Town of New Marlborough

Request for Information

RFI Cover Sheet

Crocker Communications			
101 Munson St, PO Box 710	Greenfield , MA	MA	01302
413-654-1050	413-654-1666	Crocker.com	
Bill Stathis			
Director of Sales	bstathis@corp.crocker.com	413-654-1050	

Which of the following best describes the respondent: *You must select at least one.*

□ Equipment Manufacturer
□ Network or Systems Integrator
□ Investor/Venture Capital Consultant

X Broadband Service Provider
□ Non-profit Organization
□ Interested Individual
□ Owner of Physical Assets *Please specify assets:*

□ Government Organization □ Equipment Vendor
□ Advocacy Group

□ Other *Please specify:*

Brief Description of Organization (please outline previous experience with broadband deployment and/or provision of broadband services)

Potential partners: Phoenix Communications, Collins Electric, Ockers Communications.

November 24, 2015

Introduction and Background

The town of New Marlborough, MA is located in western Massachusetts, roughly situated southeast of Great Barrington. Citizens of the town only have limited access to broadband infrastructure, consisting of satellite service and limited DSL coverage with speeds in the single-digit Mbps range. At the Annual Town Election of May 2015, the citizens of New Marlborough, by simply majority, voted that borrowing for such construction project will be exempt from the limits of Proposition 2 1/2. At a Special Town Meeting, anticipated to be in April 2016, citizens will be asked to approve, by a two-thirds majority, a bond borrowing for this project.

This proposed FTTH network will connect to the Internet via the MB123 middle-mile project run by the Massachusetts Broadband Institute (MBI). The proposed New Marlborough FTTH network would be an active Ethernet architecture connected directly to approximately 1082 households, roughly 1320 people, along about 90 road miles in the Town of New Marlborough. The Town prefers to own the infrastructure, once built, and license the constructed network to an operator. Currently, the proposed FTTH network will provide broadband Internet access and phone service to subscribing households and businesses. Video service is desirable but not necessary.

The Legislature of the Commonwealth and the Governor have designated $40.0 million of funds to be allocated to broadband projects in underserved towns in the western part of the State. These funds are in the hands of the Massachusetts Broadband Institute (MBI). In order for New Marlborough to receive a portion of these funds for the construction of it's network, a proposal must be made to and approved by MBI for the construction, operation and maintenance of the system.

Since its inception, New Marlborough has been a town participating in the MLP and now cooperative called Wired West. Wired West has developed and presented an Operating Agreement and business plan for the operation and maintenance of a regional network that would be built by MBI, should MBI approve the proposals of Wired West.

As potential alternates to Wired West, New Marlborough is seeking organizations to operate, maintain and potentially construct the FTTH system meeting MBI requirements. We are interested in organizations which may have the ability to construct at a cost that is similar to or lower than the current MBI estimate and

operate with a plan that will be of greater benefit to taxpayers than the Wired West model.

The effort to date has been guided by the three-member Town Select Board, assisted by resident volunteers. The FTTH network will be designed and constructed as follows:

- The FTTH network will pass ***EVERY*** household in New Marlborough, regardless of distance, household density, service usage or whether the road is publicly or privately owned **Crocker Response: read and understood.**
- The fiber count capacity will be enough to reach all developed and undeveloped parcels of New Marlborough and provide redundancy. **Crocker Response: read and understood.**
- The FTTH network will be built with the capacity to serve cell towers which could eventually be built near the network. **Crocker Response: read and understood.**

- If a significant investment is made by the Town, the financial interests of New Marlborough must be protected via some form of ownership of the FTTH network infrastructure. **Crocker Response: read and understood.**
- The network will provide a 1Gbps symmetrical connection for every customer that orders service. **Crocker Response: read and understood.**
- There will be a third party who operates as a single point of contact for one-call trouble- shooting and customer service **Crocker Response: read and understood.**
- The network will include the capability to support "smart-grid", medical monitoring operations, and other high-bandwidth/high-availability operations **Crocker Response: read and understood.**
- The network will be serviced by third-party network maintenance, including routine and disaster- related services under contract with either the MLP or the service provider/operator contracted by the MLP. **Crocker Response: read and understood.**

