



Frontier Response to Silver Valley Unified School District F470 240004982



To:

Silver Valley Unified School District
35320 Daggett-Yermo Road
Yermo, CA 92398
(760) 254-2916

Robert Saffel

Director of Technology Services
(760) 254-1350

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From:

Frontier Communications d/b/a
Frontier California Inc.
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Norwalk, CT 06851
SPIN: 143004769

December 22, 2023

Customized Solution By:

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Cover Letter

December 22, 2023

Silver Valley Unified School District
35320 Daggett-Yermo Road
Yermo, CA 92398

To Robert Saffel, Director of Technology Services,

We are pleased to present this proposal for Internet service to Silver Valley Unified School District in response to your E-Rate F470 240004982 for Funding Year 2024.

Frontier is a leading provider of communications services focused on bringing your people and networks together. We have a rich heritage with nearly 90 years in the communications industry and a force of solutions for all your communications needs. The strengths of our company and proposal include:

Local and National presence, as Frontier brings a blend of national strength and local expertise. We deliver proven solutions across the US, built specifically for the client and area, accompanied by national, 24/7/365 support.

Dedicated Support from your Frontier team specifically assigned to Silver Valley Unified School District. Whether you need technical support, more services from Frontier, or anything else, you will have a familiar face handling your case.

Devoted Partnership from Frontier as we hope to build an ongoing relationship with Silver Valley Unified School District to further understand and serve your needs.

Please do not hesitate to contact me if you need more information or have any questions.

Sincerely,

Aaron Loper

Aaron Loper
Sr.Account Executive–Public Sector
(916) 691-4414
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Executive Summary

Silver Valley Unified School District and the education sector are facing greater needs for connection and communication than ever, while at the same time managing the safety of those connections is becoming more difficult. From providing internet access to students and staff to ensuring the privacy of those connecting from their homes, schools are increasingly defined by connectivity. Our Dedicated Internet Access (DIA) package fully meets and exceeds the expectations expressed by SILVER VALLEY UNIFIED SCHOOL DISTRICT 240004982. Our DIA product was named as the Enterprise Product of the Year 2022 by Best in Biz Awards, and we are proud to offer the best to our customers. DIA comes with a bespoke installation plan, all necessary hardware, and 24/7/365 monitoring from national experts.

Frontier understands the challenges faced by Silver Valley Unified School District and have built this proposal not just to respond to the needs of today, but with an eye to the future. Silver Valley Unified School District needs the best connectivity to grow and succeed, and finding a long-term partner like Frontier will help navigate this future.



 <p>Flexible Speeds from 5 Mbps - 10 Gbps.</p>	 <p>Dedicated Our Services are built from CO to Customer Premises so neighborhood utilization will not impact speeds.</p>	 <p>Reliable 99.95% availability SLA, with 4-hour MTTR.</p>
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We believe that Silver Valley Unified School District will benefit greatly from Frontier DIA. Deploying next generation customer solutions and innovative operational enhancements represent the future of education. We provide the steady, secure internet access schools need to support learning, be it reaching learners in their homes or providing access to high-speed internet access at your location. Schools around the US rely on Frontier not just to provide internet access, but for our expertise in managed solutions that make the most out of that access. Our mission is to allow educators to focus on education. We will work with Silver Valley Unified School District to make the most out of DIA connectivity.

Since our beginning in 1935, Frontier has endeavored to connect America with technology. We believe in the potential of an inclusive digital society to empower us all. So, just as when we installed phone lines to rural areas other companies would not service, Frontier is making the brave choice to expand fiber across all the US and connect people to the world. We seek to empower your team, simplifying communications to allow Silver Valley Unified School District to focus on your organizational goals. In partnering with Frontier, Silver Valley Unified School District can expect:

Frontier has proven to be an invaluable connectivity partner to the Salisbury School. Since installing the [DIA] service almost a year ago, it has been reliable and of high quality.

Peter Raifstanger
Director of IT, Salisbury School

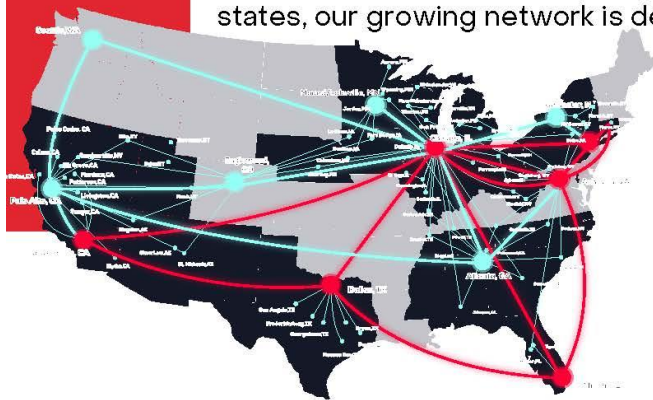
- **Simplicity:** Frontier is easy to partner with, offering straightforward billing with no surprise charges and services exactly as requested.
- **Security:** We monitor the network 24/7/365 to ensure both the physical integrity of our network and the digital security of our customers.
- **Stability:** Our industry-leading service level agreements and backup systems ensure that you can count on your service; our local teams know and build for your area, while our national footing provides financial security.
- **Specialization:** Frontier not only fits your exact needs, we assign one team to your account so that you always are collaborating with a representative that not only knows our systems, but one who knows you.

