



Commonwealth of Virginia
Virginia Information Technologies Agency

STATEWIDE BROADBAND SERVICES

Date: December 17, 2015

Contract #: VA-151015-LN

Authorized Users: All public bodies, including VITA, as defined by §2.2-4301 and referenced by §2.2-4304 of the *Code of Virginia*.

Contractor: Lumos Networks, Inc.
One Lumos Plaza
Waynesboro, VA 22980

FIN: 54-1246324

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Term: December 4, 2015 – June 30, 2017

Payment: Net 30 days

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NOTES: Individual Commonwealth of Virginia employees are not authorized to purchase products or services for their personal use from this Contract.

For updates, please visit our Website at <http://www.vita.virginia.gov/procurement/contracts.cfm>

VIRGINIA INFORMATION TECHNOLOGIES AGENCY (VITA): Prior review and approval by VITA for purchases in excess of \$100,000.00 is required for State Agencies and Institutions only.



VA-151015-LN

Broadband Services Contract

between

The Virginia Information Technologies Agency

on behalf of

The Commonwealth of Virginia

and

Lumos Networks, Inc.

**CONTRACTUAL TERMS AND CONDITIONS
BROADBAND SERVICES CONTRACT
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CONTRACTUAL TERMS AND CONDITIONS BROADBAND SERVICES CONTRACT

THIS BROADBAND SERVICES CONTRACT ("Contract") is entered into by and between the Virginia Information Technologies Agency (hereinafter referred to as "VITA"), pursuant to §2.2-2012 of the Code of Virginia and on behalf of the Commonwealth of Virginia, and Lumos Networks, Inc. ("Supplier") to be effective as of the date in set forth on the signature page of this Contract ("Effective Date").

1. PURPOSE AND SCOPE

This Contract sets forth the terms and conditions under which Supplier shall provide delivery and installation of broadband services and other related services awarded to Supplier to VITA; or to any public body as defined by §2.2-4301 and referenced by §2.2-4304 of the Code of Virginia or any eligible private institution of higher education, who is authorized by VITA as a Direct Service Plan (DSP) Participant for the Services the Supplier has been awarded under this Contract.

2. DEFINITIONS

A. Acceptance

Acceptance shall take the form of successful performance of the Services at the designated location, or completed Acceptance testing in conformance with the Requirements of the Contract and as determined by VITA or the Direct Service Plan (DSP) Participant in the applicable order.

B. Authorized User

VITA, any other public body on whose behalf VITA has placed an order with Supplier, or any DSP Participant

C. Confidential Information

Any confidential or proprietary information of a Party that is disclosed in any manner, including oral or written, graphic, machine readable or other tangible form, to any other Party in connection with or as a result of discussions related to this Contract or any order issued hereunder, and which at the time of disclosure either (i) is marked as being "Confidential" or "Proprietary", (ii) is otherwise reasonably identifiable as the confidential or proprietary information of the disclosing Party, or (iii) under the circumstances of disclosure should reasonably be considered as confidential or proprietary information of the disclosing Party, or (iv) any personally identifiable information, including information about VITA's employees, contractors, and customers, that is protected by statute or other applicable law.

D. Direct Service Plan (DSP) Participant

Any public body, as defined by §2.2-4301 and referenced by §2.2-4304 of the Code of Virginia; or any private institution of higher education which are listed at <http://www.cicv.org/Our-Colleges/Profiles.aspx> who VITA prequalifies and grants written authority to participate in the DSP.

E. E-rate

The universal service "Schools and Libraries Program" administered by the Universal Service Administrative Company (USAC) under the oversight of the Federal Communications Commission (FCC), or successor program.

F. Eligible Entity

Any school or library meeting the USAC definition of an "Eligible Entity" under the universal Schools and Libraries Program.

G. Eligible Services

Products and Services that are eligible for E-rate funding.

H. Party

Supplier, any Authorized User.

I. **Service**

Any work performed or service provided by Supplier under this Contract for the benefit of an Authorized User.

J. **Supplier**

Supplier and any of its Affiliates (i.e., an entity that controls, is controlled by, or is under common control with Supplier).

K. **Telecommunications Service Order (TSO)**

An order for internet services issued by VITA to a supplier of internet services. For purposes of this Contract, a TSO shall refer to an order for Services, in substantially the form of Exhibit C to this Contract, issued by VITA to Supplier. Any TSO shall constitute an order.

L. **VITA**

Virginia Information Technologies Agency, an agency of the Commonwealth of Virginia pursuant to Chapter 20.1 (§§2.2-2005 et seq.) of the Code of Virginia.

M. **Warranty Period**

All Services purchased under this Contract remain under warranty for the time period commencing after Acceptance by VITA or a DSP Participant and continuing through expiration of the Contract or discontinuance of the Services at the discretion of VITA.

3. TERM AND TERMINATION

A. **Contract Term**

This Contract is effective and legally binding as of the Effective Date and, unless terminated as provided for in this section, shall continue to be effective and legally binding through June 30, 2017. VITA, at its sole option, may extend the term of this Contract for up to three (3) additional one (1) year periods after the expiration of the initial contract term. VITA will issue a written notification to the Supplier stating the extension period, not less than thirty (30) days prior to the expiration of any current term. Orders may be issued against this contract at any time during the contract term.

B. **Termination for Convenience**

VITA may terminate this Contract, in whole or in part, or any order issued hereunder, in whole or in part, (and a DSP Participant may terminate its order, in whole or in part) upon not less than thirty (30) days prior written notice at any time for any reason ("Termination for Convenience") without any additional liability except for Services received. VITA may also immediately terminate this Contract, in whole or in part, or any order issued hereunder, if Supplier becomes a party excluded from Federal Procurement and Nonprocurement Programs. VITA shall provide written notice to Supplier of such termination, and Supplier shall provide prompt written notice to VITA if federal debarment proceedings are instituted against Supplier. Supplier shall submit any contractual or order dispute to VITA for resolution according to the terms of the Dispute Resolution Section of this Contract.

Upon termination for convenience, neither the Commonwealth nor VITA nor any DSP Participant, shall have any future liability except for (i) Services rendered by Supplier prior to the termination date of the Contract or order and (ii) costs associated with circuit or service de-installation, if any, for services installed prior to termination. The Commonwealth makes no assurances that any Service purchased under this Contract will remain in service for any minimum amount of time.

C. **Termination for Breach or Default**

VITA shall have the right to terminate this Contract, in whole or in part, or any order issued hereunder, in whole or in part, may terminate an order, in whole or in part, (and a DSP Participant may terminate its order, in whole or in part) for breach and/or default of Supplier ("Termination for Breach" or "Termination for Default"). Supplier shall be deemed in breach and/or default in the event that Supplier fails to meet any material obligation set forth in this Contract or in any order issued hereunder.

If VITA or the DSP Participant, solely in relation to its order, deems the Supplier to be in breach and/or default, VITA or the DSP Participant shall issue a "Show Cause Notice" identifying the failure and providing Supplier fifteen (15) days to cure the failure/nonperformance. If Supplier fails to answer the Show Cause Notice, or does not correct the deficiencies noted, VITA may immediately terminate this Contract, in whole or in part, or any order issued hereunder, in whole or in part, or the DSP Participant may immediately terminate its order, in whole or in part. Such termination shall be deemed a Termination for Breach or Termination for Default.

VITA may immediately terminate this Contract, in whole or in part, for breach and/or default if Supplier is found by a court of competent jurisdiction to be in violation of or to have violated 31 USC 1352. VITA shall provide written notice to Supplier of such termination, and Supplier shall provide prompt written notice to VITA if Supplier is charged with violation of 31 USC 1352.

Upon Termination for Breach or Termination for Default, neither the Commonwealth, nor VITA, nor any DSP Participant, shall have any future liability except for Services accepted prior to the termination date. Supplier shall refund any monies paid by VITA or the DSP Participant for Services that were not accepted by VITA.

The failure of VITA to exercise its right to terminate for breach and/or default under this provision shall not be construed as a waiver of its right to terminate for breach and/or default, rescind or revoke this Contract or any order issued hereunder in the event of any subsequent breach and/or default on any provisions of such agreements.

Supplier shall submit any contractual or order dispute to VITA for resolution according to the terms of the Dispute Resolution Section.

The terms of the Termination for Convenience and Termination for Breach or Default Sections shall not apply to termination for non-appropriation of funds.

D. Termination for Non-Appropriation of Funds

All payment obligations under this Contract are subject to the availability of legislative appropriations at the federal, state, or local level, for this purpose. In the event of non-appropriation of funds, irrespective of the source of funds, for the items under this Contract, VITA may terminate any order, in whole or in part, or an Authorized User may terminate its order, in whole or in part, for those goods or services for which funds have not been appropriated. Written notice will be provided to the Supplier as soon as possible after legislative action is completed.

E. Transition of Services

Prior to or upon expiration or termination of this Contract, Supplier shall provide adequate information and all assistance reasonably required to transition Services to any other supplier with whom VITA contracts for provision of services identical or similar to the Services provided by Supplier pursuant to this Contract. Upon VITA's request, Supplier shall continue to provide Services for up to 24 months, on a month-to-month basis, following the expiration or termination date of the Contract. All rates, service level agreements, and terms and conditions of the Contract will apply during that period. The Supplier agrees that no material decrease in the Supplier's level of performance and support will occur during the transition period.

F. Contract Kick-Off Meeting

Within 30 days of Contract award, Supplier may be required to attend a contract orientation meeting, along with the VITA contract manager/administrator, the VITA and/or other CoVa Agency project manager(s) or authorized representative(s), technical leads, VITA representatives for SWaM and any other significant stakeholders who have a part in the successful performance of this Contract. The purpose of this meeting will be to review all contractual obligations for both parties, all administrative and reporting requirements, and to discuss any other relationship, responsibility, communication and performance criteria set forth in the Contract. The Supplier may be required to have its assigned account manager as specified in Exhibit B, "Service Requirements," and a representative from its contracts department in attendance. The time and location of this meeting will be coordinated with Supplier and other meeting participants by the VITA contract manager

G. Contract Closeout

Prior to the contract's expiration date, Supplier may be provided contract close out documentation and shall complete, sign and return to VITA Supply Chain Management within 30 days of receipt. This documentation may include, but not be limited to: Patent/Royalty Certificate, Tangible Property/Asset Certificate, Escrow Certificate, SWaM Reports Completion Certificate, other required Small Business (SWaM) Procurement Plan compliance/variance and non-SWaM spend documentation as described in the Reporting section of this Contract, and Final Payment Certificate. Supplier is required to process these as requested to ensure completion of close-out administration and to maintain a positive performance reputation with the Commonwealth of Virginia. Any closeout documentation not received within 30 days of Supplier's receipt of the Commonwealth's request will be documented in the contract file as Supplier non-compliance. Supplier's non-compliance may affect any pending payments due the Supplier, including final payment, until the documentation is returned.

4. SERVICES

A. Nature of Services and Engagement

Supplier is an independent contractor engaged to perform certain Services, including but not limited to installation and/or support activities for public bodies as described in Exhibit B and Exhibit A, Pricing. VITA reserves the right to order any of Supplier's Services at any time during the term of this Contract or any extension thereto. Notwithstanding all VITA's rights to obtain Supplier's Services under this Contract, neither VITA nor any other Authorized User is under any obligation to purchase any of Supplier's Services. This Contract is non-exclusive and VITA and all Authorized Users may, at their sole discretion and in accordance with applicable law and regulation, purchase, license or otherwise receive benefits from third party suppliers of services similar to, or in competition with, the services provided by Supplier.

B. Subcontractors

If Supplier subcontracts the provision of Services under this Contract to any other party, Supplier (i) shall act as prime contractor and shall be the sole point of contact with regard to all obligations under this Contract, and (ii) hereby represents and warrants that any authorized subcontractors performing the Services shall perform the Services in accordance with the warranties set forth in this Contract. Supplier shall not subcontract any Services pursuant to this Contract to any subcontractor that is a party excluded from Federal Procurement and Nonprocurement Programs or to any subcontractor that is debarred by the Commonwealth of Virginia from providing the Services covered by this Contract.

C. Supplier Performance Reporting

Supplier will provide management reporting related to service performance. Reporting will conform to the template and requirements in Exhibit G, Quarterly Performance Report. Supplier shall be responsible for submitting the report every quarter to: scminfo@vita.virginia.gov within fifteen days of the end of the quarter. The first report is due the fifteenth day of the fourth month after contract execution, and will cover the previous three-month service period. If there were no outages for the reporting period it should be indicated on the report.

D. Substitution of Services

During the term of this Contract, the Supplier is not authorized to substitute for any Service identified in Exhibit A, Pricing. Violation of this condition may be considered grounds for termination of the Contract. Supplier is not authorized to substitute for any Service identified in Exhibit A, Pricing, any other Service identified in Exhibit A, Pricing, without the written permission of VITA. Violation of this condition may be considered grounds for termination of the Contract.

5. SUPPLIER PERSONNEL

A. Selection and Management of Supplier Personnel

Supplier shall be solely responsible for the conduct of its employees, agents, and subcontractors, including all acts and omissions of such employees, agents, and subcontractors, and shall ensure that such employees, agents, and subcontractors comply with the Authorized User's site security,

information security and personnel conduct rules, as well as applicable federal, state and local laws and regulations, including those related to imports and exports. The Authorized User on whose site Supplier is performing Services shall have the right to require the immediate removal from its premises of any employee, subcontractor or agent of Supplier whom such Authorized User believes has failed to comply or whose conduct or behavior is unacceptable or unprofessional or results in a security or safety breach.

B. Supplier Personnel Supervision

Supplier acknowledges that Supplier, or any of its agents, contractors, or subcontractors, is and shall be the employer of Supplier personnel, and shall have sole responsibility to supervise, counsel, discipline, review, evaluate, set the pay rates of, provide (to the extent required by law) health care and other benefits for and terminate the employment of Supplier personnel. Neither VITA nor any other Authorized User shall have any such responsibilities for Supplier or subcontractor personnel.

C. Subcontractors

If an order issued pursuant to this Contract is supported in whole or in part with federal funds, Supplier shall not subcontract any Services pursuant to such order to any subcontractor that is a party excluded from Federal Procurement and Nonprocurement Programs. In no event shall Supplier subcontract any Services to any subcontractor which is debarred by the Commonwealth of Virginia or which owes back taxes to the Commonwealth and has not made arrangements with the Commonwealth for payment of such back taxes.

The Supplier will (i) be responsible for all work performed by subcontractors, (ii) be responsible for its (and their) compliance with the Contract, and (iii) guarantee the performance of any services provided by the Supplier's subcontractors (including, but not limited to, paying service credits associated with outages, liability for all subcontractors working in support of the Contract's requirements and those of any order placed thereunder, and adherence with all technical and operational specifications). The Supplier will be responsible for payment of its subcontractors and will indemnify the Commonwealth's Indemnified Parties against any claims resulting from Supplier's failure to pay, including discharging (at Supplier's expense) any liens obtained by the subcontractor.

6. GENERAL WARRANTY

With respect to the Services provided by Supplier, Supplier represents and warrants the following:

A. Ownership

Supplier has the right to provide the Services and, to the best of its knowledge, the provision of such Services does not violate or infringe any law, rule, regulation, copyright, patent, trade secret or other proprietary right of any third party.