  In general, the above elements are not open for comment, but to the extent respondents would strongly suggest an alternative course of action, they should note this in their response. In this RFI, the Board seeks to:

- Understand the key technical considerations involved in constructing the fiber and deploying an active Ethernet FTTH architecture to each household and across the specific terrain in New Marlborough.
- Uncover potential issues that need to be addressed prior to construction of the planned network. Understand possible ongoing issues during the construction process.
- Develop an appropriate business model for New Marlborough and the contracted party(ies) building, operating, and maintaining the network.

- Learn who is capable of i) building the network, ii) maintaining the physical network assets, iii) ensuring the network operates and delivers promised throughput to customers, and iv) servicing customers, including billing, care, provisioning, and providing service through the network.
- Understand the optimal structure of agreements between the town, the MLP, different operators, and any other parties involved in the process.

  NOTE: The Town has not approved any form of financing for construction or manner of operation of the network. The Town, at its sole discretion, reserves its right to arrange for construction and operation of the network.

  Specific questions follow in Section 6 and 7.

Schedule & Contact Details

Listed below are important dates and times by which actions related to this RFI should be completed:

EVENT	DATE (at 5pm)
Release of Request for Information	November 24, 2015
Written Questions Due to New Marlborough	December 7, 2015
Responses to Questions Due to Respondents	December 7, 2015
RFIs Due from Respondents	January 4, 2016

Questions and responses should be directed, in writing, to:

Anne Marie Enoch
Town Administrator
Town of New Marlborough
PO Box 99
Mill River, MA 01244 nmbos@newmarlboroughma.gov

How Responses Will Be Used

Responses to this RFI may be used to guide the ultimate creation of an RFP to procure services. This process will also help identify potential partners and interested parties, and the results will be provided to elected officials and policymakers, as well as made available to the public via New Marlborough's

website. Responding to this RFI is not a prerequisite for participation in any future solicitation process.

Four Functional Areas

New Marlborough views possible Respondents fitting within one or more provider categories as described below. It is important to note that a single firm can fulfill multiple functional areas, or may choose to team with other parties to provide all services. Respondents, however, may respond to only one area of need, if they so choose.

1. ***Construction*: Firms which provide fiber cable installation and required construction services including, but not limited to, digging trenches and duct banks, building conduit, pulling cable, erecting facilities, installing initial electronics, and other functions to connecting the network together or to users.**
2. ***Maintenance*: Firms who repair broken fiber cables, provide replacement fiber, fix broken aerial structures, replace compromised facility structures, and generally keep the network's physical elements in working order.**

3. ***Network Operator*: Firms responsible for the operation of the network including managing the performance of the switches, servers, software, and data traffic within the network. The Network Operator will have the relationship with the network hubs and interconnections, run the NOC, and dispatch maintenance and other technical resources to provision, maintain, and repair the network as needed.**
4. ***Service Provider*: Firms who manage the customer relationship, either directly or white-labeled as the MLP. These firms handle billing, process payments, provide customer relations, provide technical support, undertake home installations, and serve as a customer service contact.**

Respondents should self-select their interests in Sections 6 or 7 below by only answering those questions which pertain to their experience.

New Marlborough Financing and Investment Structure

An expenditure made by New Marlborough will be bound by unique financing structures that impose certain restrictions. Because the New Marlborough FTTH network is publically funded by self-taxation, the requirements for the use of these funds include:

- All expenditures made during the construction phase will be used to acquire durable, long- lived assets such as fiber, network equipment, and housings or other facilities.

- The Town or a Town MLP may hold title ownership of the assets and infrastructure that is constructed or procured through the building process.
- There is NO presumption that the funds will need to be paid back. However, the Town of New Marlborough likely will require that some portion of revenues derived from operation of the network be reinvested to ensure that New Marlborough has developed an enduring and sustainable solution.