We pursue excellence in all our business endeavors. We will bring not only our current strengths to a partnership with Silver Valley Unified School District, but an ethos of constantly improving ourselves, our relationship with our customers, and our services.



About Frontier Infographic

Our Story



Frontier’s mission is to connect America and Americans together with technology. We are bringing cutting edge technology to every corner of the country to bridge the digital divide and empower our communities. With more than 180,000 miles of fiber spanning 25 states, our growing network is designed with the evolving needs of organizations like yours in mind. We know providing better solutions, better service, and better value is the best way to ensure your organization excels. From copper to fiber, from dedicated connectivity to fully managed services, bringing people together is the core of our mission.

Our Company



Our Products

Our products connect people to the Digital Society

- We invest in all communities in our footprint, helping to bridge the digital divide.
- We serve as a provider of educational access in rural areas.



Our People

We develop a talented, diverse, sustainable workforce

- We want to build a safe, inclusive workplace where our people can thrive.
- We invest in communities where our employees live and work.



Our Planet

We are stewards of the environment

- Fiber uses less energy than competing technologies.
- Upgrading our copper network to fiber will reduce our greenhouse gas footprint significantly.



Our Governance

We are committed to the highest principles of governance

- We have a board comprised of diverse backgrounds with separate Chairman and CEO roles.
- We've implemented comprehensive compliance and ethics programs and 'pay for performance' executive compensation.

Our Team



Nick Jeffery
Chief Executive Officer



Scott Beasley
Chief Financial Officer



Veronica Bloodworth
Chief Network Officer



Etienne Brandt
EVP, Commercial



Vishal Dixit
EVP, Strategy & Wholesale



Alan Gardner
Chief People Officer



John Harrobin
EVP of Consumer



Erin Kurtz
Chief Communication Officer



Charlon McIntosh
EVP Chief Customer



Mark Nielsen
Chief Legal Officer




Melissa Pint
EVP Chief Digital



Price Sheet

The price sheet below follows the response directions, and more where necessary, to convey the total price for requested options.

 FRONTIER	Silver Valley Unified School District Form 470 # 240004982 December 22, 2023	
Dedicated Internet Access (DIA) Service Address: Silver Valley Unified School District (SVUSD) NOC 35320 Daggett-Yermo Rd., Yermo, CA 92398		
Product Description	Monthly Recurring	
	3 Year Term* No Installation Charge	5 Year Term No Installation Charge
2 Gbps	\$985.00	\$895.00
5 Gbps	\$3,145.00	\$2,565.00
10 Gbps	\$3,450.00	\$2,890.00

Additional Information:

- Service delivery 7/1/2024
- * Two (2) Optional one-year extensions
- Frontier Service Agreement (FSA), DIA Schedule & E-Rate Rider required
- Speed upgrades during term will require addendum
- Internet service is symmetric, meaning up and download speeds are the same.
- Pricing includes /29 (5) IP addresses
- Pricing based on customer provided router
- Service provided over Frontier network
- Pricing does not include your E-Rate or CTF discount
- No taxes, fees or surcharges currently applied to DIA service



DIA Marketing Brief

DEDICATED INTERNET ACCESS BY FRONTIER

Game-Changing Connectivity

Transform your business with Frontier Dedicated Internet Access (DIA). Frontier DIA gives your business a premium, private, business-class internet connection with guaranteed bandwidth and some of the highest uptime available. Get the performance and speed you need to conduct business, whether you're supporting bandwidth-heavy apps, empowering your remote workforce or ensuring real-time access to critical applications.

Guaranteed Uptime

Ensure a constant connection to business-critical applications with 99.99% uptime and 4 hours of MTTR (mean time to repair)

Fast Provisioning

Don't settle for long installation times—get provisioned today

Dedicated Links

Enjoy business-grade bandwidth with a private, synchronous connection

Advanced IP & Fiber Network

Take advantage of next-level internet with Frontier's advanced Ethernet and expanding fiber-optic network

High Performance

Get dedicated bandwidth for faster data transfer, lower latency and better productivity

Service Speeds

Choose from a variety of service speeds from 10 Mbps to **10 Gbps**

FAQ's

What is Dedicated Internet Access by Frontier?

