasoned E-Rate support team members have helped school districts across the country secure critical E-Rate funding. Our team stays updated on FCC E-Rate rules, USAC processes, and local procurement regulations to ensure compliance and timely funding. Our E-Rate professionals participate in USAC trainings, webinars, and review FCC decisions to understand applicant issues. Our extensive experience and deep knowledge of the E-Rate program are further bolstered by external advisors and E-Rate specialists.

UDT aims to simplify the E-Rate process while ensuring compliance. We assist K-12 customers with E-Rate by providing the following services upon bid award, as allowable and in coordination with the customer and their E-Rate team:

- Form 471: Help with filing, ensuring contracts are executed, quotes provided, and information is accurate.
- Program Integrity Assurance (PIA): Monitor 471 status, alert school districts of PIA reviews, and assist with review questions, as requested and allowed.
- Funding Commitment Decision Letters (FCDLs): Review FCDLs to ensure correct funding and assist with appeals within 60 days, if applicable.

- Program Quality Assurance (PQA) Reviews: Assist with PQA requests and responses, as allowed and in cooperation with school districts.
- Other E-Rate Items: Help school districts with selective reviews, deadline monitoring, appeals, and audits as allowed.
- Live Assistance: UDT's E-Rate professionals are always available to assist with questions and E-Rate matters as allowed under program rules.

E-Rate Compliance Acknowledgement

UDT acknowledges and accepts the E-Rate compliance requirements outlined in the district's cover letter. We affirm that we maintain and enforce robust internal controls and audit processes designed to ensure full compliance with all applicable E-Rate program rules and regulations. These controls support accurate billing, proper authorization, timely and compliant service delivery, and appropriate documentation and asset tracking. We are committed to working transparently with the school district and USAC to ensure continued compliance throughout the term of the project and the applicable E-Rate funding year(s).

Invoicing

The school district can choose its preferred invoicing method, and we will collaborate with your organization to meet your invoicing requirements.

- **SPI Method**: UDT invoices USAC via Form 474 for the E-Rate portion of the eligible funded services. UDT must first invoice the school district for their non-discounted portion before invoicing USAC.
- **BEAR Method**: The district pays 100% of eligible charges and seeks reimbursement from USAC for the E-Rate portion via Form 472. The district must pay UDT for the eligible services prior to seeking reimbursement from USAC.

Timely, accurate, and complete invoicing is crucial for successful E-Rate compliance. We ensure correct invoices for the funded eligible sites and services, for the correct amounts, and under the correct Funding Request Number (FRN).

At UDT, we understand the importance of matching service descriptions and recipients from bid to contract to Form 471, customer invoice, and USAC invoice to avoid delays and additional paperwork. We assist school districts throughout the entire process, as allowable under program rules, from Form 471 to the collection of E-Rate funds, including tracking Form 486 filings required before USAC releases funds.

III. Scope of Work

Managed Service Approach

UDT's customer-centric, managed approach ensures that school districts receive continuous support from experts with years of experience serving K–12 institutions. From project initiation through every phase of its lifecycle, we are committed to being a trusted partner. Our mission is to foster true collaboration with our customers by providing the resources, expertise, and consistent communication they need to thrive. We're in this together—and we're dedicated to supporting your school district every step of the way.

Solution Overview

Managed Internet Access

UDT is pleased to propose a managed Internet Access solution that complies with the requirements defined and outlined in the mini-bid. To ensure the highest level of resiliency, reliability, and quality, UDT is proposing **two (2) carrier-diverse** and POP-diverse Internet access circuits as our solution. Our design includes diverse pathways where available and failover mechanisms to guarantee continuous Internet service even in the event of a circuit failure.

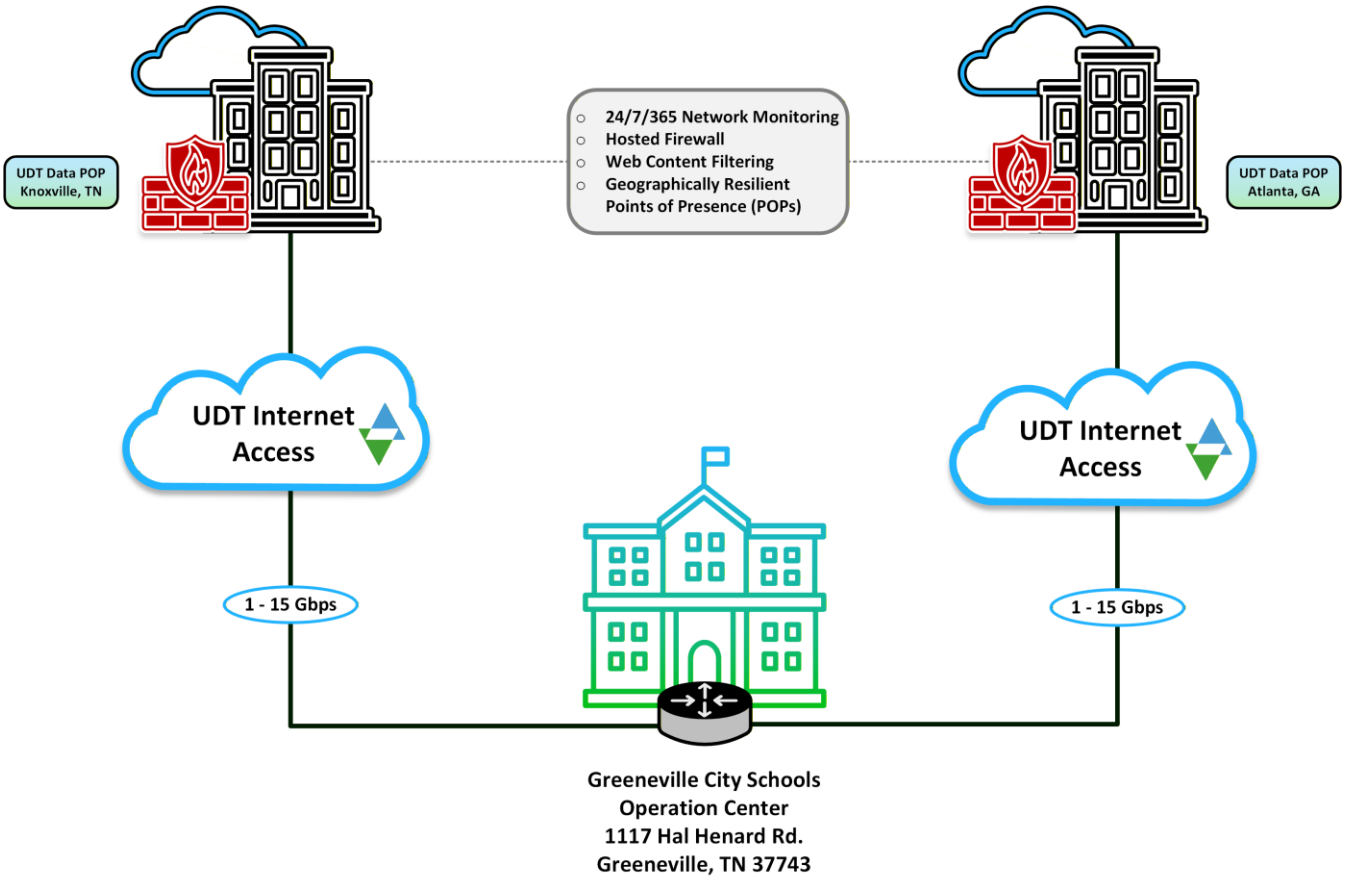
UDT's preferred vendors for providing Internet Access to Greeneville City Schools include Brightspeed and Comcast.

UDT's proposed solution consists of:

- (1) Leased-lit fiber Internet connection with a bandwidth range of 1 Gbps to 15 Gbps to Greeneville City Schools Operation Center located at 1117 Hal Henard Road, Greeneville, TN 37743. The circuit will carry outbound traffic from the customer site to the UDT Point of Presence (POP) in Knoxville, Tennessee for internet egress.

- (1) Leased-lit fiber Internet connection with a bandwidth range of 1 Gbps to 15 Gbps to Greeneville City Schools Operation Center located at 1117 Hal Henard Road, Greeneville, TN 37743. The circuit will carry outbound traffic from the customer site to the UDT Point of Presence (POP) in Atlanta, Georgia for internet egress.

Our proposed design for managed Internet access is illustrated below.

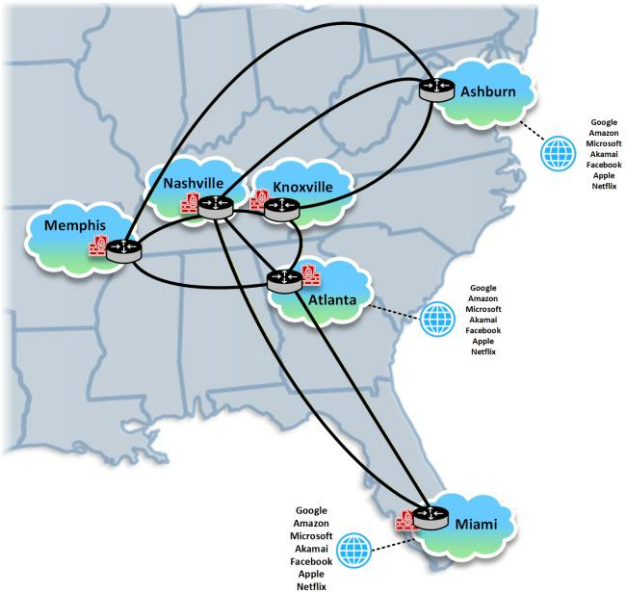


Proposed Managed Internet Access Design

Public IP Addresses

UDT's solution provides flexible and scalable IP addressing for customers, delivering a /28 of public IPv4 (16 addresses) for each internet access site to be allocated for use by NAT, servers, and LEA operations. UDT will also provide a minimum of a /60 of IPv6 per site, which allows for 16 networks, each capable of hosting over 18 quintillion devices without NAT. Furthermore, by leveraging IPv6 Sparse Allocation method, UDT will be able to allocate additional, contiguous IPv6 address space as the use of IPv6 grows. For LEA operations, UDT supports both IPv4 and IPv6 routing within the WAN, offering translation services where required. This ensures compatibility between legacy IPv4 systems and emerging IPv6 applications.

Internet Backbone Connection



UDT's approach to delivering a highly-available Internet service emphasizes the elimination of single points of failure by utilizing geographically-redundant POPs to maximize service availability. This strategy ensures that, in the event of a path failure, traffic is automatically rerouted through alternate paths, maintaining continuous service for Greeneville City School District.

At each of our POPs, we leverage unique infrastructure and carriers. These sites are hosted in hardened buildings equipped with multiple fiber entrances, redundant power feeds, and battery backup. This eliminates reliance on the power, electronics, and fiber path of a single carrier. We have provisioned a self-healing backbone comprised of multiple, resilient, and fault-tolerant circuits between geographically diverse POPs and can build customer egress to these diverse POPs to ensure the highest availability.

UDT's dual Internet Access circuit design with diverse POPs offers the following benefits:

- **Path Diversity and Resiliency**: By maintaining physically separate paths between the two UDT POPs and the Greeneville City Schools Operation Center, the risk of service disruption is minimized. This ensures maximum resiliency and reduces single points of failure, leading to higher levels of uptime and reliable service.
- **Automatic Failover**: Managed Border Gateway Protocol (BGP) configuration enhances resiliency by supporting seamless failover between the two active/active Internet Access circuits. BGP can detect issues such as link failure or degradation on one circuit and automatically reroute traffic through the alternate circuit without manual intervention.
- **Load Balancing**: Efficient traffic distribution across both circuits maximizes bandwidth utilization and avoids congestion. This ensures optimal path selection to provide the fastest and most reliable routes for Internet traffic.
- **Fault-Tolerant Links**: Leveraging unique infrastructure and carriers at each POP hosted in hardened buildings with multiple fiber entrance facilities, redundant power feeds, and battery backup eliminates reliance on a single carrier's power, electronics, and fiber path.

Managed WAN Connectivity

UDT is pleased to submit our technical solution in response to Greeneville City School District's mini-bid for a managed Wide Area Network (WAN) service. As a trusted technology partner for K-12 school districts, UDT is committed to ensuring GCSD has a high performance, scalable and secure WAN infrastructure to connect all district locations seamlessly.

Our solution delivers dedicated, private, high-capacity fiber WAN circuits to all locations specified, with scalable bandwidth options from 1 Gbps up to 15 Gbps. This ensures low latency, high performance, and reliable connectivity across the district.

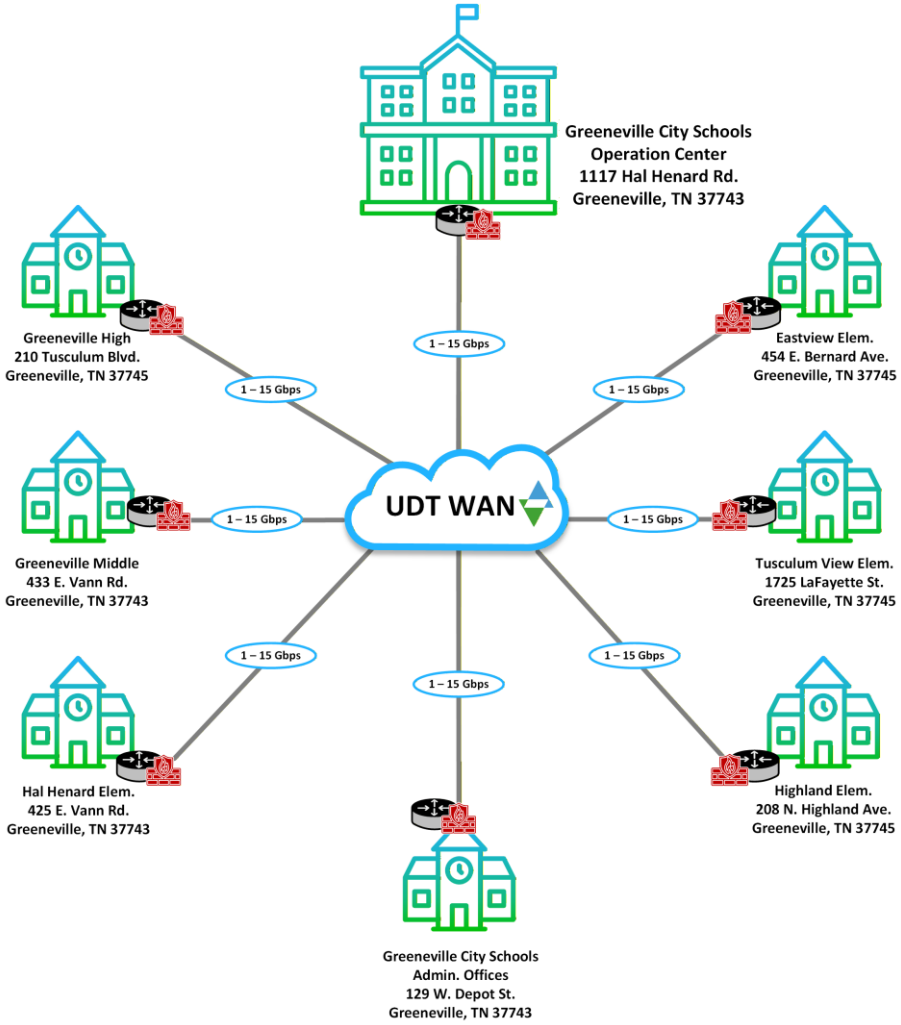
UDT is pleased to be partnering with GEA to deploy WAN services to Greeneville City Schools utilizing their new leased-lit fiber infrastructure.

WAN Aggregation

UDT's Managed WAN Solution includes the provision of a WAN aggregation circuit, serving as a single, streamlined physical connection that links all remote WAN sites to the designated head site— Greeneville City Schools Operation Center located at 1117 Hal Henard Road, Greeneville, TN 37743. This centralized architecture enables efficient and secure internet egress through the head site.

The WAN aggregation circuit will deliver dedicated, high-performance connectivity, with bandwidth options ranging from 1 Gbps to 15 Gbps, tailored to meet the customer's operational demands. This connection is designed to ensure reliable throughput, enhanced security, and scalable performance across the entire WAN environment.

Our proposed design for GCSD's Managed Wide Area Network is below.



UDT's Proposed Managed WAN Design

Site	Address	Bandwidth
Greeneville City Schools Operations Center	1117 Hal Henard Road, Greeneville, TN 37743	1 - 15 Gbps
Greeneville City Schools Administrative Offices	129 West Depot Street, Greeneville, TN 37743	1 - 15 Gbps
Greeneville High School	210 Tusculum Boulevard, Greeneville, TN 37745	1 - 15 Gbps
Greeneville Middle School	433 East Vann Road, Greeneville, TN 37743	1 - 15 Gbps
Hal Hernard Elementary School	425 East Vann Road, Greeneville, TN 37743	1 - 15 Gbps
Highland Elementary School	208 North Highland Avenue, Greeneville, TN 37745	1 - 15 Gbps
Tusculum View Elementary School	1725 LaFayette Street, Greeneville, TN 37745	1 - 15 Gbps
Eastview Elementary School	454 East Bernard Avenue, Greeneville, TN 37745	1 - 15 Gbps

UDT's Proposed Managed WAN Solution

Network Equipment

Our managed Internet and WAN solution includes UDT-owned and -managed Layer 3 routers, cabling, optics, and any other necessary equipment to provide a reliable and secure service to the customer's location. At each location, we install standardized current-generation, enterprise-class network equipment designed to deliver reliable, secure, and high-performance connectivity. This standard equipment includes manufacturer-supported routing and security platforms capable of advanced traffic management, resilient WAN connectivity, integrated security services for end sites, and centralized monitoring and management. All deployed hardware is new at the time of installation and is actively supported by the manufacturer, with no equipment operating beyond published End-of-Sale (EOS) or Last Day of Support (LDoS) milestones. Equipment remains under full manufacturer warranty and support for its operational life, and hardware issues are handled as service incidents to ensure continuity without customer intervention. We follow a proactive lifecycle management process that continuously monitors manufacturer roadmaps, EOS and LDoS announcements, firmware and security updates, and vulnerability advisories. When lifecycle events are announced, we notify stakeholders in advance and develop structured replacement plans to ensure all equipment is refreshed well before support expiration, maintaining long-term reliability, security, and predictable performance across all locations.

UDT's standard demarcation setup consists of:

- **Rack-Mounted Customer Premises Equipment (CPE):** UDT will install a new, carrier-grade, manufacturer-supported router at the designated demarcation point. This device will be securely rack-mounted to ensure stability and ease of access for both UDT and district IT staff.
- **Ethernet-Based Handoff:** The service will be handed off via a standard ethernet-based handoff providing a high-performance, reliable connection from the UDT-managed router to the school's local network infrastructure.
- **All Necessary Optics and Cabling:** UDT includes all required optics and cabling to connect the managed router to the school's network, ensuring a complete and ready-to-use solution.

This setup ensures that service termination is clear, secure, and fully compliant with the district's requirements. UDT's installation team will coordinate with the school district to confirm the preferred demarcation configuration and installation at each site.

UDT's managed Internet Access and WAN solution will also include:

- **Provision and Maintenance of Equipment**: We will provide and maintain all required hardware, including routers, cables, and ancillary equipment, to ensure a seamless connection between the district's central network and the Internet.
- **Testing and Configuration**: Our team will test and configure all UDT equipment at the district during the implementation to ensure optimal performance and integration with existing infrastructure.
- **Proactive Monitoring and Support**: We will implement 24/7/365 monitoring and a dedicated customer support team to ensure uninterrupted Internet access.

Co-Management Access

UDT is empowering customers with co-management access, allowing them to control and monitor their network infrastructure while benefiting from expert support. Customers can choose between read-write or read-only permissions and utilize SNMP for performance monitoring. UDT provides visibility and configuration options for Internet/WAN services, including dynamic routing and logging, as well as flexible firewall solutions for localized protection and segmentation. Cloud-hosted security products offer co-management features such as application control, geo-IP blocking, intrusion prevention, and anti-malware capabilities. This approach ensures customers retain control while leveraging UDT's managed service expertise.

Customers using our cloud-hosted basic firewall solutions receive co-management access to the centralized security platform that protects their Internet traffic. This allows customers to actively participate in shaping their security posture while we maintain the underlying infrastructure and 24×7 operational support.

Co-management capabilities for Hosted Basic Firewall include:

- Firewall rules, object groups, and NAT configuration
- Application control and policy management
- Geo-IP blocking
- Analytics and Reporting

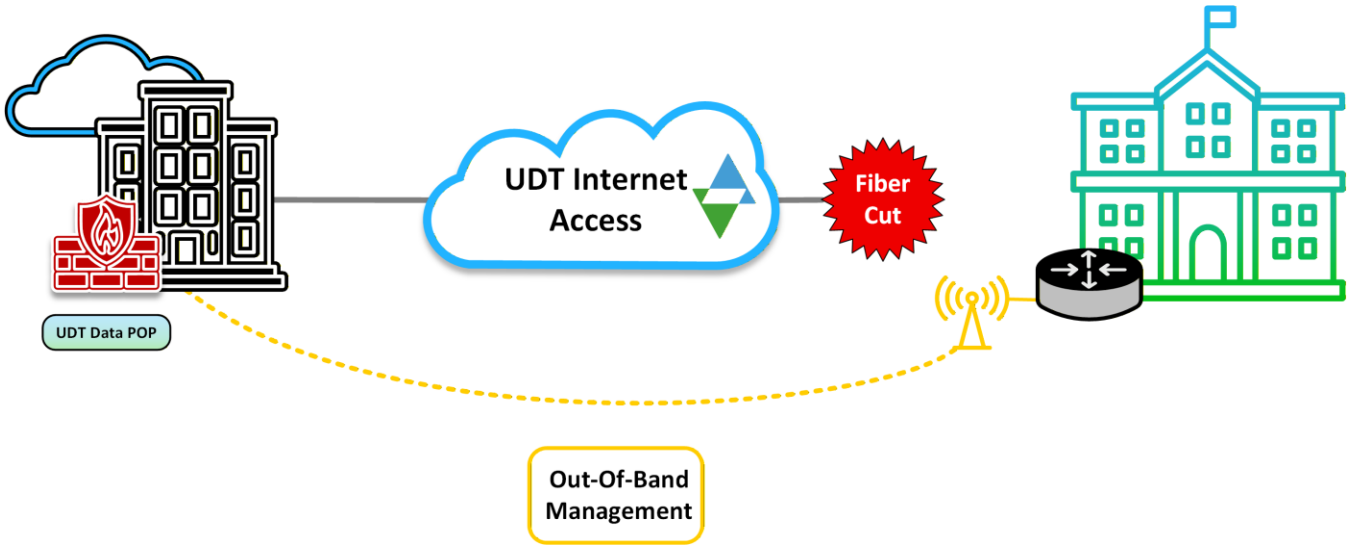
UDT's End-Site Basic Firewall (EBFW) is a locally deployed, co-managed firewall designed for site-level protection and segmentation**.** It complements hosted or centralized security by allowing customers to directly manage controls that are specific to individual locations.

Co-management capabilities for End-Site Basic Firewall include:

- Custom firewall policies
- East-West traffic visibility
- Network segmentation between internal zones
- Internal threat mitigation at the site level

Out-of-Band Management

Out-of-Band (OOB) management is a standard feature included with all UDT internet access and WAN connectivity services. When a school or district experiences a network outage—whether by fiber cut, power outage, or misconfiguration— UDT's NOC may lose visibility and control of on-site equipment. To address this, UDT installs a network appliance that uses dedicated LTE connectivity (where available) to independently access the UDT router outside of the main network circuit. This ensures UDT can reliably access routers and firewalls for power verification and troubleshooting, even when the primary network is down, minimizing downtime and enabling faster service restoration.