Key Questions for Respondents - Construction

Respondents should only respond to the questions in this section to the extent they have direct experience in the construction of fiber optic networks. Please answer any questions where the respondent has experience or insight.

EXPERIENCE

- Please discuss the respondent's corporate history and structure.
- Please describe the respondent's experience building networks of this type and size. Please provide specifics.
- Does the respondent have a presence near New Marlborough or experience building networks in Massachusetts or for municipalities? Please provide specific examples.

- Does the respondent have any previous case studies that could provide insight for the Committee? Can the respondent provide materials on any other municipal networks that have adopted the approach and/or best practices the respondent recommends?
- Will the respondent use subcontractors? CONSTRUCTION

- What is the typical duration of a project like this and how would the ultimate timeline look, e.g. award => permit => make ready => construction to acceptance?
- What actions can the Town of New Marlborough or the construction company take to reduce construction time?
- In the respondent's past experience, what has been the best way to structure the relationships between the town, network operator, construction company, and third parties for construction of the network?
- What permitting and rights of way considerations are relevant? What best practices in permitting and ROW acquisition should New Marlborough adopt?
- Can a builder construct the desired network without the previous selection of a network operator? Are there any issues or risks in approaching construction this way?

TECHNICAL MODEL AND APPROACH

- Are there specific standards or manufacturers the respondent prefers or requires? Are there technical reasons for such preferences?
- If New Marlborough decides to include video, or any other services with their network infrastructure, what additional equipment and other network requirements will be necessary to provide the service?
- What physical facilities are required for the network? What facilities can New Marlborough provide to reduce the cost and/or deployment time?
- What additional requirements on network construction are necessary for Smart Grid or medical monitoring support?

7. Key Questions for Respondents – Maintenance, Network Operators and Service Providers

Respondents should only respond to the questions in this section to the extent they have direct experience in either maintaining and operating networks or providing outsourced customer care and billing services. Please answer any questions where the respondent has experience or insight.

EXPERIENCE

- Please discuss the respondent's corporate history and structure.

Crocker Response: Crocker Communications has been locally owned and operated for over 60 years. The firm started as a Telephone Answering Service, providing after-hours and emergency phone coverage throughout Western Mass, in particular among Healthcare and public Safety entities. Crocker became an Internet Service Provider in 1994, first with dial-up access (we still have several hundred dial-up customers!), then DSL through today's utilization of fiber optic connections wherever possible. Today, Crocker is the foremost Service Provider on the MBI Middle Mile network, with more lit customers than all other SPs combined. Certification in Massachusetts as a Competitive Local Exchange Carrier (CLEC) led to the establishment of Telephone service offerings in 2004. Crocker maintains corporate offices in Greenfield (home as well to its still-thriving Telephone Answering Service business) as well as its data center and primary technical support offices in Springfield. Crocker Communications is family owned and privately held.

- Please describe the respondent's experience operating or maintaining networks of this type and size. Please provide specifics.

Crocker Response: Since its beginnings as an ISP in 1994, Crocker has operated an increasingly broad and diverse network in Western

Massachusetts, with multiple, geographically diverse gigabit connections to Internet Centers in Boston. Our network has been constructed over time to provide as much diversity, redundancy and disaster recovery as possible. Our Internet bandwidth is derived from four separate Tier 1 Internet providers, each one physically and/or regionally diverse from the others. Our experience in Leverett tells us that fully one third of all residential traffic involves Netflix, which caused us to implement a 10Gig direct connection to the Netflix peering point in Boston, keeping that traffic off the Internet, thereby assuring optimal performance and efficiency. The network we operate serves thousands of customers with tens of thousands of end users.

In Leverett, we share the same network operating and monitoring system as HG&E. We regularly access the system for testing, troubleshooting , activating and reconfiguring the 800-plus Optical Network Terminals (ONTs) installed on every home in Leverett.

