



First Step Internet
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Moscow, ID 83843
208 882 8869

Highland School District #305

112 Boulevard St
PO Box 130
Craigmont, ID 83523-0130

Telephone: 208 924 5211
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Entity Number: 142680

Nathan Weeks

Telephone: 208 924 5211
E-mail: nweeks@sd305.org

FSI SPIN NUMBER: 143009309

Response to:

Schools and Libraries Universal Service
Description of Services Requested and Certification
Form 470

Application #: 160022192 & 160018884

February 19, 2016

Proposal Summary

First Step Internet is pleased to present the following proposal to the Highland School District #305. First Step Internet has been providing data communications services throughout the Inland Northwest for over a decade and has the knowledge and expertise to provide services to the Highland School District. Our network upgrades and increased capacity of the last three years have put FSI in a unique position to service the requirements detailed in the Form 470.

First Step Internet plans to leverage existing licensed microwave infrastructure where possible to provide a high capacity connection to the school district. The licensed microwave equipment is scalable up to 100Mbps.

First Step Internet has the experience, local investment and expertise to continue to provide a successful internet and phone solution for the Highland School District. The winning combination of a quality product and a quality support organization will provide the Highland School District with the needed service to serve you both now and in the future.

We appreciate the opportunity to provide this proposal to you and look forward to further discussions regarding the same.

Sincerely,

_____ and _____

Joe Savoy
Area Sales & Business Development
First Step Internet
jsavoy@fsr.com
208-882-8869 ext. 435

Kevin Owen
President/CEO
First Step Internet
kowen@fsr.com
208-882-8869 ext. 530

Vendor Information

Company Background

First Step Research was originally founded in 1989 as a research and development firm focused on developing cutting-edge network software for Fujitsu, IBM, General Motors and others. As technology evolved through the nineties and the Internet became a growing part of our lives, First Step evolved as well. And so, in 1994, First Step Internet was formed.

Today, First Step Internet has grown to become the region's largest and most trusted Internet Service Provider with over 5,000 broadband customers across Northern Idaho and Eastern Washington, ranging from basic residential service to enterprise-grade internet and data transport services. Our available services now span internet access over dial up, DSL, cable, fixed terrestrial wireless, multi-tenant Ethernet, Frame Relay, and fiber, as well as layer 2 private-line data transport and voice communications. We are very proud to have been chosen as a vendor by local institutions such as the University of Idaho, the Moscow School District, Gritman Hospital, Pullman Memorial Hospital, and Schweitzer Engineering Laboratories, among many, many others.

First Step continues to expand its coverage areas throughout Eastern Washington and Northern Idaho. For many of the communities that we have extended our network to, our entrance into their market was their first exposure to broadband connectivity. We also recently received the confidence of the NTIA under their Broadband Stimulus program with an award of \$2.4 million. The scope of this grant is to construct an FCC licensed, redundant microwave backbone throughout the 5 counties of Latah, Lewis, Nez Perce, Clearwater and Idaho. Also under the umbrella of the grant, we are providing connectivity to anchor institutions within the 5 county area such as schools, libraries, hospitals and government facilities.

In addition to Internet connectivity, First Step Internet has a commitment to product development targeted at Internet and related technologies. With a special focus on infrastructure technologies, enterprise management and electronic commerce, First Step Internet has evolved into an expert website design, hosting, and Internet services organization. First Step is committed to providing electronic commerce solutions and web presence for small and large businesses and organizations located throughout the neighboring geographical regions and beyond.

Subcontractors

First Step Internet will use First Step Internet employees for this project. There will be no subcontractors used for this project.

Contact Information

Primary Contact for proposal information Communications, Designated Executive for Contract Negotiations and Manager in charge of post installation support team / maintenance.

Kevin Owen, President & CEO
kowen@fsr.com, 208-882-8869 ext 530

Nathan Anderson, Senior Network Engineer
nathana@fsr.com, 208-882-8869 ext 480

Joe Savoy, Area Sales & Business Development
jsavoy@fsr.com, 208-882-8869 ext 435

Key Personnel

Eric Flanery, eflanery@fsr.com – senior network engineer – Eric is the primary network engineer involved in specifying, configuring, and supporting the network in this proposal. He has been with FSI for 11 years.

Nathan Anderson, nathana@fsr.com – network engineer – Nathan is a network engineer who works closely with Eric to oversee, maintain, and support the network. He has been with FSI for 11 years.

Mike Harshbarger, mharsh@fsr.com – systems administration – Mike has been with First Step for over 13 years and both oversees First Step's NOC as well as works with the network engineering team.

Nick Alexander, nalexander@fsr.com – senior wireless engineer – Nick is a certified tower engineer with experience installing and supporting a large percentage of our vast microwave network. He has been with FSI for 7 years.

Mike French, mfrench@fsr.com – wireless engineer – Mike is a certified tower engineer with experience in telecommunications who works closely with Nick to install, support, and maintain the network gear.

Aaron Bronson, abronson@fsr.com – network engineer – Aaron is the support manager who works closely with Eric, Nathan, Nick and Mike to oversee, maintain, and support the network. He has been with FSI for 5 years.