Additional Connectivity Services

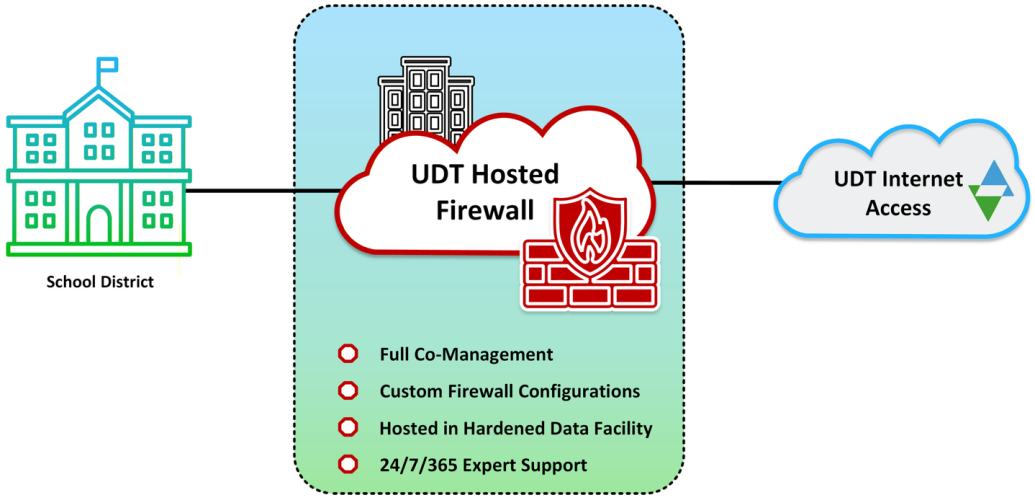
UDT's Basic Hosted Firewall

UDT's hosted firewall solution is meticulously crafted to fortify the network defenses of K-12 institutions, ensuring a safe and secure digital environment for both educators and students. In today's digital landscape, where cyber threats are ever-present, safeguarding school networks from costly attacks and disruptions is paramount. UDT's basic hosted firewall solution for K-12 is designed to manage network security efficiently, keeping unauthorized traffic at bay and protecting the vast pools of data that K-12 networks hold while providing a seamless and secure experience for all users.

What sets UDT's basic hosted firewall solution apart is its tailored approach to the unique needs of K-12 institutions. The solution includes customized firewall configurations that align with the specific requirements of each school district's ecosystem. With 24/7 access to a dedicated customer service team, schools can feel confident in their network security. Additionally, UDT offers detailed insights and reporting on network traffic and threats, empowering schools with the visibility they need to proactively defend against cyberattacks. By partnering with UDT, K-12 institutions gain a trusted security ally with significant expertise in the ever-evolving cybersecurity landscape.

With UDT's hosted firewall solution, school districts can:

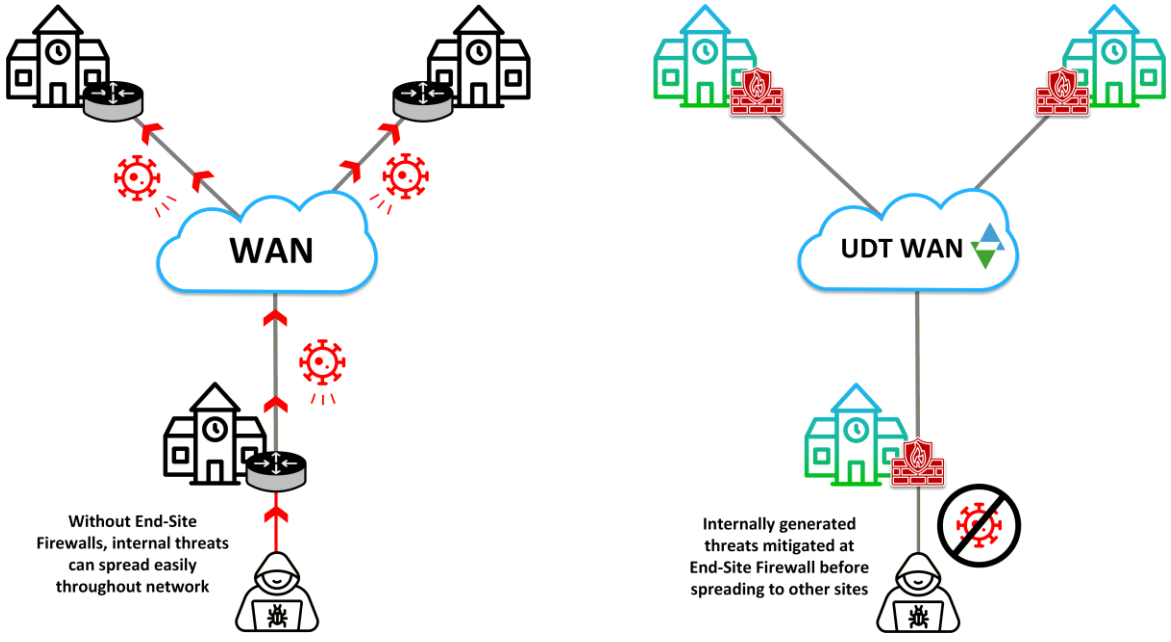
- Enhance security with customized firewall configurations designed for your unique ecosystem
- Co-manage the configuration, firewall rules, object groups, and NAT statements
- Feel confident with 24/7 access to a live, dedicated customer service team supporting your network
- Achieve visibility into your network traffic and threat landscape with detailed insights and reporting



UDT's Hosted Firewall Service Design

End-Site Basic Firewall

UDT's End-Site Basic Firewall (ESFW) solution is a flexible, co-managed security solution designed to provide localized protection to individual network sites. Unlike centralized firewalls, ESFW is deployed directly at the edge of each location, enabling granular control over traffic and allowing for rapid isolation of compromised segments in the event of a threat. It includes features such as stateful packet inspection, application-aware rule creation, and the ability to define pre-configured access control lists (ACLs) tailored to each site. These ACLs can be activated by the customer or with assistance from UDT's NOC, offering both autonomy and support as needed.



UDT DDOS Protection Service

Proactive Defense for Modern Networks

In today's digital landscape, Distributed Denial of Service (DDoS) attacks pose a persistent threat to operational continuity, especially for education institutions, financial services, and public sector networks. UDT's DDoS Protection Service is engineered to proactively defend against these attacks, ensuring uninterrupted access to critical resources and preserving trust across your organization.

Our solution is designed to detect and mitigate volumetric and application-layer threats before they reach the edge of your network. With real-time monitoring, automated mitigation, and 24/7 support, UDT provides a seamless and scalable defense that operates silently in the background—so your team can focus on what matters most.

Malicious Traffic Management

As part of our Internet Service offering, UDT employs a proactive strategy to safeguard our infrastructure against malicious volumetric traffic at the network edge, ensuring protection for all customers. Our advanced management system continuously monitors abnormal traffic patterns and automatically mitigates harmful flows, preserving bandwidth and maintaining optimal performance.

We also offer an optional advanced DDoS mitigation service that is customized to your network. This service includes customized rulesets, alerting and reporting functionality, including the following features:

Detection & Telemetry

Our system continuously monitors inbound traffic using telemetry data from edge routers located at major peering points. These routers analyze traffic patterns and send data to a heuristics platform, which coordinates policy enforcement to drop malicious traffic within seconds.

Mitigation

Once an attack is detected, our system drops traffic at the edge that is determined to be malicious (signature-based) or out-of-profile (exceeds threshold).This process typically engages within five minutes and is capable of scaling to the full line rate of your internet connection.

Transparency & Reporting

Customers receive real-time alerts and monthly reports detailing DDoS activity. Our system is designed to be transparent—often mitigating threats before customers are even aware of them.

Features

- Always-On Protection: Real-time detection and mitigation with unlimited capacity.
- Edge-Based Filtering: Attack traffic is mitigated at the edge of our network, minimizing latency and maximizing performance.
- Education-Centric Design: Tailored for school districts to ensure learning continuity.
- Scalable Architecture: Protects entire IP ranges and adapts dynamically to attack profiles.

- Application Layer Defense: Automatically engages against complex threats targeting specific services.
- 24/7 Expert Support: Our Network Operations Center (NOC) is available around the clock to assist with rule changes, reporting, and incident response.

Benefits to K-12 Schools

- Uptime Assurance: Defends against even the largest and most complex DDoS attacks.
- Cost-Effective: No hidden fees, no need for GRE tunnels, and immediate ROI.
- Compliance & Continuity: Supports business continuity and regulatory requirements.
- Customer Empowerment: Co-management capabilities and customizable alerting.
- Geographic Redundancy: Enabled at multiple peering points for resilient protection.

Advanced Unified Threat Management (UTM)

UDT's Unified Threat Management (UTM) firewall is a next-generation security solution designed to protect digital environments from a wide range of cyber threats. Tailored for K–12 school districts and other organizations requiring robust, scalable protection, our UTM firewall consolidates multiple security functions into a single, manageable platform. It can be deployed as a standalone service or integrated with UDT's managed Internet access offerings, ensuring seamless protection across network layers.

1. Multi-Layered Threat Protection

The UTM firewall integrates several advanced security technologies:

- Application Control: Regulates application usage to prevent unauthorized access.
- Intrusion Prevention System (IPS): Detects and blocks malicious activities in real time.
- Anti-Virus / Anti-Malware: Scans and neutralizes threats using signature-based and heuristic detection.
- AI-Based Heuristic AV: Uses behavioral analysis to identify novel threats.
- Geo-IP Blocking: Restricts traffic from high-risk geographic regions.

2. Network Management and Visibility

- Stateful Packet Inspection: Monitors traffic flow and ensures packets conform to expected behavior.
- Dynamic Routing: Supports flexible routing protocols for optimized traffic management.
- Logging and Monitoring: Provides detailed logs and real-time monitoring for security audits.
- Scheduled and Instant Reports: Enables on-demand and automated reporting for compliance and oversight.

3. Identity and Policy Control

- Identity-Based Policies: Enforces rules based on user identity, enhancing access control.
- Site-Based Application and Identity Policies: Tailors security rules to specific locations or user groups

4. Internal Threat Mitigation

- Traffic Visibility: Monitors lateral movement within the network to detect internal threats.
- Segmented Network Architecture: Isolates network segments to contain breaches and reduce attack surfaces.

5. Co-Management and Support

- Full co-management access allows districts to modify firewall rules, create policies, and generate reports.
- Supported by UDT's 24/7 Network Operations Center (NOC) for rule changes, troubleshooting, and proactive threat response.

Content Filtering

UDT's content filtering solution is a cloud-hosted platform designed to safeguard students' online experiences in educational environments. Built with compliance and scalability in mind, it aligns with the Children's Internet Protection Act (CIPA), ensuring that schools meet federal internet safety standards. The product leverages advanced DNS-based filtering to block harmful and inappropriate content while maintaining seamless access to educational resources. Its architecture is optimized for performance and ease of deployment, making it suitable for institutions of all sizes.

Why It Matters to Schools

In today's digital classrooms, students rely heavily on internet-connected devices for learning, research, and collaboration. However, this connectivity also exposes them to risks such as explicit content, malware, and phishing attempts. UDT's solution addresses these concerns by providing real-time filtering that protects students from online threats while supporting academic integrity. By complying with CIPA, schools not only ensure student safety but also maintain eligibility for E-rate funding, which is critical for many districts.

Features

The platform uses DNS-based filtering to intercept and evaluate web requests before they reach the user's device. Centralized management tools allow IT teams to monitor activity, adjust policies, and generate detailed reports from a single interface. The system also supports identity mapping via integration with authentication platforms like Microsoft Entra and Google Workspace, enabling dynamic policy enforcement based on user roles.

Benefits

UDT's content filtering offers several key advantages. Its cloud-native design ensures scalability and high availability without requiring on-premises hardware. The solution is easy to deploy and integrates smoothly with existing infrastructure. Schools benefit from robust reporting features that provide insights into browsing behavior, helping administrators refine policies and respond to emerging trends. Security and privacy are prioritized through strong encryption protocols and adherence to strict data protection standards. Additionally, UDT's Network Operations Center (NOC) provides 24/7/365 support, ensuring rapid issue resolution and minimal service disruption.

Testimonials

UDT is proud to serve the K-12 community and partner with school districts nationwide to deliver transformative digital learning experiences. We value the trust our customers place in

us and are honored by their testimonials, which reflect our commitment to excellence and our customer-centric approach. Reference information is available upon request.

Lenoir City Schools – Lenoir City, TN:

UDT Internet Access, UDT WAN, UDT Hosted VoIP

"Lenoir City Schools is proud to recommend UDT as a trusted and dependable technology partner. Our recent transition of internet and voice (VOIP) services to UDT was exceptionally smooth, thanks to their professionalism, expertise, and commitment to customer success. From the moment we made the decision to move away from our previous provider, UDT guided us through each step of the process—offering clear direction on contract cancellation, helping us manage timelines, and ensuring all service transitions were meticulously planned.

UDT's sales and engineering teams were outstanding to work with. They took the time to thoroughly explain their product line, demonstrate functionality, and answer every question with patience and clarity. Their collaborative approach gave us complete confidence in the decisions we were making. When it came time to migrate services, UDT staff were present both onsite and online, providing hands-on support to ensure a flawless cutover.

Since moving to UDT, we have experienced a dramatic improvement in network reliability. Connectivity issues that were once frequent with our former provider have been virtually eliminated. Their help desk has also proven to be highly responsive, offering quick resolutions and knowledgeable support whenever we need assistance.

For Lenoir City Schools, UDT is more than a vendor—they are a true partner in our mission to provide students and staff with the high-quality, dependable technology they deserve. We wholeheartedly recommend UDT to any organization looking for a reliable, customer-focused provider committed to excellence."

Fentress County Schools – Jamestown, TN:

UDT Internet Access

"Recently, my school system transitioned from one internet service provider to UDT services. As a brand new Technology Coordinator, I was beyond nervous. However, the Team at UDT was amazing to work with. They met with us multiple times, and assisted us with all of our questions and concerns. The customer support they gave to us from the very first moment we met with them was superior and beyond expectations. The switch over was seamless. Their preparation made it easy. Since then, their support with questions and concerns have been immediate and professional, and for me personally, they are very kind and patient. It is easy to discern that UDT wants to be the best provider they can for us, even though we are a small system with limited resources. Our internet service has not had a single "blip" with

UDT, and we are very glad in our decision to move forward with their organization. Thank you, UDT!"

Cleveland City Schools – Cleveland, TN:

UDT Internet Access, UDT WAN

"Our transition to UDT was seamless — the team guided us through every step and made the cutover effortless. The engineering design has been perfect, and the reliability has been outstanding. It just works. Their customer service is the most responsive I've ever experienced, and the technical abilities and knowledge of the support technicians have been unmatched. With UDT's co-management model, we now have far better visibility into our network, more bandwidth, and enhanced services — all at a lower cost than before. UDT has been an exceptional partner, and I couldn't recommend them more highly."

Dyersburg City Schools – Dyersburg, TN:

UDT Internet Access, UDT WAN, UDT Hosted VoIP

*"I just wanted to take a moment to thank you and your team for making the transition to UDT such a pleasant experience. From start to finish, the process was smooth, and your communication throughout was clear and reassuring (and we know I had a few panic attacks along the journey). You handled all my **many** questions and anxious moments with patience and professionalism, which made a world of difference.*

If this experience is any indication of the level of service I can expect moving forward, I am one very happy customer. I truly appreciate the way you and your team have supported us, and I'll gladly share my positive experience with anyone considering UDT. My teachers are clueless that we even swapped providers last night, and that was my number one goal.

Thank you again for everything you've done to make this process such a positive experience.

I also want to give Alex, the on-site technician some love, he was PHENOMENAL at explaining every step to me and reassuring me that he would leave until I was sure everything was working properly. Please express my gratitude to him! Top notch service!"

Lexington City Schools – Lexington, TN:

UDT Internet Access, UDT WAN

"Our transition to UDT for our Internet and WAN services was remarkably smooth and efficient. The UDT team provided exceptional support from the start, demonstrating deep technical knowledge and a clear commitment to customer service. We were particularly impressed with the consistent communication throughout the project, which kept us informed every step of the way. Working with UDT has been a positive experience, giving us confidence in the reliability and expertise they provide."

References

Lenoir City Schools	
Contact: Chris Smallen Email: C@lenoircityschools.net	Phone Number: (865) 986-8922 Address: 200 E. Broadway St Lenoir City, TN 37771
Project Scope: UDT deployed and currently manages a resilient IA and WAN for LCS as well as hosted firewall and hosted voice solutions.	

Cleveland City Schools	
Contact: Cody Raper Email: craper@clevelandschools.org	Phone Number: (423) 339-0902, option 1 Address: 775 Raider Drive Cleveland, TN 37312
Project Scope: UDT deployed and currently manages two resilient 10 Gbps Internet Access circuits as well as 10 Gbps WAN circuits across ten sites.	

Anderson County Schools	
Contact: Wade Haney, Director of Technology Email: wahaney@acs.ac	Phone Number: (865) 463-7435 Address: 141 East Broad Street Clinton, TN 37716
Project Scope: UDT deployed and manages two resilient 10 Gbps Internet Access circuits and ACS' WAN which includes 19 sites across the county. UDT also provides voice services, hosted firewall and content filtering.	

Maury County Public Schools	
Contact: Tommy Schuyler, Director of Technology Email: tschuyler@mauryk12.org	Phone Number: (931) 797-8548 Address: 915 Lion Parkway, Suite 1 Columbia, TN 38401
Project Scope: UDT deployed and currently manages two resilient 20 Gbps Internet Access circuits. UDT also deployed and currently manages MCS' WAN network which ranges from 1-	

10 Gbps across 26 sites. Additionally, UDT provides hosted voice solutions, hosted firewall, content filtering, Unified Threat Management (UTM), and DDoS protection.

IV. Implementation Overview

Project Management

We believe our comprehensive, all-inclusive managed Internet Access and WAN solution supports the district's mission and technology goals. From day one, UDT becomes a strategic partner, not just a vendor, committed to ensuring the success of the district's network infrastructure.

UDT employs a project management methodology that ensures all product and service implementations meet the district's standards and delivery timelines. We understand that every customer and their project needs are unique. Through collaboration, we will ensure that suitable timelines are set, and requirements are fulfilled.

The project will be overseen by a dedicated and experienced UDT Project Manager, ensuring comprehensive guidance from start to finish. The UDT Project Manager has full leadership support from UDT's Vice President of Service Provider Solutions and Executive Vice President. The Project Manager will coordinate with all UDT and partner resources supporting the project and ensure key technical leaders are engaged appropriately throughout.

By utilizing detailed project plans, each customer will always have clear insight into the project's progress and a clear understanding of the steps required for smooth implementation. Each plan has been thoroughly vetted to ensure consistent focus throughout.

These are the primary implementation milestones for the project:

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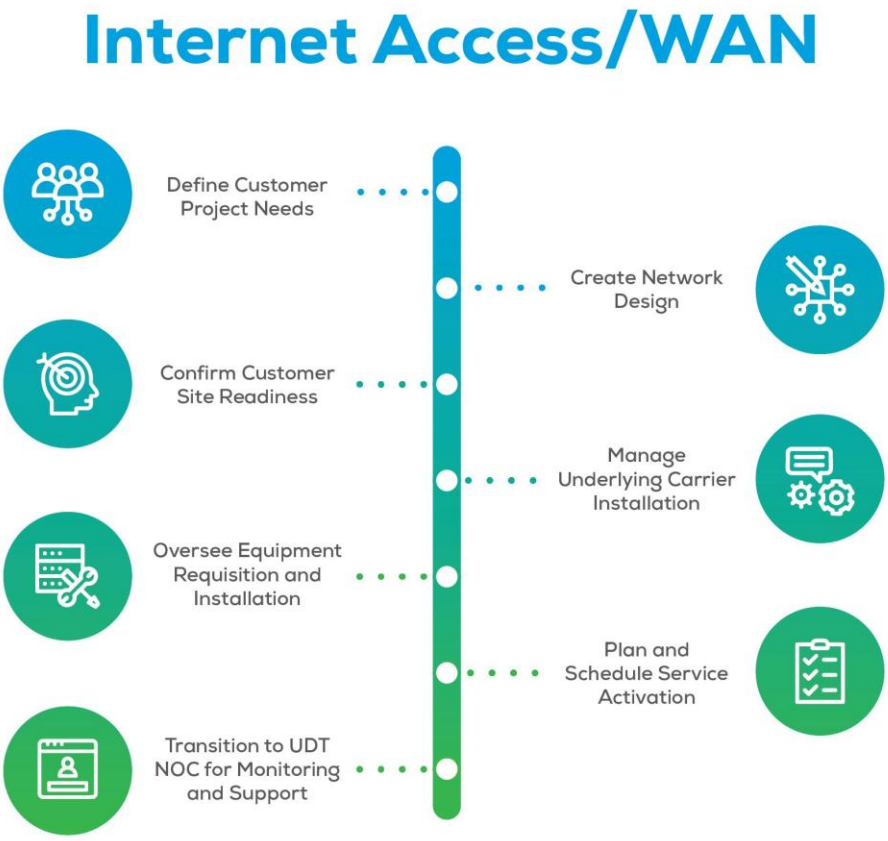

Communication Processes

Effective communication and dedicated account management are key to UDT's service delivery and customer satisfaction. The district will be assigned a dedicated Account Manager who serves as the primary point of contact for the district. Your Account Manager will focus on building a long-term relationship with your district, engage in ongoing communication to understand your unique needs, and ensure that all inquiries and issues are addressed promptly. Account managers will participate in regularly scheduled meetings, both onsite and online, to discuss current and future technology needs and will be the go-to contact for communication with the district.

As discussed above, the district will also be assigned a dedicated project manager who will initiate a project kickoff meeting with the district to review order details and network design. During this meeting, we will establish communication frequency, project documentation standards, and logistics for follow-up meetings. Upon request, the UDT project manager will provide a personalized dashboard that enables the district's team to easily track the project's progress.

Engineering and Activation

UDT's engineers are integral to our service delivery framework. They operate within a structured management model that emphasizes end-to-end accountability, from initial design through deployment and ongoing support. Their responsibilities include:

- **Pre-Deployment Engineering**: Our engineers collaborate with the school district to assess infrastructure needs, design custom network architectures, and configure equipment for optimal performance. They ensure compatibility with existing systems and future scalability.
- **Onsite Implementation and Testing**: Field engineers handle the physical installation and testing of routers, cabling, and connectivity equipment. Their hands-on expertise ensures seamless integration within complex environments and school campuses.
- **Operational Support and Optimization**: Post-deployment, our engineers provide continuous monitoring, troubleshooting, and performance tuning. They work closely with our 24/7/365 Network Operations Center (NOC), which is staffed by certified professionals trained in K-12 network requirements.
- **Escalation and Incident Response**: In the event of service disruptions, field engineers are dispatched for rapid onsite resolution. Their familiarity with local infrastructure and district-specific configurations enables swift recovery and minimal downtime.

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UDT Managed Network Solution:

Site Cutover to Production Process

The UDT Site Cutover to Production Process ensures a seamless transition to your managed network. We utilize a structured and customer-focused approach to minimize downtime and optimize efficiency. There are 5 key steps involved:

Site Walkout & Preparation

- UDT conducts a site walkout with both the customer and underlying carrier partner to align service demarcation points and entry paths into the building.
- We then work with the customer to determine power and space requirements and handoff types for planned device deployment.
- Our engineers collaborate with the customer's IT department develop and execute the most appropriate service activation plan.

Underlying Carrier Installation

- UDT closely monitors any construction and permitting required for the underlying carrier's network build.
- The UDT LTE out-of-band device is then installed alongside other premise equipment. We streamline installation by leveraging Zero-Touch Provisioning (ZTP) to ensure configurations are applied.
- We patch in all necessary optics and fiber jumpers between the carrier, customer, and UDT devices before proceeding with testing and activation.

Pre-Cutover Testing

- UDT may recommend staging the new network in parallel with the existing configuration to allow for thorough testing prior to cutover.
- We perform circuit testing to ensure bandwidth, latency, and jitter meet expected requirements.

Service Cutover & Validation

- The final cutover is scheduled during off-peak hours to minimize disruption.
- Our engineers work directly with customers to enable services (if issues arise, configurations can be quickly reverted to the previous state).
- We will perform end-to-end testing alongside the customer using a comprehensive service activation plan to ensure all systems are functioning as expected.

Ongoing Support

- UDT transitions the site to its Network Operations Center (NOC) for continued monitoring and support.
- Our NOC provides proactive management and quick resolution of any issues, leveraging out-of-band connectivity via LTE for enhanced responsiveness.

V. Dedicated Support Model

As part of UDT's Internet Access and WAN solutions, UDT delivers comprehensive support services tailored to the unique needs of your district. Our integrated support model provides seamless setup, rapid issue resolution, technical support, and real-time monitoring to help ensure consistent performance, high availability, and uninterrupted service delivery.

Service Level Agreements Metrics

UDT's objective is **99.9%** uptime.