- Frontier Dedicated Internet is our premier internet service that is ideal for businesses.
- A dedicated connection used only by your business.
- Highly secure and keeps you connected to your customers, partners, and employees.
- Proactively monitored and supported 24/7 by an expert Frontier technical team.
- Easily installed to work with your company's existing network.

What is the difference between broadband internet and Dedicated Internet Access by Frontier?

Broadband internet uses a shared connection allowing multiple customers to share internet bandwidth in the network. Dedicated Internet Access by Frontier is a dedicated connection that is high speed, highly secure, always symmetrical (equal upload and download speeds) internet service with industry leading Service Level Agreements (SLAs) supported by 24/7/365 active monitoring. Even during peak usage times, Dedicated Internet Access by Frontier delivers the same robust, consistent experience.

What is symmetric speed and why do I need it?

Symmetric speed means that download and upload speeds are the same, unlike asymmetric, where traditionally download speeds are faster than upload speeds. Symmetric speeds are crucial for applications that send and receive large volumes of data such as high-definition video conferencing, applications that run simultaneously, file hosting and uploads, and large data set transmission between businesses and suppliers.

How is Dedicated Internet Access by Frontier monitored?

- 24/7 monitoring by a technical support expert team available to help resolve problems proactively.
- Mean to Repair (MTTR): 4 hours.

What security options are available for Dedicated Internet Access by Frontier?

Managed Firewall and a robust range of security services are available to help protect your company's sensitive data from cyberattacks.

DIA SLA



Availability and Mean Time To Repair (MTTR)

DIA

Circuit Availability (CA)	Monthly Recurring Charge (MRC) Service Credit
Below 99.99%	30%

Mean Time to Repair (MTTR)	Monthly Recurring Charge (MRC) Service Credit
MTTR On-Net: 4 Hours	25% above 4 hrs
	50% above 6 hrs

Note: Credit Request and eligibility is detailed in the Frontier Service Agreement (FSA).





About Frontier

History

Frontier was founded in 1935 as the Citizens Communications Company, and is based in Norwalk, Connecticut. We currently serve approximately 5.4 million customer locations and 400,000 companies in twenty-five states, employing over 16,000 employees throughout the country.

For 87 years, Frontier has provided innovative voice and data services, evolving with changes in technology to better serve our customers. Starting from offering universal telephone service in the 1930s to building a nationwide fiber network today, Frontier's strength is in our expansive network reaching all corners of America. In addition to telephone and internet access, Frontier provides pioneering communications services which enhance these connections and the businesses that rely on them.

Our Mission

In a world wired for progress, Frontier is a trusted partner among constant change. Frontier partners with our customers to navigate, design, and deliver better ways for people, customers, and teams to engage and communicate.

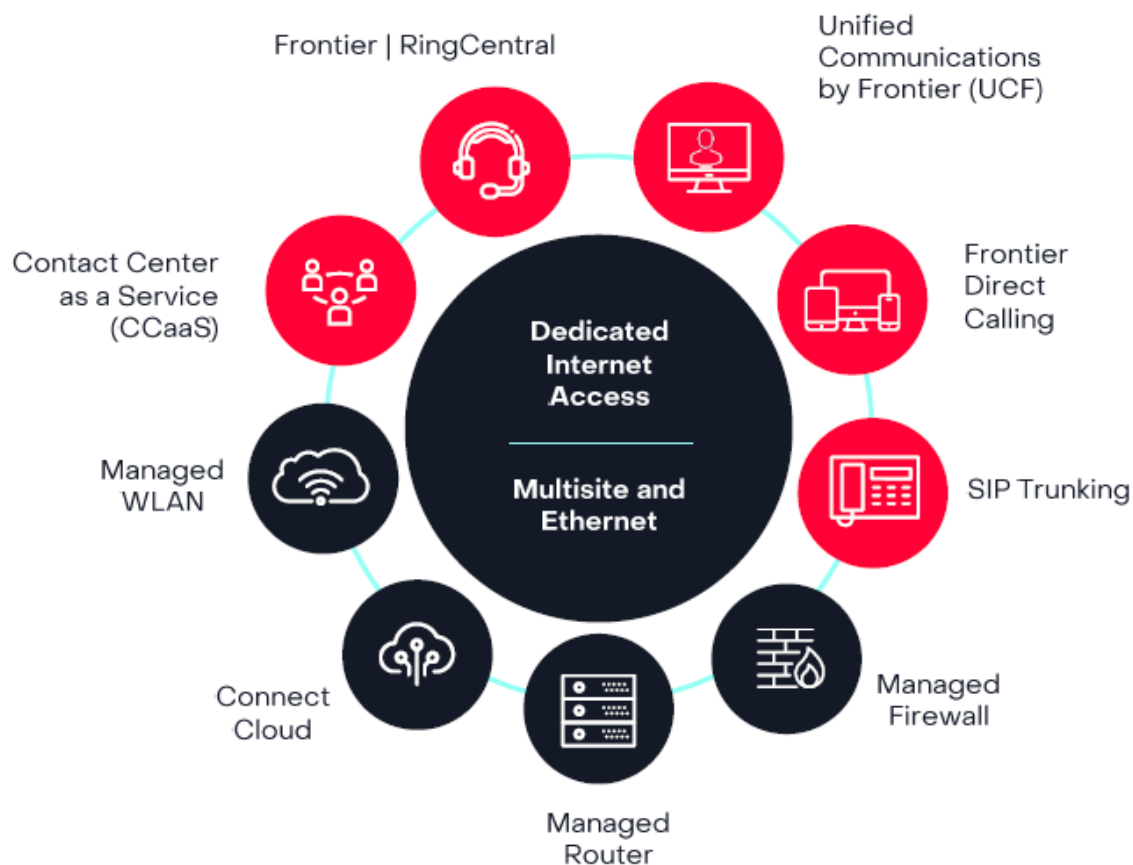
	Security	Efficiency	
Our Values	MEF 2.0 Certified, 24x7 Monitoring, 7,000+ attacks blocked each month	Strong, managed solutions portfolio with industry competitive SLAs	Growth Speeds of up to 10 Gbps; 8.7 TB of traffic at peak times