B. Performance

1. All Services shall be performed with care, skill and diligence, consistent with or above applicable professional standards currently recognized in Supplier's profession, and Supplier shall be responsible for the professional quality, technical accuracy, completeness and coordination of all Services furnished under this Contract;
2. The Services are pursuant to a particular solicitation, and therefore such Services shall be fit for the stated purposes specified by VITA and Supplier is possessed of superior knowledge with respect to the Services and is aware that Authorized Users are relying on Supplier's skill and judgment in providing the Services;
3. The Services shall meet or exceed the stated requirements in the order and in Exhibit B;
4. Any documentation which Supplier is required to provide under this Contract shall be sufficient in detail and content to allow a properly trained user to fully utilize the Services without reference to any other materials or information.

C. Services Warranty and Remedy

Throughout the Contract term, including any extensions thereto, Supplier shall respond to and resolve reports of interruption of Service in compliance with the Services Levels specified in Exhibit B.

D. Supplier's Viability

Supplier warrants that it has the financial capacity to perform and continue to perform its obligations under this Contract; that Supplier has no constructive or actual knowledge of an actual or potential legal proceeding being brought against Supplier that could materially adversely affect performance of this Contract; and that entering into this Contract is not prohibited by any contract, or order by any court of competent jurisdiction.

E. Supplier's Past Experience

Supplier warrants that the Services have been successfully performed for a non-related third-party without significant problems due to the Services or Supplier.

THE OBLIGATIONS OF SUPPLIER UNDER THIS GENERAL WARRANTY SECTION ARE MATERIAL. SUPPLIER MAKES NO OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION ANY CONCERNING MERCHANTABILITY OR FITNESS FOR ANY OTHER PARTICULAR PURPOSE.

7. ORDERS AND COMPENSATION

A. Direct Service Plan

Only VITA may, at its sole discretion, qualify and grant to one or more Commonwealth public bodies and eligible private institution of higher education the authority to participate in the DSP. VITA will notify Supplier in writing of the qualified "DSP Participants" and their designated ordering officers. DSP Participants shall have the right to place orders to Supplier pursuant to this Contract and shall be billed directly by Supplier. If VITA grants a DSP Participant other than full access to all Contract Service types, VITA shall so notify Supplier.

As a condition for granting authority to participate in the DSP, each DSP Participant agrees to allow Supplier to release Customer Proprietary Network Information, as defined by the Federal Communications Commission, related to Services provided under this Contract to VITA. Such CPNI shall be provided by Supplier to VITA for the administration of this Contract. The DSP Participant or VITA shall provide documentation of the DSP Participant's release of CPNI information upon request.

The Parties agree and understand that the responsibility for collection of all charges incurred, and the responsibility for resolving all Product and Service problems as well as administration of a DSP order shall be the sole responsibility of Supplier and the DSP Participant.

Should VITA partially or entirely revoke or otherwise suspend any DSP Participant's participation in the DSP, the suspension or termination of ordering privileges will be considered effective upon written notice to Supplier and the affected DSP Participant. Direct billing for Services may continue unless otherwise revoked. VITA will give Supplier sixty (60) days advance written notice of any complete suspension or termination of DSP participation. During this period, VITA and Supplier will take appropriate action to transfer ordering and billing functions back to VITA.

Should VITA at any time cancel the DSP, with respect to this Contract, in whole or in part, VITA will provide Supplier sixty (60) days advance written notice of such cancellation, and VITA and Supplier will take appropriate action to transfer ordering and/or billing functions back to VITA.

B. E-rate

Supplier agrees to make available all E-rate Eligible Services as listed and priced herein to any DSP Participant which is an Eligible Entity. Supplier agrees to provide the Services directly to the Eligible Entity, and to bill each Eligible Entity directly. Supplier agrees and understands that the responsibility for collection of all charges incurred, and the responsibility for resolving all Service problems as well as administration of this Contract for E-rate participation shall be the sole responsibility of Supplier.

Supplier warrants that it is qualified under applicable Federal Communications Commission and Virginia State Corporation Commission rules to apply for and receive Universal Service Fund allocations/disbursements for services provided pursuant to this Contract to Eligible Entities on behalf, and for the benefit, of those Eligible Entities. The Supplier also agrees to maintain those qualifications, and to assist Eligible Entities in applying for and receiving these allocations/disbursements.

C. Telecommunications Service Orders

VITA and any DSP Participants shall have the exclusive authority to order Services. To order Services, VITA will issue a written Telecommunications Service Order (TSO) to the Supplier for any Service(s) identified herein. A valid TSO should (i) reference the Contract number; (ii) be signed by an ordering officer authorized to contractually bind the Commonwealth or the DSP Participant; and (iii) identify the Service(s) to be acquired, the price for each Service (in accordance with this Contract, including Exhibit A, Pricing), the required Service Commencement Date for each Service, and, as applicable, the location(s) where each Service shall be performed. In no event shall a TSO include a request for any service not identified in this Contract.

Upon receipt of a written TSO, the Supplier shall process such TSO and return a Service Order containing the following information:

- i). Verification that the TSO is technically correct;
- ii). Date Services will commence;
- iii). Notification if the standard installation interval will not be met;
- iv). Verification of the charge for each item (Service) to be provided, and;
- v). Other applicable administrative information necessary to deliver the Services requested on the TSO.

VITA's standard TSO template is provided as Exhibit C. A DSP Participant may use a TSO or other similar form when placing orders for Service.

D. Ordering Officer(s)

VITA will designate in writing any individual authorized (Ordering Officer) to issue orders for the Services. Notwithstanding anything to the contrary, the Commonwealth will make payment only pursuant to a valid order executed by an Ordering Officer. The authorized Ordering Officers for this Contract are listed in Exhibit E, which may change from time to time.

E. Purchase Price and Price Protection

Exhibit A, Pricing, sets forth the allowable contract fees. No -Authorized User will be required to pay any additional costs above those costs provided for in Exhibit A, Pricing. Supplier may submit to VITA a request for an increase in such fees or a decrease in such

At all times during the term of this Contract and any extensions thereto, Supplier's prices on Exhibit A, Pricing, shall at all times comply with §§ 56-234 et seq. of the Code of Virginia. Supplier's failure to comply with the aforereferenced statute shall be grounds for termination of the Contract or any order issued hereunder for default and/or breach; and VITA may pursue any remedies available at law or in equity with regard to such failure to comply.

F. Service Offering Updates

Suppliers may submit changes to the awarded zip code coverage area to VITA for the services identified in Exhibit A, Pricing, at any time during the contract period.

Supplier may submit proposed changes to technologies, and contract pricing to VITA once per year, June 1 – June 30, during each year of the contract term. Proposed changes will be reviewed solely by VITA, and may be implemented at the sole discretion of VITA. Proposals must include written documentation demonstrating the additional value to the Commonwealth.

G. Invoice and Payment Terms

All payment obligations under this Contract are subject to the availability of legislative appropriations at the federal, state, or local level, for this purpose. In the event of non-appropriation of funds, irrespective of the source of funds, for the items under this Contract, VITA may terminate this Contract, in whole or in part, or any order, in whole or in part, for those services for which funds have not been appropriated. Written notice will be provided to the Supplier as soon as possible after legislative action is completed.

VITA expects the Supplier to deliver to VITA one consolidated monthly invoice in a "flat" data format that can be electronically manipulated (e.g. Excel, CSV) for all services ordered by and billable to VITA pursuant to this Contract. Files should not be submitted in a format that cannot be manipulated (e.g. PDF, or any relational database file). Supplier shall also deliver a hard copy of the monthly invoice for payment remittance. VITA shall not be obligated to pay against an invoice that is not readable or not verifiable. All services shall be in the same billing cycle, and the billing file shall be delivered within 8 business days from the close of the billing cycle.

Supplier is responsible for the accuracy of its billing information. Charges for Services accepted more than ninety (90) days prior to receipt of a valid invoice may not be paid.

If there are any disputed items, VITA shall pay all undisputed charges and promptly notify Supplier in writing of any disputed amount. Supplier shall thereupon review its records, and, if Supplier does not concur with VITA, shall provide VITA with documentation to support the charge within fifteen (15) days of notification of the disputed amount. If such charges remain in dispute, such dispute shall be resolved in accordance with the Dispute Resolution section of this Contract. In the absence of the Supplier's written evidence identifying the merit of the disputed amounts, VITA may not pay the disputed amounts and may consider the matter concerning the specific identified amounts closed.

H. Invoice Procedures

Supplier shall promptly remit each invoice to the "bill-to" address provided with the order. No invoice shall include any costs other than those identified in the executed order, which costs shall be in accordance with Exhibit A, Pricing. In addition, all Services provided under this Contract shall be billed by the Supplier at the Contract price, regardless of which Authorized User is benefiting from the Services. Without limiting the foregoing, all shipping costs are the Supplier's responsibility except to the extent such charges are identified in Exhibit A, Pricing, or as noted in the executed order. Invoices issued by the Supplier shall identify at a minimum:

- i). Service type and description, with charges identified at the lowest level of detail (i.e., phone level)
- ii). Applicable order date
- iii). This Contract number and the applicable order number
- iv). Supplier's Federal Employer Identification Number (FEIN).

No invoice will be paid without adequate billing details.

Any credits due VITA under the terms of this Contract may be applied against Supplier's invoices to VITA on the same account with appropriate information attached.

The Parties agree that any terms included on Supplier's invoice shall have no force or effect and will in no way bind VITA or any other Authorized User.

8. CONFIDENTIALITY

A. Treatment and Protection

Each Party shall (i) hold in strict confidence all Confidential Information of any other Party, (ii) use the Confidential Information solely to perform or to exercise its rights under this Contract, and (iii) not transfer, display, convey or otherwise disclose or make available all or any part of such Confidential Information to any third-party. However, VITA or any other Authorized User recipient

of Supplier's Services, may disclose the Confidential Information as delivered by Supplier to subcontractors, contractors or agents of VITA or such Authorized User that are bound by non-disclosure agreements with VITA or such Authorized User. Each Party shall take the same measures to protect against the disclosure or use of the Confidential Information as it takes to protect its own proprietary or confidential information (but in no event shall such measures be less than reasonable care).

B. Exclusions

The term "Confidential Information" shall not include information that is:

- i). in the public domain through no fault of the receiving Party or of any other person or entity that is similarly contractually or otherwise obligated;
- ii). obtained independently from a third-party without an obligation of confidentiality to the disclosing Party and without breach of this Contract;
- iii). developed independently by the receiving Party without reference to the Confidential Information of the other Party; or
- iv). required to be disclosed under The Virginia Freedom of Information Act (§§2.2-3700 et seq. of the Code of Virginia) or similar laws or pursuant to a court order.

C. Return or Destruction

Upon the termination or expiration of this Contract or upon the earlier request of the disclosing Authorized User, including VITA, Supplier shall (i) at its own expense, (a) promptly return to the disclosing Authorized User all tangible Confidential Information (and all copies thereof except the record required by law) of the disclosing Authorized User, or (b) upon written request from the disclosing Authorized User, destroy such Confidential Information and provide the disclosing public body with written certification of such destruction, and (ii) cease all further use of the Authorized User's Confidential Information, whether in tangible or intangible form.

VITA, or the Authorized User recipient of Supplier's Services, shall retain and dispose of Supplier's Confidential Information in accordance with the Commonwealth of Virginia's records retention policies or, if such Authorized User is not subject to such policies, in accordance with such Authorized User's own records retention policies.

9. SMALL BUSINESS PROCUREMENT AND SUBCONTRACTING REPORTING

In addition to all reports identified in the Requirements, Supplier is required to submit to VITA the following monthly reports:

- Small Business Procurement and Subcontracting Report

This report must be submitted using the instructions and further detailed requirements and templates found at the following URL: <http://www.vita.virginia.gov/scm/default.aspx?id=97>

Suppliers are encouraged to review the site periodically for updates on Supplier reporting requirements and methods.

In conjunction with the requirements in the Invoice Procedures section of this Contract, Supplier shall provide to VITA within 30 days of the date of expiration of the contract an accompanying statement certifying that Supplier has fully complied with the Contract's Small Business (SWaM) Procurement Plan, and if Supplier has not fully complied, provide a written explanation of any variances between such Plan and the actual participation. The Supplier's compliance confirmation and/or written explanation of variance shall be maintained by VITA, in the contract file.

Failure by Supplier to comply with its contractually obligated Small Business (SWaM) Procurement Plan may prohibit or delay any renewals of the Contract. Also, Supplier's failure to comply with its Small Business (SWaM) Procurement Plan or to explain any variance between the proposed Plan and actual SWaM subcontracting spend may result in the withholding of any final payment due Supplier.

Failure to comply with all reporting requirements may result in default of the Contract.

10. SUPPLIER'S REPORT OF SALES AND INDUSTRIAL FUNDING ADJUSTMENT

Supplier shall submit the "Monthly Sales Information" and Industrial Funding Adjustment (IFA) payments using the instructions and further detailed requirements and templates found at the following URL: <http://www.vita.virginia.gov/scm/default.aspx?id=97>.

Compliance with this Section is material to this Contract. Failure to comply with reporting, payment and distribution requirements of this section may result in breach of the Contract.

11. LIABILITY AND INDEMNIFICATION

Supplier agrees to indemnify, defend and hold harmless VITA, the Commonwealth, or any other Authorized User recipient of Services, their officers, directors, agents and employees ("Commonwealth's Indemnified Parties") from and against any and all third party claims, demands, proceedings, suits and actions, including any related liabilities, obligations, losses, damages, fines, judgments, settlements, expenses (including attorneys' and accountants' fees and disbursements) and costs (each, a "Claim" and collectively, "Claims"), incurred by, borne by or asserted against any of Commonwealth's Indemnified Parties to the extent such Claims in any way relate to, arise out of or result from: (i) any intentional or willful conduct or negligence of any employee or subcontractor of Supplier, (ii) any act or omission of any employee or subcontractor of Supplier, (iii) breach of any representation, warranty or covenant of Supplier contained herein, (iv) any defect in the Services provided by Supplier, or (v) any actual or alleged infringement or misappropriation of any third party's intellectual property rights by any of the Services.

Selection and approval of counsel and approval of any settlement shall be accomplished in accordance with all applicable laws, rules and regulations. For state agencies the applicable laws include §§ 2.2-510 and 2.2-514 of the Code of Virginia. In all cases the selection and approval of counsel and approval of any settlement shall be satisfactory to VITA or the public body against whom the claim has been asserted. In the event of a settlement between Supplier and a private institution of higher education who is an Authorized User of this contract, such settlement shall be satisfactory to that institution.

In the event that a Claim is commenced against any of Commonwealth's Indemnified Parties alleging that the provision of Services under this Contract infringes any third party's intellectual property rights and Supplier is of the opinion that the allegations in such Claim in whole or in part are not covered by this indemnification provision, Supplier shall immediately notify VITA and the affected Authorized Users) in writing, via certified mail and via email, if available, specifying to what extent Supplier believes it is obligated to defend and indemnify under the terms and conditions of this Contract. Supplier shall in such event protect the interests of the Commonwealth's Indemnified Parties and secure a continuance to permit VITA and the affected Authorized Users to appear and defend their interests in cooperation with Supplier as is appropriate, including any jurisdictional defenses VITA or the affected public Authorized Users may have.

In the event of a Claim pursuant to any actual or alleged infringement or misappropriation of any third party's intellectual property rights by any of the Services, and in addition to all other obligations of Supplier in this Section, Supplier shall at its expense, either (a) procure for all Authorized Users the right to continue use of such infringing Services, or any component thereof; or (b) replace or modify such infringing Services, or any component thereof, with non-infringing products or services satisfactory to VITA. And in addition, Supplier shall reimburse VITA or any affected Authorized Users for the reasonable costs incurred by VITA or such Authorized User in obtaining an alternative service in the event such Authorized User cannot use the affected Services.