- Uptime is measured based on monthly circuit and hardware uptime. Calculation is based on the total impact time in a month (calculated by UDTs RMM) divided by the total available time in the month.
- Network availability metrics do not apply during events that may prevent UDT from resolving the incident timely such as: Power Failures, Limited/No Building Access, Holiday Closures, Customer Caused Damage, Acts of Terror, or other Force Majeure events.
- Packet loss – objective not to exceed .25%.
- Internet Access: objective is 20 milliseconds; shall be calculated based on the arithmetic mean of monthly measurements between the agency central office within the customer network and the UDT core.
- WAN: objective is 5 milliseconds; shall be calculated based on the arithmetic mean of monthly measurements between the UDT demarcation point at the customer premise and the UDT demarcation point of the agency central office within the customer network.
- Mean Time to Respond:
    - UDT's objective is to respond to all P1 troubles within 30 minutes.
    - UDT's objective is to respond to all other troubles within 2 hours (120 minutes)
- Service Restoration (Mean Time to Repair)
- UDT's objective is to identify a path to resolution for all troubles within 4 hours (240 minutes).
- SLA – for outages without a path to resolution within 4 hours, UDT agrees to issue Customer a pro-rated credit based on the % of time service was offline multiplied by the total monthly charges for the service affected/offline. For the purposes of calculating SLA credits, a calendar month is based on a 60 minute/hour, 24 hour/day, 30 day/month = 43,200 monthly minutes. In no event shall any obligation of service credit arise under this SLA until such time as the service is restored and fully operational. For example, an outage lasting 5 hours and 15 minutes (315 minutes) would be eligible for an SLA credit calculated as follows: 315 minutes / 43,200 = .00729% of the Monthly

Recurring Charge. Total SLA Penalties will not be equal to or more than the monthly service amount.

- Customer must request SLA credit in writing within 30 calendar days from the date service was restored.
- SLA credits are not applicable if outage is due to 1.) acts or omission of Customer, 2.) failure or malfunction of equipment not owned by UDT, including failure of the power supply, or 3.) a Force Majeure event.
- With a catastrophic event that impacts network connectivity, such as unplanned outages caused by natural disasters or man-made events, UDT partners with districts within 4 hours. UDT will evaluate the condition, utilizing district and emergency response personnel. UDT will then generate a remediation plan and submit it to the customer for approval. If needed, a project manager will be assigned to provide timely information throughout the restoration effort.

24x7x365 Support and Ongoing Management

UDT is committed to providing exceptional support services tailored to the specific needs of the school district. Our support model is built around proactive service delivery, rapid issue resolution, and continuous monitoring to ensure optimal performance and minimal disruption to educational environments.

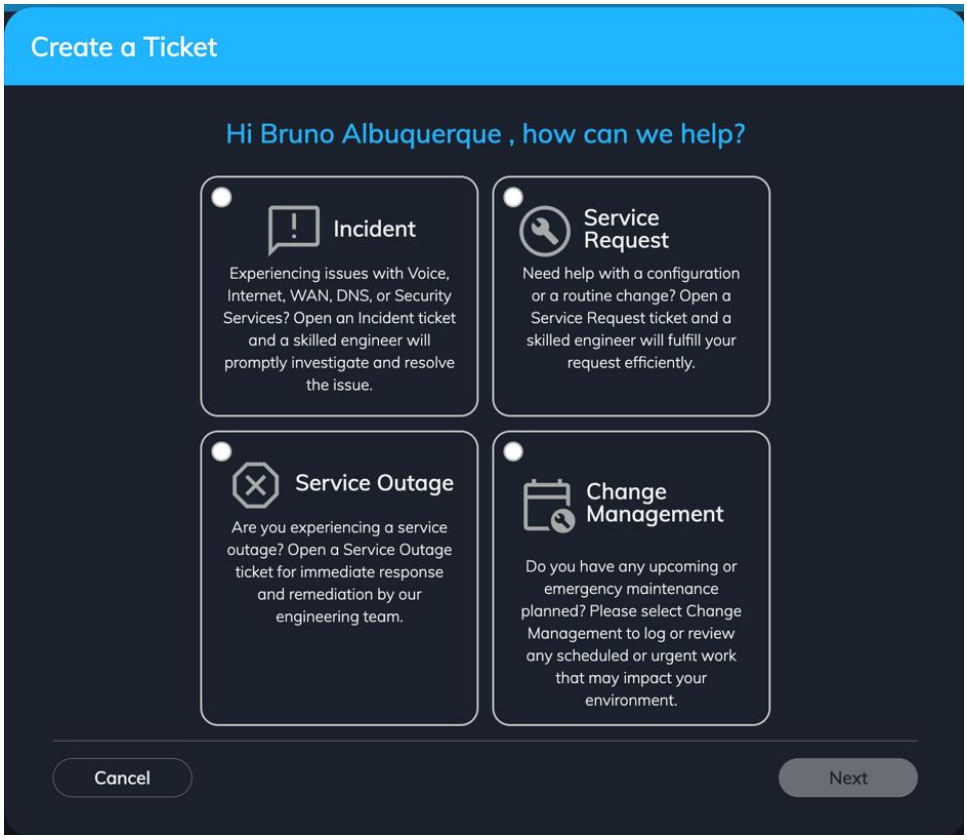
At the core of our support infrastructure is UDT's 24/7/365 Network Operations Center (NOC), staffed by a dedicated team of experts with deep knowledge in K-12 environments. This team delivers live, around-the-clock technical support via phone or email, with immediate access to Tier 1 engineers and seamless escalation to Tier 2 and Tier 3 specialists as needed. This ensures that all issues are addressed promptly and effectively.

UDT's proactive monitoring approach leverages advanced tools and predictive analytics to identify and resolve potential issues before they impact service. Automated alerts and real-time diagnostics enable our team to maintain high service availability and performance.

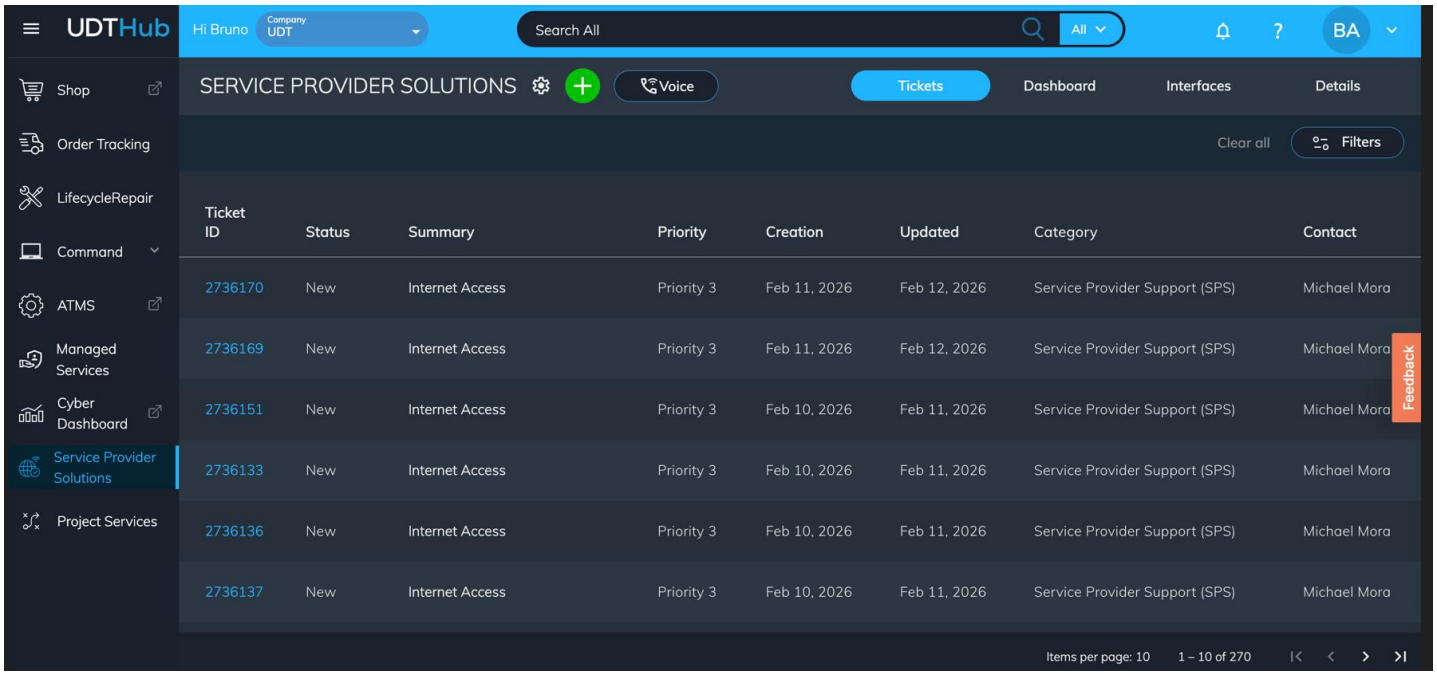
Our support model is further strengthened by geographic resiliency. UDT operates two fully redundant NOC facilities—**our primary center in Nashville, Tennessee (1 Music Circle South, Ste 200, Nashville, TN 37203**), and a secondary site in Miramar, Florida (2900 Monarch Lakes Blvd, Ste 300, Miramar, FL 33027). All support staff are U.S.-based, ensuring consistent quality and accountability. UDT offers the added advantage of regional, dedicated support in Tennessee. Our proximity allows for faster on-site escalation and direct access to field resources and spare equipment, ensuring service level agreements (SLAs) are consistently met.

Technical, Troubleshooting, and Service Ticket Process

Upon any interruption, degradation, or loss of service, the school district may contact the NOC via phone or email. They may also submit a ticket through UDT's online portal. The NOC will immediately initiate a response to resolve the issue and provide the customer with rapid feedback on the resolution process, including an estimated resolution time.



Create a Ticket via UDTHub



Track Ticket Status

Service Escalation Matrix

In the event of a service disruption, UDT's escalation matrix ensures rapid issue resolution:

- Trouble Ticket System:
  - All issues are logged in our robust trouble ticket tracking system.
  - Tickets are assigned a priority level and managed by our NOC until resolution.
  - Customers can access real-time updates and a full ticket history via our online portal.
- On-Site Technician Support:
  - Our technicians are equipped to diagnose and repair hardware and connectivity issues immediately.
- Defined Escalation Pathways by Priority
  - UDT has created defined escalation pathways to ensure customer issues are prioritized and expedited appropriately:

UDT Priority Descriptions

Priority Level	Categorization	Description	Customer Service Path					
			Immediate	30 minutes	1 hour	2 hours	4 hours	8 hours
1	Emergency	Catastrophic exposure where all operations have ceased, impacting 75-100% of end users. UDT will provide 24/7 dedicated resources to quickly resolve the situation. No workaround is available.	Senior NOC Manager	Senior Director of Service Excellence	VP of Customer Experience	Executive Vice President	Assembled executive and support team task force	
2	Critical	Service is severely impacted with significant operational disruption, affecting 30-75% of users. A semi-acceptable short-term workaround is available. Dedicated resources will be provided until the situation is resolved.	UDT TN NOC	NOC Supervisor	Senior NOC Manager	Senior Director of Service Excellence	VP of Customer Experience	Executive Vice President
3	High	Moderate exposure with impaired functionality and service degradation, affecting 15-30% of users. Some operations have ceased. A medium-term workaround is acceptable.	UDT TN NOC		NOC Supervisor	Senior NOC Manager	Senior Director of Service Excellence	
4	Medium	Minimal exposure with little operational impact, affecting 10-15% of end users. A medium-term workaround is acceptable.	UDT TN NOC			NOC Supervisor	Senior NOC Manager	Senior Director of Service Excellence
5	Low	Minimal to no work stoppage, affecting 0-5% of end users. A workaround is acceptable.	UDT TN NOC			NOC Supervisor		Senior NOC Manager

Outage Reporting Procedures

UDT developed and manages a very robust Remote Monitoring and Management (RMM) solution called UDT Pulse. UDT Pulse is custom designed to monitor all the UDT appliances deployed in your network to identify events that may impact service. UDT Pulse will automatically and immediately generate a ticket for any event detected on your network. These tickets are immediately routed to UDT Engineers to review and begin initial triage.

During the UDT Engineer's initial triage of the ticket, out-of-band management tools will be utilized to remotely assess power situations and determine whether the UDT appliances deployed are online. The ticket will then notify you of our initial findings and a phone call will be placed to District Technology personnel to assess the event further and determine if there are local factors that may have attributed to the event. At the same time, UDT will work with underlying partners to assess and test their network.

Throughout the event, UDT will provide frequent updates to the district technology personnel via e-mail or phone call to ensure the district's IT team is kept up to date of our progress to remediate the reported event.

Resolution and Reporting

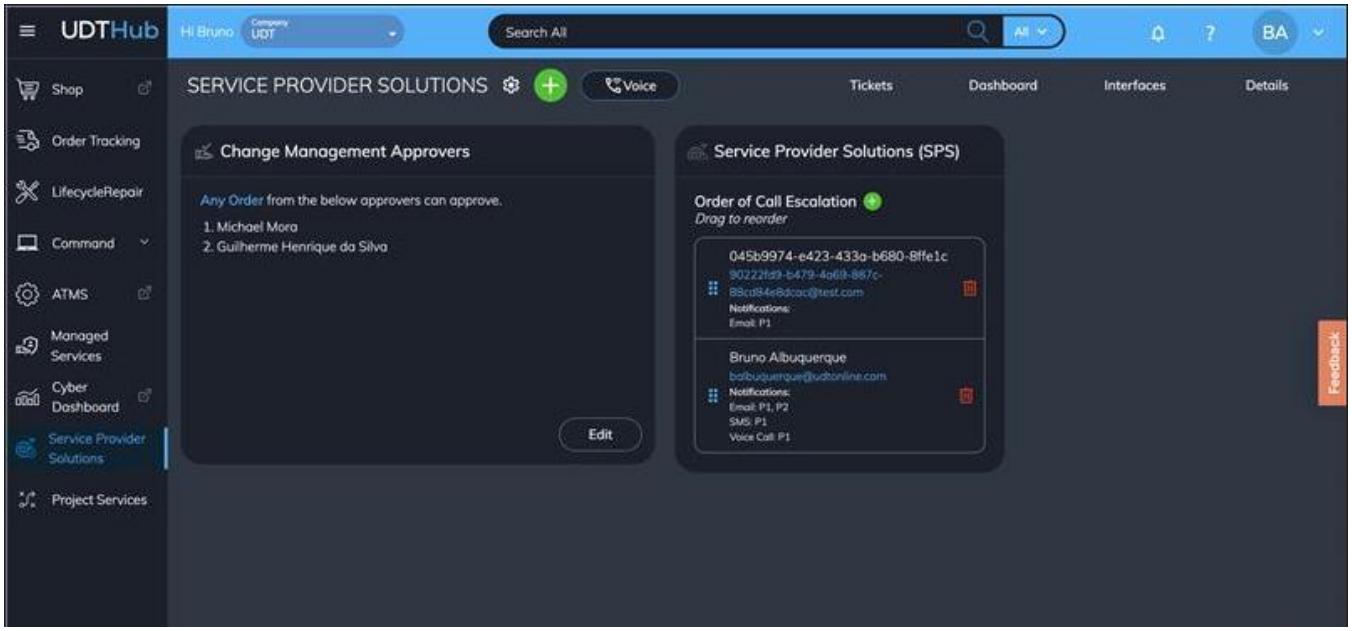
UDT is committed to delivering responsive and transparent support throughout the lifecycle of the proposed solution. Upon resolution of any service-impacting issue, the designated school contact will be notified immediately via the preferred communication method (phone or email). This notification will include a summary of the incident, the corrective actions taken, and confirmation of service restoration. UDT will then request verbal confirmation from the school district to formally close the incident. This verbal closure will be documented in our trouble ticket system and reflected in monthly service reports for audit and transparency purposes.

To ensure rapid and effective issue resolution, UDT provides detailed troubleshooting, escalation, and resolution framework:

- Trouble Ticket System: All incidents are logged in our robust ticketing platform, assigned a priority level, and managed by UDT's 24/7/365 NOC until resolution. Schools have access to real-time updates and full ticket history via our online portal.
- Defined Escalation Pathways: UDT maintains structured escalation protocols based on incident severity and response time. If a school district feels that an issue is not receiving adequate attention, escalation contacts are available and will be provided during implementation.
- On-Site Technician Support: For connectivity issues, UDT may dispatch qualified technicians equipped to diagnose and resolve problems immediately.
- Root Cause Analysis (RCA): For recurring or high-impact incidents, UDT conducts a formal RCA to identify underlying causes and prevent future occurrences. RCA documentation is shared with the school district for review and discussion.

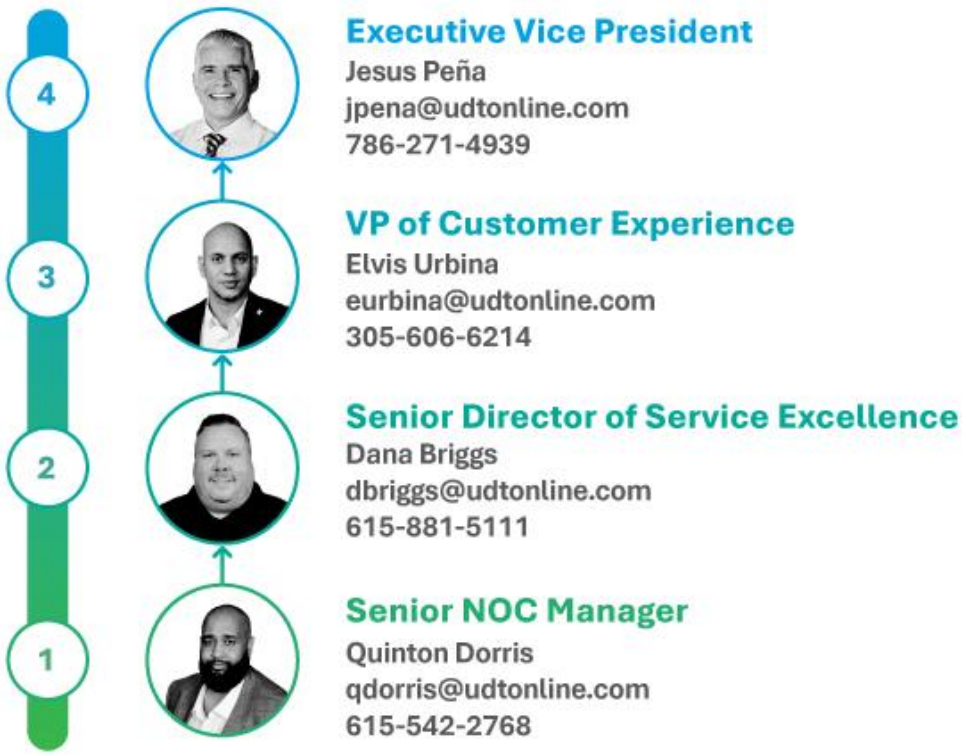
The district will also have access to UDTHub, our online management portal where customers can open and manage tickets, view dashboards with metrics and stats, and get a comprehensive overview of their service needs and performance.

UDTHub enhances efficiency, improves user experience, and provides a centralized location for managing various aspects of customer interactions and services. This integration not only saves time but also ensures that customers have easy access to all the tools and information they need. The sample screenshot below illustrates the Change Management Approvers and Order of Call Escalation views within UDTHub.



Personnel Escalation Matrix

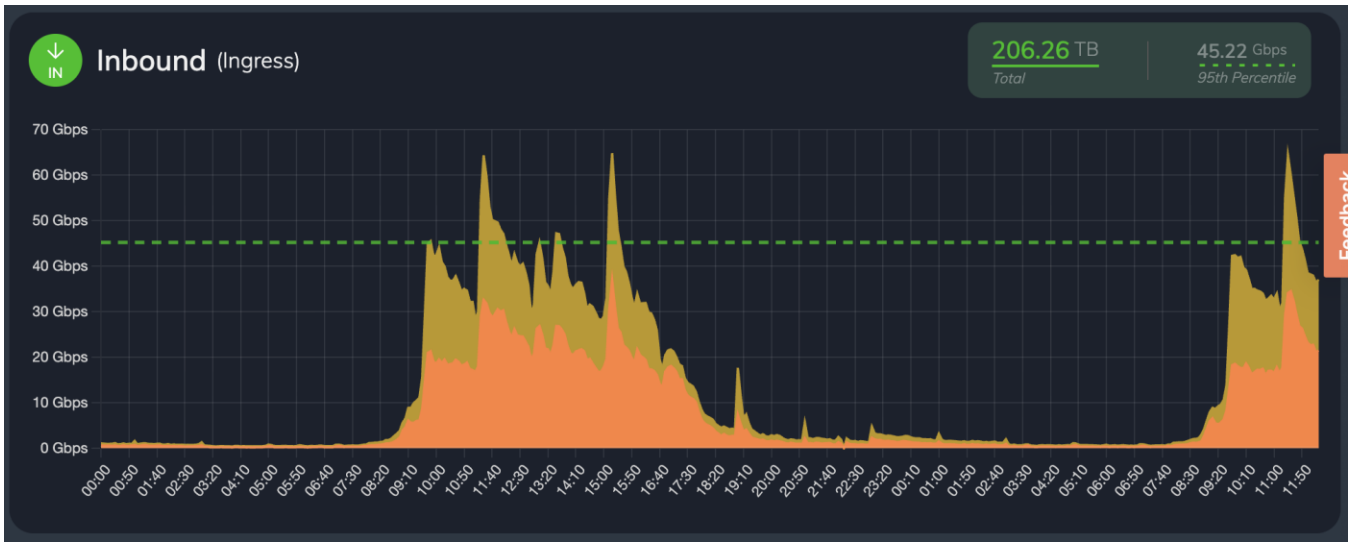
In addition to the 24/7/365 NOC customer support team, customers have access to the following team of leaders that oversee and quickly resolve issues in a timely manner, minimizing disruptions and ensuring operational continuity.

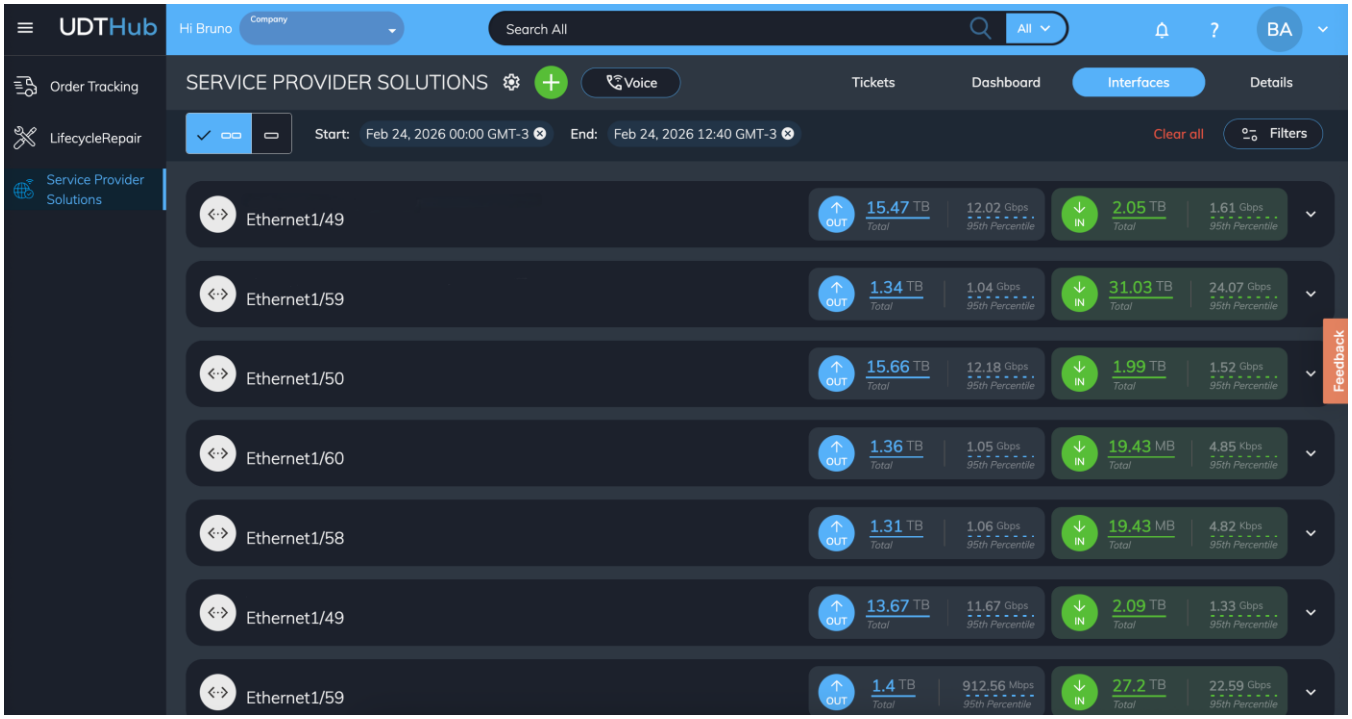


Online Management Portal

As described above, your district will have access to UDTHub, our online management portal where customers can open and manage tickets, view dashboards with metrics and stats, and get a comprehensive overview of their service needs, bandwidth utilization, and performance. UDTHub enhances efficiency, improves user experience, and provides a centralized location for managing various aspects of customer interactions and services. This integration not only saves time but also ensures that customers have easy access to all the tools and information they need.

