

## Questions/Answers

- Is there a plan for growth and will we provide performance and capacity monitoring?
- a) No plans for growth right now as funds are being used to cover a specific area of unserved in the county.
- b) Yes, performance and capacity monitoring will be integral to managing the network for reliability, consistency of bandwidth to the unserved users as well as monitoring heavy bandwidth users for potential throttle down.
- Will we provide our own provisioning OSS/BSS platform, or do they have an existing system they would like us to use?
- a) Task 3 includes the associated costs to manage and maintain the network for one year which would include OSS/BSS.
- Will we provide a single tier of service, 25Mbps/3Mbps, only, or multiple tiers?
- a) Task 3 mentions a single 25 Mbps tier of service package.
- Will we bill the customer directly?
- a) The winning bidder will bill the customer directly.
- Will there be used-based billing and/or data caps for monthly usage?
- a) It will a monitored system that penalizes heavy use. At this time, a single charge/tier of use is deployed. Abusers of high bandwidth may be throttle down/billed additionally based on monthly use.
- Will there be a need for quality of service traffic engineering to provide for allocation of bandwidth for services such as video conferencing?
- a) Bidder will need to provide quality service engineering for allocation of bandwidth. This is a shared network using CARES support funds that facilitates students, telework, and telehealth. As a result, bandwidth monitoring is required to ensure these activities continue uninterrupted.
- Will we monitor to the tap, or to the CPE device?
- a) Bidder will be required to monitor to the CPE device.
- Will we be managing the CPE devices, or just infrastructure systems?
- a) Infrastructure only.
- Will they required staffed 24x7 operations, or 24x7 monitoring and normal business hour staffed support only?
- a) Normal business hours 8am - 5pm daily, no weekends/holidays.
- Is there a topology diagram for the proposed county network?
- a) RF map is attached for the proposed county network. It uses LIDAR data and typical unlicensed RF frequencies out from the tower location.



- Is there a pricing model in place for subscriber services?
- a) Please provide single pricing with a minimum of 25 Mbps/ 3 Mbps.
  - Would there be an interest in the upsell of higher tiered services?
- a) No
  - Is the County expecting a guaranteed 25Mbps/3Mbps at all times?
  - a) Yes
    - What is your active user model and your planned over subscription ratio?
  - a) It is the first come, first serve for the first 300 users with the priority for unserved students. Over subscription is the responsibility of the winning bidder/customer. Additional in-home equipment is owned by the customer or winning bidder depending on the winning bidder's business model.
  - Would the County be open to an alternate spectrum that is compatible with the Cambium design?
  - a) No