Except for liability with respect to (i) any intentional or willful misconduct or negligence of any employee, agent, or subcontractor of Supplier, (ii) any act or omission of any employee, agent, or subcontractor of Supplier, (iii) claims for bodily injury, including death, and real and tangible property damage, (iv) Supplier's indemnification obligations, (v) Supplier's confidentiality obligations, and (vi)

Supplier's security compliance obligations, Supplier's liability for direct damages shall be limited to twice the aggregate value of the Services and Deliverables provided under this Contract. Supplier agrees that it is fully responsible for all acts and omissions of its employees, agents, and subcontractors, including their gross negligence or willful misconduct.

EXCEPT WITH REGARD TO CLAIMS FOR PROPERTY DAMAGE, PERSONAL INJURY OR INFRINGEMENT, AND THE INDEMNIFICATION AND CONFIDENTIALITY OBLIGATIONS CONTAINED HEREIN, WITH RESPECT TO EACH OF WHICH LIABILITY SHALL NOT BE LIMITED PURSUANT TO THIS SECTION, IN NO EVENT WILL ANY PARTY BE LIABLE TO ANY OTHER PARTY (OR THE INDEMNIFIED PARTIES OF SUCH PARTY) FOR ANY INDIRECT, INCIDENTAL, CONSEQUENTIAL OR PUNITIVE DAMAGES, INCLUDING (WITHOUT LIMITATION) LOSS OF PROFIT, INCOME OR SAVINGS, EVEN IF ADVISED OF THE POSSIBILITY THEREOF, EXCEPT WHEN SUCH DAMAGES ARE CAUSED BY THE GROSS NEGLIGENCE OR WILLFUL MISCONDUCT OF THE PARTY, ITS EMPLOYEES, AGENTS OR SUBCONTRACTORS.

12. SECURITY COMPLIANCE

Supplier agrees to comply with all provisions of the then current security procedures of VITA (found at <https://www.vita.virginia.gov/library/default.aspx?id=537>) or a successor URL(s)), as are pertinent to Supplier's operation and have been supplied to Supplier by VITA or such Authorized User and further agrees to comply with all applicable federal, state and local laws and regulations. For any individual Authorized User location, security procedures may include but not be limited to: background checks, records verification, photographing, and fingerprinting of Supplier's employees or agents. Supplier may, at any time, be required to execute and complete, for each individual Supplier employee or agent, additional forms which may include non-disclosure agreements to be signed by Supplier's employees or agents acknowledging that all Authorized User information with which such employees and agents come into contact while at the end user Authorized User site is confidential and proprietary. Any unauthorized release of proprietary information by the Supplier or an employee or agent of Supplier shall constitute a breach of this Contract.

Supplier shall indemnify, defend, and hold VITA, the Commonwealth, and any other Authorized User recipient of Supplier's Services, their officers, directors, employees and agents harmless from and against any and all fines, penalties (whether criminal or civil), judgments, damages and assessments, including reasonable expenses suffered by, accrued against, or charged to or recoverable from VITA, the Commonwealth, and any other Authorized User recipient of Supplier's Services, their officers, directors, agents or employees, on account of the failure of Supplier to perform its obligations pursuant this Section.

13. IMPORT/EXPORT

In addition to compliance by Supplier with all export laws and regulations, VITA requires that any data deemed "restricted" or "sensitive" by either federal or state authorities, must only be collected, developed, analyzed, or otherwise used or obtained by persons or entities working within the boundaries of the United States.

14. BANKRUPTCY

If Supplier becomes insolvent, takes any step leading to its cessation as a going concern, fails to pay its debts as they become due, or ceases business operations continuously for longer than fifteen (15) business days, then VITA may immediately terminate this Contract or any order issued hereunder on notice to Supplier unless Supplier immediately gives VITA adequate assurance of the future performance of this Contract or the applicable order. If bankruptcy proceedings are commenced with respect to Supplier, and if this Contract has not otherwise terminated, then VITA may suspend all further performance of this Contract until Supplier assumes this Contract and provides adequate assurance of performance thereof or rejects this Contract pursuant to Section 365 of the Bankruptcy Code or any similar or successor provision, it being agreed by the VITA and Supplier that this is an

executory contract. Any such suspension of further performance by VITA pending Supplier's assumption or rejection shall not be a breach of this Contract, and shall not affect VITA's right to pursue or enforce any of its rights under this Contract or otherwise.

15. GENERAL PROVISIONS

A. **Relationship between VITA, other Authorized Users, and Supplier**

Supplier has no authority to contract for VITA or any other Authorized User or in any way to bind, to commit VITA or any other Authorized User to any agreement of any kind, or to assume any liabilities of any nature in the name of or on behalf of VITA or any other Authorized User. Under no circumstances shall Supplier, or any of its employees, hold itself out as or be considered an agent or an employee of VITA or any other Authorized User, and neither VITA nor any other Authorized User shall have any duty to provide or maintain any insurance or other employee benefits on behalf of Supplier or its employees. Supplier represents and warrants that it is an independent contractor for purposes of federal, state and local employment taxes and agrees that neither VITA nor any other Authorized User is responsible to collect or withhold any federal, state or local employment taxes, including, but not limited to, income tax withholding and social security contributions, for Supplier. Any and all taxes, interest or penalties, (including, but not limited to, any federal, state or local withholding or employment taxes, and any penalties related to health care or employee benefits laws) that are imposed, assessed or levied as a result of this Contract or Services performed pursuant to this Contract shall be paid or withheld by Supplier or, if assessed against and paid by VITA or any other Authorized User, shall be reimbursed by Supplier upon demand by VITA or such Authorized User.

B. **Licenses and Permits**

Supplier shall be responsible for obtaining all rights-of-way, licenses, and/or permits required by applicable authorities in order to perform installation Services at the location(s) specified on any order issued pursuant to this Contract.

C. **Incorporated Contractual Provisions**

The contractual provisions at the following URL are mandatory contractual provisions, required by law or by VITA, that are hereby incorporated by reference:

http://www.vita.virginia.gov/uploadedfiles/vita_main_public/scm/statutorilymandatedsandcs.pdf,

The contractual claims provision §2.2-4363 of the Code of Virginia and the required eVA provisions at http://www.vita.virginia.gov/uploadedfiles/vita_main_public/scm/evatsandcs.pdf, also incorporated by reference.

The contractual claims provision at §2.2-4363 of the Code of Virginia is also incorporated by reference.

The terms and conditions in the document posted to the aforereferenced URL are subject to change pursuant to action by the legislature of the Commonwealth of Virginia, change in VITA policy, or the adoption of revised eVA business requirements. If a change is made to the terms and conditions, a new effective date will be noted in the document title. Supplier is advised to check the URL periodically.

D. **Compliance with the Federal Lobbying Act**

Supplier shall not, in connection with this Contract, engage in any activity prohibited by 31 USC 1352 (entitled "Limitation on use of appropriated funds to influence certain Federal Contracting and financial transactions") or by the regulations issued from time to time thereunder (together, the "Lobbying Act"), and shall promptly perform all obligations mandated by the Lobbying Act in connection with this Contract, including, without limitation, obtaining and delivering to the Commonwealth all necessary certifications and disclosures.

Supplier is hereby advised that a significant percentage of the funds used to pay Supplier's invoices under this Contract may be federal funds. Under no circumstances shall any provision of this Contract be construed as requiring or requesting the Supplier to influence or attempt to influence any person identified in 31 USC 1352(a)(1) in any matter.

Supplier's signed certification of compliance with the foregoing is incorporated as Exhibit D hereto.

E. Governing Law

This Contract shall be governed by and construed in accordance with the laws of the Commonwealth of Virginia without regard to that body of law controlling choice of law. Any and all litigation shall be brought in the circuit courts of the Commonwealth of Virginia. The English language version of this Contract prevails when interpreting this Contract. The United Nations Convention on Contracts for the International Sale of Goods and all other laws and international treaties or conventions relating to the sale of goods are expressly disclaimed. UCITA shall apply to this Contract only to the extent required by §59.1-501.15 of the Code of Virginia.

F. Dispute Resolution

In accordance with §2.2-4363 of the Code of Virginia, Contractual claims, whether for money or other relief, shall be submitted in writing to the public body from whom the relief is sought no later than sixty (60) days after final payment; however, written notice of the Supplier's intention to file such claim must be given to such public body at the time of the occurrence or beginning of the work upon which the claim is based. Pendency of claims shall not delay payment of amounts agreed due in the final payment. The relevant public body shall render a final decision in writing within thirty (30) days after its receipt of the Supplier's written claim.

The Supplier may not invoke any available administrative procedure under §2.2-4365 of the Code of Virginia nor institute legal action prior to receipt of the decision of the relevant public body on the claim, unless that public body fails to render its decision within thirty (30) days. The decision of the relevant public body shall be final and conclusive unless the Supplier, within six (6) months of the date of the final decision on the claim, invokes appropriate action under §2.2-4364, Code of Virginia or the administrative procedure authorized by §2.2-4365, Code of Virginia.

Upon request from the public body from whom the relief is sought, Supplier agrees to submit any and all contractual disputes arising from this Contract to such public body's alternative dispute resolution (ADR) procedures, if any. Supplier may invoke such public body's ADR procedures at any time and concurrently with any other statutory remedies prescribed by the Code of Virginia.

In the event of any breach by a public body or a private institution of higher education, Supplier's remedies shall be limited to claims for damages and Prompt Payment Act interest and, if available and warranted, equitable relief, all such claims to be processed pursuant to this Section. In no event shall Supplier's remedies include the right to terminate any license or support services hereunder.

G. Advertising and Use of Proprietary Marks

Supplier shall not use the name of VITA or any other Authorized User or refer to VITA or any other Authorized User, directly or indirectly, in any press release or formal advertisement without receiving prior written consent of VITA or such Authorized User. In no event may Supplier use a proprietary mark of VITA or any other Authorized User without receiving the prior written consent of VITA or such Authorized User.

H. Notices

Any notice required or permitted to be given under this Contract shall be in writing and shall be deemed to have been sufficiently given if delivered in person, or if deposited in the U.S. mails, postage prepaid, for mailing by registered, certified mail, or overnight courier service addressed to:

i. To VITA and to Supplier, if Supplier is incorporated in the Commonwealth of Virginia, to the addresses shown on the signature page.

ii. To Supplier, if Supplier is incorporated outside the Commonwealth of Virginia, to the Registered Agent registered with the Virginia State Corporation Commission.

Pursuant to Title 13.1 of the Code of Virginia, VITA or Supplier may change its address for notice purposes by giving the other notice of such change in accordance with this Section.

Administrative contract renewals, modifications or non-claim related notices are excluded from the above requirement. Such written and/or executed contract administration actions may be processed by the assigned VITA and Supplier points of contact for this Contract and may be given in person, via U.S. mail, courier service or electronically.

I. No Waiver

Any failure to enforce any terms of this Contract, including termination for breach, shall not constitute a waiver.

J. Assignment

This Contract shall be binding upon and shall inure to the benefit of the permitted successors and assigns of VITA and Supplier. Supplier may not assign, subcontract, delegate or otherwise convey this Contract or any of its rights and obligations hereunder, to any entity without the prior written consent of VITA, and any such attempted assignment or subcontracting without consent shall be void. VITA may assign this Contract to any entity, so long as the assignee agrees in writing to be bound by the all the terms and conditions of this Contract.

If any law limits the right of VITA or Supplier to prohibit assignment or nonconsensual assignments, the effective date of the assignment shall be thirty (30) days after the Supplier gives VITA prompt written notice of the assignment, signed by authorized representatives of both the Supplier and the assignee. Any payments made prior to receipt of such notification shall not be covered by this assignment.

K. Captions

The captions are for convenience and in no way define, limit or enlarge the scope of this Contract or any of its Sections.

L. Severability

Invalidity of any term of this Contract, in whole or in part, shall not affect the validity of any other term. VITA and Supplier further agree that in the event such provision is an essential part of this Contract, they shall immediately begin negotiations for a suitable replacement provision.

M. Survival

The provisions of this Contract regarding Warranty, Confidentiality, and Liability and Indemnification, and the General Provisions shall survive the expiration or termination of this Contract.

Performance of an order issued during the term of this Contract for E-rate Eligible Services for which an Eligible Entity has applied for funding shall, at the Eligible Entity's request, survive the expiration of the term of this Contract, in which case all terms and conditions required for the operation of such order shall remain in full force and effect until the completion of the E-rate funding year for which such funding has been requested.

Performance of an order issued during the term of this Contract for a three year service term may survive the expiration of the term of this contract, in which case all terms and conditions required for the operation of such order shall remain in full force and effect until the completion of the three year service term.

N. Force Majeure

No Party shall be responsible for failure to meet its obligations under this Contract if the failure arises from causes beyond the control and without the fault or negligence of the non-performing Party. If any performance date under this Contract is postponed or extended pursuant to this

section for longer than thirty (30) calendar days, VITA, by written notice given during the postponement or extension, may terminate Supplier's right to render further performance after the effective date of termination without liability for that termination.

O. Remedies

The remedies set forth in this Contract are intended to be cumulative. In addition to any specific remedy, VITA and all Authorized Users reserve any and all other remedies that may be available at law or in equity.

P. Right to Audit

VITA reserves the right to audit those Supplier records that relate to the Services rendered or the amounts due Supplier for such Services under this Contract, whether provided to VITA or a DSP Participant. VITA's right to audit shall be limited as follows:

- Three (3) years from Service performance date;
- Performed at Supplier's premises, during normal business hours at mutually agreed upon times; and
- Excludes access to Supplier cost information.

The Supplier shall not have the right to audit, or require to have audited, VITA or any other Authorized User.

Q. Taxes—Federal, State, and Local

The Commonwealth of Virginia is exempt from Federal excise and all State and Local taxes. Such taxes shall not be included in Contract prices. Tax certificates of exemption, Form ST-12 can be obtained online at: <http://www.tax.virginia.gov/> Deliveries against this Contract shall be free of Federal excise and transportation taxes. The Commonwealth's excise tax exemption registration number is 54-73-0076K. The Commonwealth is also exempt from paying E-911 charges.

R. Acceptable Use Policy

If Supplier has an acceptable use policy, it will provide a copy of its Acceptable Use Policy (AUP) to be included as an exhibit to this Contract prior to execution. Supplier's AUP is, with the exceptions noted below, acceptable to VITA. Nonetheless, because certain standard clauses that may appear in, or be incorporated by reference into, Supplier's standard form contract cannot be accepted by VITA, and in consideration of the convenience of using that form, and this form, without the necessity of specifically negotiating a separate contract document, the parties hereto specifically agree that:

- a) In the event of a conflict between this Contract and the AUP, the Contract shall control;
- b) In the event of a material, unilateral revision to the AUP by Supplier that substantially impairs the ability of VITA or any other public body from its lawful use of the Service, VITA shall have the option to:
 - i. Request that the revision be rescinded;
 - ii. Request that the revision be waived as to VITA or other Authorized Users receiving Services under this Contract;
- c) If Supplier fails to grant a request by VITA per a. or b. above, within 30 days of receiving the request, then VITA may, at its option, terminate this Contract, in whole or in part, or any order, in whole or in part, without termination liability.

S. Travel

Any travel expenses incurred by Supplier pursuant to this Contract shall be pre-approved by VITA and shall be reimbursable by VITA at the then-current per diem amounts as published by the Virginia Department of Accounts:

http://www.doa.virginia.gov/Admin_Services/CAPP/CAPP_Topics_Cardinal/20335-2015.pdf or a successor URL(s)). If the Authorized User is a private institution of higher education which is listed at <http://www.cicv.org/Our-Colleges/Profiles.aspx>, such private institution may have its own per diem amounts applicable to Supplier's pre-approved travel expenses.