Sample dashboards of UDT's bandwidth utilization tool are included below:





Maintenance Framework

UDT utilizes industry standard vulnerability sources to alert us of OS patches, software updates, and security vulnerabilities to safeguard our own equipment. UDT utilizes our RMM monitoring system to identify, correlate, and proactively report on what devices require an update based on these alerts. Upon identifying the devices, UDT will follow the ITIL change management policy to properly notify districts of maintenance windows and expected completion of updates.

Through normal course of network operations, UDT will conduct standard maintenance events to address various items. Utilizing industry's best practices and following an ITSM/ITIL change management policy, UDT will conduct all maintenance activity in communicated and controlled maintenance windows:

- **Critical Emergency Maintenance – P1 critical status**
  - Must be completed to prevent catastrophic failure
  - Requires UDT Executive visibility and acknowledgement
  - Communicated to the customer as soon as identified
  - Maintenance window is 24/7/365 after being communicated
  - No Roll Back options are available
- **Standard Maintenance – P2 to P3 status**
  - Work identified to maintain operations or to perform normal upgrades to infrastructure
  - May impact 3% or greater of branch locations being down or at degraded service levels; or, when any primary or secondary egress facility of the customer is down; or multiple egress points are in a degraded state
  - Requires UDT network infrastructure and NOC leadership visibility and acknowledgement
  - Maintenance Window is 9 pm – 4 am in the customer 's local time zone
  - Maintenance is communicated to the customer 48 to 72 hours in advance

  - Expected impacts and any outage durations will be included within the notification
  - A viable and tested roll back plan to a previous state is required
- **Move/Add/Change/Delete – P4 to P5 status**
  - Worked identified and requested by customers that is not business impacting
  - Requires a UDT ticket for tracking
  - Work will be coordinated with the customer by UDT resources and implemented in an agreed time frame.
  - No outage or impact is expected to the end user.

Reporting

Upon request, UDT will provide a detailed incident report to the school district within five (5) business days. This report will include:

- Incident Summary: Description of the issues affected services, and impact scope.
- Timeline of Events: Key timestamps from initial report to resolution.
- Corrective Actions Taken: Steps implemented to resolve the issue and prevent recurrence.
- Service Restoration Confirmation: Verification of restored functionality and performance metrics.

Reports are reviewed by the UDT NOC to ensure accuracy and completeness before delivery.

Local Support

UDT is deeply rooted in Tennessee, with a regional office and a state-of-the-art Network Operations Center (NOC) located in Nashville that operates 24/7/365 to support K-12 school districts through rapid incident response and proactive monitoring. Our Tennessee-based team has years of experience serving local districts, ensuring contextual understanding and tailored support. We maintain dedicated engineering, account management, and customer service resources across the state, enabling swift resolution and long-term partnership cultivation.

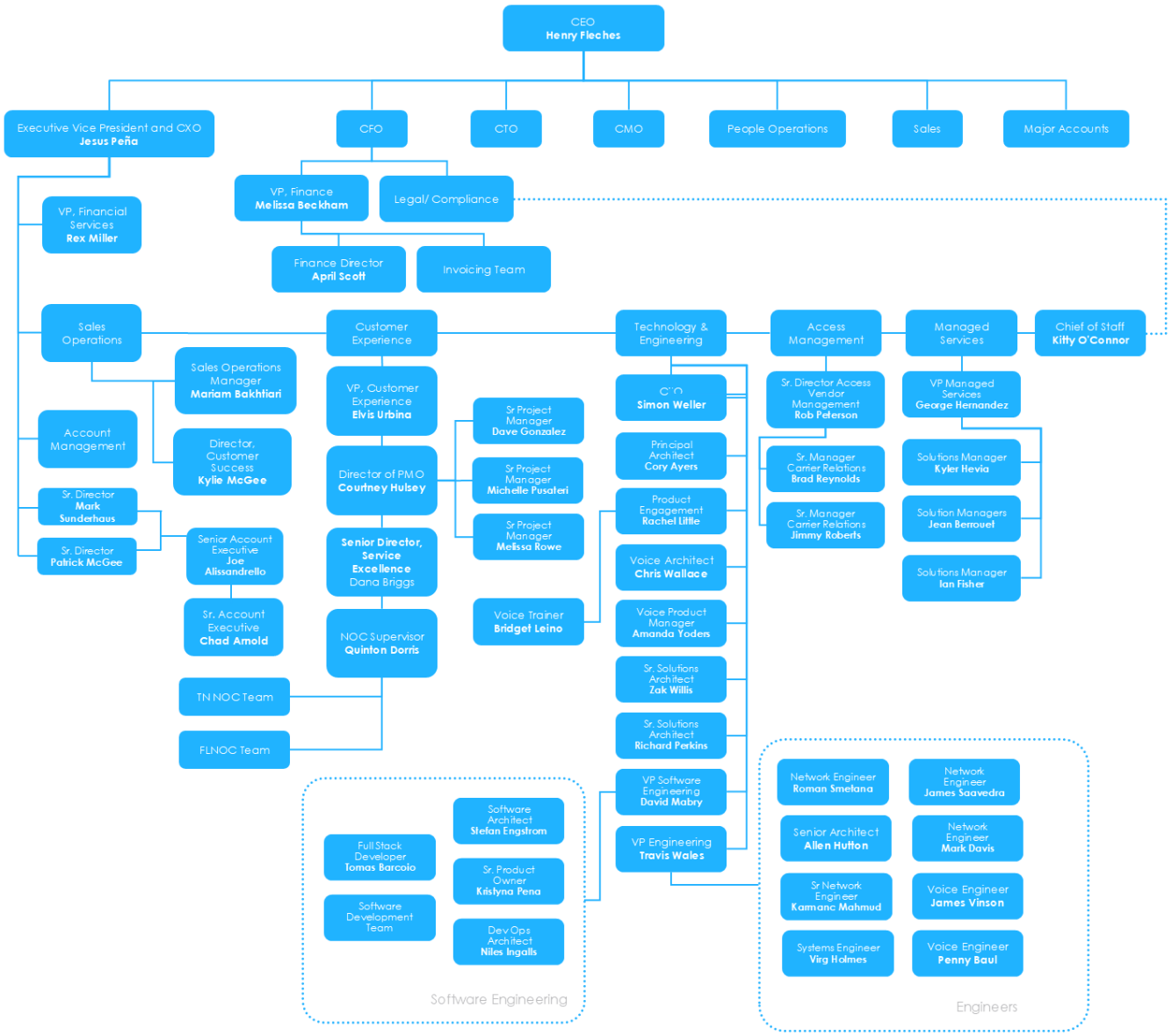
As active participants in regional organizations such as the Tennessee Education Technology Association (TETA) and the Tennessee Organization of School Superintendents (TOSS), we remain closely aligned with the evolving needs of the state's K-12 technology landscape. Our local presence enables UDT to deliver highly responsive, around-the-clock monitoring and support tailored to the unique needs of our clients. Staffed by experienced K-12 specialists, our Nashville-based NOC ensures rapid incident response, proactive maintenance, and seamless escalation pathways that minimize downtime and maximize service continuity.

Our proximity to district sites across Tennessee allows for faster on-site support, enhanced communication, and a deep understanding of regional challenges. UDT's Nashville operations are not just a logistical advantage, they are a strategic asset that reinforces our dedication to delivering reliable, personalized, and mission-aligned services to every Tennessee K-12 organization we serve.

Your UDT Team

UDT has built a dedicated organizational service and support model specifically for school districts. This service approach ensures each school district has access to dedicated technical,

account management, service delivery, and customer support experts, pairing IT teams with experienced individuals who understand their unique digital environments and eliminating knowledge gaps. UDT's managed services organization encompasses various lines of business including the Service Provider organization. The org chart below depicts the Service Provider organization that will be the direct contacts for the school system:



Key Tennessee Leadership Contacts

Below is a summary of the key leaders who are assigned to this project under this Contract, the role to be played by each member of the proposed team:

Executive Leaders

- **Henry Fleches (Co-Founder and CEO):** Henry provides overall strategic direction and ensures alignment of project goals with UDT's vision of delivering innovative and cost-effective solutions.
- **Jesus Pena (Executive Vice President, CXO):** Jesus is a key point of contact for the school system and oversees operational execution, ensuring that all project milestones are met efficiently.
- **Simon Weller (Chief Technology Officer):** Simon leads the technical strategy, providing guidance on the architectural framework and ensuring the solutions are scalable, secure, and aligned with industry's best practices.
- **Rex Miller (VP of Financial Services):** Rex leads the financial operations for the managed services team, overseeing customer support pertaining to federal funding channels and compliance with regulatory agencies.

Finance and Legal Compliance Team

- **April Scott and E-Rate Team:** UDT's E-Rate Team stays abreast of the E-Rate program, ensures compliance with regulations, and provides customer support as allowable.
- **Kitty O'Connor (Chief of Staff):** Kitty collaborates with UDT's legal team to expedite document and contract reviews, ensure compliance and meet deadlines, and provides regulatory oversight and E-Rate assistance.

Project Management

- **Courtney Hulsey (PMO Director):** Courtney coordinates all project activities, maintaining timelines for K-12 school districts, and ensuring clear communication between UDT and the school system.
- **Dave Gonzalez (Sr. Project Manager**): Dave leads complex IT and infrastructure projects. His role includes managing timelines, aligning cross-functional teams, and ensuring that project outcomes meet both technical and strategic goals.

Network Engineering and Design Team

- **Cory Ayers (Principal Architect):** Cory specializes in network design, focusing on creating resilient, high-performance networks that meet the diverse needs of K-12 school districts.
- **Travis Wales: (VP of Engineering)**: Travis oversees our regional field, network, and voice engineering teams, ensuring seamless integration and operation of managed network services.
- **Zak Willis (Sr. Solutions Architect):** Zak leverages deep technical expertise to design and present tailored network and security solutions that align with the needs of K-12 customers.

- **Richard Perkins (Sr. Presales Network Engineer**): Rich Perkins brings a wealth of firsthand experience from his time working within a school district. Now retired from education, Rich offers valuable insights into the practical challenges and priorities of K–12 environments. His background helps bridge the gap between technical solutions and real-world educational needs.

Support Team

- **Dana Briggs (Sr. Director of Service Excellence-Customer Success/Service Delivery):** Dana oversees UDT's K-12 and Florida NOCs, managing proactive monitoring, maintenance, and issue resolution for all UDT's deployed services. He also leads post-deployment customer satisfaction efforts, focusing on seamless service delivery and long-term client success.

- **Quinton Dorris (Sr. NOC Manager):** Quinton is responsible for overseeing day-to-day operational and customer support, including monitoring service levels, managing incident response, and maintaining adherence to agreed SLAs.

Account Management

- **Patrick McGee (TN K-12 Customer Services Director) and Mark Sunderhaus (TN K-12 Customer Services Director):** Mark and Patrick lead UDT's Tennessee customer strategy, delivering responsive, transparent communications and tailored support to K-12 districts through proactive service and trusted relationships.

- **Joe Alissandrello (Senior Account Executive):** Joe is dedicated to ensuring that the school system receives personalized, consistent, and ongoing support throughout the lifecycle of the project. The school's dedicated account management team will provide:

    - Comprehensive account management services, including proactive outreach and assistance with program updates, compliance requirements, and service enhancements.

    - Tailored support ensuring rapid resolution of issues and alignment with the district's unique operational needs.

    - A structured onboarding process to familiarize K-12 districts with UDT's suite of services, ensuring a smooth transition and consistent communication.

VI. Pricing

UDT has provided the requested pricing information in the included **Attachment A – TEBC Mini-Bid Service/Equipment List** spreadsheet. Additional services pricing information is listed below.

All pricing options included in UDT's bid response and catalog pricing spreadsheet for the State of Tennessee, Department of Education RFQ #33101-26005FAS5: E-Rate Category 1 Broadband (2026-2030) are available and at various quantities as needed.

Service Notes:

1. Basic Firewall Service:
   Internet Access service proposed does not include Basic Firewall Services.
   Basic Firewall Service can be included as a part of Internet Access service as follows:

District Specific Basic Firewall Service – Hosted (Pricing based on Managed Internet Access bandwidth)	
Hosted Basic Firewall	**Per Month**
up to 5 Gbps	$1,000
up to 10 Gbps	$1,500
up to 25 Gbps	$3,000
up to 50 Gbps	$7,000
up to 100 Gbps	$12,500

End Site Basic Firewall up to 20 Gbps of service	$200 per site per month
End Site Basic Firewall greater than 20 Gbps of service*	$400 per site per month

*For sites over 20 Gbps, service is based on availability.

   Basic Firewall services listed above are combined with Managed Internet Access and are not sold separately.

2. Content Filtering:

CIPA Compliant Basic Content Filtering	$3 per month per circuit

3. Client Based VPN:
   Client based VPN service with multi-factor authentication options are as follows:

Users	**Per Month**
10	$150
15	$175
20	$200
25	$225

30	$250
35	$275
40	$300
45	$325
50	$350

Customer must have UDT Internet Access with hosted firewall to purchase VPN. Multi-Factor Authentication included using FortiTokens (included in pricing) to avoid weak passwords and minimize the potential of compromise.

VPN is not e-rate eligible.
ICB pricing over 50 users.

4. Burstable Service:
   Burstable service is available allowing service to temporarily exceed the base service amount purchased.

   Bandwidth utilization will be measured and if the average utilization at the 95th percentile exceeds the base service level, additional charges for excess bandwidth will be incurred consistent with per unit pricing or an upgrade to a higher base bandwidth can be ordered.

   Pricing for service consists of base service cost plus the burst cost listed below. Combinations of base to max through 100 Gbps available for configuration subject to any technical limitations and bandwidth availability.

   UDT will work with applicant to design an effective service solution and all pricing will be approved by applicant before service is implemented. Examples of burstable service combinations are listed below:

End Site/WAN		
Base	**Max**	**Burst Cost**
1 Gbps	5 Gbps	$400
2 Gbps	5 Gbps	$200
2 Gbps	10 Gbps	$450
5 Gbps	10 Gbps	$250

Internet Access		
Base	**Max**	**Burst Cost**
2 Gbps	10 Gbps	$2,000
5 Gbps	10 Gbps	$1,250
10 Gbps	20 Gbps	$2,000

5. Service Configurations:
   To provide various diverse/multi-circuit network design options, UDT offers a Service Level structure designed to provide flexibility to determine specific reliability/uptime improvement options.
   Higher service levels represent use of additional E-Rate eligible networking techniques/tools/configurations to improve network reliability and uptime.

   Service Level 1 – typically one router and one circuit

   Service Level 2 – may be provided using various techniques including two circuits

   Specific techniques to be used for a Service Level will be agreed upon before deployment. Additional Service Levels may be available.

   Service Level Pricing (different service speeds available based on the unit pricing listed):

Total End Site/WAN Service Bandwidth					
	2 Gbps	5 Gbps	10 Gbps	20 Gbps	100 Gbps
Service Level 2	$275	$350	$425	$525	$1,500
Additional Levels	ICB	ICB	ICB	ICB	ICB

Total Internet Access Service Bandwidth					
	2 Gbps	5 Gbps	10 Gbps	20 Gbps	100 Gbps
Service Level 2	$450	$700	$900	$1,450	$3,000
Additional Levels	ICB	ICB	ICB	ICB	ICB

   Service level 1 is included with all Managed Internet Access and Managed WAN services at no additional cost.
   Service Levels with multiple circuits per site will be billed at total site service/bandwidth costs plus SL Cost.
   Pricing for additional bandwidth levels will be based on the above table and may be individually developed or use the tiers above.
   Service level charge covers all additional engineering costs to manage routing, coordinate active/active service configurations, and other similar costs to design, install and maintain higher service levels.

Pricing Footnotes:

1. Pricing may be reduced over life of the contract.

2. UDT understands that service needs change over a multi-year contract.

3. UDT has designed its response to allowable for maximum flexibility for growth and changes.

4. UDT's pricing is available throughout the scope of the contract.

5. Site closures or other service reductions are allowable and UDT will work with applicant to minimize any costs related to such events. In most situations, due to UDT's volume of services and vendor relationships, no incremental costs are incurred related to these events. Any potential cost changes will be discussed with and approved by the applicant before deployment.

6. Pricing presented includes all costs as requested including monthly service fees, managed router lease fees, one-time charges (for example - construction, installation and/or connection charges) and estimated taxes, fees and surcharges. UDT's service price has no one-time charges, special construction charges or usage charges. All fees for service as required by this RFP are included in our monthly recurring charges.

7. There are currently no taxes/governmental fees applicable to the broadband services requested. However, if such fees become applicable in the future, governmental fees (to the extent the customer is not exempt from such fees) including state, local, and federal taxes, fees, USF, E911 taxes/fees, and similar are in addition to the above rates. These fees will be charged at the applicable rates set by governmental entities and are subject to change over the life of the service contract.

8. Service pricing does not include any new or increased tariffs that may be applied by the US government to underlying equipment used to deliver the service in the future. If such tariffs or similar apply, we will notify customers as soon as possible. Any tariffs will be billed separately in addition to costs included in this RFP. UDT will work with customers as allowable to minimize the impact of any tariffs or related fees.

9. UDT is responsible for delivering service to the customer site point of demarcation. The customer is responsible for any in-building requirements such as electric, backer board, etc. to allow for standard installation of UDT equipment and telecom connections. The customer will allow UDT team reasonable and timely access as needed to complete any on-campus work and support UDT team with any needed information about the end site.

10. UDT managed Internet access services are subject to UDT’s acceptable use policy.

11. UDT will notify the customer when the service is ready for final installation and will work to determine a mutually agreed upon date to turn up service. In the event of customer delays in final installation, UDT reserves the right to start billing for the service two weeks after notification that service is ready.

VII. Additional Services Options and Pricing

Additional Value-Add Features/Products/Services

UDT provides these additional items as part of a total cost proposal for services:

- Managed Internet Access Features and Services
- Professional Services
- Firewall/UTM/DDoS Protection
- Satellite Internet Access

Pricing footnotes from entire Cost Proposal package also apply to the service pricing in this Cost Proposal, where applicable.

All services footnote: Rates listed are not to exceed amounts that may be reduced based on volume purchased or other consistently applied discount methods. For any E-Rate eligible services, discounts will be allocated between E-Rate and local customer costs per program rules. One-time charges can be reduced or waived at UDT's discretion.

Managed Internet Access Features and Services

Service/Feature	One-Time Fee	Monthly Fee	Notes
Make Ready evaluation, planning, coordination for network service deployment	ICB	N/A	Specific project-based quote
Site Move/Add/Change	ICB	N/A	For non-standard situations
Managed Internet Access – IA at POP only		$5	Per Mb per month
Light and Manage Customer Owned Fiber		$500	WAN connection
Campus Connection Fiber – build/light/manage	ICB	$300	Customer owned
Additional Managed Router – standard device		$100	
Additional Router ports – standard device		$50	If available
Additional Switch/Router – Small		$200	Model based on need
Additional Switch/Router – Medium		$350	Model based on need
Additional Switch/Router – Large		$500	Model based on need

UDT SPS Professional Services	One-Time Fee	Hourly Fee	Notes
Consulting - Engineer		$125	
Consulting – Lead Engineer		$200	
Consulting/Assessment for IP address renumbering /IPv6 conversion		$75	Specific project-based rate

Service Notes:

- All services subject to availability. Availability expected to increase over life of contract.
- Additional feature/services prices subject to change - may increase up to 10% per year as needed due to market and /or economic conditions.
- Travel and related expense charges are in addition to above costs, if applicable, and will be charged at cost.
- UDT will work with Customers to fully quote all services prior to beginning work to minimize any unexpected charges/billing.
- On premise Caching and Filtering devices are required to be co-managed between UDT and customer. SLAs will not be applicable to monitoring, alerting or other downtime related to these services or their impact on other services.
- For Professional Services, prepaid blocks of hours and project-based pricing at discounted rates may be available.

Firewall/UTM/DDoS Protection

DDoS and Unified Threat Management (UTM) Package	One-Time Fee	Monthly Fee	Notes
Up to 5 Gbps		$400	
6 – 10 Gbps		$800	
11 –50 Gbps		$2,000	
51-100 Gbps		$4,000	

Service Notes

- UTM and DDoS services require purchase of UDT Managed Internet Access – Aggregated Egress.
- Requires 1 year purchase commitment.
- Discounts may be available for longer purchase commitments and/or specific services purchased.

- Prices are in addition to Managed Internet Access- Aggregated Egress and Hosted Basic Firewall
- Pricing based on Aggregated Egress bandwidth
- Additional higher bandwidth services are available based on these prices.

Satellite Internet Access

Item		Term	Cost	
Satellite Internet				
Hardware Speed	**Priority Data**		**Monthly Recurring**	
475 Mbps	150 GB	36 Months	$	360.00
	500 GB	36 Months	$	430.00
	1 TB	36 Months	$	620.00
	1.5 TB	36 Months	$	815.00
	2 TB	36 Months	$	1,000.00
475 Mbps	150 GB	24 Months	$	385.00
	500 GB	24 Months	$	455.00
	1 TB	24 Months	$	645.00
	1.5 TB	24 Months	$	835.00
	2 TB	24 Months	$	1,030.00
475 Mbps	150 GB	12 Months	$	460.00
	500 GB	12 Months	$	530.00
	1 TB	12 Months	$	720.00
	1.5 TB	12 Months	$	915.00
	2 TB	12 Months	$	1,100.00
350 Mbps	150 GB	36 Months	$	340.00
	500 GB	36 Months	$	405.00
	1 TB	36 Months	$	600.00
	1.5 TB	36 Months	$	790.00

	2 TB	36 Months	$	980.00
350 Mbps	150 GB	24 Months	$	360.00
	500 GB	24 Months	$	430.00
	1 TB	24 Months	$	620.00
	1.5 TB	24 Months	$	815.00
	2 TB	24 Months	$	1,005.00
350 Mbps	150 GB	12 Months	$	435.00
	500 GB	12 Months	$	505.00
	1 TB	12 Months	$	695.00
	1.5 TB	12 Months	$	890.00
	2 TB	12 Months	$	1,080.00
150 Mbps	150 GB	36 Months	$	285.00
	500 GB	36 Months	$	352.00
	1 TB	36 Months	$	545.00
	1.5 TB	36 Months	$	735.00
	2 TB	36 Months	$	930.00
150 Mbps	150 GB	24 Months	$	308.00
	500 GB	24 Months	$	375.00
	1 TB	24 Months	$	570.00
	1.5 TB	24 Months	$	760.00
	2 TB	24 Months	$	955.00
150 Mbps	150 GB	12 Months	$	380.00
	500 GB	12 Months	$	450.00
	1 TB	12 Months	$	640.00
	1.5 TB	12 Months	$	835.00
	2 TB	12 Months	$	1,030.00

Service Notes

- Additional charges for special equipment mounting may apply (such as rental cost for a lift truck).
- Special equipment install/mounting charges may be billed directly by vendor partner. Any such charges will be approved by customer before work is performed.

Greeneville City Schools

129 W. Depot St.
Greeneville, TN 37743

TEBC E-Rate Mini-Bid for C-1 Broadband

Proposal Due: March 6, 2026
4:30 PM ET

ATTN: Chuck Broyles, Chief Technology Officer
and Larry Jones

Original Proposal

Proposed Solution: Internet Access and Managed WAN

Zayo

EDUCATION

Zayo Education
618 Grassmere Park Drive, Suite 12
Nashville, TN 37211-3684
(615) 312-6000

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EDUCATION

Dear Chuck Broyles and Larry Jones:

Thank you for the opportunity to respond to your TEBC E-Rate Mini-Bid for Category 1. Zayo Education is pleased to present our proposed solution for Internet Access and Managed WAN, designed to meet the evolving connectivity and security needs of Greeneville City Schools (GCS).

Zayo Education—formerly ENA—has been a trusted provider of broadband and managed services to K-12 schools and libraries for nearly three decades. Following Zayo's acquisition of ENA in 2022, we now offer an unmatched combination of nationwide fiber infrastructure and tailored education expertise. Today, we proudly serve more than 20,000 schools and libraries, helping communities build secure, scalable, and future-ready networks.