- Please describe the respondent's experience providing customer service functions, billing, technical support, etc., for a project of this type and size. Please provide specifics.

  Crocker response: Crocker has extensive experience providing billing and technical support in general (we have been issuing invoices for over 50 years and have been providing technical support for Internet services for over 20 years), and in particular in the residential market. Starting with dial up service in 1994 (we still maintain several hundred residential dial up accounts!) and continuing on with DSL (again, we have several hundred residential DSL customers), we have a deep and abiding understanding of the unique challenges of providing excellent residential customer support and billing functions.

- Does the respondent have a presence near New Marlborough or experience operating in Massachusetts or with municipal-owned systems? Please provide specific examples.

  Crocker response: Crocker maintains its Corporate offices in Greenfield MA and its data center and technical support staff in Springfield MA. Our operational history and experience is almost entirely in Western Mass. In addition to our experience as the ISP for the Leverett municipally owned network, we also provide services over municipally owned fiber in towns such as Chicopee, Agawam, Amherst, Northampton, and Greenfield, among others.

- Does the respondent have any previous case studies that could provide insight for the Committee? Can the respondent provide materials on any

other municipal networks that have adopted the approach and/or best practices the respondent recommends?

Crocker Response: Please see attached Leverett White paper.

BUSINESS AND TECHNICAL MODEL General

- Is the desired Four Functional Areas approach appropriate? If not, what other roles should be added or what roles should be combined?
  Crocker Response: We feel the Four Functional Areas approach is appropriate.
- Can the Four Functional Areas be separated as described in Section4? Are there any benefits to assigning more than one of these roles to a single firm?
  Crocker Response: Our experience in Leverett demonstrates that there are certain economies of scale when combining the network operator and ISP roles. In Leverett there is some overlap of capabilities and responsibilities that could provide savings when combined into a single entity.
- What specific services and product offerings would the respondent make available beyond entry level, commercial Internet access and phone service (e.g., extended phone services, video, etc.)? What requirements do these additional services have on network design, construction, and operation? Does the respondent consider the proposed services necessary or optional?

Crocker Response: The primary reason that Crocker recommends a full Gigabit connection (1 Gbps) to each subscriber, rather than a tiered bandwidth approach, is that increasingly, all content is being prepared or is already available "Over the Top" (OTT). It is and will continue to be bandwidth that determines the quality of the end user experience. Our job, as a network operator/service provider, is to optimize our network for efficiency and high-performance and leave the content to the OTT content providers. That being said, Crocker offers business and residential telephone service, a full suite of Hosted PBX services that is appropriate for small and medium sized businesses. We also offer Web and server hosting in our Springfield data center.

- Does the respondent recommend any specifications prior to network activation that would ease the transition, especially for users with limited technical expertise?

  Crocker response: As we provided in Leverett, Crocker would recommend extensive information sharing around subscriber CPE

responsibilities, including inside wiring and wireless router selection. In Leverett.

What start-up assistance would the respondent make available to the MLP?

Crocker response: As we did in Leverett, Crocker would conduct and pay for all pre-subscription marketing and sales activities and materials. In addition, Crocker would work closely with the MLP to offer advice and counsel based on our experience in general as a network operator and service provider as well as in particular in Leverett. We would assist the MLP in any negotiations with MBI to assure that what they build for the MLP is consistent with the towns operating and sustainability plan. Again, as we did in Leverett, Crocker would participate in any town-meeting information sharing events, to make sure the potential subscriber base is fully informed about the process for getting service and the benefits it will deliver.

Maintenance

- Should the town contract out maintenance as needed or have an ongoing service contract?
  Crocker Response: Our recommendation is for an ongoing service contract. It is important to establish a mutually beneficial relationship with a service company to assure consistent quality of work and timely response.
- What ongoing operating and other costs will be required to sustain and operate the network?