T. Contract Administration and Account Management

Supplier agrees that at all times during the term of this Contract an account executive ("Account Manager"), at Supplier's senior management level, shall be assigned and available to VITA. Supplier reserves the right to change such account executive upon reasonable advance written notice to VITA.

The Account Manager's responsibilities should include (i) resolution of technical support questions and issues which have not been resolved by Supplier's technical support division; (ii) preparation of account information and response to and resolution of inquiries regarding billing and payment; and (iii) investigation and resolution of customer service issues and complaints.

U. Entire Contract

The following documents, including all subparts thereof, are attached to this Contract and are made a part of this Contract for all purposes:

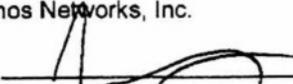
<u>Exhibit A</u>	Pricing
<u>Exhibit B</u>	Service Requirements
<u>Exhibit C</u>	Telecommunications Service Order (TSO) Example
<u>Exhibit D</u>	Certification Regarding Lobbying
<u>Exhibit E</u>	Individuals Authorized to Order Services
<u>Exhibit F</u>	Acceptable Use Policy and Addendum
<u>Exhibit G</u>	Quarterly Performance Report

This Contract, all its Exhibits, and any prior non-disclosure agreement constitute the entire agreement between VITA and Supplier, and supersede any and all previous representations, understandings, discussions or agreements between VITA and Supplier as to the subject matter hereof. Any and all terms and conditions contained in, incorporated into, referenced by or provided with the Supplier's proposal shall be deemed invalid. The provisions of the Virginia Department of General Services, Division of Purchases and Supply Vendor's Manual do not apply to this Contract. This Contract may only be amended by an instrument in writing signed by VITA and Supplier.

In the event of a conflict, the following order of precedence shall apply: this Contract document, Exhibit B, Exhibit A, Exhibit C, Exhibit D, Exhibit E, Exhibit G, Exhibit F and then any specific order. VITA and Supplier each acknowledge that it has had the opportunity to review this Contract and to obtain appropriate legal review if it so chose.

Executed as of the last date set forth below by the undersigned authorized representatives of VITA and Supplier.

VITA
By: 
(Signature)

Lumos Networks, Inc.
By: 
(Signature)

Name: Nelson Moore

(Print)

Title: CIO

Date: 12/3/2015

Name: Joseph E McCourt

(Print)

Title: C.R.O.

Date: 12/1/15

Address for Notice:

Attention: _____

Address for Notice:

ONE LUMOS PLAZA
WAYNESBORO, VA
22980

Attention: Contract Administrator

EXHIBIT A – PRICING

All prices are inclusive of all applicable taxes, surcharges, and fees.

Lumos Networks	
Voice Installation Fee	N/A
Unlimited Voice Monthly Fee	N/A
Hourly Time & Materials fee	N/A
First Static IP Fee	0.00
Additional Static IP Fee	0.00

Tiered Technology	Tier	Standard Installation Fee	Monthly Service Fee (No Term)	Monthly Service Fee (3-Year Term)	Minimum Upload Speed
<i>Fiber To Premise</i>	1	0.00	805.00	788.00	same as download
<i>Fiber To Premise</i>	2	0.00	805.00	788.00	same as download
<i>Fiber To Premise</i>	3	0.00	805.00	788.00	same as download
<i>Fiber To Premise</i>	4	0.00	1002.00	968.00	same as download
<i>Fiber To Premise</i>	5	0.00	1115.00	1062.00	same as download
<i>Fiber To Premise</i>	6	0.00	1667.00	1566.00	same as download
<i>Fiber To Premise</i>	7	0.00	2754.00	2592.00	same as download
<i>Fiber To Premise</i>	8	0.00	3562.00	3360.00	same as download
<i>Fiber To Premise</i>	9	0.00	3888.00	3600.00	same as download
<i>Fiber To Premise</i>	10	0.00	4111.00	3806.00	same as download
<i>Fiber To Premise</i>	11	0.00	4393.00	4090.00	same as download
<i>Fiber To Premise</i>	12	0.00	7240.00	6694.00	same as download
<i>Fiber To Premise</i>	13	0.00	13932.00	12900.00	same as download
<i>Fiber To Premise</i>	14	0.00	19620.00	18000.00	same as download
<i>Fiber To Premise</i>	15	0.00	25637.00	23520.00	same as download

Fiber To Premise	16	0.00	32046.00	29400.00	same as download
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Ethernet Private Line, Point to Point, Basic	1	0.00	559.00	476.00	
Ethernet Private Line, Point to Point, Basic	2	0.00	559.00	476.00	
Ethernet Private Line, Point to Point, Basic	3	0.00	559.00	476.00	
Ethernet Private Line, Point to Point, Basic	4	0.00	847.00	720.00	
Ethernet Private Line, Point to Point, Basic	5	0.00	908.00	772.00	
Ethernet Private Line, Point to Point, Basic	6	0.00	1089.00	926.00	
Ethernet Private Line, Point to Point, Basic	7	0.00	1739.00	1479.00	
Ethernet Private Line, Point to Point, Basic	8	0.00	1841.00	1565.00	
Ethernet Private Line, Point to Point, Basic	9	0.00	1942.00	1651.00	
Ethernet Private Line, Point to Point, Basic	10	0.00	2043.00	1737.00	
Ethernet Private Line, Point to Point, Basic	11	0.00	2143.00	1822.00	
Ethernet Private Line, Point to Point, Basic	12	0.00	2786.00	2369.00	
Ethernet Private Line, Point to Point, Basic	13	0.00	2818.00	2396.00	
Ethernet Private Line, Point to Point, Basic	14	0.00	2847.00	2420.00	
Ethernet Private Line, Point to Point, Basic	15	0.00	2878.00	2447.00	
Ethernet Private Line, Point to Point, Basic	16	0.00	2907.00	2471.00	

Ethernet Private Line, Point to Point, Premium	1	0.00	587.00	499.00	
Ethernet Private Line, Point to Point, Premium	2	0.00	587.00	499.00	
Ethernet Private Line, Point to Point, Premium	3	0.00	587.00	499.00	
Ethernet Private Line, Point to Point, Premium	4	0.00	895.00	761.00	
Ethernet Private Line, Point to Point, Premium	5	0.00	994.00	845.00	

<i>Ethernet Private Line, Point to Point, Premium</i>	6	0.00	1288.00	1095.00	
<i>Ethernet Private Line, Point to Point, Premium</i>	7	0.00	1970.00	1675.00	
<i>Ethernet Private Line, Point to Point, Premium</i>	8	0.00	2136.00	1816.00	
<i>Ethernet Private Line, Point to Point, Premium</i>	9	0.00	2300.00	1955.00	
<i>Ethernet Private Line, Point to Point, Premium</i>	10	0.00	2464.00	2095.00	
<i>Ethernet Private Line, Point to Point, Premium</i>	11	0.00	2628.00	2234.00	
<i>Ethernet Private Line, Point to Point, Premium</i>	12	0.00	3281.00	2789.00	
<i>Ethernet Private Line, Point to Point, Premium</i>	13	0.00	3331.00	2832.00	
<i>Ethernet Private Line, Point to Point, Premium</i>	14	0.00	3380.00	2873.00	
<i>Ethernet Private Line, Point to Point, Premium</i>	15	0.00	3429.00	2915.00	
<i>Ethernet Private Line, Point to Point, Premium</i>	16	0.00	3477.00	2956.00	

<i>Ethernet Private Line, Multipoint to Multipoint, Basic</i>	1	0.00	559.00	476.00	
<i>Ethernet Private Line, Multipoint to Multipoint, Basic</i>	2	0.00	559.00	476.00	
<i>Ethernet Private Line, Multipoint to Multipoint, Basic</i>	3	0.00	559.00	476.00	
<i>Ethernet Private Line, Multipoint to Multipoint, Basic</i>	4	0.00	847.00	720.00	
<i>Ethernet Private Line, Multipoint to Multipoint, Basic</i>	5	0.00	908.00	772.00	
<i>Ethernet Private Line, Multipoint to Multipoint, Basic</i>	6	0.00	1089.00	926.00	
<i>Ethernet Private Line, Multipoint to Multipoint, Basic</i>	7	0.00	1739.00	1479.00	
<i>Ethernet Private Line, Multipoint to Multipoint, Basic</i>	8	0.00	1841.00	1565.00	
<i>Ethernet Private Line, Multipoint to Multipoint, Basic</i>	9	0.00	1942.00	1651.00	
<i>Ethernet Private Line, Multipoint to Multipoint, Basic</i>	10	0.00	2043.00	1737.00	
<i>Ethernet Private Line, Multipoint to Multipoint, Basic</i>	11	0.00	2143.00	1822.00	
<i>Ethernet Private Line, Multipoint to Multipoint, Basic</i>	12	0.00	2786.00	2369.00	

<i>Ethernet Private Line, Multipoint to Multipoint, Basic</i>	13	0.00	2818.00	2396.00	
<i>Ethernet Private Line, Multipoint to Multipoint, Basic</i>	14	0.00	2847.00	2420.00	
<i>Ethernet Private Line, Multipoint to Multipoint, Basic</i>	15	0.00	2878.00	2447.00	
<i>Ethernet Private Line, Multipoint to Multipoint, Basic</i>	16	0.00	2907.00	2471.00	

<i>Ethernet Private Line, Multipoint to Multipoint, Premium</i>	1	0.00	587.00	499.00	
<i>Ethernet Private Line, Multipoint to Multipoint, Premium</i>	2	0.00	587.00	499.00	
<i>Ethernet Private Line, Multipoint to Multipoint, Premium</i>	3	0.00	587.00	499.00	
<i>Ethernet Private Line, Multipoint to Multipoint, Premium</i>	4	0.00	895.00	761.00	
<i>Ethernet Private Line, Multipoint to Multipoint, Premium</i>	5	0.00	994.00	845.00	
<i>Ethernet Private Line, Multipoint to Multipoint, Premium</i>	6	0.00	1288.00	1095.00	
<i>Ethernet Private Line, Multipoint to Multipoint, Premium</i>	7	0.00	1970.00	1675.00	
<i>Ethernet Private Line, Multipoint to Multipoint, Premium</i>	8	0.00	2136.00	1816.00	
<i>Ethernet Private Line, Multipoint to Multipoint, Premium</i>	9	0.00	2300.00	1955.00	
<i>Ethernet Private Line, Multipoint to Multipoint, Premium</i>	10	0.00	2464.00	2095.00	
<i>Ethernet Private Line, Multipoint to Multipoint, Premium</i>	11	0.00	2628.00	2234.00	
<i>Ethernet Private Line, Multipoint to Multipoint, Premium</i>	12	0.00	3281.00	2789.00	
<i>Ethernet Private Line, Multipoint to Multipoint, Premium</i>	13	0.00	3331.00	2832.00	
<i>Ethernet Private Line, Multipoint to Multipoint, Premium</i>	14	0.00	3380.00	2873.00	
<i>Ethernet Private Line, Multipoint to Multipoint, Premium</i>	15	0.00	3429.00	2915.00	
<i>Ethernet Private Line, Multipoint to Multipoint, Premium</i>	16	0.00	3477.00	2956.00	
<i>WAVE DWDM 2.5GB, 10GB and 100GB options</i>	12	0.00	8400.00	7500.00	
<i>WAVE DWDM 2.5GB, 10GB and 100GB options</i>	16	0.00	12600.00	10000.00	100GB 30K M2m and 3 year

Description	Standard Installation Fee	Monthly Service Fee (No Term)	Monthly Service Fee (3-Year Term)	Usage Charge	Usage Charge Type
PRI - Flat Rate					
Flat Rate = Local calls are not billed per call or per minute usage fees. Free long distance in Lumos extended calling area of Lumos Footprint		425.00	400.00		
Non-Lumos provided long distance		0.00		0.05	per minute

Zip	Fiber to Premise	Ethernet Private Line, Point to Point, Basic	Ethernet Private Line, Point to Point, Premium	Ethernet Private Line, Multipoint to Multipoint, Basic	Ethernet Private Line, Multipoint to Multipoint, Premium	PRI - Flat Rate	WAVE DWDM 2.5GB, 10GB and 100GB options
20041	Y	Y	Y	Y	Y		
20105	Y	Y	Y	Y	Y		
20109	Y	Y	Y	Y	Y		
20110	Y	Y	Y	Y	Y		
20112	Y	Y	Y	Y	Y		
20120	Y	Y	Y	Y	Y		
20121	Y	Y	Y	Y	Y		
20132	Y	Y	Y	Y	Y		
20135	Y	Y	Y	Y	Y		
20137	Y	Y	Y	Y	Y		
20141	Y	Y	Y	Y	Y		
20143	Y	Y	Y	Y	Y		
20147	Y	Y	Y	Y	Y	Y	
20148	Y	Y	Y	Y	Y		
20151	Y	Y	Y	Y	Y	Y	
20152	Y	Y	Y	Y	Y		
20155	Y	Y	Y	Y	Y		
20164	Y	Y	Y	Y	Y		
20166	Y	Y	Y	Y	Y		
20169	Y	Y	Y	Y	Y		
20170	Y	Y	Y	Y	Y		
20171	Y	Y	Y	Y	Y		
20175	Y	Y	Y	Y	Y	Y	

20176	Y	Y	Y	Y	Y	Y	
20180	Y	Y	Y	Y	Y		
20186	Y	Y	Y	Y	Y	Y	
20187	Y	Y	Y	Y	Y	Y	
20198	Y	Y	Y	Y	Y		
20842	Y	Y	Y	Y	Y		
21777	Y	Y	Y	Y	Y		
21790	Y	Y	Y	Y	Y		
22025	Y	Y	Y	Y	Y		
22026	Y	Y	Y	Y	Y		
22134	Y	Y	Y	Y	Y		
22172	Y	Y	Y	Y	Y		
22401	Y	Y	Y	Y	Y		
22405	Y	Y	Y	Y	Y		
22406	Y	Y	Y	Y	Y		
22408	Y	Y	Y	Y	Y		
22546	Y	Y	Y	Y	Y	Y	
22554	Y	Y	Y	Y	Y	Y	
22556	Y	Y	Y	Y	Y		
22580	Y	Y	Y	Y	Y	Y	
22601	Y	Y	Y	Y	Y	Y	
22602	Y	Y	Y	Y	Y	Y	
22603	Y	Y	Y	Y	Y	Y	
22610	Y	Y	Y	Y	Y		
22611	Y	Y	Y	Y	Y		
22624	Y	Y	Y	Y	Y		
22630	Y	Y	Y	Y	Y	Y	
22645	Y	Y	Y	Y	Y		
22650	Y	Y	Y	Y	Y		
22655	Y	Y	Y	Y	Y	Y	
22656	Y	Y	Y	Y	Y		
22663	Y	Y	Y	Y	Y		
22701	Y	Y	Y	Y	Y	Y	
22709	Y	Y	Y	Y	Y		
22715	Y	Y	Y	Y	Y	Y	
22724	Y	Y	Y	Y	Y		
22725	Y	Y	Y	Y	Y	Y	
22727	Y	Y	Y	Y	Y	Y	
22731	Y	Y	Y	Y	Y		
22732	Y	Y	Y	Y	Y		
22735	Y	Y	Y	Y	Y		