Enclosed you will find a comprehensive response to your TEBC E-Rate Mini-Bid Category 1, including our technical proposal, implementation plan, and service level commitments. We have also attached our completed Attachment A as requested. We've designed our solution with flexibility and reliability in mind, and we're ready to support your goals—now and into the future.

Should you have any questions or need clarification, please don't hesitate to contact me or Jason Zelensky, your Account Director. We look forward to partnering with Greeneville City Schools to achieve your goals.

Sincerely,

Michael McKerley – SVP, Managed Services

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II. Proposal Summary

Zayo Education provides MPLS-based IP backbone infrastructure, delivering carrier-grade reliability and seamless service continuity across North America. With fault-tolerant, high-speed connections and diverse Internet access, our network will ensure Greeneville City Schools stay connected with optimal performance and security.

Our flexible WAN services deliver dedicated point-to-point and multipoint fiber-optic connectivity, providing seamless coverage across your district. With a scalable Infrastructure as a Service (IaaS) model, Zayo Education minimizes infrastructure costs while delivering reliable, high-performance connectivity. Even for hard-to-reach locations, we specialize in connecting communities utilizing a mix of telecom technologies to guarantee comprehensive coverage.

Zayo Education is a top five service-provider recipient of E-Rate funding and has been successfully working with E-Rate customers since the inception of the program in 1998. Find us as **Zayo Education, LLC**, under **SPIN: 143030857**.

Zayo Education's proposal ensures full compliance with the terms, service requirements, and documentation format outlined in this TEBC E-Rate Mini-Bid. We are committed to delivering reliable service, full transparency, and exceptional support to Greeneville City Schools throughout the E-Rate process and contract term.

Our Proposed Solution Includes:

- **Managed Internet Access**: Symmetrical, secure bandwidth with Zayo-managed routing equipment and 24x7x365 monitoring.
- **Managed Wide Area Network (WAN)**: Scalable, high-speed fiber connectivity between all district locations, with seamless integration and Zayo-provided equipment.
- **Optional Security Services**: Advanced DDoS protection, secure cloud transport, managed firewall, VPN, unified threat management—customizable to your risk profile.

Our team is ready to deliver a turnkey, scalable solution that meets your goals today—and grows with you tomorrow.

III. Internet Access and Managed WAN Technical Proposal

The Zayo Education Difference

Zayo Education delivers scalable, reliable broadband through a turnkey Infrastructure as a Service (IaaS) model, including design, transport, routing equipment, maintenance, security, and 24x7x365 support. Our dedicated circuits provide symmetric bandwidth and direct access to our National Network and global Internet peers.

It is important to note three additional key differentiators of our IaaS connectivity solutions:

- **Symmetric, dedicated bandwidth** with full upload/download capacity and monitored national backbone
- **Flexible network reach** using Zayo's fiber and third-party last-mile providers
- **Optimized connectivity** through partnerships and peering with major education content providers

Please click here to see our managed Internet Access brochure and here to see our Managed WAN brochure.

The Zayo Education National Network

Zayo Education's carrier-grade MPLS backbone includes redundant, diverse links across geographically separated data centers. With high-bandwidth global peering and fault-tolerant design, our network is optimized for uptime and low latency—even during outages or high-traffic events.

Zayo Education National Network

Organizational Structure

Zayo Education consists of Zayo Education, Inc., formerly Education Networks of America, Inc. and its subsidiary entity Zayo Education, LLC, formerly known as ENA Services, LLC, (collectively herein "Zayo Education" Or "Zayo") and is a licensed telecommunications company that is qualified to provide E-Rate eligible Internet Access and Telecommunications services. We have been in business since 1996, successfully delivering services of the same type and scope as have been requested.

Zayo Education's federal identification number is provided below:
Federal Employer (Tax) Identification Number (FEIN) for Zayo Education, LLC. is 20-4221094.

Zayo Education, LLC is a wholly owned subsidiary and disregarded entity for tax purposes of Zayo Education, Inc. whose Federal Employer Tax Identification Number (FEIN) is 62-1805864. **Zayo Education, LLC, is the respondent of record and should be the named vendor on potential contracts and E-Rate filings.**

Education Networks of America, Inc. and its subsidiaries were purchased by Zayo Group, LLC. by Equity Purchase Agreement dated June 1, 2022. Zayo Group, LLC, a Delaware limited liability company, is a direct, wholly owned subsidiary of Zayo Group Holdings, Inc. ("Zayo Holdings"), a Delaware corporation. Zayo Holdings and its subsidiaries have a principal place of business located at 1401 Wynkoop St #500, Denver, CO 80202. Zayo Holdings is indirectly, wholly owned by Front Range JV, LP, a Delaware limited partnership.

Internet Access Project Understanding and Proposed Technical Solution

Zayo Education will deliver symmetrical, dedicated bandwidth capacity of 5 Gbps scalable to 15 Gbps on each of two resilient circuits as requested, to Greeneville City Schools' (GCS) Operations Center location at 1117 Hal Henard Road, Greeneville, Tennessee. Our fully managed Infrastructure as a Service (IaaS) model includes circuit delivery, Zayo-owned hardware, 24x7x365 monitoring, and proactive support.

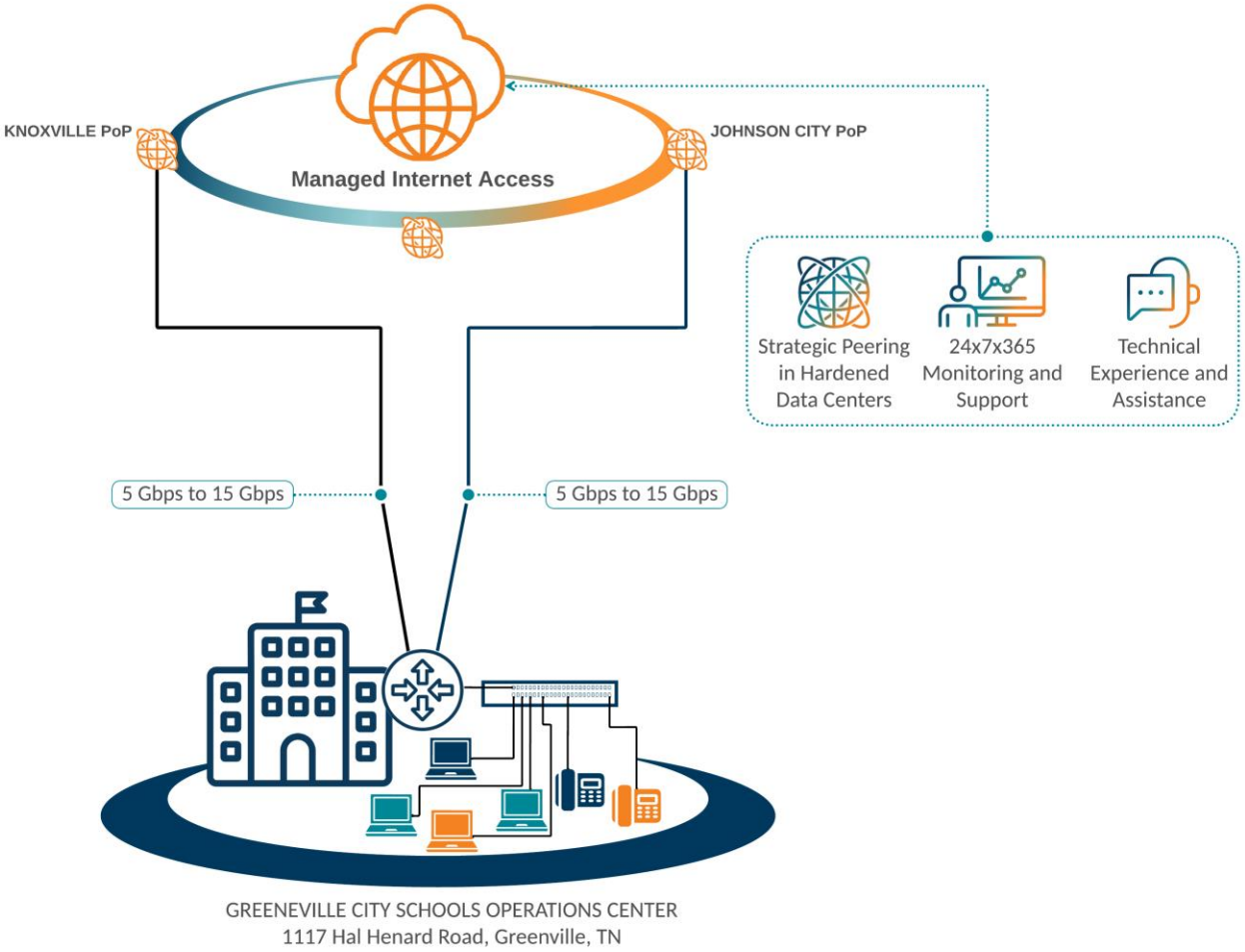
Our Internet Access solution also features:

- Guaranteed throughput with no throttling or rate-limiting
- Termination on Zayo-managed Cisco hardware
- Copper or optical handoff available per your request
- Static IPv4 addressing: 5 IPs included in our standard offering and because GCS is an existing Internet access customer, we will continue to provide the assigned /24 block of 254 IP addresses; additional block pricing available
- IPv6 support and reverse DNS configuration upon request
- Real-time network health metrics and bandwidth utilization tools

We welcome the opportunity to continue providing Internet access to GCS in support of your commitment to cultivating the mind and impacting the heart through excellence and equity. Our knowledge of the GCS data and security environment along with hosting DNS and delivering IP space allows for easy, non-intrusive

changes to your critical Internet access services. Our proposed Internet Access service will be provided via direct connectivity to both our Knoxville, Tennessee and Johnson City, Tennessee POPs and, from those POPs, connect to the Zayo Education National Network. A logical depiction of the proposed Internet access service is provided below. This solution ensures that GCS receives reliable, secure, and high-performing connectivity—tailored to your operational needs, with the flexibility to grow.

We understand your need for contiguous, static, public IP addresses and will continue to provide the current ANA assigned IP address block to GCS. Please see the **IP Assignments and DNS** section of this response for additional information regarding this request.

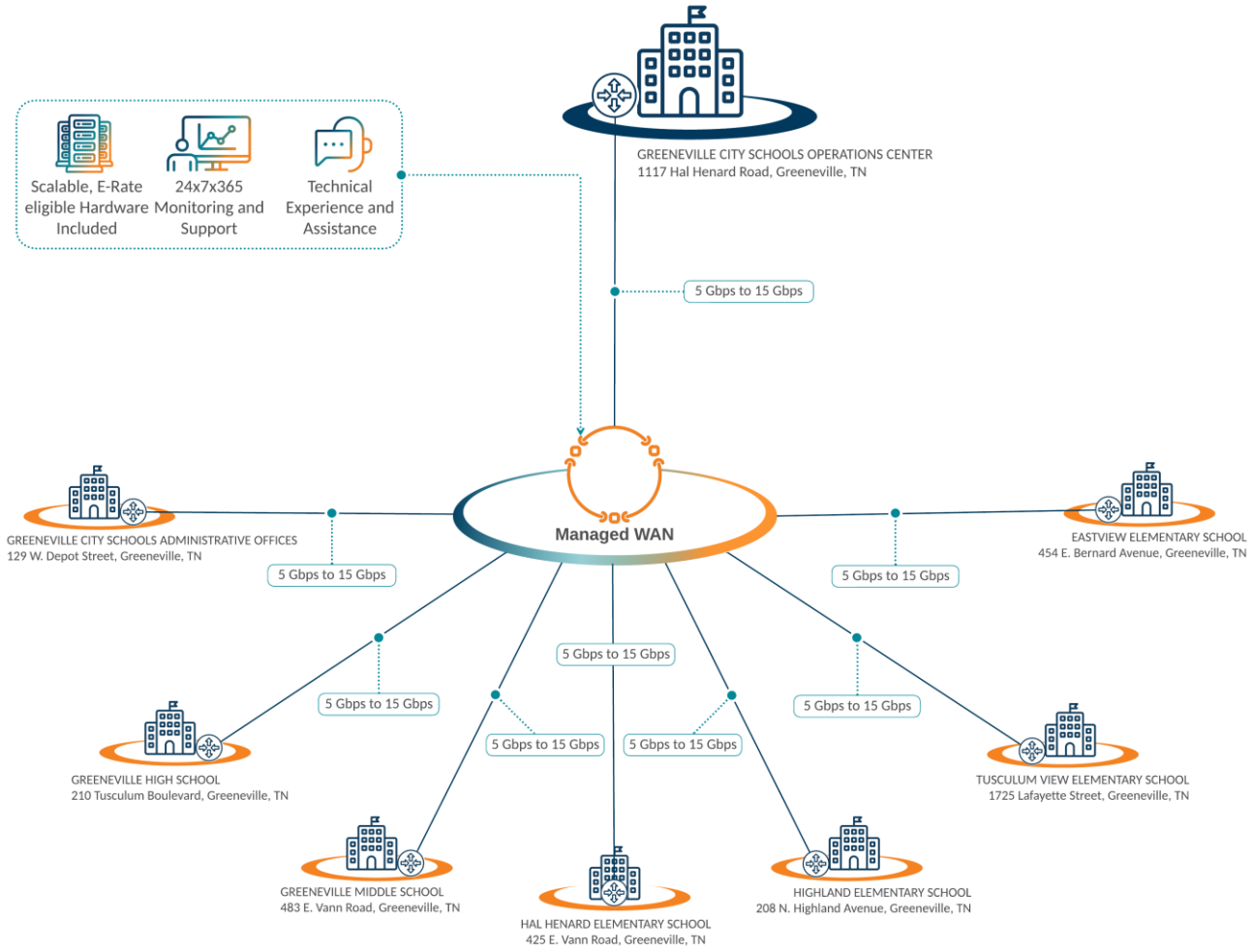


Internet Access Design for Greeneville City Schools

Managed WAN Project Understanding and Proposed Technical Solution

Zayo Education's Managed Wide Area Network (WAN) service will provide secure, private, high-capacity, and scalable connectivity between Greeneville City Schools' district aggregation site and all designated end sites. This turnkey solution includes Zayo-owned routing hardware, full-service management, and robust quality of service (QoS) capabilities.

We understand that GCS seeks WAN connectivity from its district aggregation site, GCS's Operations Center (GCSOC), at 1117 Hal Henard Road, Greeneville, Tennessee, to seven (7) end-site locations. Zayo Education proposes a dedicated WAN infrastructure that meets or exceeds the bandwidth, reliability, and scalability needs of your network.



Managed WAN Design for Greeneville City Schools

Key Solution Details

- **End Site Connectivity**: Each end site will be provisioned with symmetrical bandwidth of 5 Gbps, with capacity to scale to 15 Gbps as needed.
- **Aggregation Circuit**: A high-speed circuit at GCSOC will support traffic from all sites, starting at 1 Gbps and scalable to 15 Gbps.
- **No throttling**: Zayo Education guarantees unrestricted use of each circuit's configured bandwidth. No rate-limiting, shaping, or throttling will occur under any conditions.

Zayo Education will terminate service in existing network closets in accordance with GCS's point of demarcation. We provide and manage Cisco Systems equipment, configured for private IP routing (RFC1918), ensuring secure, routed connectivity between all end sites and the district aggregation point.

Interface & Hardware Options

We support multiple handoff types to ensure compatibility with Greeneville City Schools' infrastructure:

- **Up to 1 Gbps**: 1000BASE-T (copper), 1000BASE-SX, or 1000BASE-LX
- **>1 Gbps to 10 Gbps**: 10GBASE-SR, 10GBASE-LR
- **DAC handoff** available where supported
- **40G and 100G optics** available upon request
- Preferred interface is **single-mode fiber**, but multi-mode and copper are also supported

Scalability and Design Philosophy

Our Managed WAN solution supports the rapid growth seen in modern education environments. Since 2020, many districts have doubled their bandwidth year over year due to:

- Increased cloud-based applications and curriculum
- Online assessments and streaming educational content
- Growth in web-enabled devices and remote learning needs

Zayo Education's vendor-agnostic architecture supports integration with a wide range of local and third-party transport providers, giving GCS flexibility and resiliency across diverse carrier paths. This future-ready design ensures uptime, scalability, and performance across all learning environments.

Highlights of Our Managed WAN Solution

- Scalable WAN transport between all district locations and aggregation hub
- Integration with GCS infrastructure and routing policies
- Zayo-provided and managed CPE (routers and switches)
- End-to-end QoS configured to match GCS's traffic types
- Seamless support for multiple transport providers and handoffs
- Ongoing collaborative engineering support for optimization and integration

Internet Access and Managed WAN Standard Services and Benefits

Zayo Education's connectivity solutions include a full suite of standard features designed to ensure performance, reliability, and flexibility at every site.

Customer Premises Equipment (CPE)

- Carrier-grade Cisco routers provided and supported by Zayo
- Installed at each location, preconfigured, and monitored 24x7
- All hardware remains under Zayo's lifecycle management program where we retain full ownership. There are no warranties or support agreements to purchase. CPE and related components requiring replacement or upgrades are included **with no additional charges**.

Flexible Network Configuration

- Supports point-to-point, hub-and-spoke, and fully meshed topologies
- Compatible with third-party LAN and firewall appliances
- Interface options for copper and fiber handoff (1G, 10G, 40G, 100G)

Network Security

- RFC1918 routing and private IP connectivity supported
- Optional Layer 3 routing configuration and policy support
- Public IP assignment included; IPv6 available upon request

Service Resiliency Options

- Delivered via Zayo's national fiber backbone with built-in redundancy
- Optional dual-circuit, diverse-path configurations available
- Hardware failover capabilities at hub/aggregation locations

IP Assignments and DNS

Zayo Education includes **5 static public IPv4 addresses** with each Internet Access circuit, with additional blocks available upon request. Because GCS is an existing Internet access customer, we will include and continue to provide the assigned /24 block of 254 IP addresses. IPv6 and private IP routing (RFC1918) are also supported. **Reverse DNS (PTR) records** are available upon request and configured by Zayo's support team at no additional cost.

Bundled Distributed Denial of Service Security

- Standard volumetric mitigation included for all Internet Access services
- Always-on monitoring and automated attack detection
- Optional upgrade to Advanced DDoS Scrubbing (see Optional Add-On Services)

Scalability and Future-Proofing

- Bandwidth upgrades available without service disruption, up to the device's maximum port speed
- Easy handoff to cloud services, content providers, and peering partners
- Compatible with future service enhancements including SD-WAN, SSE, and private cloud transport

These features ensure that every Zayo Education connection is resilient, high-performing, and built for long-term success in evolving digital learning environments.

Co-Management and Out-of-Band Management:

Zayo supports resilient network operations through a layered out-of-band management strategy designed to maintain visibility and control of customer environments even during primary connectivity failures. Based on our experience, there is not a one-size-fits all approach due to geographic challenges and available access methods. Our statewide implementation serving every school district in the Commonwealth of Kentucky is a good example of the need for multiple ways to provide out-of-band management.

Zayo Education's approach combines multiple independent access methods with advanced analytics to ensure continuity of management, monitoring, and remediation activities.

At the access layer, we deploy out-of-band management appliances that can leverage LTE, commodity Internet access, and satellite connectivity as alternate management paths when primary management circuits are unavailable. LTE provides rapid, geographically diverse fail-over for localized outages, while commodity Internet access offers a cost-effective secondary path where available. Zayo also has a strategic partnership with **Starlink** that enables satellite-based, out-of-band connectivity for sites where terrestrial options are impaired or unavailable. This capability is particularly valuable during large-scale events such as fiber cuts, power disruptions, or natural disasters that impact multiple access methods simultaneously.

These alternate connectivity options terminate into dedicated out-of-band management appliances, allowing Zayo engineers to securely access routers, firewalls, and other managed infrastructure to perform diagnostics, configuration changes, and recovery actions independent of the production WAN. This design reduces mean time to repair and preserves operational control during high-impact incidents. Whether operating over primary management connectivity or through out-of-band access, Zayo's teams are equipped to rapidly diagnose issues, coordinate response activities, and restore services with minimal customer impact.

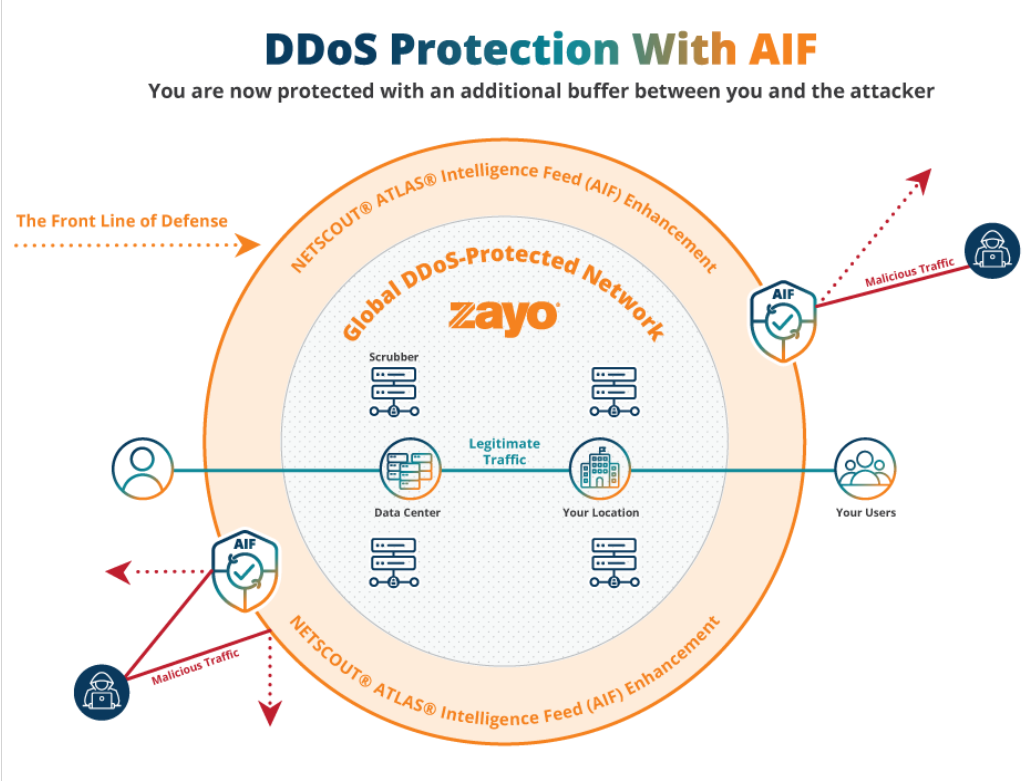
Zayo Education will comply and provide GCS-authorized staff with access to our customer portal, providing single-pane-of-glass visualization and insights to all Zayo-provided services across your network and down to each device at each location. Reporting, co-management, customer support, and more are all accessible directly from this unified solution portal. Zayo Education also supports SSO integration for secure user authentication upon request. As an additional option, we can provide direct read-only, SNMP access to Zayo-provided routers. Additional access and capabilities may be available through Zayo's optional Network Analytics tools.

These features ensure that every Zayo Education connection is resilient, high-performing, and built for long-term success in evolving digital learning environments.

IV. Optional Add-On Services

Advanced DDoS Protection Service

Our automatic DDoS Protection service provides education and library institutions with peace of mind and confidence that their network security is in trusted and experienced hands. This 24x7x365 advanced DDoS Protection service activates scrubbing upon detection or notification of a malicious attack, minimizing customer latency and downtime, and it can even proactively prevent anticipated attacks - all without impacting your latency.



Advanced DDoS Protection Service

Advanced DDoS Protection Service Benefits

- **Real-time Scrubbing of Your Network Traffic**
  We scrub only the malicious traffic destined to your network upon detection of a DDoS attack. The service does not require the null routing of any traffic and does not require you to change IP addresses or NAT pools.
- **A Trusted and Experienced Partner in Network Security**
  Our engineering teams continually test and develop new methods of discovering and mitigating threats in today's ever-changing network security landscape. Through sophisticated traffic pattern analysis and strategically placed active policies designed to deny known attack vectors, we can significantly limit attack traffic from hitting your Internet access.
- **Expert Engineering and Exemplary Customer Support**

Our service includes the expert engineering assistance and excellent customer support Zayo Education is known for. Our engineers partner with you to understand and define your unique security needs and challenges. They will work with you throughout the life of the service to successfully implement, maintain, and support our managed service.

Managed Basic Firewall Service

We know that security is a top priority, and we also recognize that a firewall solution must be flexible and scalable to allow for bandwidth upgrades associated with increased usage. With these specific requirements in mind, we offer our industry-standard hosted firewall service.