Joe Savoy, jsavoy@fsr.com – project manager – Joe has been with FSI for 11 years and will be the primary contact, designated executive for contract negotiations, and manager in charge of post installation support and maintenance.

Kevin Owen, kowen@fsr.com – President and CEO – Kevin has managed First Step Internet since 1999. He oversaw the reinvention of First Step as a facilities-based data networking and services company and through this has grown the company into the largest and most trusted Internet Service Provider in the Inland Northwest.

Customer References

Kane Francetich – Chief Information Officer - Gritman Medical Center
Moscow, Idaho - 208 883 6280 – kane@gritman.org

Gale Gourley – Network Specialist District Office – Moscow School District #281
Moscow, Idaho - 208 882 1120 – ggourley@msd281.org

Joe Rodriguez – Director of Technology – Mountain View School District #244
Grangeville, Idaho - 208 983 0990 – rodriguezj@sd244.org

Russel Miles – Technology Coordinator – Orofino Joint School District #171
Orofino, Idaho - 208 476 4810 – milesr@sd171.k12.id.us

Keith Hite – Technology Coordinator – Kamiah Joint School District #304
Kamiah, Idaho - 208 935 4079 – khite@kamiah.org

Shawn Tiegs – Technology Coordinator – Nezperce School District #302
Grangeville, Idaho - 208 937 2551 – stiegs@nezpercesd.us

Services

First Step believes that it is in a unique position to not only satisfy the requirements of the Highland School District's internet service request, but to also approach its implementation in a timely, efficient, and quality-controlled manner. The following details how First Step Internet plans to leverage its network to provide quality service to the Highland School District:

Internet Services

First Step Internet will utilize the existing Licensed DragonWave Microwave antenna mounted to the Highland High School to feed the Highland School District. FSI will provide the following speed to Highland School District:

- 50mbps/50mbps – DIA – Highland School District – Licensed

If the Highland School District wants more bandwidth in the future, the initial bandwidth is scalable up to 100Mbps. Internet service includes a routable /28 subnet (13 usable addresses). A full /24 (253 usable address, 'Class-C' equivalent) can be provided for an additional fee to be negotiated. Additional addresses may be available, subject to availability, at an additional cost. SLA's can be given upon request

VOIP Services

First Step Internet will continue to provide VOIP Telephone service to the Highland School District. Highland School District will find that the FSR VOIP offering is robust and a significant savings over the traditional telco phone service. Highland School District will receive the following services:

SIP Trunk or PRI configuration that is compatible with the current phone service.

FSR will be able to hand off as direct SIP over Ethernet, or as fractional PRI. Highland School District will be responsible for providing a PBX/phone switch to plug into. Standard features will be available through Highland School District's phone system.

10 Channels

Highland School District will be able to make up to 10 simultaneous inbound and outbound calls.

DID Block of 32 Numbers

FSR will supply the Highland School District with a new block and/or port in a block that already exists.

2,500 Minutes

FSI will provide the Highland School District with 2,500 total minutes each month. This includes all long distance within the US and all local calls. Highland School District can increment their monthly minutes in blocks of 1,000 for \$30/month.

Equipment and Installation

All equipment provided by FS for this agreement will be owned, managed, and maintained by First Step Internet. FS can provide additional installation and technical support according to FS General Fees listed below.

Maintenance

The customer will be responsible for maintaining a proper environment for their equipment. The equipment must be secured by the customer, protected from the elements and made available to FS upon request should service be required.

Responsibilities

First Step will provide a Licensed DragonWave Microwave Internet Access. The management and administration of local networks and system are the responsibilities of Highland School District. Redistribution of service to other entities beyond Highland School District is strictly prohibited. First Step Internet will also continue to provide SIP Trunk VoIP phone service.

Payment

Highland School District will be billed for internet service as specified below. Highland School District will agree to a contract term for 1 year with an option to renew service for an 1 additional term.

Notices

All notices, requests, demands, or communications required or permitted hereunder shall be deemed effectively given upon:

- Personal delivery (including personal delivery by overnight messenger) to the party to be notified;
- Five business days after deposit with registered or certified mail, return receipt requested, prepaid and addressed to the party to notified at the address as shall be given in writing by either party to the other; or
- Immediately upon transmission and telephone confirmation if sent by facsimile or electronic mail to the receiving party at such address.

Cost Summary

Dedicated Internet Access

50mbps/50mbps - Highland School District – Licensed - @\$10/meg	\$500/month or \$6,000/year
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VOIP Service

10 Channels @ \$20 per Channel	\$200/month
32 DID's @ \$3.50 per DID	\$112/month
2,500 Minutes @ \$62.50 per block Port In Numbers – Included in setup Local & Long Distance – U.S. - Included	\$62.50/month
	\$385/month or \$4,620/year

Agreement

Please sign and return this proposal to First Step Internet via the address or fax number indicated at the bottom of the page.

Highland School District agrees to the above proposal and terms.

By: Nathan Weeks
(signature)

Nathan Weeks
Business Manager
Highland School District #305

Date: 6-21-16

By: [Signature]

Joe Savoy
Business Representative
First Step Internet, LLC.

Date: 6/21/16