22737	Y	Y	Y	Y	Y		
22738	Y	Y	Y	Y	Y	Y	
22801	Y	Y	Y	Y	Y	Y	
22802	Y	Y	Y	Y	Y	Y	
22807	Y	Y	Y	Y	Y	Y	
22812	Y	Y	Y	Y	Y	Y	
22827	Y	Y	Y	Y	Y	Y	
22832	Y	Y	Y	Y	Y		
22835	Y	Y	Y	Y	Y	Y	
22840	Y	Y	Y	Y	Y	Y	
22841	Y	Y	Y	Y	Y	Y	
22846	Y	Y	Y	Y	Y	Y	
22849	Y	Y	Y	Y	Y		
22851	Y	Y	Y	Y	Y		
22901	Y	Y	Y	Y	Y	Y	
22902	Y	Y	Y	Y	Y	Y	
22903	Y	Y	Y	Y	Y	Y	
22904	Y	Y	Y	Y	Y		
22911	Y	Y	Y	Y	Y	Y	
22920	Y	Y	Y	Y	Y	Y	
22922	Y	Y	Y	Y	Y	Y	
22923	Y	Y	Y	Y	Y	Y	
22931	Y	Y	Y	Y	Y		
22932	Y	Y	Y	Y	Y	Y	
22936	Y	Y	Y	Y	Y	Y	
22938	Y	Y	Y	Y	Y	Y	
22939	Y	Y	Y	Y	Y	Y	
22943	Y	Y	Y	Y	Y	Y	
22947	Y	Y	Y	Y	Y	Y	
22949	Y	Y	Y	Y	Y	Y	
22952	Y	Y	Y	Y	Y		
22959	Y	Y	Y	Y	Y		
22968	Y	Y	Y	Y	Y	Y	
22974	Y	Y	Y	Y	Y	Y	
22980	Y	Y	Y	Y	Y	Y	
23005	Y	Y	Y	Y	Y	Y	
23039	Y	Y	Y	Y	Y		
23047	Y	Y	Y	Y	Y		
23059	Y	Y	Y	Y	Y		
23060	Y	Y	Y	Y	Y	Y	
23063	Y	Y	Y	Y	Y	Y	

23065	Y	Y	Y	Y	Y	Y	
23075	Y	Y	Y	Y	Y		
23084	Y	Y	Y	Y	Y		
23089	Y	Y	Y	Y	Y		
23093	Y	Y	Y	Y	Y	Y	
23102	Y	Y	Y	Y	Y		
23103	Y	Y	Y	Y	Y	Y	
23111	Y	Y	Y	Y	Y	Y	
23112	Y	Y	Y	Y	Y		
23113	Y	Y	Y	Y	Y	Y	
23114	Y	Y	Y	Y	Y		
23116	Y	Y	Y	Y	Y		
23117	Y	Y	Y	Y	Y		
23120	Y	Y	Y	Y	Y		
23129	Y	Y	Y	Y	Y		
23140	Y	Y	Y	Y	Y		
23141	Y	Y	Y	Y	Y		
23146	Y	Y	Y	Y	Y		
23150	Y	Y	Y	Y	Y	Y	
23153	Y	Y	Y	Y	Y		
23168	Y	Y	Y	Y	Y		
23173	Y	Y	Y	Y	Y		
23185	Y	Y	Y	Y	Y		
23188	Y	Y	Y	Y	Y		
23219	Y	Y	Y	Y	Y	Y	
23220	Y	Y	Y	Y	Y	Y	
23221	Y	Y	Y	Y	Y	Y	
23222	Y	Y	Y	Y	Y	Y	
23223	Y	Y	Y	Y	Y		
23224	Y	Y	Y	Y	Y	Y	
23225	Y	Y	Y	Y	Y	Y	
23226	Y	Y	Y	Y	Y	Y	
23227	Y	Y	Y	Y	Y	Y	
23228	Y	Y	Y	Y	Y		
23229	Y	Y	Y	Y	Y	Y	
23230	Y	Y	Y	Y	Y	Y	
23231	Y	Y	Y	Y	Y	Y	
23233	Y	Y	Y	Y	Y	Y	
23234	Y	Y	Y	Y	Y		
23235	Y	Y	Y	Y	Y	Y	
23236	Y	Y	Y	Y	Y	Y	

23237	Y	Y	Y	Y	Y		
23238	Y	Y	Y	Y	Y		
23250	Y	Y	Y	Y	Y		
23294	Y	Y	Y	Y	Y	Y	
23298	Y	Y	Y	Y	Y	Y	
23314	Y	Y	Y	Y	Y		
23320	Y	Y	Y	Y	Y		
23321	Y	Y	Y	Y	Y		
23322	Y	Y	Y	Y	Y		
23323	Y	Y	Y	Y	Y		
23324	Y	Y	Y	Y	Y		
23325	Y	Y	Y	Y	Y		
23430	Y	Y	Y	Y	Y		
23433	Y	Y	Y	Y	Y		
23435	Y	Y	Y	Y	Y		
23436	Y	Y	Y	Y	Y		
23451	Y	Y	Y	Y	Y		
23452	Y	Y	Y	Y	Y		
23453	Y	Y	Y	Y	Y		
23454	Y	Y	Y	Y	Y		
23455	Y	Y	Y	Y	Y		
23456	Y	Y	Y	Y	Y		
23462	Y	Y	Y	Y	Y		
23464	Y	Y	Y	Y	Y		
23502	Y	Y	Y	Y	Y	Y	
23503	Y	Y	Y	Y	Y		
23504	Y	Y	Y	Y	Y		
23505	Y	Y	Y	Y	Y		
23507	Y	Y	Y	Y	Y		
23508	Y	Y	Y	Y	Y		
23509	Y	Y	Y	Y	Y		
23510	Y	Y	Y	Y	Y	Y	
23511	Y	Y	Y	Y	Y		
23513	Y	Y	Y	Y	Y		
23517	Y	Y	Y	Y	Y		
23518	Y	Y	Y	Y	Y		
23523	Y	Y	Y	Y	Y		
23601	Y	Y	Y	Y	Y		
23602	Y	Y	Y	Y	Y		
23603	Y	Y	Y	Y	Y		
23606	Y	Y	Y	Y	Y		

23607	Y	Y	Y	Y	Y		
23608	Y	Y	Y	Y	Y		
23661	Y	Y	Y	Y	Y		
23663	Y	Y	Y	Y	Y		
23665	Y	Y	Y	Y	Y		
23666	Y	Y	Y	Y	Y		
23669	Y	Y	Y	Y	Y		
23692	Y	Y	Y	Y	Y		
23693	Y	Y	Y	Y	Y		
23701	Y	Y	Y	Y	Y		
23702	Y	Y	Y	Y	Y		
23703	Y	Y	Y	Y	Y		
23704	Y	Y	Y	Y	Y		
23707	Y	Y	Y	Y	Y		
23801	Y	Y	Y	Y	Y		
23803	Y	Y	Y	Y	Y		
23805	Y	Y	Y	Y	Y		
23806	Y	Y	Y	Y	Y		
23824	Y	Y	Y	Y	Y		
23831	Y	Y	Y	Y	Y		
23832	Y	Y	Y	Y	Y		
23833	Y	Y	Y	Y	Y		
23834	Y	Y	Y	Y	Y		
23836	Y	Y	Y	Y	Y		
23838	Y	Y	Y	Y	Y		
23839	Y	Y	Y	Y	Y		
23842	Y	Y	Y	Y	Y		
23846	Y	Y	Y	Y	Y		
23850	Y	Y	Y	Y	Y		
23860	Y	Y	Y	Y	Y		
23875	Y	Y	Y	Y	Y		
23881	Y	Y	Y	Y	Y		
23883	Y	Y	Y	Y	Y		
23885	Y	Y	Y	Y	Y		
23888	Y	Y	Y	Y	Y		
23890	Y	Y	Y	Y	Y		
23894	Y	Y	Y	Y	Y		
23901	Y	Y	Y	Y	Y		
23909	Y	Y	Y	Y	Y		
23922	Y	Y	Y	Y	Y		
23930	Y	Y	Y	Y	Y		

23937	Y	Y	Y	Y	Y		
23947	Y	Y	Y	Y	Y		
23954	Y	Y	Y	Y	Y		
23958	Y	Y	Y	Y	Y		
23960	Y	Y	Y	Y	Y		
23964	Y	Y	Y	Y	Y		
23966	Y	Y	Y	Y	Y		
23967	Y	Y	Y	Y	Y		
23976	Y	Y	Y	Y	Y		
24011	Y	Y	Y	Y	Y		
24012	Y	Y	Y	Y	Y	Y	
24013	Y	Y	Y	Y	Y	Y	
24014	Y	Y	Y	Y	Y	Y	
24015	Y	Y	Y	Y	Y	Y	
24016	Y	Y	Y	Y	Y	Y	
24017	Y	Y	Y	Y	Y		
24018	Y	Y	Y	Y	Y	Y	
24019	Y	Y	Y	Y	Y	Y	
24020	Y	Y	Y	Y	Y		
24054	Y	Y	Y	Y	Y	Y	
24055	Y	Y	Y	Y	Y	Y	
24059	Y	Y	Y	Y	Y		
24060	Y	Y	Y	Y	Y		
24064	Y	Y	Y	Y	Y	Y	
24065	Y	Y	Y	Y	Y	Y	
24066	Y	Y	Y	Y	Y	Y	
24069	Y	Y	Y	Y	Y		
24070	Y	Y	Y	Y	Y	Y	
24073	Y	Y	Y	Y	Y	Y	
24077	Y	Y	Y	Y	Y	Y	
24078	Y	Y	Y	Y	Y	Y	
24083	Y	Y	Y	Y	Y		
24084	Y	Y	Y	Y	Y	Y	
24085	Y	Y	Y	Y	Y	Y	
24087	Y	Y	Y	Y	Y	Y	
24090	Y	Y	Y	Y	Y	Y	
24093	Y	Y	Y	Y	Y	Y	
24102	Y	Y	Y	Y	Y		
24112	Y	Y	Y	Y	Y	Y	
24122	Y	Y	Y	Y	Y		
24124	Y	Y	Y	Y	Y		

24128	Y	Y	Y	Y	Y		
24136	Y	Y	Y	Y	Y		
24141	Y	Y	Y	Y	Y		
24147	Y	Y	Y	Y	Y		
24150	Y	Y	Y	Y	Y		
24151	Y	Y	Y	Y	Y	Y	
24153	Y	Y	Y	Y	Y	Y	
24162	Y	Y	Y	Y	Y	Y	
24174	Y	Y	Y	Y	Y	Y	
24175	Y	Y	Y	Y	Y	Y	
24179	Y	Y	Y	Y	Y	Y	
24184	Y	Y	Y	Y	Y		
24201	Y	Y	Y	Y	Y	Y	
24202	Y	Y	Y	Y	Y	Y	
24210	Y	Y	Y	Y	Y	Y	
24224	Y	Y	Y	Y	Y		
24266	Y	Y	Y	Y	Y		
24280	Y	Y	Y	Y	Y		
24301	Y	Y	Y	Y	Y	Y	
24311	Y	Y	Y	Y	Y	Y	
24314	Y	Y	Y	Y	Y	Y	
24315	Y	Y	Y	Y	Y		
24319	Y	Y	Y	Y	Y		
24324	Y	Y	Y	Y	Y	Y	
24340	Y	Y	Y	Y	Y		
24354	Y	Y	Y	Y	Y	Y	
24360	Y	Y	Y	Y	Y		
24361	Y	Y	Y	Y	Y		
24366	Y	Y	Y	Y	Y	Y	
24368	Y	Y	Y	Y	Y		
24382	Y	Y	Y	Y	Y	Y	
24401	Y	Y	Y	Y	Y	Y	
24416	Y	Y	Y	Y	Y	Y	
24421	Y	Y	Y	Y	Y		
24422	Y	Y	Y	Y	Y	Y	
24426	Y	Y	Y	Y	Y	Y	
24430	Y	Y	Y	Y	Y		
24431	Y	Y	Y	Y	Y	Y	
24432	Y	Y	Y	Y	Y		
24435	Y	Y	Y	Y	Y	Y	
24437	Y	Y	Y	Y	Y		

24439	Y	Y	Y	Y	Y	Y	
24440	Y	Y	Y	Y	Y	Y	
24441	Y	Y	Y	Y	Y	Y	
24445	Y	Y	Y	Y	Y		
24450	Y	Y	Y	Y	Y	Y	
24460	Y	Y	Y	Y	Y	Y	
24467	Y	Y	Y	Y	Y	Y	
24471	Y	Y	Y	Y	Y		
24472	Y	Y	Y	Y	Y	Y	
24477	Y	Y	Y	Y	Y	Y	
24479	Y	Y	Y	Y	Y	Y	
24482	Y	Y	Y	Y	Y	Y	
24485	Y	Y	Y	Y	Y		
24486	Y	Y	Y	Y	Y	Y	
24501	Y	Y	Y	Y	Y	Y	
24502	Y	Y	Y	Y	Y	Y	
24503	Y	Y	Y	Y	Y	Y	
24504	Y	Y	Y	Y	Y	Y	
24517	Y	Y	Y	Y	Y	Y	
24520	Y	Y	Y	Y	Y	Y	
24521	Y	Y	Y	Y	Y	Y	
24522	Y	Y	Y	Y	Y	Y	
24523	Y	Y	Y	Y	Y	Y	
24527	Y	Y	Y	Y	Y	Y	
24531	Y	Y	Y	Y	Y	Y	
24534	Y	Y	Y	Y	Y	Y	
24538	Y	Y	Y	Y	Y	Y	
24540	Y	Y	Y	Y	Y	Y	
24541	Y	Y	Y	Y	Y	Y	
24549	Y	Y	Y	Y	Y		
24550	Y	Y	Y	Y	Y	Y	
24551	Y	Y	Y	Y	Y	Y	
24555	Y	Y	Y	Y	Y		
24556	Y	Y	Y	Y	Y		
24557	Y	Y	Y	Y	Y	Y	
24558	Y	Y	Y	Y	Y		
24563	Y	Y	Y	Y	Y	Y	
24572	Y	Y	Y	Y	Y	Y	
24574	Y	Y	Y	Y	Y	Y	
24578	Y	Y	Y	Y	Y	Y	
24586	Y	Y	Y	Y	Y	Y	

24588	Y	Y	Y	Y	Y	Y	
24589	Y	Y	Y	Y	Y	Y	
24592	Y	Y	Y	Y	Y	Y	
24593	Y	Y	Y	Y	Y	D	
24594	Y	Y	Y	Y	Y	Y	
24605	Y	Y	Y	Y	Y	Y	
24609	Y	Y	Y	Y	Y	Y	
24630	Y	Y	Y	Y	Y	Y	
24637	Y	Y	Y	Y	Y		
24641	Y	Y	Y	Y	Y	Y	
24651	Y	Y	Y	Y	Y	Y	
24701	Y	Y	Y	Y	Y		
24739	Y	Y	Y	Y	Y		
24954	Y	Y	Y	Y	Y		
24963	Y	Y	Y	Y	Y		
24986	Y	Y	Y	Y	Y		
25411	Y	Y	Y	Y	Y		
25413	Y	Y	Y	Y	Y		
25427	Y	Y	Y	Y	Y		
25430	Y	Y	Y	Y	Y		
37617	Y	Y	Y	Y	Y		
37620	Y	Y	Y	Y	Y	Y	
37660	Y	Y	Y	Y	Y		
22186						Y	
26261						Y	
26105						Y	
24614						Y	
24543						Y	
24515						Y	
24457						Y	
24143						Y	
24068						Y	
24006						Y	
22963						Y	
22960						Y	
22945						Y	
22906						Y	
22722						Y	
22551						Y	
22426						Y	
22407						Y	

22186						Y	
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EXHIBIT B – SERVICE REQUIREMENTS

1. DESCRIPTION OF SERVICES

A. Broadband Technologies

Broadband technologies include Fiber To premise, Ethernet Private Line inclusive of Point-to-Point and Multipoint-to-Multipoint (basic and premium), and Wave DWDM.