Developed to meet the unique requirements of schools and libraries, our firewall services keep your organization's network safe by blocking malicious traffic and attacks. Our managed firewall is cloud-based and delivered directly through your managed Internet Access service, eliminating the need for additional hardware or equipment.

Our hosted firewall platform is engineered with high levels of availability and deployed in a hardened facility to keep your network protected. Additionally, this hosted solution includes dedicated, 24x7x365 one-call support and monitoring from our Zayo Service Assurance team.

Our managed firewall service offers the following benefits:

- Protects your Internet bandwidth through rule-based traffic management at the core, reducing unwanted bandwidth on your Internet circuit
- Resilient carrier infrastructure hosted within hardened facilities with multiple layers of failover architecture to ensure continued protection against attacks
- Available at any capacity to grow with your network
- Dedicated one-call support for rule changes, additions, and configuration modifications with our Service Assurance team
- Periodic rule audits to guard against security vulnerabilities
- Continual performance monitoring with proactive support from our 24x7x365 Service Assurance team
- Best practice guidance from our engineers for maintaining IP traffic security and limiting exposure to threats

We can also reconfigure, maintain, and provide similar services for customer-owned, locally hosted firewall appliances on a number of common industry platforms.

We also offer a managed VPN solution that works in conjunction with this firewall service. Our VPN service can provide a static VPN connection between two network locations or dynamic remote access. A solution description is provided below.

Managed VPN

Should your organization utilize virtual private networking (VPN), we offer a VPN solution that can be used in conjunction with our managed firewall service. Our VPN is a versatile, managed service that can deliver a static VPN connection between two network locations and dynamic remote user access.

Site-to-Site VPN Configuration: Securely connect two networks together through an industry-standard IPsec encrypted tunnel over the Internet using predefined security criteria. The encrypted tunnel's private connection protects your data and delivers throughput speeds up to 1 Gbps. Multiple tunnels can be created, supporting a variety of uses such as connecting to a third-party software as a service (SaaS) provider, transmitting sensitive data to another agency, or extending a remote network for access to centralized applications. Our engineers work with your team to define your specific needs and design a tailored approach to establishing the VPN connection.

Remote Access VPN Configuration: Provides secure access to remote users who need access to your local network for shared data, applications, or systems. We will work with you to define individual credentials for authorized users, providing up to 100 concurrent connections with 500 Mbps of throughput. Remote clients connect using SSL clients for all devices. With this solution, remote users receive the access they need with the security required to protect your network resources. We provide up to 15 multi-factor authentication licenses as part of any remote VPN service and the option to purchase additional MFA licenses as needed.

Unified Threat Management Features

Security is a top priority for education organizations, and today's influx of cyberthreats has made it increasingly more time-consuming and challenging for many to secure their data and networks from these malicious attacks. As additional protection against these cyberthreats, we have developed advanced unified threat management (UTM) features to enhance network firewall capabilities.

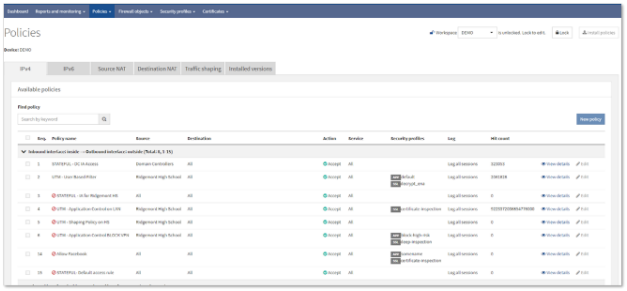
Unified threat management features keep your organization's network safe by blocking malicious traffic and attacks. Leveraging a platform rated in the Gartner Leader Quadrant, the service delivers industry-leading protection to your organization while allowing for bandwidth upgrades associated with increased usage. We provide all service, installation, maintenance, and replacement of equipment on behalf of the customer. Additionally, our UTM Features include both a co-management portal for your staff as well as dedicated, 24x7x365 one-call support and monitoring from our Zayo Service Assurance team.

UTM features include the following benefits:

- Service, installation, configuration, maintenance, and replacement of equipment owned and managed by Zayo Education
- Continual performance monitoring and support from our 24x7x365 Zayo Service Assurance team
- Co-management capabilities that enable authorized staff to make changes to the firewall as needed
- Pre-configured best practice rulesets for initial implementation
- Application layer visibility and management
- Traffic management by source and destination IP address, application, source and destination port address, identity and user group, and time
- Integrated intrusion detection and prevention to reduce exposure to threats
- Attack detection based on a dynamically updated database of threat signatures built and managed by the world's leading cybersecurity researchers and companies
- Identification of active, compromised hosts on the network
- Anti-virus and malware protection
- Remote access and LAN-to-LAN VPN
- Real-time data dashboards, firewall security reports, and log review
- Our unified threat management features do not include content filtering but are designed to work alongside any existing customer filtering solution

UTM Features Benefits

Smarter Protection – Leverage the enhanced intelligence of this industry-leading security solution. Capabilities include:

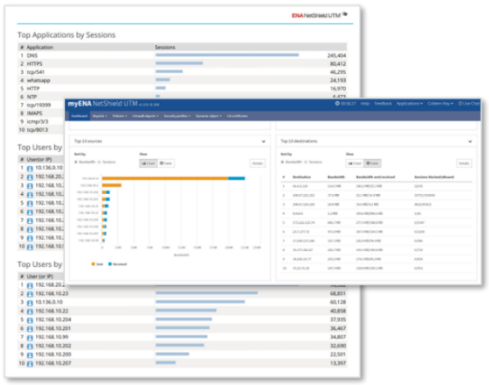


- Dynamically updated lists to inform geo blocking requirements.
- SSL inspection is applied to the traffic you want to manage, and not to the most sensitive data crossing your network, like healthcare records.
- Intrusion Prevention (IPS) intelligence applied to your locally hosted, critical systems, for protection where you need it most.

Connect Securely – Whether you need secure remote access for your team or secure IPsec tunnels for third-party vendors, secure connections are available for you. Included with the solution are both Site to Site VPN and Remote Access SSL VPN with up to 15 multi-factor authentication licenses.

Your Command-and-Control Center – As a cutting-edge managed security solution, UTM features include both the engineering expertise we are known for and a web-based interface for customers to co-manage their service as well. With this interface, customers have visibility and write-access to all firewall policies, VPN and user management, reporting analytics, and logging. See detailed information about your network, down to the user level, all with the backing of our expert engineering behind you.

See Far and Wide – With increased visibility comes increased control. Our Managed Firewall and UTM features include extensive reporting capabilities including, but not limited to, real-time logging, drill down reports, identification of compromised hosts, vulnerable ports, and the top threats detected on your network.



Physical Security – As a hosted solution, all UTM equipment is housed in carrier-neutral, commercial-grade data center facilities that meet industry compliance standards for security and system resiliency. A managed UTM service removes the maintenance burden of equipment from customers while increasing physical security.

Extend Your Cybersecurity Team – There is a global talent shortage of over 3 million workers for cybersecurity positions in the workforce. This means all organizations struggle to attract and retain cybersecurity talent. Leverage our engineering talent and experience, managed UTM features to do more with the team you already have.

Secure Service Edge (SSE) Feature

Secure Service Edge (SSE) is a cloud-based security architecture that ensures every device, application, file, and user is secure. It unifies scattered security policies to protect data, users, the cloud, and applications while reducing operational expenses and the need for hardware-based security solutions. While SSE is powerful, it can be complex to deploy. That's why Zayo handles the design, deployment, ongoing management, and service assurance of the entire security solution.

SSE Benefits

Zayo understands that organizations have ever-expanding responsibilities for superior security and that users and data are spread across many locations, clouds, and devices making traditional security less effective over time. SSE is cloud-based so it doesn't need physical devices installed, doesn't need physical network connectivity, and simplifies security. SSE can serve as your organization's unified security defense against internal, external, known, and unknown cyber threats.

- **Policy Enforcement and Control:** Access centralized control over all SSE policies enabling you to enforce restricted access, content filtering, and acceptable use policies across all users, even when users need different levels of access.
- **End-to-end Security:** Every user, device, location, file, and application will be secure. Access to each will also be secured with Zero Trust Network Access (ZTNA).
- **Guard External Threats:** Secure traffic into and out of your organizational walls. Even cloud-based traffic is monitored and policy controlled when necessary with Firewall As a Service (FWaaS)

- **Secure Cloud Connections:** Data, applications, and users have to connect and transfer data to and from the cloud. With Cloud Access Security Broker (CASB) cloud usage is determined by policy controls we set, meeting all compliance standards necessary.
- **Secure Web Browsing:** The internet is vital to organizational success, but the threats it bears can have big impacts. Secure Web Gateway (SWG) enables policy controls to ensure threats from the internet won't harm your data, users, or devices.
- **Consistent Security Posture and Efficiency:** Managed SSE allows you to leverage the latest technology without incurring the high costs of specialized security staff. We continuously monitor and adjust policies for a proactive-based security posture, which is essential in a landscape where cyber threats are continuously evolving.

CloudLink

Zayo Education's CloudLink service provides a direct private connection between you and the world's largest Cloud Service Providers (CSPs). Your traffic never has to travel the public Internet, so it's less vulnerable to cyberattacks, DDoS attacks, and other data breaches. Because our carrier network is owned and managed entirely by Zayo, security is enforced end-to-end. A private network circuit directly between your premises and your CSP reduces latency and increases throughput.

With CloudLink, we bring the cloud exchange to you. You don't need to be located in a data center to take advantage. Further, the service is cloud-agnostic and can offer access to Amazon Web Services (AWS), Microsoft Azure, and the Google Cloud Platform (among many other CSPs) from over 300 on-ramp or peering locations.
Our CloudLink service offers the following advantages:

- **Private connections to Cloud Service Providers (CSPs) for lower latency -** Whether you need 10Mbps or 10Gbps, this bandwidth is used exclusively for private connectivity to AWS, Azure, and over 50 cloud service providers. Unlike a public connection, it is not shared with your Internet traffic.
- **Private connections bring better security -** Our CloudLink service provides a completely private network connection between you and your CSP. Since your traffic does not traverse the Internet (a layer-3 protocol), it benefits from the enhanced security offered at layer 2.
- **Private connections bring better performance -** A private line directly from your premises to your CSP not only reduces latency, but also increases throughput. The public Internet over-subscribes,

shares available capacity, and changes routing thereby fluctuating latency. None of these issues exist with a private connection.

- **Private connections are more reliable -** Our self-healing core network helps ensure you stay up and running. Additional protection options allow for local network diversity between your cage and Zayo.

We can also diversify the connections into CloudLink, providing new diverse connections to new providers through a single on-ramp.

Additional Optional Services

Zayo Education delivers a full suite of innovative connectivity, transport, and managed services designed specifically for the customers we serve.

Managed Services

- **Managed Cybersecurity -** https://zayoeducation.com/services/managed-cybersecurity/
  - Unified Threat Management
  - Managed Firewall
  - Managed DDoS Protection
- **Managed Communications** –https://zayoeducation.com/services/managed-communications/
  - VoIP, Unified Communications (UCaaS)
  - SIP Trunking, Audio Conferencing, Fax over IP, & Toll-Free Service
- **Managed Edge -** https://www.zayoeducation.com/services/managed-edge/
  - Managed WiFi / LAN
  - Secure Service Edge (SSE)
  - SD-WAN

Network Connectivity

Ethernet (Product Overview)
Dedicated Internet Access
IP Transit (Product Overview)
CloudLink (Product Overview)
IP VPN and E-LAN (IP VPN Overview) (E-LAN Overview)
DDoS Protection (Product Overview)

Fiber & Transport

Dark Fiber: Long Haul, Metro
Wavelengths (Product Overview)
Private networks (Product Overview)
Mobile Infrastructure (Product Overview)

V. Project Management and Implementation Plan

Project Management

We currently provide Greeneville City Schools with Internet Access and Managed WAN so we are already familiar with your technology infrastructure. Even so, Zayo Education employs a proven, phased approach to project delivery that ensures transparency, accountability, and timely implementation. A dedicated **Project Manager** will be assigned to Greeneville City Schools, supported by regional engineers and leadership oversight.

Implementation Timeframe

Each implementation is unique, and we work with each customer to determine a mutually agreeable implementation timeframe. Based on projects of similar size and scope, we expect to be substantially complete with all implementation-related activities within 90-150 days of contract signature. Timeframe estimates are based on our extensive experience and are subject to change based on hardware availability and delivery lead times, permitting and construction requirements, customer site readiness (including completion of customer designated make-ready work), timely access to in-scope locations and other circumstances beyond our control. **Existing service upgrades are typically completed within 30-60 days depending on the bandwidth requested.**

Ability to Upgrade or Downgrade Level of Service

GCS can request an upgraded service at any point based on the pricing in this proposal response. GCS can also downgrade the level of service using the pricing in this proposal response with no additional cost as long as the total spending for services does not fall below the initial spending for options selected at the start of service. If GCS requests to downgrade service below the initial spend, Zayo Education will work with GCS to define any costs before accepting the downgrade order. Zayo Education will work with GCS to minimize any such charges.

Managed Connectivity Implementation

1

Order Submission
1 Day
Contract is signed and order is initiated.

2

Order Validation
2 Days
Order details are reviewed and validated.
Order is accepted into Service Delivery.

3

Kickoff / Weekly Status Updates
1 Day / Ongoing
Kickoff call is scheduled and completed to review scope and validate acceptance requirements, identify key milestone dates, and finalize the communication plan.
Weekly status is provided throughout the project.

4

Site Surveys
1 Day
A site survey is performed by a Zayo Education Field Engineer, in coordination with our underlying carrier, at each location to validate the facility entrance requirements and other construction details.

5

Construction Planning
10 - 20 Days
The underlying carrier reviews any construction requirements, initiates any necessary permitting processes, and prepares to begin construction on and around each
location.

6

Carrier Installation
60 – 90 Days
Zayo Education's underlying carrier receives any necessary permits and completes construction to each location. Carrier equipment is installed, and the circuit is released.

7

Network Design
During Carrier Installation
While the underlying carrier completes each circuit installation, a Zayo Education Network Engineer works with the customer to finalize all design and configuration requirements.

8

Equipment Installation
2 Days
Upon completion of the circuit, a Zayo Education Field Engineer installs the managed equipment and tests the circuit for connectivity and performance on the Zayo Education network.

9

Test & Turn Up
1 Day
Once testing is completed and the circuit performance is validated, a Zayo Education Field Engineer will complete the activation process in coordination with a Zayo Education Network Engineer.
This step may be completed at the same time as equipment installation.

10

Transition to Support
1 Day
All project closeout activities are completed, deliverables are validated, and order completion information is provided to the customer. Support is transitioned to the Service Assurance
team.

90 – 120 Days

VI. Service Support Commitment

Zayo Education provides industry-leading 24x7x365 engineering-level support through a Tennessee-based Service Assurance team, backed by certified field engineers, design architects, and an established escalation process. Our model is built on proactive monitoring, fast issue resolution, and transparent customer communication.

Our Service Assurance Team

The Tennessee-based Zayo Service Assurance team operates as a single point of contact for customers to receive professional and responsive support for all Zayo Education service needs.

Single toll-free number: (888) 612-2880
Email: support@ena.com
Online Chat and Ticketing: http://my.ena.com.

Key Performance Indicator Metrics

- **Certified Support Engineers**
  - All support is handled by **Customer Support Engineers (CSEs)** with industry-recognized technical certifications (e.g., Cisco, CompTIA) and ITSM training.
  - Most issues are resolved without escalation due to our front-line engineering expertise.
- **On-Site Field Engineering**
  - Certified Field Engineers are regionally deployed for fast dispatch.
  - Hardware spares are available nationally to support rapid part replacement.
- **Monitoring and Proactive Engagement**
  - 24x7x365 proactive device and circuit monitoring using internal and global Internet health systems

  - Real-time notifications to Greeneville City Schools (GCS) for any detected outages or security issues (e.g., DDoS threats)
  - Regular vulnerability reviews and alerting
- **Customer Portal and Support Tools**
  - Case Management: View and manage tickets in real time
  - Network Monitoring: Device health, service status, outage alerts
  - Bandwidth Utilization: 5-minute interval data, peak usage, and reporting
  - Live Chat and Reporting Tools for immediate insight
- **Onboarding and Training**
  - Live remote onboarding for IT staff, including demos of all tools
  - Access to video tutorials, help docs, and recorded sessions via help.ena.com
  - Optional webinars for deeper training or tool walkthroughs

Escalation Protocol

A structured escalation matrix ensures rapid response and leadership engagement:

- Escalation contacts from Service Assurance Managers up to the Head of Service Assurance
- Escalation priority levels mapped to response intervals (Immediate to 12 hours)
- Customers may escalate directly at any time through published contacts

This layered support model ensures that Greeneville City Schools (GCS) receives expert, responsive, and transparent service from first contact through resolution, across all Zayo-managed services.

PRIORITY LEVEL	IMMEDIATE	15 Minutes	1 Hour	2 Hours	8 Hours	12 Hours
PRIORITY 1 CRITICAL INCIDENT	Service Assurance Managers	Director, Service Assurance	Head of Service Assurance	-	-	-
PRIORITY 2 MAJOR INCIDENT	Service Assurance Managers	Service Assurance Managers	Director, Service Assurance	Head of Service Assurance	Director, Service Assurance and Head of Service Assurance; Escalate to Critical	-
PRIORITY 3 MINOR INCIDENT	Customer Support Engineers	Customer Support Engineers	Service Assurance Managers	Director, Service Assurance	Director, Service Assurance	Escalated to Major; Head of Service Assurance
PRIORITY 4 REQUEST	Service Assurance Team	All requests are reviewed by the Service Assurance team and are escalated based upon the urgency of the customer request. Move/Add/Change/Delete actions are included within request handling and are escalated upon the urgency of the customer's need for the service change.				

Incident Escalation Matrix

Customer Service Escalation Path			
First Contact	**Zayo Education Service Assurance**	support@ena.com	(888) 612-2880
Escalation One	**Service Assurance Managers** Daniel McPhee and Aurora Bradley	ctacmanagers@ena.com	(615) 312-6093
Escalation Two	**Director, Service Assurance** Chris Newgaard	christopher.newgaard@zayo.com	(615) 312-6085
Escalation Three	**Head of Service Assurance** Jahna Yamagishi	jahna.yamagishi@zayo.com	(303) 552-7010

Service Assurance Escalation Path

VII. Service Level Agreement

This Service Level Agreement ("SLA") is provided to Greeneville City Schools ("Customer"), who may purchase managed network, voice, and/or security services from Zayo Education, LLC ("Zayo," "Zayo Education").

General Conditions

- Zayo Education will endeavor to resolve all troubles within 4 Service Hours.
- Zayo Education's target network availability rate is 99.99%.
  - Packet latency objective is 20 milliseconds
  - Packet loss target shall not exceed 0.5%
- For any outages lasting for more than 4 hours, Zayo Education agrees to credit Customer's account by the percentage of time where service was interrupted based on Zayo Education's records multiplied by the total monthly charges associated with the service interrupted at the site of the trouble as liquidated damages and not as a penalty.
- Zayo Education will provide a web-based, real-time view into our trouble ticket system and into our event notification system for verification of troubles.
- Zayo Education will make available a monthly report on all incident activity consistent with the reporting proposed in this response for the procured services by one week after the end of the month.

Network Measurements

Packet Latency (20 milliseconds [ms]) – Ethernet Endpoint to Ethernet Endpoint

Our packet latency SLA is based on an average round trip time of 20 ms. Network latency is measured between the Zayo Education demarcation point (Ethernet port) at the Customer premises and the Zayo Education demarcation point at the network aggregation point within the Customer network.

Packet Loss (0.5%) – Ethernet Endpoint to Ethernet Endpoint

Our monthly average packet loss between Zayo Education equipment on Customer premises and the connected Zayo Education IP/MPLS Backbone access point shall not exceed 0.5%. Packet loss shall be calculated based on the arithmetic mean of monthly measurements between the Zayo Education demarcation point at the network aggregation point within the Customer network and each Customer endpoint. Target packet delivery rate is 99.99%.

Jitter

Our network is designed to reduce latency and minimize jitter. Our network jitter SLA is based on an average jitter of 5 ms. Network jitter is measured between the Zayo Education demarcation point (Ethernet port) at the Customer premises and the Zayo Education demarcation point at the network aggregation point within the Customer Network.

We have a proven track-record of delivering high-speed network services above industry-standards that provide an exceptional platform to support voice and video transmissions in near real-time quality for the best possible communications experience.

Service Incident Definitions & Response Times

Zayo Education defines incidents and will respond according to the following:

Standard Service Level Tiers

Level	Target Response Time*	Target Max Resolution Time**	Centralized Component***	Single Component****
Critical Incident (Priority 1)	2 hours	4 hours	**Definition** – Service is hard down (not available) – Critical impact to customer business operation – Problem or outage identified via Zayo monitoring or management system not due to issues with customer provided network or utilities	
			Impact – District wide failure: Service outage affects all sites within customer footprint – All users are unable to utilize the service	**Impact** – Entire core site or end site is offline – On-premises or upstream components providing the service are unavailable
Major Incident (Priority 2)	4 hours	12 hours	**Definition** – Service is severely degraded – Significant impact to customer business operation – Service limited to a significant group of users	
			Impact – Unable to access the majority of the service consistently – Multiple sites are offline	**Impact** – Customer end site has services offline – A major component delivering service to a region of a site is offline reducing service availability to a significant group of users in a single location
Minor Incident (Priority 3/4)	16 hours	30 hours or within next maintenance window	**Definition** – Service is degraded but available – Functionally impaired – Business operations are not impacted	
			Impact – Single feature unavailable but full service is still available – Single site	**Impact** – Single onsite component is offline, however service is still available via other components – Affects a single feature but full service is still available – Affects one or a few users in a single location

* Response Time is defined as trouble isolation with communication back to the customer and appropriate dispatch as required.

** Resolution Time designates the timeframe in Service Hours in which the underlying problem is fixed. In some cases, this may require a hardware or software vendor to develop and provide a permanent fix which can be applied to resolve the problem; and could exceed expected Resolution Time.

*** Internet access is an example of a centralized component.

**** WAN connection is an example of a single component.

Catastrophic Incident Response Times

In the event of a catastrophic incident, Zayo Education will respond within four hours of cessation of the event with a situation assessment and service restoration plan. This plan may include efforts to restore partial or alternate services according to conditions, as well as new or upgraded services at alternate locations as dictated by the situation.

Additional Conditions

- Zayo Education's standard maintenance windows are Tuesdays and Thursdays from 11:00 PM local time to 5:00 AM local time.
- All time intervals in this document are expressed in Service Hours (7:00 AM – 5:00 PM local time, Monday through Friday). These time intervals exclude nationally recognized holidays or times where a site may be closed for other reasons that will limit Zayo Education's ability to access a site to restore services.
- Affected Site is defined as the single site at which each unique trouble event begins; in a multi-site, single incident trouble only one site will be designated the Affected Site and penalties shall apply to only that site, not all end sites that are affected by the single incident.
- Service availability measures do not apply in the event that Zayo Education is unable to perform any of its obligations due to lack of access to Customer facilities or Customer personnel, failure of Customer equipment, damage to Zayo Education equipment or facilities due to act of Customer, its personnel or third parties, failure or interruption of utilities or services provided by either Customer or third parties, which are not the fault of Zayo Education or other force majeure events.
- During implementation, Customer must provide access to all sites where service has been requested from 7:00 AM to 5:00 PM local time, Monday through Friday, excluding holidays.
- If Customer is entitled to multiple credits under this section, such credits shall not be cumulative beyond a total of credits for one (1) calendar month's service cost in any one (1) calendar month in any event at the affected site. Customer must notify Zayo Education within seven (7) calendar days from the time Customer becomes eligible for a credit or within fifteen (15) calendar days after Zayo Education delivers monthly performance reports to Customer. Failure to comply with this requirement will forfeit Customer's right to receive a credit.
- Credits do not apply to failure to meet targeted response times, only to service interruptions.
- Credits shall apply to the site of the original service interruption, not at all affected sites.
- Customer's sole and exclusive remedy for any failure by Zayo Education to provide adequate service levels, including but not limited to any outages or Zayo network congestion is detailed herein. Customer agrees to not use Zayo Education's services for unlawful purposes. In such case, Zayo Education reserves the right to suspend or modify service after notification to Customer. Such suspension or modification shall not be deemed to be a failure of Zayo Education to provide adequate service levels under this Contract. In no event shall Customer be entitled to any credit if it violates the terms of service or Zayo Education's then-current Acceptable Use Policy (posted at https://www.zayo.com/policies/).
- Credits will be applied to the total monthly service cost. If the Customer has requested E-Rate funding for the service at the affected site, then credits will be applied to the service before calculating the Customer's non-discountable liability.

