Scope of Work

for

AT&T Voice and Data Network Proposal

City of North Richland Hills

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Scope of Work

Project Overview

Solution Summary

AT&T is pleased to provide the following information in reference to the proposed Voice and Data Network solution for City of Richland Hills.

This project includes the following components:

- AT&T Dedicated Internet (ADI)
- AT&T Voice Bundle (ADIVB)
- AT&T Switched Ethernet on Demand (ASEoD)
- AT&T Wireless Broadband (AWB)
- FatPipe Network Management

Product Information

ADI

- AT&T Dedicated Internet is an internet access service that combines a dedicated connection with symmetrical bandwidth (same download and upload speeds) and provides reliable, high-performance connectivity. AT&T Dedicated Internet offers the fastest speeds available (up to 1Tbps), world class Service Level Agreements (SLAs) with 100% uptime guarantees, and outage protection down to the customer edge router with 24/7 monitoring.
- AT&T Dedicated Internet provides various speed options. Once you've established access, the service uses an access circuit to connect your Local Area Network (LAN) to our Multiprotocol Label Switching (MPLS) IP backbone network, and your internet traffic travels over this dedicated network. We manage network security and performance by proactively monitoring network components. Optionally, we also can supply and manage your router and firewall.

ADIVB

- AT&T Dedicated Internet with Voice Bundle is a package of integrated services that includes dedicated internet access and Voice over IP (VoIP) calling. AT&T Dedicated Internet with Voice Bundle offers the convenience of a single contract with one invoice and one point of contact for support.
- AT&T Dedicated Internet with Voice Bundle can help you integrate your voice and data communications seamlessly and deliver essential business services efficiently. You can choose from a variety of internet access speeds, VoIP calling plans, and additional services to fit your needs. The solution is scalable, allowing your organization to grow and adapt by adding new applications whenever necessary.

ASEoD

- AT&T Switched Ethernet on Demand (ASEoD) is a transport service that transmits Ethernet traffic among multiple locations and uses AT&T Network on Demand to provision and scale bandwidth and other network services. AT&T Switched Ethernet on Demand (ASEoD) provides user-friendly, web-based network configuration and management and simplified contracting for most network services.
- The service uses a carrier-grade, Multiprotocol Label Switching (MPLS) network to transmit Ethernet traffic. This network makes the AT&T Switched Ethernet Service highly reliable; in fact, the service provides network availability and data performance Service Level Agreements (SLAs).
- AT&T Switched Ethernet on Demand uses industry-standard native Ethernet interfaces, so you can transport data without protocol conversion or special equipment. The service offers speeds ranging from 2 Mbps to 100 Gbps and Class of Service (CoS) options. In addition, it includes flexible Committed Information Rate (CIR) and configuration options to meet various networking needs.
- The software-defined and network virtualization technologies that drive AT&T Network on Demand let you manage your Ethernet services and network in near-real time. The service integrates with the AT&T Business Center self-service web portal, which allows you to configure Ethernet Virtual Channels (EVCs), change bandwidth, and view billing information for your Network on Demand sites.
- AT&T Switched Ethernet Service on Demand provides data transport via fiber optics and a switched Ethernet core network and uses two types of routing. Port-based routing service sends data to Ethernet Virtual Channel (EVC) ports, regardless of Virtual LAN (VLAN) tags, and VLAN-based routing sends Ethernet frames according to VLAN instructions. Port connections are available at 100 Mbps, 1,000 Mbps (1 Gbps), 10,000 Mbps (10 Gbps) and 100,000 Mbps (100G). Physical ports offer a range of Committed Information Rates (CIRs) from 2 Mbps to 100 Gbps. The Software Defined Networking (SDN) controller in the network architecture automates network provisioning and orchestrates changes across devices, locations, and services. To process user-generated network and service changes, the controller electronically routes requests from the self-service portal directly to the pertinent network elements and activates services and changes, often within minutes.

AWB

- AT&T Wireless Broadband is a wireless data service that features a flat monthly rate with no overage charges.
- The plans provide wireless data connectivity for compatible 4G LTE or 5G/5G+ routers and mobile hotspot devices. AT&T Wireless Broadband offers you a highly secure and reliable wireless internet connection for connectivity on the go.
- AT&T Wireless Broadband can give you additional bandwidth to run your most important programs, such as point-of-sales, inventory management, and cloud-based applications. This can free your wired network for other uses, like guest Wi-Fi. AT&T Wireless Broadband can also provide a wireless connection to keep your digital signage up to date economically.
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FatPipe Network Management

- Outbound Load Balancing (SDWAN)
- Link Failover

- QoS and Policy based path selection (SDWAN)
- Stateful firewall with Web Filter & IPS
- Cellular via external 4G/LTE
- Monitoring
- Email /SMS Alerts
- Link Status
- Device Status

Project Time Frame

Estimated Start Date: <<06/06/2025>>

Estimate End Date: <<06/05/2030>>

Project Management

In support of the Services for this Project, AT&T shall assign a designated AT&T Project Manager from the AT&T Global Project Management organization.