B. Broadband Speed

Suppliers are required to classify their offered technology type according to the following bandwidth tiers:

Tier	Min. Download Speed
1	<1 Mbps
2	<5 Mbps
3	10 Mbps
4	20 Mbps
5	40 Mbps
6	100 Mbps
7	200 Mbps
8	400 Mbps
9	600 Mbps
10	800 Mbps
11	1,000 Mbps
12	2,000 Mbps
13	4,000 Mbps
14	6,000 Mbps
15	8,000 Mbps
16	10,000 Mbps

C. PRI Services

Suppliers must provide all features proposed in the same format in which they would be billed.

D. Standard Installation

All Services are to be installed to a location accessible to the users' equipment (e.g. router or computer). The provider installed equipment is to provide an Ethernet or fiber connection for customer's use. Standard installation includes activation, testing, and customer verification that the requested services are working.

E. Time and Materials Hourly Rate

Rate not available.

F. Special Construction Charges

Special construction charges are allowed on an individual case basis. The customer must be provided an estimate in advance and given the option to proceed or cancel the order and the charges must be billed directly to the eligible end user.

G. Monthly Service

Monthly service pricing may be available in two options 1) month to month service pricing (no minimum service terms), and 2) three year fixed term pricing with the goal of reducing investment risks for suppliers and to reduce costs for the commonwealth. See Exhibit A, Pricing, for the applicable monthly service pricing.

All monthly charges for services are to include use and service for all supplier provided equipment. All equipment needed to install the service shall be provided, maintained, and supported by the supplier.

H. Static IP Address

Static IP addresses are available as a separate feature to the customer if not included in the standard service offering. See Exhibit A, Pricing, for the applicable Static IP address pricing.

I. Optional Unlimited Voice Service

Unlimited voice service is not available.

J. Optional Television Services

Television service is not available.

K. Locations

See Exhibit A, Pricing, for a list of zip codes where the Supplier has reported service availability.

L. Installation Date

The Supplier shall install Services within ten (10) business days of its receipt of a valid order from VITA or a designated DSP Participant.

If Supplier will not be able to complete installation within ten (10) business days of its receipt of the order, Supplier shall propose a firm installation date no later than three (3) business days after its receipt of the order. VITA or the DSP Participant may, in its sole discretion accept the proposed installation date or rescind its order without liability by giving Supplier notice within three (3) business days of its receipt of the proposed alternative installation date.

Supplier's failure to comply with the identified time frames shall be deemed a default, and VITA may, at its sole discretion and in addition to all other available remedies, exercise its rights pursuant to the Term and Termination section of this Contract. Supplier shall not be deemed in default if its failure to comply is a result of the failure of the public body which is to receive Supplier's Services to provide any necessary access or support as identified in the applicable order.

M. Installation

Unless otherwise authorized in writing by VITA or the DSP Participant, Supplier shall not, in performing installation Services, interfere with the any existing telecommunications cabling systems of the public body which is the recipient of Supplier's Services in a manner that causes operational outages. Notwithstanding the foregoing, in the event that temporary modifications to

the existing telecommunications cabling systems become necessary to complete the installation of the new service, the Supplier shall notify the on-site point of contact for the public body which is the recipient of Supplier's Services of such need and shall schedule a mutually agreeable time for such modifications to be completed.

N. Acceptance

Service(s) shall be deemed accepted when VITA or the DSP Participant determines that the Services ordered meet the requirements or written criteria set forth herein and/or the applicable order. VITA or the DSP Participant shall commence Acceptance testing within a reasonable time period after commencement/performance of the Service or within such longer time period mutually agreed upon by the Parties to the order. VITA shall have seventy-two (72) hours, or such longer period as may be agreed upon between Supplier and VITA in an order, from completion of Services to evaluate and accept the Services ("Evaluation Period"), provided that VITA or the DSP Participant, in its sole discretion, may accept the same prior to expiration of the Evaluation Period. If the Supplier's Services fail to meet the specifications or requirements of the Contract or the applicable order, or those required by the Supplier's own technical documentation, then VITA or the DSP Participant may require the Supplier to re-perform such Services.

Supplier agrees to provide to VITA such assistance and advice as VITA may reasonably require, at no additional cost, during such Acceptance testing. Any travel expenses not included in the fixed price of an order must be pre-approved by VITA or the DSP Participant and shall be reimbursable by VITA or the DSP Participant at the then-current per diem amounts as published by the Virginia Department of Accounts (http://www.doa.virginia.gov/Admin_Services/CAPP/CAPP_Topics_Cardinal/20335-2015.pdf, or a successor URL(s)). DSP Participants who are not public bodies may have their own per diem amounts applicable to Supplier's pre-approved travel expenses.

Acceptance shall be effective for the purpose of making payment for Services, as applicable, provided, however, Acceptance by VITA or the DSP Participant following the evaluation period shall not be conclusive that the Services conform in all respects to the specifications and requirements of the Contract or the applicable order. In the event that nonconformance therewith is discovered by VITA or the DSP Participant after Acceptance, whether due to a latent defect or otherwise, the Supplier shall take whatever action is necessary, including but not limited to re-performance of Services, to conform the Services to the specifications and requirements of the Contract or the applicable order. The Supplier's failure to do so shall constitute a default on the Contract or the applicable order for which VITA may exercise the remedies provided in the section of the Contract entitled "Termination for Breach or Default".

O. Service Levels and Remedies

Supplier shall provide a telephone number(s) for the reporting of technical support and service problems encountered by VITA, or the DSP Participant, which is the recipient of Supplier's Services. The technical support contact shall be staffed and available twenty-four hours per day, seven days a week, including weekends and holidays.

Supplier shall provide Services with an aggregate availability of ninety-nine percent (99%) during each three-month period during the Contract term to VITA and DSP Participants under this Contract.

VITA or the DSP Participant shall be credited twenty percent (20%) of the applicable monthly service charges for each occurrence during which VITA or the public body which is the recipient of Supplier's Services is denied use of the Service due to failure of the Supplier's Service or

Supplier-provided equipment failures and disruptions for eight (8) or more consecutive hours. A separate twenty-percent credit shall apply to the each 24-hour period, of a failure or disruption, beginning with the commencement of the failure or disruption, until it is resolved.

Any performance credit due to VITA or the DSP Participant should be applied to the appropriate account on the next billing cycle after the service outage.

Supplier may have additional Service Levels and Remedies specific to the services provided under this Contract and Authorized Users of this Contract are authorized to accept any additional service levels above and beyond the minimums listed here. However, if these contain any language that is in conflict with the terms and conditions in this Contract document, the Contract document shall take precedence. Authorized Users are not required to sign any alternative agreement with Supplier and are not permitted to sign any agreements that contain terms and conditions that conflict with this Contract.

2. FUNCTIONAL AND TECHNICAL REQUIREMENTS

Suppliers are to indicate their capability of fulfilling each specific requirement below. Each Supplier's responses will be reviewed and compared across Suppliers within each technology service type in order to determine the best solution for the Commonwealth.

Detailed requirements are presented in questionnaire format to facilitate direct responses and establish accountability regarding delivery of Service(s) by the Supplier. To respond to each requirement, Supplier is asked to enter, in the space provided in Column A, a code that best corresponds to its intended response for the requirement listed.

The acceptable codes for Column A are as follows:

Y - "Yes" - Supplier can fully meet the requirement as documented with its current application or proposed solution. If applicable, Supplier should provide in Column B an explanation of how it will fulfill the requirement. This may include use of alliances with other suppliers. Supplier may also use Column B to cross-reference a detailed explanation included in an attachment of its proposal.

F - "Yes, Future" - Supplier will be able to fully meet this requirement in the near future (not longer than six months). Supplier should provide a proposed start date and cross-reference any attached documentation in Column B.

N - "No" - Supplier cannot meet the requirement and has no firm plans to be in the position to meet this need within six months.

If the answer in column B below contains any language or embedded links that introduce conflicts with the terms and conditions in this Contract, the Contract will take precedence.

A. General

No.	Requirement	A	B
A-1	Does your solution comply with all current COV ITRM Policies and Standards, as applicable, found at: http://www.vita.virginia.gov/library/default.aspx?id=537 If proposed solution does not, please provide details that specify the Standard/Policy and how Supplier's solution does not comply.	Y	

A-2	Do your proposed interfaces to Commonwealth systems comply with or have approved exceptions to all applicable Commonwealth Data Standards as found at: http://www.vita.virginia.gov/oversight/default.aspx?id=10344 If not, please explain.	Y	
A-3	Does your proposal include multiple broadband technologies? Please describe all types of technologies (e.g. DSL, Fiber to the premise, Ethernet Private Line inclusive of Point-to-Point and Multipoint-to-Multipoint (basic and premium), Cable Modem, WISP, Satellite, other) offered in column B.	Y	Refer to Attachment A

A-4	It is expected that monthly charges for services are to include use and service for all supplier provided equipment. All equipment needed for the requested service(s) to function shall be provided, maintained, and supported by the supplier. Do you agree to comply with the above statements?	Y	Refer to Attachment A
A-5	Does your organization currently have existing customers for each of the services for which you are offering?	Y	
A-6	Are there any technologies that your organization anticipates providing in the future that is not being offered today? Please list any future technologies that your organization may provide in the next 6 months.	N	
A-7	Will your organization provide technical resources to assist customers in selecting the appropriate technology and services to fulfill their business needs? Please explain.	Y	Yes, Lumos will assist customers in selecting the appropriate technology and services to fulfill their business needs. The Lumos Networks team understands that long-term customer relationships, reliability and accountability are foundations for our success. Lumos Networks Solutions Engineers, Service Technicians and Sales teams

		<p>along with our Project Managers work side by side with you and your agencies to provide customized network solutions and implementation support. We are trusted advisors.</p> <p>Lumos Networks will provide a dedicated account team to support VITA and its agencies to fully review and understand your/their needs and make the appropriate recommendations to serve you best.</p> <p>In addition to the local account team the Commonwealth will be supported through service implementation by the Lumos Service Delivery team. A dedicated Project Manager will be assigned to mentor/manage the service installation project through to completion.</p> <p>The Lumos Networks Total Care team will provide additional</p>
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			support post service installation and the Lumos Networks Network Control Center(s) provide 24x7 network monitoring and support.
A-8	Is your organization registered as a Universal Service Fund (USF) Participant? If yes, please provide your SPIN number in column B.	Y	SPIN #143003814
A-9	Does your proposal include an acceptable use policy (AUP) for internet services?	Y	See exhibit F

B. PRI Services

No.	Requirement	A	B
B-1	Does your proposal include PRI services?	Y	
B-2	If yes to B-1, are you proposing flat rate and/or message rate PRI? Please describe in detail.	Flat Rate	Flat Rate = Local calls are not billed per call or per minute usage fees. Long Distance charges are the only variable.
B-3	Does your PRI offering include available features? Please list all proposed features in the same format in which they would be billed.	Y	Blocks of DIDs, Caller ID is standard. <u>No Toll charges for calls placed to locations within Lumos Networks footprint.</u> Must use Lumos Networks Long Distance 8/28: Lumos can enable other LD providers on our PRI. The rate is \$.05 per minute and we offer free LD in our extended calling area, the Lumos footprint.

C. Other Services

No.	Requirement	A	B
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C-1	Do your proposed broadband service(s) provide the options of static IP addresses?	Y	Static IP included at no charge
C-2	If yes to C-1, will your broadband service include one static IP address with your standard service offering? If no, can it be added at the customer's option?	Y	
C-3	The Commonwealth defines the unlimited voice service as a flat rate business line that includes basic voice mail features and unlimited local and domestic long distance services. Does your proposal include unlimited voice service as defined above? If yes, please list all included features for your voice service offering.	N	
C-4	Is your organization offering business television services? Please list the networks offered in each business package proposed.	N	

D. Installation and Support Services

No.	Requirement	A	B
D-1	VITA will utilize the TSO process to order services as described in the RFP under Section 4. Present Situation, B. Scope of this Solicitation, 12. Ordering Process. Does your organization agree to comply with the ordering process as defined?	Y	
D-2	Does your organization provide field technicians to perform installation	Y	We are an Enterprise provider and serving this customer segment we have +/- 20 field technicians supporting our operations in a multiple of ways/services. We also employ outside "contracted" firms to aid in installations and fiber construction services.

	<p>services?</p> <p>If yes, please list how many field technicians support installations for your defined service areas.</p>		
D-3	<p>Please explain how your organization provides 24/7 technical support and list all network support center locations.</p>	Y	<p>Lumos Networks Operations Centers provide 24/7/365 technical support at two geographically diverse locations: Waynesboro, VA and Pittsburg, PA.</p> <p>The Network Operations Centers are staffed with Tier 1,2, 3 Analysts to support Metro Ethernet, Fiber to the Cell and Optical Transport equipment and products.</p> <p>Tier 1 teams will Triage the trouble with the customer on the line and work toward FIRST CALL RESOLUTION. Should FCR not be obtained the ticket will be handed off to an available Tier 2 technician who will work with the customer, customer’s vendor, or equipment vendors to find resolution. Our Tier 3 team will support the Tier 1 and Tier 2 teams in all capacities during the lifecycle of the technical support incident.</p> <p>Additionally, when a new agency or location activates service(s) with us we will provide an Escalation Contact list to provide additional resources should they be needed. We like to have open lines of communication and work hard for First Call Resolution and provide the Escalation list in support of our effort to restore services as quickly as possible.</p>
D-4	<p>Does your organization have a process to resolve billing disputes?</p> <p>If yes, please describe the process.</p>	Y	<p>Billing disputes are managed through Enterprise Business Support via 866-710-2243 or enterprisesupport@lumosnet.com. Escalations, if needed, are escalated using list as referenced Attachment A D-8</p>
D-5	<p>Do your proposed services include service level agreements beyond the minimums listed in Exhibit B Service Requirements of the RFP 2015-17 Broadband Services Contract document? If</p>	Y	<p style="text-align: center;">Refer to attachment C</p> <p><u>Supplier may have additional Service Levels and Remedies specific to the services provided under this Contract and Authorized Users of this Contract are authorized to accept any additional service levels above and beyond the minimums listed here. However, if these contain any language that is in conflict with the terms and conditions in this Contract document, the Contract document shall take precedence. Authorized Users are not required to sign any alternative agreement with Supplier and are not permitted to sign any agreements that contain terms and conditions that conflict with this Contract.</u></p>

	yes, please describe.		
D-6	VITA is in the process of upgrading its telecommunications billing system. Will your organization work with VITA to provide electronic billing that is compatible with the new billing system?	Y	Lumos Networks offers an electronic invoice format that was specifically designed for our needs. If development is needed to change the format then we require the specific details to scope this work.
D-7	VITA expects the Supplier to deliver to VITA one consolidated monthly invoice in a "flat" data format that can be electronically manipulated (e.g. Excel, CSV) for all services ordered by and billable to VITA pursuant to this Contract. Can your organization meet this requirement?	Y	Lumos Networks offers an electronic invoice format that was designed for our needs. It does produce a CSV format file that can be FTP'd and uploaded.
D-8	Does your proposal include a detailed organization chart with escalation points of contact for each service proposed?	Y	Yes, the sales team will be the front line of contact during the discovery process through install along our Solutions Engineering and Project Management teams. Beyond service install our Support team for Network and billing will be first points of contact for needed resolution. A summary contact list is provided below. Contact List for VITA Escalations (D-8) Sales: Jamie Yowell 434.981.5849 / yowellj@lumosnet.com Scott Rodgers 804.640.3261 / rodgerss@lumosnet.com Solutions Engineers:

Jim Mundy 804.300.2816 / mundyj@lumosnet.com
 Darald Boothe 540.591.5422 / boothed@lumosnet.com

**Enterprise Business Support
 Escalation List**

1st Level

Enterprise Operations Support
enterprisesupport@lumosnet.com

866-710-2243

2nd Level

Teresa Bright

Enterprise Operations Support Manager

brightt@lumosnet.com

Office/Mobile: (540) 946-6900

Katy Oberg

Enterprise Sales Support Manager

obergk@lumosnet.com

Office/Mobile: (540) 946-6950

3rd Level

Pam McGown

Director – Enterprise Operations Sales Support

mcgownp@lumosnet.com

Office/Mobile: (540) 949-5229

**Customer Contact List for Reporting Initial
 Repair Issues**

Repair Queue:

1-800-320-6144 opt 3

When escalation is needed after initial trouble ticket has been entered and is past call back time frame:

Please see Network Control Center Escalation List attached.