VIII. References

Zayo Education has consistently provided dependable and scalable network and security services to more than 20,000 K–12 schools and libraries across the nation. The following are examples of reference sites. Additional references are available upon request.

Customer Reference

Name	Grundy County School District	
Address	11000 State Hwy 108, Altamont, TN 37301	
Contact Person	J.J. Gatlin, Technology Manager	☎ (423) 280-9461 ✉ jgatlin@grundyk12.com
Dates of Service	July 1, 1999 to Present (Contract expiration date: 6/30/2026)	
Current Services	• Internet Access	• Managed WAN

Grundy County School District in Tennessee is a public school system serving students in grades PreK–12 across multiple schools centered around Altamont and neighboring communities on the Cumberland Plateau. Grundy County's rural geography means the district must maximize value from every technology investment while still supporting bandwidth-intensive digital learning, cloud applications, and state-mandated online assessments. The district's centralized but lean technology team needs carrier-grade services that are stable, scalable, and supported with strong SLAs and responsive support.

Zayo Education has served Grundy County School District since 1999. Zayo Education is the primary managed Internet and WAN services provider, offering a unified approach to Internet access, wide-area networking, and security. A single integrated provider reduces complexity, streamlines troubleshooting, and enables consistent performance and policy enforcement across all schools and district facilities.

No significant variances to the project plan, cost or schedule. All services were delivered on schedule and within the project plan cost.

Customer Reference

Name	Henry County Schools
Location	313 S Wilson St. Paris, TN 38242
Contact Person	Denton Jordan, Director of Technology and Information Systems ☎ (731) 642-9733 ✉ jordand@henryk12.net
Dates of Service	July 1, 2017 to Present (Contract expiration date: 6/30/2026)
Current Services	• Internet Access • Managed WAN

Henry County Schools in Paris, Tennessee is a public school district serving students in pre-K through 12th grade. The system focuses on providing a comprehensive, community-centered educational experience with a relatively low student–teacher ratio.

Zayo Education served Henry County Schools from 1999 to 2008. Henry County returned to Zayo Education's network in 2017 and has relied on our managed services for Internet access and wide area networking, as well as our customer support and engineering expertise ever since. Currently, we provide 3Gbps of Managed Internet and 4Gbps burstable to 10Gbps of data transmission services to all school/WAN sites. We also manage a WAN connection from the school district to the local 911 center, so emergency services can help monitor cameras and improve school safety. Our contract and services with the school district are ongoing.

No significant variances to the project plan, cost or schedule. All services were delivered on schedule and within the project plan cost.

Customer Reference	
Name	Fayette County Public Schools
Address	10425 Highway 76 South, Somerville, TN 38068
Contact Person	Marlon Hill, Director of Technology ☎ (901) 465-5260 🖷 (901) 466-0078 ✉ marlon.hill@fcsk12.net
Dates of Service	July 1, 2003 to Present (Contract expiration date: 6/30/2026)
Current Services	• Internet Access • Managed Firewall • Content Filtering • Managed WAN • Unified Communications

Fayette County Public Schools (FCPS) in Somerville, Tennessee, is a diverse district focused on family, community, perseverance, and service. The district is working to strengthen student achievement while managing the challenges and opportunities of a growing county. While our current contract ends 6/30/26, Zayo Education has been awarded a new 60-month term pending board approval.

Zayo Education has served Fayette County Schools since 2003 as their managed services provider. We currently provide Managed Internet Access, Managed WAN, Managed Firewall, Content Filtering, and Voice services. Our work with Fayette County Schools is ongoing. A significant project we completed for Fayette County Schools over the past 3 years was adding resilient internet access at diverse locations and upgrading all schools to a dedicated 10Gbps WAN, enabling the district to accelerate accomplishing their educational outcomes.

No significant variances to the project plan, cost or schedule. All services were delivered on schedule and within the project plan cost.

Customer Reference

Name	Lebanon Special School District	
Address	397 N Castle Heights Ave, Lebanon, TN 37087	
Contact Person	Jon Fish, Director of Technology	☎ (615) 489-0001 ✉ Jon.fish@lssd.org
Dates of Service	July 1, 2002 to Present (Contract expiration date: 6/30/2026)	
Current Services	• Internet Access • Content Filtering	• Managed WAN

Lebanon Special School District (LSSD) is a public TN school system located in Lebanon, Tennessee, serving most of the city and some surrounding areas as a separate district from Wilson County Schools. LSSD provides a comprehensive educational experience that includes core academics, fine arts, physical education, and access to current and emerging technology to prepare students for a "globally changing world." The district also operates a robust special education program that delivers services in the least restrictive environment, treating special education as a support woven into the general school setting.

From 2002 to today, we have served as Lebanon Special School Districts' managed services provider. We currently provide Internet, WAN, and Content Filtering. By using a fully managed model with E-rate-eligible services, Zayo Education helps Lebanon Special School District reduce network complexity, stabilize costs, and improve reliability across all campuses. This allows district technology and academic leadership to focus more on teaching and learning outcomes, while Zayo Education handles design, monitoring, security, and day-to-day network operations.

No significant variances to the project plan, cost or schedule. All services were delivered on schedule and within the project plan cost.

Customer Reference

Name	Weakley County Schools
Address	8319 Highway 22, Suite A, Dresden, TN 38225
Contact Person	Kris Bodwell, Director of Technology ☎ (731) 358-4136 ✉ Jon.fish@lssd.org
Dates of Service	July 1, 1999 to Present (Contract expiration date: 6/30/2026)
Current Services	• Internet Access • Content Filtering • Managed WAN • Managed Firewall

Weakley County Schools serves roughly 3,900–4,000 students across about 10–11 schools in rural West Tennessee, including community-based K–12 schools. The district's mission emphasizes "growing the whole child" through quality instruction in a safe environment, with a vision of serving as a regional model of traditional public schools focused on purpose, connections, and core graduate competencies such as ownership, communication, respect, critical thinking, and resilience.

Zayo Education has served Weakley County Schools since 1999. We currently provide the district with 10Gbps of Managed Internet Access, 10Gbps WAN/ per school, managed firewall, and filtering. By utilizing Zayo Education's managed services, Weakley County Schools can rely on our engineering expertise for network design, support, and network routing.

No significant variances to the project plan, cost or schedule. All services were delivered on schedule and within the project plan cost.

E-Rate Services Proposal

Greenville City Schools

Request for Proposal

470#: N/A / **ACD:** March 19, 2026

Posting Date: February 19, 2026

March 6, 2026

Patricia Bass

Strategic Account Executive, Enterprise Direct Sales

(470) 515-0060

patricia_bass@comcast.com

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Powering Possibilities™

COMCAST BUSINESS

Letter of Transmittal

Greenville City Schools
RFQ Number 33101-26005FAS5 for E Rate Category 1 Broadband.

March 6, 2026

Comcast Business Communications, LLC ("Comcast Business") looks forward to a mutually rewarding business relationship with Greenville City Schools. Comcast Business is pleased to provide this proposal (the "Proposal") for the requested E-Rate services in response to your email request for response dated 2/19/2026.

Comcast maintains a long-standing operational presence across the State of Tennessee and is committed to supporting the broadband needs of your district and the students you serve. Our proposal reflects Comcast's ability to deliver scalable, reliable connectivity aligned with E-rate program requirements and the specifications outlined.

Should you require additional information or wish to discuss any aspect of this proposal, please contact:

Patricia Bass
Strategic Account Executive, Enterprise Direct Sales
(470) 515-0060
patricia_bass@comcast.com

Sincerely,

Michael J. Mazza
Vice President, Strategic Deal Management

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Comcast Business Communications, LLC, a Pennsylvania limited liability company, on behalf of itself and its applicable operating affiliates and subsidiaries (including, but not limited to, Comcast Cable Communications Management, LLC); together offering services throughout this Network Service Proposal identified as "Comcast".

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Our Proposed Solution

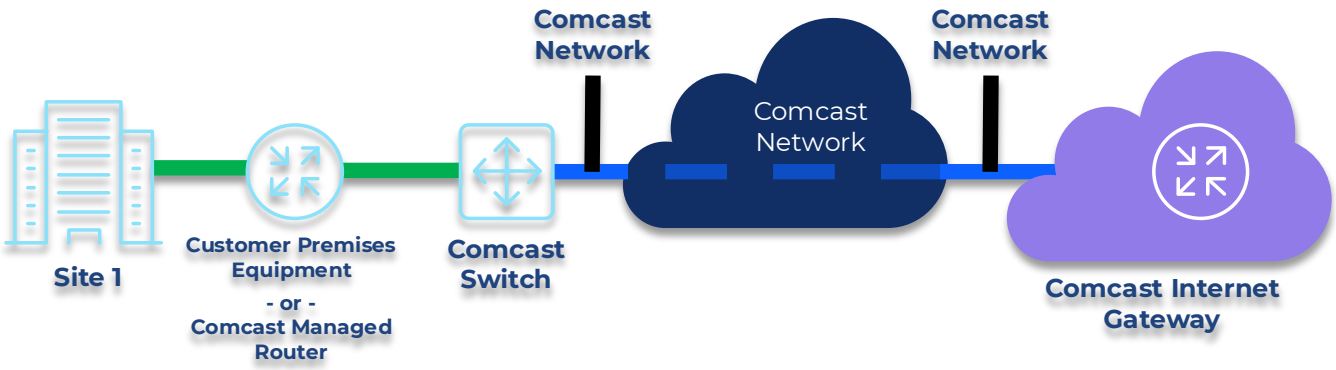
Comcast is uniquely positioned to offer long-term value to support current and future technology requirements. Based on the requirements specified, Comcast proposes the services described below. More detailed information regarding each proposed service can be found in the PSAs included in our response, which include additional service details and terms (e.g., technical descriptions, SLAs, etc.)

Comcast will provide dual resilient EDI circuits with two Managed Firewalls at the following location(s):

Greeneville City Schools Operations Center (GSCOC), 1117 Hal Henard Rd, Greeneville, TN 37743

Ethernet Dedicated Internet Service (EDI)

EDI is a reliable, high-performance Internet service for organizations that have outgrown coax-based Internet. EDI provides an Ethernet Virtual Connection (EVC) from the customer premises location to a Comcast Internet Point of Presence (POP) router. Our Ethernet interface enables compatibility with your LAN. EDI is a symmetrical, dedicated Internet access service provisioned on an Ethernet platform that is easy and fast to upgrade. Comcast Business will provision Internet connectivity for the sites to jointly access the Internet. Comcast is a Tier 1 ISP and one of the nation's leading providers of information, communications and entertainment products and services with over 32.1 million Internet customers.



Managed Firewall

Managed Firewall is a online security service that helps insulate your private network from the harmful items that can enter your network from the Internet. A Managed Firewall decides to allow or deny access to a specific IP Address from your network based on your requested configuration settings. Comcast Business Firewall service can:

- Allow all outgoing traffic
- Allow Internet Control Message Protocol (ICMP) Echo Reply traffic into the firewall from an outside network

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- Allow encrypted traffic from outside the network to the equipment
- Allow all traffic from the IPSec tunnel to the inside network
- Block any non-encrypted, non-IPSec traffic travelling from outside the network to inside the network
- Block any traffic traveling between VLANs

The Managed Firewall service includes our Professional Installation, Maintenance – Next Day and Proactive Management Services.

- *Professional Installation:* Comcast Business provides installation services at all your locations for the Managed Service.
- *Maintenance - Next-Day:* Comcast Business offers a Professional Maintenance Service for managing the maintenance of your telecommunications equipment at your locations. Our Maintenance Service eliminates your time-consuming management and logistical work related to maintenance. If a piece of equipment at one of your locations should fail, Comcast Business will arrange for a repair or replacement of the equipment. If the equipment is under warranty, we will work with the equipment manufacturer to have the equipment fixed or replaced under the equipment manufacturer warranty. If the equipment warranty has expired, we will send a technician to the location to repair or replace the equipment.
- *Proactive Management:* With this service, Comcast Business provides 24/7/365 monitoring of the connectivity, managed service or equipment at your location. We will open a trouble ticket on your behalf and contact your service location to troubleshoot the issue. In addition to receiving ticket update notifications, you can track trouble ticket status via the portal.

Comcast will provide an EVPL circuit with a Managed Router at the following locations:

Greeneville High School, 210 Tusculum Blvd, Greeneville, TN 37745-3924

Greeneville Middle School, 433 E Vann Rd, Greeneville, TN 37743-7203

Hal Henard Elementary School, 425 E Vann Road, Greeneville, TN 37743-7203

Highland Elementary School, 208 N Highland Av, Greeneville, TN 37743-3830

East View Elementary School, 454 E Bernard Av, Greeneville, TN 37745-5001

Tusculum View Elementary School, 1725 Lafayette St, Greeneville, TN 37745-4215

Greeneville City Schools Administrative Offices (KLCO), 129 W. Depot Street, Greeneville, TN 37743

Comcast Business Ethernet Virtual Private Line (EVPL)

EVPL is a reliable, flexible, cost-effective alternative to traditional TDM Private Lines, Frame Relay or ATM, delivering the high bandwidth you need. Similar to Ethernet Private Line, Ethernet Virtual Private Line provides an Ethernet Virtual Connection (EVC) between two customer locations, replacing frame relay or ATM services while also supporting Service Multiplexed User Network Interfaces (UNI), allowing for a single physical connection to customer premise equipment for multiple virtual connections.

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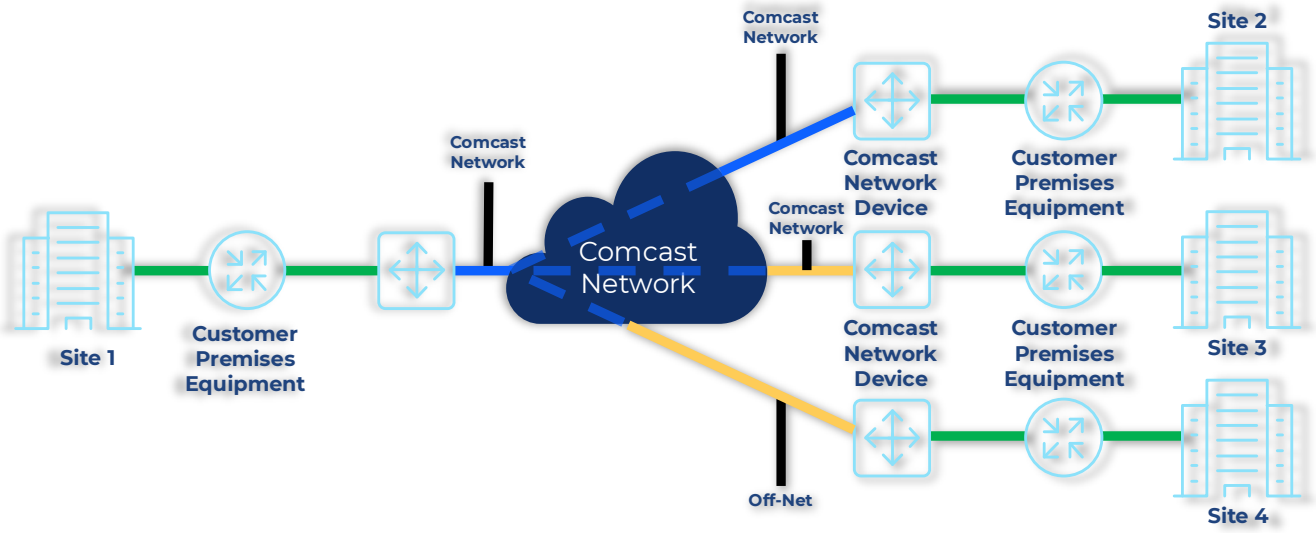

Comcast Business Managed Router

The Comcast Business Managed Router sits at the customer premises between the LAN and the network. Our router is available over internet circuits and can handle a variety of protocols to help organizations meet their performance requirements. The router includes a stateful firewall with standard templates or customization capabilities to meet your specific network requirements. Stateful inspection keeps track of each connection in the state table, with three standard capabilities: Disable, Normal and Strict. The managed router can be added to Comcast Business Internet or Ethernet service for full lifecycle support and includes:

- Fully managed onboarding experience
- Technical consultation and solution design
- Optimized configuration and installation
- Monitoring and management
- Equipment maintenance and replacement as necessary

The Managed Router service includes our Professional Installation, Maintenance – Next Day and Proactive Management Services.

- *Professional Installation:* Comcast Business provides installation services at all your locations for the Managed Service.
- *Maintenance - Next-Day:* Comcast Business offers a Professional Maintenance Service for managing the maintenance of your telecommunications equipment at your locations. Our Maintenance Service eliminates your time-consuming management and logistical work related to maintenance. If a piece of equipment at one of your locations should fail, Comcast Business will arrange for a repair or replacement of the equipment. If the equipment is under warranty, we will work with the equipment manufacturer to have the equipment fixed or replaced under the equipment manufacturer warranty. If the equipment warranty has

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expired, we will send a technician to the location to repair or replace the equipment.

- *Proactive Management:* With this service, Comcast Business provides 24/7/365 monitoring of the connectivity, managed service or equipment at your location. We will open a trouble ticket on your behalf and contact your service location to troubleshoot the issue. In addition to receiving ticket update notifications, you can track trouble ticket status via the portal

Additional Service – Informational

While not currently available to order under the master contract between Comcast and the State of Tennessee (the "Master Contract"), Comcast does have a DDoS Mitigation Service which is described in more detail below. If the School District is interested in acquiring Comcast's DDoS Mitigation Service, Comcast would be amenable to providing the same, but it would require that the product first be added to the Master Contract.

Comcast Business Distributed Denial of Service (DDoS) Mitigation Service

DDoS attacks are getting bigger and more frequent. When added to Comcast Business Ethernet Dedicated Internet, Comcast Business DDoS Mitigation can provide threat detection and mitigation to respond to DDoS volumetric and flood attacks such as UDP Floods, Web Flood, and DNS Application Floods. Comcast Business DDoS Mitigation Service is a subscription-based offering that detects DDoS attack traffic, alerts customers when an attack starts and initiates mitigation to thwart the attack. It makes it possible for organizations to fend off cyberattacks.

When an organization subscribes to DDoS Mitigation Service, Comcast Business will work closely with the organization to tailor the service to specific network information and requirements. The team preconfigures countermeasure options and conducts acceptance tests before the service is activated. DDoS Mitigation Service monitors network traffic for a specified set of IP addresses. When a DDoS attack is detected, the system alerts the customer by email, text message or both depending on customer preferences.

In addition to scrubbing traffic, Comcast Business makes use of BGP Flowspec to automatically drop traffic Layers 3 and 4. During the mitigation process, as a first line of defense, Comcast Business can drop or rate limit the suspicious traffic at the closest peering edge router to avoid the need for scrubbing this traffic. The specification uses filtering rules that are based on BGP protocols and provides an additional layer of mitigation against large-scale volumetric attacks.

During mitigation, all traffic directed at an organization's Internet connections is diverted to cloud-based scrubbing centers dispersed throughout the U.S. to filter malicious traffic. Once all traffic is filtered, the service forwards clean, legitimate traffic to the network and servers through secure tunneling. This helps the organization to maintain uptime of Internet services even when under a DDoS attack.

DDoS MITIGATION SERVICE OPTIONS
Comcast Business DDoS service options and the accompanying mitigation options are designed for customers' security sensitivities, attack frequency, and time period. Customers are mitigated 24x7x365 in the Comcast Business Security Operations Center.

Unlimited Subscription

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Your subscription includes an unlimited number of mitigation incidents in a monthly billing cycle. No additional mitigation incident fees will be charged with this subscription level. With this option, there are two choices:

1. Automatic mitigation. SLA: Within 5 minutes
2. On-demand mitigation. SLA: Within 15 minutes

Rest of page left blank intentionally.

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Responses to Specific Questions and Statement/Conditions

The email from the district contained specific questions and statements requiring answers from respondents. Please see below for responses from Comcast Business.

We are requesting Leased Lit Fiber transport services from the district hub location to each of the following locations for the purposes of a wide area network:

District network hub location:

Greeneville City Schools Operations Center (GSCOC), 1117 Hal Henard Rd, Greeneville, TN 37743

School and site locations:

Greeneville High School, 210 Tusculum Blvd, Greeneville, TN 37745-3924

Greeneville Middle School, 433 E Vann Rd, Greeneville, TN 37743-7203

Hal Henard Elementary School, 425 E Vann Road, Greeneville, TN 37743-7203

Highland Elementary School, 208 N Highland Av, Greeneville, TN 37743-3830

East View Elementary School, 454 E Bernard Av, Greeneville, TN 37745-5001

Tusculum View Elementary School, 1725 Lafayette St, Greeneville, TN 37745-4215

Greeneville City Schools Administrative Offices (KLCO), 129 W. Depot Street, Greeneville, TN 37743

Comcast Business Response:
Comcast Business has read, understands and is presenting our solution for this request.

We are requesting 2 resilient Internet Circuits at our new district hub location at Greeneville City Schools Operations Center (GCSOC) located at 1117 Hal Henard Rd in Greeneville for the purpose of District Wide Internet access. Resilient Internet circuits ideally would be provided by 2 separate carriers.

Comcast Business Response:
Comcast Business has read, understands and is presenting our solution for this request.

Pricing options should be included for 5 Gbps, 10 Gbps, 15Gbps Internet Access Circuits and 5 Gbps, 10 Gbps, 15Gbps for WAN Transport Circuits.

Comcast Business Response:
Comcast Business has read, understands and is presenting these options.

We are seeking 3-year and 5-year contract options with one-year renewal options. Contracts must allow for upgrades to quoted bandwidth throughout the terms of the contract without additional bidding. Proposals must include description of service outage reports and method for customer to report service outages, in addition to what technical support is included without additional service fees, and a proposed service level agreement. All costs must be included and proposals that say “additional charges may apply” will be disqualified. Proposals must provide service to all buildings listed above. All special construction charges must be outlined in the bid response. Proposals must disclose whether any services/circuits are being provided by, or leased from a 3rd party and if so, name that 3rd party.

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Comcast Business Response:
Comcast Business has read, understands and will comply. Comcast Business will be parting with Brightspeed at the 1117 Hal Henard Rd, Greeneville, TN 37743 location.

Comcast pricing does not reflect special construction charges that may apply. Such charges can only be determined following site surveys after award.

Vendors must provide references from TN school clients of the same approximate size. All taxes, fees, surcharges must be itemized separately and disclosed in the vendor proposal.

Comcast Business Response:
Please see references listed on page 15-17.

Prices quoted do not include applicable taxes, surcharges, or fees. In accordance with the tariffs or other applicable service agreement terms, Customer is responsible for payment of such charges to the extent not exempt.

Proposals shall include explanations of any Co-Management services and capabilities they provide including any costs associated with Co-Management services.

Comcast Business Response:
Comcast Business offers co-managed options that let Greeneville City Schools retain appropriate administrative visibility and change control while Comcast delivers 24×7 monitoring, configuration backup, incident response, and lifecycle management.

Scope of Co-Management:

- Shared Administration & RBAC: District-level read/write access for approved staff; Comcast retains change-control governance and audit trail.
- Configuration Services: Policy design, adds/moves/changes (AMCs), and pre-change validation during standard windows; emergency changes via P1 process. (Co-manage available for Managed Firewall and Managed Router options below.)
- Monitoring & Incident Response: 24×7 event monitoring, rule-tuned alerting, and Comcast-led troubleshooting through restoration; post-incident review and config backup.
- Reporting: Monthly health reports and change logs

Proposals shall include explanations of any End-Site Routing and Firewall services they provide including any costs associated with End-Site Routing and Firewall options they provide.

Comcast Business Response:
Comcast Business proposes Managed Router(optional services) at EVPL sites and Managed Firewall at the network head (GSOC hub) with co-management as an option, sized for the requested bandwidth tiers (5/10/15 Gbps). Below equipment is subject to change.

Firewall Options (hub):

- Meraki MX450 (≤5 Gbps) — Next-Gen Firewall (NGFW), stateful inspection, site-to-site VPN, high availability, and cloud-based management.

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- Fortinet FortiGate 600F (≥10 Gbps) — NGFW with IPS/IDS, application control, VPN, HA, and on-box/central management integration.