  Crocker response: The MLP will need to recover costs sufficient to cover: Escrow for depreciation of fiber plant (required MGL ch. 164); escrow for replacement of electronics (7 years on average); Utility pole licenses and bond; cost of transport to ISP over MBI MassBroadband123; administrative costs (legal, bookkeeping, record keeping, etc); Insurance (through PURMA, including membership); Routine maintenance (including repairs under the insurance deductible), Network Hut electricity, and, of course, the fee for the network operator. Leverett also collects a small amount each month for a "rainy day" fund via the "allowed return" mechanism available to MLPs (this is also the mechanism for collecting funds to repay the debt service).

- What kind of service life should be expected from network hardware(including embedded software)? Describe the financial plan for

sustaining the infrastructure through reinvestment as network hardware reaches the end of its useful life.

Crocker Response: The industry standard for electronics refresh is 7 years. An amount equal to the anticipated cost to change out network core equipment, as well as ONT electronics, should be collected each month via the "MLP fee" on the subscriber invoice. The amount should include labor as well as the equipment cost.

- How should the operator and New Marlborough plan for network refresh and one-time maintenance, such as repairing storm damage?

Crocker Response: Network refresh should be cared for by the establishment of an escrow fund that will have sufficient capital on hand to refresh the network approximately every 7 years. In Leverett, one-time maintenance is dealt with in a number of ways: First, insurance is secured through PURMA membership, open to all Mass. MLPs. Currently in Leverett, the deductible is $5000 with up to $3M coverage annually. Second, Leverett prepares for covering one-time maintenance costs up to the deductible amount in two ways: first, it has a line item in its cost-recovery model (which dictates the monthly subscriber MLP fee) for "routine" maintenance. Second, it uses the "allowed return" mechanism to establish a "rainy day" fund in the event that the routine maintenance fund is insufficient to cover a greater than anticipated sequence of outages.

Network Operator

Service

Does the Network Operator need a local presence?

Crocker Response: If local is defined as "Western Mass" then, yes, we think it is very helpful to have a local presence. In Leverett, the network operator performs a "circuit ride" every month to inspect the health and well being of the fiber plant. They can be onsite in either of the Leverett POPs (Huts) in less than an hour.

What ongoing operating and other costs will be required to sustain and operate the network?

Crocker Response: See above in Maintenance Section. Please note as well that there are economies of scale to be gained by combining network operations with service provisioning.

What technical aspects should the Town consider when building the network? What attributes should the Town consider when selecting an operator?

Crocker Response: The primary technical design consideration is Active Ethernet vs. Gigabit Passive Optical Network (GPON) architecture. The former tends to be more expensive to implement but less expensive and easier to maintain. GPON can also limit bandwidth to each subscriber while Active Ethernet can guarantee a full Gigabit connection to each home. Another decision involves the extent of the build. In Leverett, every home has an ONT whether they subscribed or not, and every buildable parcel of land has a dedicated fiber for future growth. The trade-off is increased capital cost vs. optimum value for the tax payer.

The desirable attributes for a network operator are relevant experience, business stability (demonstrated long-term ability to sustain operations through good times and bad), in-house expertise, 24 x 7 operations and support in-house, and, as mentioned above, a local presence always helps.

What monitoring and reporting capabilities would the respondent recommend New Marlborough include in the RFP?

Crocker response: In our role as Service Provider in Leverett, we are not directly responsible for monitoring the fiber plant or associated electronics, although we share the monitoring capability with HG&E, and regularly use the system to troubleshoot network issues. We monitor and provide weekly and monthly reports around the following metrics:

No service, slow/intermittent service, interior wiring, CPE, New service requests, startup/configuration support, phone support, ONT support, Billing/invoicing, suspensions due to non-payment, etc.

Service Provider

Are there a minimum number of subscribers that an operator would need to participate?

Crocker Response: No, Crocker does not require a minimum number of subscribers to participate as the Internet and phone service provider. The MLP may require a minimum number of subscribers to maintain a acceptable MLP fee.

With whom should the customer relationship exist? The MLP or the Service Provider? What other considerations are important?