Service Delivery Escalation List

Below is a contact list and escalation hierarchy from 1st level 4th level within the Lumos Network Service Delivery organization.

Level	Title	Name	Contact Information
1 st	Manager – Project Management	Russell Walker	Office: 540-949-5555 Mobile: 434-760-0662 Email: walkerr@lumosnet.com
2nd	Sr Manager – Project Management	Alesia Truxell	Office: 724-216-9086 Mobile: 412-735-6787 Email: truxella@lumosnet.com
3rd	Director-Service Delivery	Chad Edwards	Office: 540-946-6914 Mobile: 804-640-1800 Email: edwardsfc@lumosnet.com
4th	Chief Technology Officer	Craig Drinkhall	Office: 540-946-9194 Mobile: 412-680-8225 Email: drinkhallc@lumosnet.com

E. Pricing Schedule

No.	Requirement	A	B
E-1	Is your proposed pricing schedule complete?	Y	
E-2	Does your proposed pricing reflect reasonable pricing compared to current market conditions?	Y	
E-3	Does your proposed pricing reflect any discounts from your standard price list?	Y	
E-4	Is your organization willing to adjust its prices in the future to reflect changing market conditions?	Y	
E-5	Is your proposed rate for each technology and tier offered for all zip codes currently available?	Y	
E-6	Is your proposed rate for each technology and tier available for future zip codes offered (expansion)?	Y	

EXHIBIT D – CERTIFICATION REGARDING LOBBYING

The undersigned certifies, to the best of his or her knowledge and belief, that:

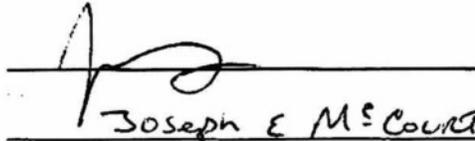
No Federal appropriated funds have been paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal Contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal Contract, grant, loan, or cooperative agreement.

If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal Contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.

The undersigned shall require that the language of this certification be included in the award documents for all sub awards at all tiers (including subcontracts, sub grants, and Contracts under grants, loans and cooperative agreements) and that all sub recipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by Section 1352, title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

Signature:



Printed Name:

Joseph E McCourt

Organization:

LUMOS NETWORKS

Date:

12/1/15

EXHIBIT E – INDIVIDUALS AUTHORIZED TO ORDER SERVICES

The following individuals are authorized by VITA to submit orders for services:

- Linda Brown
- Margaret Moran
- Pamela Wood-Henry

EXHIBIT F – SUPPLIER’S ACCEPTABLE USE POLICY AND ADDENDUM

Users of this Contract must be aware of the Supplier’s Acceptable Use Policy Below.

If the Supplier’s Acceptable Use Policy and/or referenced Subscriber Agreement, including modifications thereto and or new terms and conditions available on Lumos’s website, contain any language that is in conflict with the terms and conditions in the Contract document, the Contract document will govern.

All references to “personal use” and “residential” use in any of Supplier’s service-related documents, terms and conditions or the AUP do not apply to this Contract, the purpose of which is for the business of the Commonwealth of Virginia’s Authorized Users as defined in section 2, Definitions, of the Contract.

Supplier’s acceptable use policy (AUP) is, with the exceptions noted herein, acceptable to VITA. Nonetheless, because certain standard clauses that may appear in, or be incorporated by reference into, or be added in a future revision, Supplier’s AUP cannot be accepted by VITA, and in consideration of the convenience of using that form, and this form the parties hereto specifically agree that, notwithstanding any provisions appearing in the Supplier’s AUP, as referenced and incorporated herein, none of the following shall have any effect or be enforceable against VITA, the Commonwealth, any Authorized User, or any of their officers, directors, employees or agents:

1. Requiring the application of the law of any state other than the Commonwealth of Virginia in interpreting or enforcing the contract or requiring or permitting that any dispute under the contract be resolved in any court other than a circuit court of the Commonwealth of Virginia;
2. Requiring any total or partial compensation or payment for lost profit or liquidated damages by VITA, the Commonwealth, any Authorized User, or their officers, directors, employees or agents if the contract is terminated before its ordinary period;
3. Imposing any interest charge(s) contrary to that specified by [§ 2.2-4347](#) et seq. of the Code of Virginia;
4. Requiring the Commonwealth, VITA, or any Authorized User to maintain any type of insurance either for the benefit of the Commonwealth, VITA, or such Authorized User or for Supplier’s benefit;
5. Granting Supplier a security interest in property of the Commonwealth, any Authorized User, or any of their officers, directors, employees or agents;
6. Requiring the Commonwealth, VITA, any Authorized User, or any of their officers, directors, employees or agents to indemnify or to hold harmless Supplier for any act or omission;
7. Limiting or adding to the time period within which claims can be made or actions can be brought (Reference Code of Virginia § 8.01 et seq.);
8. Limiting selection and approval of counsel and approval of any settlement in any claim arising under the AUP and in which the Commonwealth, VITA, any Authorized User, or any of their officers, directors, employees or agents is a named party;
9. Binding the Commonwealth, VITA, any Authorized User, or any of their officers, directors, employees or agents to any arbitration or to the decision of any arbitration board, commission, panel or other entity;
10. Obligating the Commonwealth, VITA, any Authorized User, or any of their officers, directors, employees or agents to pay costs of collection or attorney’s fees;
11. Requiring any dispute resolution procedure(s) other than those in accordance with [§ 2.2-4363](#) et seq. of the Code of Virginia;

12. Permitting Supplier to access any Commonwealth or Authorized User records or data, except pursuant to court order;
13. Permitting Supplier to use any information provided by the Commonwealth or any Authorized User except for Supplier's own internal administrative purposes;
14. Requiring the Commonwealth, VITA, or any Authorized User to limit its rights or waive its remedies at law or in equity, including the right to a trial by jury; and
15. Bestowing any right or incurring any obligation that is beyond the duly granted authority of the undersigned representative of VITA to bestow or incur on behalf of the Commonwealth of Virginia.
16. Establishing a presumption of severe or irreparable harm to Supplier by the actions or inactions of VITA or any Authorized User;
17. Limiting the liability of Supplier for property damage or personal injury;
18. Not complying with the contractual claims provision [§ 2.2-4363](#) of the Code of Virginia which is also incorporated by reference;
19. Not complying with all applicable federal, state, and local laws, regulations, and ordinances;
20. Requiring that the Commonwealth waive its sovereign immunity or its immunity under the Eleventh Amendment;
21. Requiring that the Commonwealth, which is tax exempt, be responsible for payment of any taxes, duties, or penalties;
22. Requiring or construing that any provision in this AUP conveys any rights or interest in Commonwealth or Authorized User data to Supplier;
23. Permitting unilateral modification of the AUP by Supplier;
24. Permitting termination of internet services by Supplier for any reason not expressly stated in the AUP;
25. Requiring or stating that the terms of the Supplier's AUP shall prevail over the terms of this addendum in the event of conflict;
26. Permitting modification or the AUP without VITA's written acceptance;

VITA, THE COMMONWEALTH OF VIRGINIA, AND ALL AUTHORIZED USERS SHALL NOT BE LIABLE TO SUPPLIER, INCLUDING SUPPLIER'S EMPLOYEES, AGENTS, AFFILIATES, AND SUBCONTRACTORS, FOR ANY DAMAGES, CLAIMS, ACTIONS, INFRINGEMENTS, OR SUITS OF ANY KIND RELATING TO, ARISING OUT OF, OR IN ANY WAY CONNECTED WITH OR RESULTING FROM ANY INTERACTION, EITHER DIRECTLY OR INDIRECTLY, WITH ANY COMMONWEALTH OF VIRGINIA WEB PAGE, PORTAL, OR SERVICE. WITHOUT LIMITING THE GENERALITY OF THE FOREGOING, THIS PROVISION SHALL APPLY TO ANY SOFTWARE, APPLICATION, COMPONENT, SERVICE, LICENSE, OR DATA INTEGRATED INTO OR OTHERWISE ACCESSIBLE ON OR THROUGH ANY COMMONWEALTH OF VIRGINIA WEB PAGE, PORTAL, OR SERVICE, WHETHER OWNED OR LICENSED BY THE COMMONWEALTH OR ANY THIRD PARTY.

LUMOS NETWORKS ACCEPTABLE USE POLICY FOR BROADBAND INTERNET SERVICES

Lumos Networks has adopted this Acceptable Use AUP ("AUP") to outline the acceptable use of Lumos Networks' Broadband Internet service ("Broadband Service"). This AUP is in addition to any restrictions contained in the Lumos Networks service agreement for Internet service (the "Subscriber Agreement"). Please also refer to the Frequently Asked Questions ("FAQs"), which includes explanations of how Lumos Networks will enforce this AUP in the

context of network management. All capitalized terms used in this AUP that are not defined here have the meanings given to them in the Subscriber Agreement.

You, the customer, must comply with this AUP. Your failure to do so could result in the suspension or termination of your Broadband Service account. If you do not agree to comply with this AUP, you must immediately stop all use of the Broadband Service and notify Lumos Networks so that we can close your account.

You can send questions regarding this AUP to, and report violations of it at, Lumos Networks Customer Care, 800-320-6144, or Help@lumos.net. To report illegal content on the Internet go to www.ftc.gov.

I. Prohibited Uses and Activities

In general, this AUP prohibits uses and activities involving the Broadband Service that are illegal, infringe the rights of others, or interfere with or diminish the use and enjoyment of the Broadband Service by others.

A. Network and Usage Restrictions

No user of the Broadband Service, Customer Equipment, or the Lumos Networks Equipment may, individually or in combination with another:

1. restrict, inhibit, or otherwise interfere with the ability of any other person, regardless of intent, purpose or knowledge, to use or enjoy the Broadband Service (except for safety and security functions such as parental controls, for example), including, without limitation, posting or transmitting any information or software which contains a worm, virus, or other harmful feature, or generating levels of traffic sufficient to impede others' ability to use, send, or retrieve information,
2. restrict, inhibit, interfere with, or otherwise disrupt performance of the BroadbandService or cause a performance degradation,
3. regardless of intent, purpose or knowledge, to the Broadband Service or anyLumos Networks (or Lumos Networks supplier) host, server, backbone network,node or service, or otherwise cause a performance degradation to any LumosNetworks (or Lumos Networks supplier) facilities used to deliver the BroadbandService;
4. resell the Broadband Service or otherwise make available to anyone outside thePremises the ability to use the Broadband Service (for example, through wi-fi or other methods of networking), in whole or in part, directly or indirectly. The Broadband Service is for personal and non-commercial residential use only and you agree not to use the Broadband Service for operation as an Internet service provider or for any business enterprise or purpose (whether or not for profit);
5. connect the Lumos Networks Equipment to any computer outside of yourPremises;
6. interfere with computer networking or telecommunications service to any user,host or network, including, without limitation, denial of service attacks, flooding of a network, overloading a service, improper seizing and abusing operator privileges, and attempts to "crash" a host; and
7. accessing and using the Broadband Service with anything other than a dynamicInternet Protocol ("IP") address that adheres to the dynamic host configuration protocol ("DHCP"). You may not configure the Broadband Service or any related equipment to access or use a static IP address or use any protocol other than DHCP unless expressly permitted to do so by Lumos Networks.

B. Conduct and Information Restrictions

No user of the Broadband Service, Customer Equipment, or the Lumos Networks Equipment may, individually or in combination with another:

1. avoid incurring charges for or otherwise being required to pay for usage of the Broadband Service;
2. invade another person's privacy, stalk, harass, or otherwise violate the rights of other persons;
3. undertake or accomplish any unlawful purpose. This includes, but is not limited to, posting, storing, transmitting or disseminating information, data or material which is libelous, obscene, unlawful, threatening or defamatory, or which infringes the intellectual property rights of any person or entity, or which in anyway constitutes or encourages conduct that would constitute a criminal offense, or otherwise violate any local, state, federal, or non-U.S. law, order, or regulation;
4. post, store, send, transmit, or disseminate any information or material which a reasonable person could deem to be unlawful;
5. upload, post, publish, transmit, reproduce, create derivative works of, or distribute in any way information, software or other material obtained through the Broadband Service or otherwise that is protected by copyright or other proprietary right, without obtaining any required permission of the owner;
6. collect, or attempt to collect, personal information about third parties without their consent;
7. transmit unsolicited bulk or commercial messages commonly known as "spam;"
8. send voluminous copies of the same or substantially similar messages, empty messages, or messages which contain no substantive content, or send very large messages or files that disrupts a server, account, blog, newsgroup, chat, or similar service;
9. initiate, perpetuate, or in any way participate in any pyramid or other illegal scheme;
10. participate in the collection of voluminous amounts of e-mail addresses, screen names, or other identifiers of others (without their prior consent), a practice sometimes known as spidering or harvesting, or participate in the use of software (including "spyware") designed to facilitate this activity;
11. collect responses from unsolicited bulk messages;
12. falsify, alter, or remove message headers;
13. falsify references to Lumos Networks or its network, by name or other identifier, in messages;
14. impersonate any person or entity, engage in sender address falsification, forge anyone else's digital or manual signature, or perform any other similar fraudulent activity (for example, "phishing");
15. violate the rules, regulations, terms of service, or policies applicable to any network, server, computer database, service, application, system, or Web site that you access or use;

C. Technical Restrictions

No user of the Broadband Service, Customer Equipment, or the Lumos Networks Equipment may, individually or in combination with another:

1. use the Internet service or facilities for web-hosting, e-mail hosting, or other unusually high-bandwidth consumption unless you have made special subscription arrangements with Lumos Networks and the usage does not otherwise violate law or regulation;
2. access any other person's computer or computer system, network, software, or data without his or her knowledge and consent; breach the security of another user or system; or attempt to circumvent the user authentication or security of any host, network, or account. This includes, but is not limited to, accessing data not intended for you, logging into or making use of a server or account you are not expressly authorized to access, or probing the security of other hosts, networks, or accounts without express permission to do so;
3. use or distribute tools or devices designed or used for compromising security or whose use is otherwise unauthorized, such as password guessing programs, decoders, password gatherers, keystroke loggers, analyzers, cracking tools, packet sniffers, encryption circumvention devices, or Trojan Horse programs. Unauthorized port scanning is strictly prohibited;
4. copy, distribute, or sublicense any proprietary software provided in connection with the Broadband Service by Lumos Networks or any third party, except that you may make one copy of each software program for back-up purposes only;
5. distribute programs that make unauthorized changes to software (cracks);
6. use or run dedicated, stand-alone equipment or servers from the Premises that provide network content or any other services to anyone outside of your Premises local area network ("Premises LAN"), also commonly referred to as public services or servers. Examples of prohibited equipment and servers include, but are not limited to, e-mail, Web hosting, file sharing, and proxy services and servers;
7. use or run programs from the Premises that provide network content or any other services to anyone outside of your Premises LAN, except for personal and non-commercial residential use;
8. service, alter, modify, or tamper with the Lumos Networks Equipment or Broadband Service or permit any other person to do the same who is not authorized by Lumos Networks;

II. Customer Conduct and Features of the Broadband Service

A. Customer Obligations

In addition to being responsible for your own compliance with this AUP, you are also responsible for any use or misuse of the Broadband Service that violates this AUP, even if it was committed by a friend, family member, or guest with access to your Broadband Service account. Therefore, you must take steps to ensure that others do not use your account to gain unauthorized access to the Broadband Service by, for example, strictly maintaining the confidentiality of your Broadband Service login and password. In all cases, you are solely responsible for the security of any device you choose to connect to the Broadband Service, including any data stored or shared on that device. It is also your responsibility to secure the Customer Equipment and any other Premises equipment or programs not provided by

Lumos Networks that connects to the Broadband Service from external threats such as viruses, spam, bot nets, and other methods of intrusion.