Why Frontier

Frontier is a premier organization built to keep your organization going. Connectivity needs are growing exponentially, increasing demand for communications infrastructure and the complexity of information technology work. Frontier is ready to help with the solutions, processes, and technical expertise to manage these complexities – today – with confidence and efficiency.



- **Available** – local account managers and dedicated support are the foundation of our services and ensure the quality and customization you need from your communications provider.
- **Proactive and Responsive** – Frontier operates three regional National Operations Centers and four Customer Service Centers, all of which operate 24/7/365 to monitor the strength and security of the network.
- **Transparent** – Frontier provides industry-competitive service level agreements which ensure the quality and consistency of our services.
- **Proven** – with over eighty years of experience, a national footprint, and the second most active MEF certified professionals in the world, Frontier has demonstrated its ability to design, implement, and manage technology for all its customers.



- **Robust** – our solutions portfolio includes offerings for organizations of any size and type.



- **State of the Art** – our solutions utilize industry–best practices and technologies with multiple hosting and service options.
- **Simple by Design** – services are fully managed, 24/7/365 to remove the complexity, cost, and worry of managing many increasingly advanced systems.
- **Customizable** – our true End-to-End solutions provide exactly what your organization needs in the way you need it.



Disclaimers and Notices

Nature of Proposal

Frontier Communications, Inc., on behalf of itself, and where applicable, on behalf of its local exchange carrier and service affiliates, (“Frontier”), hereby proposes to provide the services identified in this response to the Request for Proposal issued by Silver Valley Unified School District, the Customer. Customer includes its employees, agents and entities controlled by it. This proposal is submitted in good faith with the intention of negotiating a legally binding definitive agreement following an award of business to Frontier.

Frontier does not consider the proposal itself to be a legally binding offer to contract. Frontier’s proposal will serve as the starting point for negotiation between the parties of a resulting contract that contains mutually agreeable terms and conditions. For avoidance of any doubt, in the event of an award to Frontier, Frontier will provide the Customer with a written agreement that includes mutually agreeable terms and conditions. Frontier expects that neither the RFP nor Frontier’s proposal will be incorporated in any definitive agreement, but such agreement will address the topics in this RFP and Frontier’s proposal and supersede both.

Pricing Disclaimer

Notwithstanding anything to the contrary in the RFP, and unless otherwise indicated in this proposal, prices do not include all taxes (including, but not limited to, sales, use, utility, gross receipts, and VAT), similar tax-like and tax-related charges, and other surcharges levied as a result of receipt of the services from Frontier. Frontier’s proposed pricing is based upon its response to this RFP. Frontier reserves the right to adjust the proposed pricing if the Customer does not accept the proposal in its entirety. In addition, unless otherwise noted, all third-party charges are subject to change during the service term.

Validity Period

Unless otherwise stated in this proposal, this proposal is valid for a period of ninety (90) days from the date submitted. During this period promotions may expire and rates, charges, and/or discounts may fluctuate with changes in the Tariffs or Guidebook unless fixed in this RFP or otherwise negotiated by the parties.

Restriction on Disclosure and Use of Data

This proposal includes data that shall not be disclosed outside of your organization and shall not be duplicated, used, or disclosed, in whole or in part, for any purpose other than in connection with your evaluation of this proposal. If, however, a contract is awarded as a result of, or in connection with, the submission of this proposal, the Customer shall have the right to duplicate, use, or disclose the data only to the extent provided in the resulting contract.