The AT&T Project Manager's responsibilities are as follows:

1. Host customer project meetings (Project kickoff, ongoing, etc.)
2. Create the Project Plan for implementation
3. Track implementation and mitigate potential project delays
4. Schedule AT&T Technical Field Services installation of network edge equipment
5. Coordinates and schedules pre-cutover testing with all stakeholders
6. Work Post cut-over issues through project completion

Test and Turn-up

AT&T in concert with Customer will manage all aspects of the testing and cutover (Test and Turn-Up).

Customer Responsibilities

For AT&T to successfully implement the activities outlined within this SOW, the Customer is responsible for providing the following to ensure the Project is completed on time and within financial limitations:

1. Provide a Customer Project Manager and contact information. This is the Customer's Single Point of Contact ("SPOC") and shall act as the primary interface for the AT&T Project Manager. This individual shall have decision-making authority regarding day-to-day management of the project. This individual shall also be responsible for defining any additional Customer requirements, ensuring Site readiness and implementing any adds, changes or deletions in Equipment and/or facilities for each Site prior to installation of the proposed solution. Customer will promptly notify AT&T if it changes the designated SPOC.
2. Designate a technical point-of-contact that has detailed knowledge of the Customer's network as well as policies utilized.

3. Ensure that AT&T's request for information or documentation needed for this project is delivered within the agreed timeframe.
4. Provide authorized personnel on-site during Equipment installation, Test and Turn-up.
5. Keep AT&T informed of any information or changes, which may affect AT&T's performance of Services or require a change request in the scope.
6. Provide AT&T with reasonable access to Customer premises (including wiring closets) during Normal Business Hours as needed.
7. For each Site to be deployed, provide local site contact name, telephone number, address, and email for both a primary and backup local site contact. This is to facilitate local scheduling issues, Equipment delivery confirmation, and other Site-specific details. These individuals are accountable to provide any special Site access clearance, escort, safety training or information required. The local site contact shall interface with other organizations as required. This information is to be provided to the AT&T Project Manager for each Site.
8. Provide a signature sign-off (see Site Acceptance Form, Appendix A) as concurrence of Site completion for each Site where AT&T has provided Services under this SOW.
9. Provide all cabling required connecting downstream local area network devices to the Equipment.

The Customer is required to provide a safe work environment and ensure that all Customer Responsibilities have been met or will be completed by the agreed upon date. The Customer must be prepared and have appropriate staff designated to test and accept service on mutually agreeable due dates.

Site Preparation Delays

AT&T will negotiate a Project schedule with all parties to enable service completion as close to the Customer's desired date as possible, however, any changes to plans or any delays associated with site preparation can have a corresponding impact to the service delivery date.

Customer Site Not Ready

The Customer must have their site ready by the negotiated ready date to avoid any delays in providing the requested service. If delays are anticipated, the Customer should contact their AT&T Project Manager (PM) as soon as they are aware of the problem, to allow for work forces to be re-scheduled.

What to Expect During the Site Visit

In order to facilitate a successful Site Survey, please review the following recommendations:

- On the date of the Site Survey, the SPOC must be on site to assist the AT&T representatives with the Site Survey.
- After the Site Survey is completed, it is critical that the SPOC addresses all site requirements in a timely manner; otherwise, the order could be delayed.
- After the Customer has remedied any and all needed site requirement issues identified during the site visit, the Customer must notify the AT&T Project Manager that the work is complete.

Assumptions

This SOW, including but not limited to the rates and charges, is based on the following assumptions. If any of these assumptions are found to be inaccurate or invalid, AT&T shall provide Customer with the changes to the scope, tasks, deliverables or terms and conditions of this SOW via the Change Control Process described in this SOW.

1. Customer will assume responsibility for management and maintenance of the Equipment upon completion of the Services provided in this SOW unless otherwise stated.
2. Customers will comply with all responsibilities identified in the Customer Responsibilities section herein. In addition, Customer takes full responsibility and liability for the accuracy of all information supplied to AT&T by Customer and/or its representatives upon which AT&T relies on in the performance of this Agreement.
3. All changes or amendments to this SOW will be mutually agreed to in writing per the Change Control Process and signed by the authorized representatives of both parties upon final presentation. AT&T will not perform any out-of-scope changes without prior written authorization and approval from the Customer's authorized contact.
4. Unless otherwise described within this SOW, no assumptions are made regarding existing power backup systems. Customers should evaluate the impact a power failure may have on end-user abilities to place and receive phone calls, including access to emergency services.
5. AT&T will not move or un-rack any existing equipment for this Project unless otherwise noted in this SOW.
6. The following services are not covered under this SOW:
    a. Support or replacement of Equipment that is altered, modified, mishandled, destroyed or damaged by natural causes, or damaged due to a negligent or willful act or omission by Customer or use by Customer other than as specified in the applicable AT&T-supplied documentation.
    b. Services, software or hardware required for software or hardware problem resolution resulting from third party products or causes beyond AT&T's control.
    c. Any upgrade not identified in this SOW but required to run new or updated software.
7. Some remediation not specifically provided as a component of AT&T's proposed solution that are identified because of the site surveys will be the responsibility of the Customer and additional charges may apply.
8. The Customer will inform AT&T of any potential hazardous material location (asbestos, lead paint, etc.).