B. Lumos Networks' Rights

Lumos Networks reserves the right to refuse to transmit or post, and to remove or block, any information or materials, in whole or in part, that it, in its sole discretion, deems to be in violation of Sections I or II of this AUP, or otherwise harmful to Lumos Networks' network or customers using the Broadband Service, regardless of whether this material or its dissemination is lawful so long as it violates this AUP. Neither Lumos Networks nor any of its affiliates, suppliers, or agents have any obligation to monitor transmissions or postings (including, but not limited to, e-mail, file transfer, blog, newsgroup, and instant message transmissions) made on the Broadband Service. However, Lumos Networks and its affiliates, suppliers, and agents have the right to monitor these transmissions and postings from time to time for violations of this AUP and to disclose, block, or remove them in accordance with this AUP, the Subscriber Agreement, and applicable law.

C. Service Restrictions

All of Lumos Networks' network and system services are provided according to scheduled fees for each type of service. You agree to use such services in accordance with the terms set forth below.

1. Email and Web-Hosting Services

- (i) Unsolicited Email Prohibited - You may not use Lumos Networks-hosted email addresses for the purpose of sending unsolicited email. You may not use or cause to be used Lumos Networks' equipment, network connectivity, or other resources to originate, deliver, relay or otherwise transmit unsolicited email messages. You may not engage in any of the foregoing prohibited activities by using the service of any other provider, third-party agent, remailing service or address forwarding service, in such a way that Lumos Networks' network addresses or Lumos Networks-hosted web or email services are in any way identified as being associated with the sending of unsolicited email.
- (ii) Unauthorized use, or forging, of mail header information (e.g. "spoofing") is prohibited.
- (iii) Fraudulent Activity Prohibited – You may not use the Lumos Networks email and web-hosting services to make fraudulent offers to sell or buy products, items, services, or to advance any type of financial scam such as "pyramid schemes", "Ponzi schemes", or "chain letters." You may not use techniques to hide or obscure the source of any e-mail or other communications.
- (iv) Lumos Networks reserves the right to suspend or delay delivery of email to Customer utilizing the Lumos Networks email services and/or the virtual domain email if the volume of email being redirected, stored, or delivered on the Customer's behalf is deemed excessive. Excessive traffic is defined as any amount of email that consumes more than 10MB of disk storage space per individual mailbox or any volume of email traffic that

noticeably degrades performance on the server in question, in the sole discretion of Lumos Networks. Stored mail exceeding these limits may be transferred to a compressed file at Lumos Networks' discretion. Lumos Networks will attempt to notify the account holder via the account contact information on record; however Lumos Networks reserves the right to delete the contents of such email boxes upon thirty (30) days after attempted notification.

- (v) The Broadband Service may not be used to communicate or distribute e-mail or other forms of communications in violation of Section I of this AUP. As described below in Section III of this AUP, Lumos Networks uses reasonable network management tools and techniques to protect customers from receiving spam and from sending spam (often without their knowledge over an infected computer).
- (vi) Lumos Networks is not responsible for deleting or forwarding any e-mail sent to the wrong e-mail address by you or by someone else trying to send e-mail to you. Lumos Networks is also not responsible for forwarding e-mail sent to any account that has been suspended or terminated. This e-mail will be returned to the sender, ignored, deleted, or stored temporarily at Lumos Networks' sole discretion.
- (vii) In the event that Lumos Networks believes in its sole discretion that any subscriber name, account name, or e-mail address (collectively, an "identifier") on the Broadband Service may be used for, or is being used for, any misleading, fraudulent, or other improper or illegal purpose, Lumos Networks (i) reserves the right to block access to and prevent the use of any of these identifiers and (ii) may at any time require any customer to change his or her identifier. In addition, Lumos Networks may at any time reserve any identifiers on the Broadband Service for Lumos Networks' own purposes. In the event that a Broadband Service account is terminated for any reason, all e-mail associated with that account (and any secondary accounts) will be permanently deleted as well.

2. Instant, Video, and Audio Messages

Each user is responsible for the contents of his or her instant, video, and audio messages and the consequences of any of these messages. Lumos Networks assumes no responsibility for the timeliness, mis-delivery, deletion, or failure to store these messages. In the event that a Broadband Service account is terminated for any reason, all instant, video, and audio messages associated with that account (and any secondary accounts) will be permanently deleted as well.

3. Personal Web Pages and File Storage

You are solely responsible for any information that you or others publish or store on the any personal web page or in any storage files. You are also responsible for ensuring that all content made available through personal web pages is appropriate for those who may have access to it. For example, you must take appropriate precautions to prevent minors from receiving or accessing inappropriate content. Lumos Networks reserves the right to remove, block, or refuse to post or store any information or materials, in whole or in part, that it, in its sole discretion, deems to be in violation of Section I of this AUP. For purposes of this AUP, "material" refers to all forms of communications including text, graphics (including photographs, illustrations, images, drawings, logos), executable programs and scripts, video recordings, and audio recordings.

III. Network Management and Limitations on Data Consumption

Lumos Networks manages its network with the goal of delivering a fast, safe and uncompromised broadband Internet experience to all of its customers. But, high-speed bandwidth and network resources are not unlimited. Managing the network is essential for the promotion of best possible Broadband Internet experience by all of Lumos Networks' customers. The company uses reasonable network management practices that are consistent with industry standards. Lumos Networks tries to use tools and technologies that are minimally intrusive and, in its independent judgment guided by industry experience, among the best in class. Of course, the company's network management practices will change and evolve along with the uses of the Internet and the challenges and threats on the Internet.

If Lumos Networks didn't manage its network, its customers would be subject to the negative effects of spam, viruses, security attacks, network congestion, and other risks and degradations of service. By engaging in responsible network management, including enforcement of this AUP, Lumos Networks can deliver the best possible broadband Internet experience to all of its customers.

Please see Lumos Networks' Network Management Policy for more information.

A. Network Usage and Data Consumption Restrictions

You acknowledge that all of the Lumos Networks Internet services are intended for periodic, active use of email, user newsgroups, transfers via FTP, Internet chat, Internet games, and browsing of the Internet. You must comply with all current bandwidth, data storage, and other limitations on the Lumos Networks Internet services that have been established by Lumos Networks and Lumos Networks suppliers. You agree not to intentionally use the Lumos Networks Internet service on a standby or inactive basis in order to maintain a connection. The excessive use or abuse of Lumos Networks' network resources by one Customer may have a negative impact on all other Customers. Accordingly, in addition to the Prohibited Uses and Activities provided in Section I, you may not use the Lumos Networks Internet service or take any action, directly or indirectly, that will result in excessive consumption or utilization of the system or network resources, or which may weaken network performance, as determined in Lumos Networks' sole discretion. Such prohibited actions include, but are not limited to: using the Lumos Networks Internet Services to host a web server site which attracts excessive traffic at your location, continuously uploading or downloading streaming video or audio, use net hosting, continuous FTP uploading or downloading, or acting in a manner that negatively effects other users' ability to engage in real time exchanges and use of the Lumos Networks Internet Services.

Common activities that may cause excessive data consumption in violation of this AUP include, but are not limited to, numerous or continuous bulk transfers of files and other high capacity traffic using (i) file transfer protocol ("FTP"), (ii) peer-to-peer applications, and (iii) newsgroups. You must also ensure that your use of the Broadband Service does not restrict, inhibit, interfere with, or degrade any other person's use of the Broadband Service, nor represent (as determined by Lumos Networks in its sole discretion) an overly large burden on the network. In addition, you must ensure that your use of the Broadband Service does not limit or interfere with Lumos Networks' ability to deliver and monitor the Broadband Service or any part of its network.

If you use the Broadband Service in violation of the restrictions referenced above, that is a violation of this AUP. In these cases, Lumos Networks may, in its sole discretion, suspend or terminate your Broadband Service account or request that you subscribe to a version of

the Broadband Service (such as a commercial grade Internet service, if appropriate) if you wish to continue to use the Broadband Service at higher data consumption levels. Lumos Networks may also provide versions of the Broadband Service with different speed and data consumption limitations, among other characteristics, subject to applicable Broadband Service plans.

Lumos Networks' determination of the data consumption for Broadband Service accounts is final.

IV. Violation of this Acceptable Use AUP

Lumos Networks reserves the right to immediately suspend or terminate your Broadband Service account and terminate the Subscriber Agreement if you violate the terms of this AUP or the Subscriber Agreement. Lumos Networks does not routinely monitor the activity of individual Broadband Service accounts for violations of this AUP, except for determining aggregate data consumption in connection with the data consumption provisions of this AUP. However, in the company's efforts to promote good citizenship within the Internet community, it will respond appropriately if it becomes aware of inappropriate use of the Broadband Service. Lumos Networks has no obligation to monitor the Broadband Service and/or the network. However, Lumos Networks and its suppliers reserve the right at any time to monitor bandwidth, usage, transmissions, and content in order to, among other things, operate the Broadband Service; identify violations of this AUP; and/or protect the network, the Broadband Service and Lumos Networks users.

Lumos Networks prefers to inform customers of inappropriate activities and give them a reasonable period of time in which to take corrective action. Lumos Networks also prefers to have customers directly resolve any disputes or disagreements they may have with others, whether customers or not, without Lumos Networks' intervention. However, if the Broadband Service is used in a way that Lumos Networks or its suppliers, in their sole discretion, believe violates this AUP, Lumos Networks or its suppliers may take any responsive actions they deem appropriate under the circumstances with or without notice. These actions include, but are not limited to, temporary or permanent removal of content, cancellation of newsgroup posts, filtering of Internet transmissions, and the immediate suspension or termination of all or any portion of the Broadband Service (including but not limited to newsgroups). Neither Lumos Networks nor its affiliates, suppliers, or agents will have any liability for any of these responsive actions. These actions are not Lumos Networks' exclusive remedies and Lumos Networks may take any other legal or technical actions it deems appropriate with or without notice.

Lumos Networks reserves the right to investigate suspected violations of this AUP, including the gathering of information from the user or users involved and the complaining party, if any, and examination of material on Lumos Networks' servers and network. During an investigation, Lumos Networks may suspend the account or accounts involved and/or remove or block material that potentially violates this AUP. You expressly authorize and consent to Lumos Networks and its suppliers cooperating with (i) law enforcement authorities in the investigation of suspected legal violations, and (ii) and system administrators at other Internet service providers or other network or computing facilities in order to enforce this AUP. Upon termination of your Broadband Service account, Lumos Networks is authorized to delete any files, programs, data, e-mail and other messages associated with your account (and any secondary accounts).

The failure of Lumos Networks or its suppliers to enforce this AUP, for whatever reason, shall not be construed as a waiver of any right to do so at any time. You agree that if any portion of this AUP is held invalid or unenforceable, that portion will be construed consistent

with applicable law as nearly as possible, and the remaining portions will remain in full force and effect.

V. Redress and Governing Law

A. Governing Law / Resolution of Disputes - Arbitration

Any dispute or claim between you, the Customer, and Lumos Networks arising out of or relating to the service provided in connection with this Acceptable Use Policy or the Subscriber Agreement shall be resolved by arbitration ("Arbitration"), unless otherwise specified in Customer's individual Subscriber Agreement. To the extent that there is a conflict regarding this Arbitration provision, the Customer's individual Subscriber Agreement supersedes the Terms and Policies of the individual Services.

The arbitrator's decision shall follow the plain meaning of the relevant documents, and shall be final and binding. The parties agree that no arbitrator has the authority to: (i) award relief in excess of what the Subscriber Agreement provides; or (ii) award punitive or exemplary damages. Judgment on the award rendered by the arbitrators may be entered in any court having jurisdiction thereof. All claims shall be arbitrated individually and Customer will not bring, or join any class action of any kind in court or in arbitration or seek to consolidate or bring previously consolidated claims in Arbitration. CUSTOMER ACKNOWLEDGES THAT THIS ARBITRATION PROVISION CONSTITUTES A WAIVER OF ANY RIGHT TO A JURY TRIAL.

B. Governing Law / Resolution of Disputes - Governing Law

The Agreement and the relationship between you and Lumos Networks shall be governed by the laws of the state of Virginia without regard to its conflict of law provisions. To the extent court action is initiated to enforce an arbitration award or for any other reason consistent with the Arbitration provision herein, you and Lumos Networks agree to submit to the personal and exclusive jurisdiction of the courts located within the state of Virginia and waive any objection as to venue or inconvenient forum. The failure of Lumos Networks to exercise or enforce any right or provision of this AUP or the Subscriber Agreement shall not constitute a waiver of such right or provision. If any provision of this AUP or the Subscriber Agreement is found by a court of competent jurisdiction to be invalid, the parties nevertheless agree that the court should endeavor to give effect to the parties' intentions as reflected in the provision, and the other provisions of this AUP or the Subscriber Agreement remain in full force and effect. You agree that regardless of any statute or law to the contrary, any claim or cause of action arising out of or related to use of the service, this AUP or the Subscriber Agreement must be filed within one (1) year after such claim or cause of action arose or be forever barred.

VI. Copyright and Digital Millennium Copyright Act Requirements

Lumos Networks is committed to complying with U.S. copyright and related laws, and requires all customers and users of the Broadband Service to comply with these laws. Accordingly, you may not store any material or content on, or disseminate any material or content over, the Broadband Service (or any part of the Broadband Service) in any manner that constitutes an infringement of third party intellectual property rights, including rights granted by U.S. copyright law. Owners of copyrighted works who believe that their rights under U.S. copyright law have been infringed may take advantage of certain provisions of

the Digital Millennium Copyright Act of 1998 (the “DMCA”) to report alleged infringements. It is Lumos Networks' policy in accordance with the DMCA and other applicable laws to reserve the right to terminate the Broadband Service provided to any customer or user who is either found to infringe third party copyright or other intellectual property rights, including repeat infringers, or who Lumos Networks, in its sole discretion, believes is infringing these rights. Lumos Networks may terminate the Broadband Service at any time with or without notice for any affected customer or user. Please see Lumos Networks' DMCA policy for additional information.