Crocker Response: In Leverett, both entities have a relationship with subscribers. For example, the logo used on subscription forms utilize the combined logos of the MLP, the network operator (Holyoke Gas & Electric) and Crocker. Messaging in the form of invoice inserts, e-mail lists, and reverse-911 broadcasts can originate from either entity with appropriate

attribution. Although Crocker fields all subscriber billing and support inquiries in Leverett, we feel its important for the MLP to retain high-visibility as the network owner.

What ownership model does the respondent recommend for other CPE past the ONTs?

Crocker Response: As in Leverett, we feel the homeowner or subscriber should own all CPE beyond the ONT, including wireless routers and/or firewalls and inside wiring and jacks. That being said, Crocker understands the importance of providing remote support for subscriber CPE devices as part of the Internet service subscription. This is a key function we currently perform in Leverett. In Leverett, Crocker performed approximately 1/3 of all households inside wiring for a fee. We also worked closely with several local electricians/handymen by providing them with verbal instruction and diagrams on best practices for inside wiring. If the MLP opts for inside-the-home ONTs, our recommendation would be to have the homeowner own the ONT or provide it via a monthly rental fee under MLP ownership.

CONTRACTS

- What kind of legal structure needs to be in place in terms of Service Level Agreements between the town and the vendors? What conditions would the operator want with respect to customers, i.e. should the town guarantee customers a minimum speed?

Crocker Response: Service Level Agreements (SLAs) are incorporated into our contract with Leverett, and this would seem to be the best approach. Our SLAs with Leverett include such things as Network Up Time, Planned Outage and other notifications, and Mean-time to respond and restore metrics. A full description of our Leverett MLP SLAs is included below as Addendum 1. These SLAs are network wide and do not apply to individual subscribers. No minimum speed should be guaranteed in a residential "best effort" Internet network. .

- How should customer information be handled? Where will the subscriber usage information live, and who will have access to it and for how long? What privacy rules will apply?

Crocker Response: Subscriber information will live with the network operator/service provider, and should be used solely for the efficient operation of the network. The network operator/service provider should be able to demonstrate a thorough understanding of and compliance with subscriber information privacy rules such as CPNI (Customer Proprietary Network Information) for telephone service.

- Should the vendor have any right to sell or otherwise benefit from any of New Marlborough's subscriber information based on usage patterns?

  Crocker response: Absolutely Not!

- How long of a contract does the operator need to be incentivized to bid on the RFP?

  Crocker response: We would consider our Leverett contract as a minimum term: three years with two one-year renewals. There is language in that contract to protect the MLP in the event of poor service. As with most contracts, the longer the term, the greater the opportunity to achieve greater value from the vendor.

- What contracts does the operator need in order to use public infrastructure or rights of way from New Marlborough?

  Crocker Response: No special contract is required. Simple language in the base contract is sufficient. Depending on the architecture selected (Stand alone? MBI Regional?, three or four towns in a mini-regional Coop?) IRU's between towns for the shared use of inter-town fiber or huts may be required.

- What could be expected in terms of multi-vendor arrangements?

  Crocker response: Also see response immediately below. It is likely although not certain that multiple vendors will be involved. These arrangements could be standard vendor-subcontractor arrangements, or as in Leverett, two vendors that have no contractual relationship but work well together in the common cause of MLP and subscriber support (Crocker and HG&E)

- Will contracts with more than one vendor be required to complete this project?

  Crocker response: Assuming that MBI will perform design and build functions, New Marlborough should anticipate up to three additional contracts, or as few as one. Maintenance, Network Operations, and Service Provisioning could be combined under one contract. For example, a single vendor (Crocker Communications) could serve the roles of Network Operator and ISP while retaining as sub-contractors one or more maintenance "bucket truck" companies. Alternatively two contracts could be awarded: one to a network operator and another to an ISP, either of whom could retain maintenance sub-contractors as required.