End-Site Routing Options (EVPL sites):

- Juniper SRX4300-AC (10G and above)
- Cisco Catalyst C8300 (up to 10G)

Included Managed Features:

- Day-0/Day-1 staging, policy/config build, HA pair (where applicable), 24×7 monitoring, ticketing/API access, software image management, backups, and AMC support per the Managed Services SOW. Co-managed RBAC included upon request.

Proposals shall include explanations of any Out-of-Band Management solutions they provide including any costs associated with any Out-of-Band Management solutions offered.

Comcast Business Response:
Comcast Business is not proposing Out-of-Band Management

Respondents shall understand that Greeneville City Schools will require new equipment to be installed at the network head location and all site locations at the start of the contract. Proposals shall include details of equipment including warranty coverage.

Comcast Business Response:
Comcast Business will install new equipment at all sites. Comcast Business is planning to use the below equipment (subject to change). Manufacturer hardware warranties apply to all new devices

- Hub (GSOC): Dual DIA handoffs plus EVPL hub termination; Managed Firewall (Meraki MX450 ≤5G or FortiGate 600F ≥10G) with HA option.
- Seven EVPL sites: Managed Router(optional) selection per site bandwidth—Juniper SRX4300-AC (10G+) or Cisco Catalyst C8300 (≤10G)

Respondents shall provide details of their technical support network including any guaranteed response times. Respondents shall also indicate if they provide Tennessee-based support staff including a Tennessee based network operations center.

Comcast Business Response:
The State or the LEAs/Public Charters/SSS will request technical support and obtain updates on the status of such requests through a dedicated 800 number and the MyAccount Portal. The Comcast Business Service Desk is available to customers around the clock via phone, offering immediate support and escalation to higher-level engineering when necessary. All service inquiries remain open until fully resolved to the customer's satisfaction, with a 24/7 escalation process in place. Comcast Business also adheres to a policy of providing updates at least every 24 hours, which are accessible to the customer via their My Account portal.

Comcast operates two primary Network Operations Centers (NOCs) located in Denver and Chicago, supported by a comprehensive business continuity plan. Comcast employs an advanced monitoring system that alerts the Enterprise Control Monitoring Center (ECMC), which oversees all services provided. The ECMC is staffed 24/7/365 with engineers and technicians dedicated to issue resolution.

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Comcast Business' standard maintenance window for Comcast assets is Sunday to Saturday from 12:00am to 6:00am local times. Scheduled maintenance is performed during these maintenance windows and will be coordinated with the customer to minimize service disruption. Comcast Business provides a minimum of seven calendar days' notice for service-impacting planned maintenance. Emergency maintenance is required to be performed expeditiously and to preserve network integrity and security and may be performed without advance notice.

Response times are listed in Exhibit A by product.

Statement/Conditions

- *The quantities shown on ATTACHMENT A are estimates. The Customer reserves the right to increase or decrease quantities as is needed to meet Customer needs.*

Comcast Business Response:
Comcast Business has read and understands. Our solution is designed to be both scalable and flexible, allowing quantity adjustments in alignment with the district's operational requirements.

- *Category 2 equipment is itemized by product category. We prefer to award to a single vendor for all equipment listed in a single product category.*

Comcast Business Response:
Comcast Business has read and understands

- *Only proposals for new, non-refurbished, non-gray market equipment will be accepted*

Comcast Business Response:
Comcast Business has read, understands, and will comply

- *Vendors must have a valid E-Rate SPIN number and must submit it with the proposal.*

Comcast Business Response:
Comcast adheres to all FCC and USAC requirements for Category one services. Comcast maintains a valid SPIN and FCC Registration Number and can provide certification of current green light status with the FCC upon request. Our current SPIN number is 143003990.

- *Although a specific manufacturer's equipment may be listed on ATTACHMENT A, the Customer will consider and evaluate proposals for equipment manufactured by other companies that is equivalent in quality and functionality. Such "equivalent" manufacturer proposals must include in their proposal manufacturer proof such as manufacturer's specifications or other similar documentation that the equipment is equivalent in quality and functionality.*

Comcast Business Response:
Comcast Business has read, understands, and will comply

- *If the Customer so chooses, vendors must agree to provide discounted billing to the Customer, whereby the vendor submits a Form 474 (SPI) invoice to USAC to seek reimbursement for the discounted share of the eligible costs.*

Comcast Business Response:
Comcast Business has read, understands, and will comply

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- *Vendor shall maintain copies of all proposals, correspondence, receipts, purchase orders, delivery information, memoranda and other data relating to Vendor's equipment and services related to this procurement. All such records shall be retained for 10 years following completion of services and/or installation of equipment and shall be subject to inspection and audit by the Customer.*

Comcast Business Response:
Comcast Business has read, understands, and will comply

- *In addition to the foregoing, the winning vendor must maintain and enforce an internal E-Rate audit process that ensures that the vendor complies with all E-Rate program rules and regulations. This process must include the following:*
  - *Where labor is involved, maintaining detailed, signed individual timesheets*
  - *Ensuring that ineligible charges are not submitted to USAC*
  - *Ensuring that services or products are not provided to the Customer without the Customer's express written permission or official purchase authorization*
  - *Ensuring that all substituted products are Customer-approved prior to ordering*
  - *Documenting that E-Rate funded equipment/services were provided within the E-Rate funding year*
  - *Charging USAC for proper FRN(s)*
  - *Ensuring that invoices are submitted to the Customer in a timely manner*
  - *Maintaining fixed asset list of E-Rate-supported equipment provided to the Customer with detailed information for each item (model number, serial number, product description) and made available to the Customer in electronic format upon project completion.*

Comcast Business Response:
Comcast Business has read, understands, and will comply

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Price Proposal

Comcast Business is pleased to provide pricing to this request within ATTACHMENT A from Comcast Business.

Proposal Pricing—Pricing proposed herein complies with USAC rules regarding Lowest Corresponding Price and is based upon the specific product/service mix and locations outlined in this Proposal. Any changes or variations the products/services, length of term, locations, and/or design described herein may result in different pricing. Prices quoted do not include applicable taxes, surcharges, or fees. In accordance with the tariffs or other applicable service agreement terms, Customer is responsible for payment of such charges to the extent not exempt.

E-Rate Funding—Comcast makes no representations, guarantees or warranties with respect to the eligibility or ineligibility of the Services or any Service component for Federal E-Rate support or for other governmental and quasi-governmental telecommunications/internet discounts or entitlements (collectively, "E-Rate Funding").

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Comcast Business is a Trusted E-Rate Provider

Comcast Business is a nationally recognized provider of **E-Rate services**, supporting educational institutions and government entities across the country.

- Ranked 7th nationwide and 4th within our service footprint for E-Rate funding commitments in 2024 as measured by USAC data.
- Provides services to more than 14,000 E-Rate sites nationwide, demonstrating our ability to scale and adapt to diverse connectivity needs

Our experience spans a wide range of clients, from individual schools to large consortiums, demonstrating our ability to scale and adapt to diverse connectivity needs.

Below is a representative sample of contracts and partnerships we've successfully executed that align closely with the scope and services outlined in this RFP.

Government	Summary of Services
E-Rate Experience	
Alabama Supercomputer Authority (AL)	• The Alabama Supercomputer Authority services K-12, higher education and other educational entities across the State of Alabama. • Comcast Business was recently awarded a contract to provide **fiber connections to numerous Alabama schools** and other educational organizations.
Illinois Century Network (IL)	• The Illinois Century Network (ICN), managed by the Illinois Department of Innovation & Technology, **one of the largest E-Rate consortiums in the US**. This network services K-12, higher education and other educational entities across the state. • Comcast Business provides **internet and fiber connections to hundreds of Illinois schools** and other educational organizations.
California Research and Education Network (CA)	• The **California Research and Education Network (CALREN)** is operated by the nonprofit Corporation for Education Network Initiatives in California (CENIC). Originally created to deliver high-performance, high-bandwidth connectivity to research institutions, CENIC **now manages one of the largest E-rate consortiums in the U.S**., supporting K–12 schools, higher education, and other educational organizations across the state • Comcast Business provides **internet and fiber connections to hundreds of California schools** and other educational organizations.
Baltimore County School System (MD)	• Baltimore County Public Schools is the **25th largest school district in the United States**. Comcast currently delivers approximately **one-third of the district's services**, based on USAC funding commitments, with offerings similar to those proposed here.

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Miami Dade County School District (FL)	• Miami Dade County is the **3rd largest school district in the US.** Comcast Business was chosen as an E-Rate provider to provide services to schools and educational sites districtwide.
Memphis Public Library System (TN)	• Comcast Business serves as a primary provider for the **Memphis Public Library System, one of the largest library networks in the region**, delivering connectivity to 17 locations across the Memphis area.
Tennessee Government Experience	
Colleges and Universities in Tennessee	• Comcast Business provides ethernet services similar to this proposal to many higher education institutions in Tennessee including Belmont University, Roane State Community College, Middle Tennessee State University and Rhodes College.
TN Dept of Environment and Conservation	• Comcast Business provides 24 ethernet services to the Tennessee Dept of Environment and Conservation with locations spanning the state
TN Dept of Correction	• Comcast Business provides 22 ethernet services to the Tennessee Dept of Correction with locations spanning the state.
TN District Attorney Generals Conference	• Comcast Business provides 15 ethernet services to the Tennessee District Attorney Generals Conference with locations spanning the state.
TN Emergency Management Agency	• Comcast Business provides 8 ethernet services to the Tennessee Emergency Management Agency with locations spanning the state.
TN Bureau of Investigation	• Comcast Business provides 13 ethernet services to the Tennessee Dept of Environment and Conservation with locations spanning the state.
City of Murfreesboro	• Comcast Business provides 62 active ethernet services to the City of Murfreesboro
Rutherford County	• Comcast Business provides 46 active ethernet services to the Rutherford County government
Sumner County	• Comcast Business provided 16 active ethernet services to the Sumner County government
State Government Experience	
State of Georgia	• GTA Direct is a statewide contract for Georgia state agencies, local governments (including K-12 school districts) and higher education entities to access to prequalified communication services.

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	• Comcast Business provides internet and fiber connections to **several state, local and other governments via GTA Direct**.
State of Arkansas	• Comcast Business provides ethernet services under a **statewide contract to approximately 100 sites for State Agencies**. The solutions provided are similar to those offered in this proposal. • This contract also offers local governments (including K-12 school districts) and higher education entities access to pre-qualified communication services similar to those offered in this proposal.
State of Illinois	• Comcast Business works with **many departments within the State of Illinois including the Administrative Office of Courts, the Dept. of Corrections, the Secretary of State, Pretrial Services and the Illinois Attorney General** to provide internet and fiber connections**.**
Other States	In addition to the above, Comcast Business has contracts with state agencies in the following: • State of Arizona • State of Arkansas • State of California • State of Colorado • Commonwealth of Massachusetts • State of Michigan • State of Oregon • Commonwealth of Pennsylvania • State of Texas • State of Utah • Commonwealth of Virginia • State of Washington

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Your Local Comcast Business Team

This Proposal is presented to you by the Comcast Business Big South Region account team. Your Tennessee sales team is readily accessible and committed to meeting the needs of the Tennessee Department of Education and your district.

In addition to your account representative **Patricia**, we have outlined our organizational structure to identify the key people who are responsible for providing the scope of services required within this RFQ along with illustrating their responsibilities, background and resume/experience.

Organization Chart of Key Personnel, Contract Responsibilities, Resume Experience/Background:

Key Personnel	Organizational Responsibilities	Experience and Education Highlights
Your Local Tennessee Regional Team		
Patricia Bass **Strategic Account Executive, Enterprise Direct Sales** (470) 515-0060 patricia_bass@comcast.com	• Account responsibility and lead for the Journey Community Schools • RFQ responsibilities include primary representative to Journey Community Schools	• 1 year with Comcast Business • 1 year of serving Education Entities • Masters Degree in Business Management •
Brady Henshaw **Big South Region SLED Sales Manager 2** (770) 313-2718 brady_henshaw@comcast.com	• Manager of SLED Team for the Big South Region including Journey Community Schools	• 9 years with Comcast Business • 4.5 years supporting Gov Ed • Bachelors Degree University of Vermont Political Science
Shaw King **Big South Region SLED Director** (404) 205-0817 shaw_king@cable.comcast.com	• Responsible for SLED sales team handling for the Big South Region including Germantown Municipal School District	• 14 years with Comcast Business • 14 years of serving Government Entities • Oakwood University, bachelor's degree in international business
Alex Urbaez **Big South Region SLED Sales Engineer** (404) 922-7502 alex_urbaez@cable.comcast.com	• Responsible for technical architecture of and specific design requirements for this proposal	• 19 years with Comcast Business • 2 Years in large enterprise accounts including U.S. military experience • Network certifications from Cisco Meraki, CompTIA Network+ & Security+, Fortinet NSE certifications
Eric Brovont **Big South Region SLED Sales Engineering Manager** (707) 891-4421 eric_brovont@comcast.com	• Manager for SLED sales engineering team handling the Big South Region including Germantown Municipal School District	• 5 years with Comcast Business • 10 years of serving Government Entities • Kennesaw State University, bachelor's degree in computer and information science

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Contractual Understanding

It is Comcast's understanding that the Services will be provided pursuant to that certain Contract, effective January 28, 2026, by and between Comcast and the State of Tennessee, Central Procurement Office on behalf of the State of Tennessee Department of Education (the "Master Contract"). The Services shall also be subject to the additional terms contained in the Product Specific Attachments attached hereto as Exhibit A (the "PSAs"). The PSAs contain terms specific to the proposed services (technical descriptions, SLAs, etc.) and are not intended to conflict with the Master Contract in any way. Comcast acknowledges and agrees that to the extent of a conflict between the Master Contract and the PSA(s), the Master Contract shall take precedence.

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Statement of Work (SOW)
IRIS Networks – SPIN 143051188
Greeneville City School District
TEBC E-Rate Category 1 Broadband – Funding Year 2026

Date: March 6, 2026

1. Project Overview

This Statement of Work ("SOW") defines the Category 1 broadband services, deliverables, installation, support, and compliance elements IRIS Networks ("Provider") will deliver to the Greeneville City School District ("Customer") for E-Rate Funding Year 2026. All services shall comply with Tennessee TEBC Contract #89462 requirements (including SLA, security, filtering, reporting, and 10-year record retention), FCC/USAC E-Rate rules, and the Customer's mini-bid service requirements dated February 2026. All pricing will be completed in Attachment A and will be ≤ IRIS Catalog Ceiling Pricing in Contract #89462.

2. Service Description

IRIS proposes dual Dedicated Internet Access (DIA) options of 5 Gbps, 10 Gbps, and 15 Gbps. IRIS also proposed options of 1 Gbps, 2 Gbps, 5 Gbps, 10 Gbps, and 15 Gbps WAN transport between listed sites and the district aggregation hub. DIA includes Basic Conduit Internet Access and a basic rules-based firewall (Co-Management available) at no additional cost, Out-of-Band Management enablement (Customer procures secondary access circuit), IPv4 (/29) which will include 5 usable addresses, symmetrical speeds, and access to access to a portal to request SLA/QoS reporting. IRIS has provided pricing for all bandwidth options and quantities listed. Final bandwidth selection will be determined by the customer. All pricing included in Attachment A.

3. Additional Required Services (Per District Email)

- CIPA-compliant content filtering integrated with the hosted firewall, with district co-management.
- Vendor-hosted next-generation firewall (NGFW) with threat protection and URL filtering.
- Co-management for district administrators (policy/rule changes, filtering profiles, utilization, logs).
- 24/7/365 monitoring, alerts, and support via IRIS NOC.
- Out-of-Band (OOB) Management enablement; Customer procures secondary access circuit.
- Online portal: ticketing, device status, bandwidth utilization graphs, SLA/QoS reports.
- Tennessee-based support team. Engineers based out of Brentwood, TN. Technicians strategically stationed across the state for optimum coverage of network.
- Services fully operational by July 1, 2026.

4. Delivery Model

Middle-mile: IRIS delivers backbone transport, provisioning, monitoring, and coordination with last-mile providers. Last-mile providers deliver local loops and coordinate turn-up. Greeneville Energy will be the last mile provider for this project. Demarcation: FortiGate-200G, Arista WAN switch, optical 1310nm SMF LC. All equipment is provider-owned unless noted.

5. Labor, Installation & Turn-Up

Engineering/design, site surveys, fiber provisioning, configuration, field installation, end-to-end testing, and acceptance validation are included. All components required for full turn-up are included in the NRC/MRC recorded in Attachment A.

6. SLA / Performance Guarantees
IRIS meets TEBC SLA: 99.9% uptime during school hours (7 AM–5 PM, Monday–Friday) and 98.7% outside school hours. MTTR by severity tiers. SLA/QoS reports available to request via the online portal.

7. Escalation Procedures
See attached escalation list for contacts and escalation order. SEV-1: 15-min response, 4-hour restore; SEV-2: 30-min response, 8-hour restore; SEV-3: 4-hour response, next-day restore.

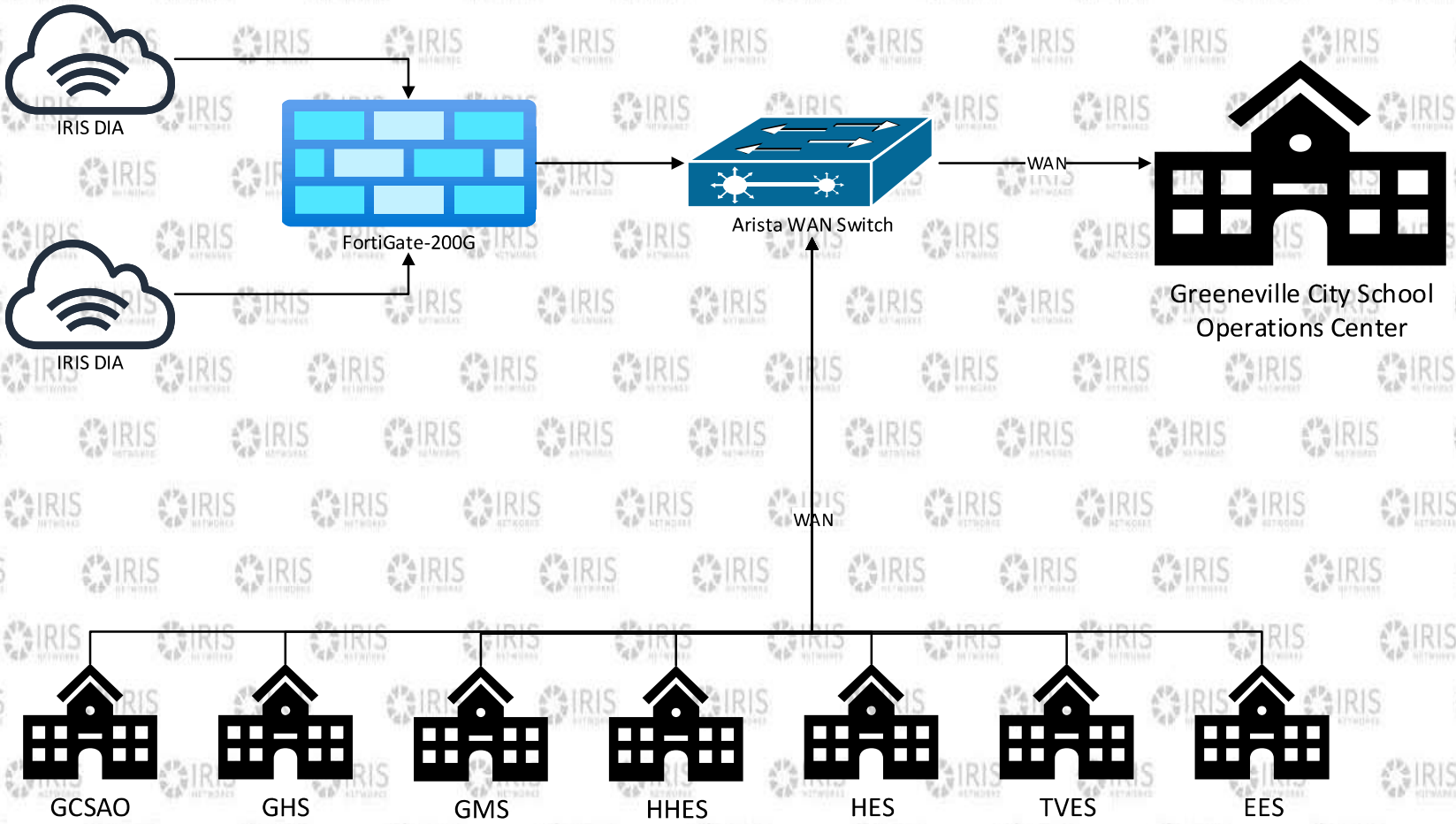
8. Compliance Requirements
SPIN 143051188 (active, non–Red Light). FCC Form 473 (SPAC) will be filed for FY2026. Lowest Corresponding Price (LCP) compliance. Records retained for 10 years. Background checks (TBI/FBI) for onsite work. All equipment is new (non-refurbished/gray-market). All work complies with TEBC Contract #89462.

9. Project Timeline
Design: March 2026; Provisioning & Construction: April–May 2026; Installation & Testing: June 2026; Ready for Service: July 1, 2026.

10. Acceptance
IRIS Networks
Name: _____ Signature: _____ Date: _____

Greeneville City School District
Name: _____ Signature: _____ Date: _____

Greeneville City Schools - E-Rate Request



ESCALATION LIST - 2024

Trouble Reporting/Escalation

First Level	NOC (24x7x365) NOC@irisnetworksusa.com	877.685.0643
Second Level	John Housley *Operations Supervisor* jhousley@irisnetworksusa.com	615.406.9113 Cell
Third Level	Drew Cannon *Director of Operations* dcannon@irisnetworksusa.com	731.414.1621 Cell
Fourth Level	Eli Champion *Director of Engineering* echampion@irisnetworksusa.com	615.425.2970 Office 931.273.1917 Cell
Fifth Level	Chris Harris *VP Operations & Engineering* charris@irisnetworksusa.com	615.425.2320 Office 615.714.1052 Cell
Sixth Level	Chris Clark *CEO/President* cclark@irisnetworksusa.com	615.425.2317 Office 615.906.3564 Cell

Provisioning

First Level	Connor Radeck *Systems Specialist II* cradeck@irisnetworksusa.com	615.622.2967 Office 513.259.6338 Cell
Second Level	Kris Schachtschneider *Manager of Client Services* kschachtschneider@irisnetworksusa.com	615.425.2306 Office 615-948-3113 Cell
Third Level	Eli Champion *Director Engineer* echampion@irisnetworksusa.com	615.622.2970 Office 931.273.1917 Cell

Network Management Center
877-685-0643
NOC@irisnetworksua.com

Customer Service/Orders
615-425-2300
orders@irisnetworksusa.com

Accounting Department
615-425-2300
accounts@irisnetworksusa.com

Sales Department
615-425-2300
sales@irisnetworksusa.com

211 Commerce Street, Suite 610
Nashville, TN 37201
irisnetworksusa.com
615-425-2300

Director's Update to the Board

Tuesday, March 24, 2026

1. Congratulations to the Building Teachers of the Year, the District Teachers of the Year, the Principal of the Year, and the Supervisor of the Year. All are very deserving of this recognition. The district level winners

2. Congratulations to our GHS SkillsUSA students who placed at the state competition:
   Alan Ruiz – Bronze in Electrical Construction Wiring
   Lucas Bennett – Bronze in CNC 3-Axis Milling Programmer

3. Congratulations to GHS Air Force Junior ROTC student Collin Frost, who was selected as one of only 94 students nationwide (out of 1,200+ applicants from more than 800 AFJROTC units) for the 2026 AFJROTC Flight Academy. This 8-week summer program allows participants to earn their Private Pilot License upon successful completion, a major step toward an aviation career in either the military or civilian sector. The fully funded scholarship is valued at approximately $30,000.

4. Congratulations to our Symphony Band, which received a Superior rating, and to our Concert Band, which received an Excellent rating at the recent East Tennessee School Band & Orchestra Association (ETSBOA) Concert Performance Assessment.

5. Congratulations to our School Nutrition Department on receiving $14,406 in state matching funds from the Tennessee Department of Education. The award amount is based on the number of lunches served in the previous year.

6. Congratulations to former Greene Devils—Tennessee point guard Ja'Kobi Gillespie and Iowa power forward Trey Thompson—whose teams have advanced to the March Madness Sweet 16.

7. I would like to invite you to our Stem Alliance on Friday, March 27. The program will run from 8:30 am to 2:15 pm. You are welcome to drop in anytime if your schedule permits.

Respectfully submitted by Steve Starnes, Director of School.