Contract Pricing Explanation

AT&T Dedicated Internet Contract:

1. On Page 2 you can see it is for AT&T Dedicated Internet (ADI) as well as 60 Month contract.
2. On page 5 you will see a table for the port pricing. This is the only Port table on the contract that matters to NRH, as AT&T is required to put all pricing on contracts.
    a. You go to the first chart on page 5 and down to the bottom where you get (1g) and see you get 90% discount. The total charge is $5,620.00. (not discounted)
    b. To get the total Port Charge:
        i. $5,620.00 X 90% =$562
3. On Page 9 you will get the Access price.
    a. The contract lists the addresses and the Access MRC. The MRC for the Access is $734.52
4. To get the total for the circuit you add the two together
    a. $734.52 (access) + $562(port) = $1,296.52 (total monthly recurring, not including taxes and fees at EACH location)

AT&T Dedicated Internet and IP Flex

1. On page 2 you will see it is a 5-year term (60 months).
2. On bottom of Page 4, you go to port speed 100M with a 90% discount
    a. $1,555 X 90% =$155.5 This is your PORT price
3. To get the Access price you go to the bottom of page 7 and see the local access charge for each site is $451.41
    a. To get the total for the Dedicated Internet is
        i. $155.5 + $451.41= $606.91
4. For IPFlex, the list price per concurrent call path is $84. You will receive a discount of 80.50% to get the call paths equal to $16.38 each. (this is all shown in the service guide hyperlink)
    a. So, Calling Plan C = $376.74 (23 CC x $16.38 ea)
5. For Enhanced features that cost $2.99 you get a 20% discount to come to a total of $2.39 per CC (concurrent call path)
    a. Enhanced Features = $54.97 (23 CC x $2.39 ea)
6. Telephone numbers, the cost below shows the total cost for reach telephone number. So each telephone number is $.025.
    a. Telephone Numbers = $337.5 (675 TNs x $0.25 ea) (we did half of the 1350 at each site, that's why the number is 675)

7. To get the total of the IPRF you add all of that together to get $600.46
8. To get the total you add the ADI price of $606.91 and the IP Flex Price of $600.46 to get your total of $1,207.37.

AT&T Switched Ethernet on Demand (ASEoD)

1. On Page 2, you will see it's a 60-month contract. (This is different than the ADI and ADIVB contracts, because to get the lowest PORT price we must do a 60-month contract)
2. On Page 3, you will see the 10G Port price is $1,074 (per location)
    a. We went with 10G Port as this is the only way to get 2G access at the main 2 sites, as well as for future growth. No rip and replace will be necessary as you can increase/decrease each location's speeds as high as 10G and as low as 2Mps.
3. On Page 3, you will also see the 1G Port price is $189.76.
    a. All other sites will have a 1G port, meaning the highest bandwidth you can increase to is 1G.
4. On Page 3, you will also see the pricing chart that was included in the quote. This price can change depending on how you all set it on your portal- but for contract and ordering purposes it's set at 1G at all other locations.
    a. So, you go to the 2000 MPS (2G) under Real Time and get the price of $401.01.
5. To get the total for each site you add the Port and Access charges
    a. $1,074 + $401.01 = $1,475.01 (taxes and fees not included at 2 main sites)
    b. This is for the main two sites, for the remainder we did 1G Port priced out at $189.76 and 100M Access at Business-Critical Medium, so the pricing for that would be $250.26
        i. So, the pricing for the remaining sites would be:
            1. $189.76 + $250.25 = $440.01

Implementation and Operation

AT&T Dedicated Internet (ADI)

1. Contract Generation (AT&T Generates the contracts)
    a. Send to customer for signatures
    b. Return from customer for AT&T Counter signatures
2. Generate Order (AT&T Generates Order)
3. AT&T starts site surveys. LCON (local contact) will be contacted- there are vendors that are not necessarily AT&T badge employees who will reach out to come do the site surveys.
    a. They will come to the walk site, look in telecom room, and should give 24 hours' notice of when coming, LCON will have to respond to approval and let customers in.
4. The equipment is shipped.
5. Install equipment and circuits (doesn't necessarily happen on the same day). (scheduled appointment with customer)
6. Router install and pretest (does happen on the same day) (scheduled appointment with customer)
    a. Notice everything will be parrel with Granite connection, we are not moving anything around yet. Granite will not be disconnected till everything AT&T is installed.