- Will the respondent use subcontractors?
  Crocker Response: If selected as the town's ISP, not likely. If selected as the Network Operator as well, with responsibility for maintenance, then very likely a sub-contracted bucket truck company would be retained.
- Does the respondent have a supplier diversity plan?

Crocker response: Yes, as is required to be selected as a State Contract vendor (ITT-46)

- Does the respondent plan to support local businesses? How? Please include specifics.

Crocker Response: As we did in Leverett, Crocker will enlist the support of local electricians and handy-men to perform inside wiring tasks for homeowners. We will provide them with training and installation documentation, and include their contact info in subscriber information packets.

- How much time does the respondent need to respond to an RFP?

  Crocker Response: this depends on the nature of the RFP and the specifications it contains. We would suggest a four week interval as a responsible approach.

APPENDIX Other Important Information

This RFI does not commit New Marlborough to award a contract, issue a Purchase Order, or to pay any costs incurred in the preparation of a proposal in response to this request. The RFI responses will become part of the The Town of New Marlborough's files without any obligation on the Town's part. All responses will be made publicly available on New Marlborough's website (www.newmarlboroughma.gov).

RFI Requirements

A reply to the RFI will be read only if it includes a fully completed **Cover Page** (See attachment A).

Crocker Response: Read and Understood.

The RFI should address as many of the questions above as possible. Responses should be formatted using the same headings as Section 6 or 7: Key Questions for Respondents. Respondents are welcome to address as many or as few of the questions to which they feel qualified to respond. Respondents are also encouraged to contribute additional ideas and thoughts on topics not included above, but which

the respondents feel are important for policy makers to address or be aware of. There are no requirements with regard to length.

Attachment A
REQUEST FOR INFORMATION RESPONSE

In order for your response to be reviewed and considered, the RFI must contain, at minimum, the following:

□ Completed Cover Sheet (all questions answered)

□ Responses to RFI

Delivery Requirements: Please submit:

□ 1 Electronic version emailed to nmbos@newmarlboroughma.gov

11 RFI Cover Sheet

Crocker Communications			
101 Munson St, PO Box 710	Greenfield , MA	MA	01302
413-654-1050	413-654-1666	Crocker.com	
Bill Stathis			
Director of Sales	bstathis@corp.crocker.com	413-654-1050	

Which of the following best describes the respondent: *You must select at least one.*

□ Equipment Manufacturer
□ Network or Systems Integrator
□ Investor/Venture Capital Consultant

X Broadband Service Provider
□ Non-profit Organization
□ Interested Individual
□ Owner of Physical Assets *Please specify assets:*

□ Government Organization □ Equipment Vendor
□ Advocacy Group

□ Other *Please specify:*

Brief Description of Organization (please outline previous experience with broadband deployment and/or provision of broadband services)

Potential partners: Phoenix Communications, Collins Electric, Ockers Communications.

ADDENDUM 1

Crocker Service Provider SLAs in Leverett, MA

SLA Agreement				
Urgency	Response Time	Follow-up Time	Resolution Time	
Urgent	**Response Time: 30 Minutes**	**Follow-up: 3 Hours**	**Resolution: 2 4 Hours**	
❖ All Nodes Down				
❖ Alarm System Down				
High	**Response Time: 45 Minutes**	**Follow-up: 6 Hours**	**Resolution: 36 Hours**	
❖ ONT Down				
❖ Unable to dial out				
❖ Internet Down				
Normal	**Response Time: 60 Minutes**	**Follow-up: 24 Hours**	**Resolution: 48 Hours**	
❖ Slow/Intermittent Service				
❖ Voicemail Lockout				
❖ New Service Request				
❖ New Product Request				
❖ Email Configuration Questions/Concerns				
❖ Router Configuration Questions/Concerns				
❖ UPS non-functional				
Informational	**Response Time: 2 Hours**	**Follow-up: 24 Hours**	**Resolution: 72 Hours**	
❖ Request for Voicemail Instructions				
❖ Request for Voicemail Features				
❖ Request for International Rates				
❖ Billing Questions				
❖ Request to Cancel				