7. For ADI 1Gs will all get new IP Addresses, and we will give you the subnet mask and the gateway. It will all be in the business center/order management tool.

8. Once the Router is installed and the pretest is complete the Circuit is active the billing WILL start.

9. Customers will have to turn it up on their side- call to do an activation and there is a toll-free number to call to activate circuit on your side. (number and info will be provided to customers at time)

    a. Customers can request AT&T Tech to come on site to active the circuit- there is an additional charge of $134 an hour for this service.

AT&T Dedicated Internet and IPFlex

1. Contract Generation (AT&T Generates the contracts)

    a. Send to customer for signatures

    b. Return from customer for AT&T Counter signatures

2. Generate Order (AT&T Generates Order)

    a. Notice everything will be parrel with Granite connection, we are not moving anything around yet. Granite will not be disconnected till everything AT&T is installed.

    b. AT&T will need all the telephone numbers currently on the Granite Circuits for porting purposes. As well as Circuit IDS.

    c. If customers have BOE sites, we will need to know. We recommend sending a spreadsheet of all numbers/current set up.

    d. Customer will also confirm IP addresses that will be migrated over.

3. AT&T starts site surveys. LCON (local contact) will be contacted- there are vendors that are not necessarily AT&T badge employees who will reach out to come do the site surveys.

    a. They will come to the walk site, look in telecom room, and should give 24 hours' notice of when coming, LCON will have to respond to approval and let customers in.

4. The equipment is shipped.
5. Install equipment and circuits (doesn't necessarily happen on the same day). (scheduled appointment with customer)
6. Router install and pretest (does happen on the same day) (scheduled appointment with customer)
7. Once the Router is installed and the pretest is complete the Circuit is active the billing WILL start.
8. Hot Cutt and Move- AT&T submits all customers phone numbers to move team. Move team comes back to customer with porting list, Customer will have to confirm 7-10 digit dialing system.
9. Once confirmation from customer is confirmed, customer provides a date 7 business days out (minimum) for scheduling final hot cut move.
    a. On scheduled date Test and Turn up date, Customer will need their phone vendor/IT vendor on site, AT&T will be on a bridge call with the AT&T engineer and customer.
        i. They will first test the Data of the circuit.
        ii. All ports are provisioned for the IP blocks.
        iii. Then, they will test the voice. Test inbound/outbound calling, international calling, and long-distance calling.
        iv. Once it is all working AT&T will cut over the phone lines from the old Granite circuit to the new AT&T Circuit.
            1. You will then have to reach out to Granite to disconnect from them. We cannot disconnect the old circuit from you.
10. Test and turn up completion remains in provisioning for 24 hours, before moving to maintenance.
11. The circuit is complete and active.

AT&T Switched Ethernet on Demand (ASEoD) (separate turns up outside of the ADIs/ADIVBs)

1. Contract Generation (AT&T Generates the contracts)
    a. Send to customer for signatures

   b. Return from customer for AT&T Counter signatures

2. Generate Order (AT&T Generates Order)

3. AT&T starts site surveys. LCON (local contact) will be contacted- there are vendors that are not necessarily AT&T badge employees who will reach out to come do the site surveys.

   a. They will come to the walk site, look in telecom room, and should give 24 hours' notice of when coming, LCON will have to respond to approval and let customers in.

4. The equipment is shipped.

5. Install equipment and circuits (doesn't necessarily happen on the same day). (scheduled appointment with customer)

   a. Important to notice: 10G ASEoD takes longer to install.

6. Router install and pretest (does happen on the same day) (scheduled appointment with customer)

   a. Notice everything will be parrel with Granite connection, we are not moving anything around yet. Granite will not be disconnected till everything AT&T is installed.

7. Once the Router is installed and the pretest is complete the Circuit is active the billing WILL start.

8. Customers will have to turn it up on their side- call to do an activation and there is a toll-free number to call an active circuit on your side. (number and info will be provided to customers at time)

   a. Customers can request AT&T Tech to come on site to active the circuit- there is an additional charge of $134 an hour for this service.

9. After installation IPS will be given to customers.

10. The circuit is complete and installed.

AWB (AT&T Wireless Broadband)

11. Will add to customers FirstNet Account

    a. Will need customer BAN.

12. Order gets place
13. Customer will receive a FirstNet Card
14. Card goes into FatPipe Device.

FatPipe

Fatpipe only initiates billing to the sites that have had a Fatpipe Shipped to them, so we always recommend that the Fatpipes for each location do not ship until the install is either ready or close to being ready, otherwise billing could trigger on something that will sit in a box.