

SUNY Orange/CoreTrust

Plain Old Telephone Service Lines ("POTS")

RFP # ITB-OCCE-2026-18

Submission Date: 20 January 2026

SUBMITTED TO:

SUNY Orange/Orange County Community College

ADDRESS:

Orange County Community College
Purchasing Department OH220
22 Grandview Ave
Receiving Horton Hall
Middletown, NY 10940

CONTACT:

N: Cynthia Rolon

P: 845-341-4852

E: cynthiarolon@sunyorange.edu

SUBMITTED BY:

Granite Telecommunications, LLC

ADDRESS:

1 Heritage Drive
Quincy, MA. 02171

CONTACT:

N: Jamie Haines, Government Proposal Specialist

P: 401-288-1802

E: govtproposals@granitenet.com

20 January 2026

Orange County Community College
22 Grandview Avenue
Middletown NY 10940

Attention: Cynthia Rolon, Purchasing Manager

Subject: SOLICITATION # ITB-OCCC-2026-18 -Granite proposal for Plain Old Telephone Service Lines (POTS)

Dear Ms. Rolon,

Granite Telecommunications, LLC ("Granite") is pleased to provide its proposal for "Plain Old Telephone Service Lines (POTS)." We are confident that our team's experience and resources will prove to be highly beneficial for the SUNY Orange County Community College's (SUNY) transition to the POTS Replacement services and specifications outlined in this RFP.

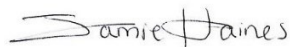
During more than 24 years in operation, Granite has successfully demonstrated that we are a trusted and reliable provider of telecommunication services. Granite has long-standing relationships with thousands of multi-site educational, state, local, and federal government, and commercial entities providing comprehensive services to meet all telecommunication needs.

Granite understands that SUNY is not just looking to upgrade their legacy voice services but looking for a vendor that keeps up with technological advancements and provides unique, customer tailored, and cost-effective solutions that provide high-quality call delivery and reliable service. Granite has built an infrastructure that kept up with the speed of technological advancement and ensures we are on the leading edge of modernization. Our proprietary POTS replacement service, EPIK, and our Managed Network Service (MNS) with managed power distribution unit ("Smart PDU") are two examples of the sweeping modernization solutions for voice and data services that Granite customers take advantage of. Since each college and municipality is unique, the pace at which each college and municipality modernizes their legacy infrastructure will naturally be varied. With that in mind, SUNY's legacy services can easily be "parked" with Granite until the time comes for the green light to transform their voice and data network with Granite's POTS replacement offerings.

To support our customers, Granite has built a support team of hundreds who work directly with customers to provide around-the-clock support and always ensure outstanding performance. Each Granite customer is designated a Premier Account Manager who will act as the single point of contact for all SUNY's account needs. SUNY will receive support from some of the most qualified representatives on our team not only during implementation but also for the duration of the relationship.

Should you have any questions please contact govtproposals@granitenet.com or 401-288-1802.

Sincerely,



Jamie Haines
Government Proposal Specialist

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1 LEGAL NAME

Our company's legal name is Granite Telecommunications, LLC. Please see the Articles of Incorporation below.

Delaware

The First State

Page 1

I, JEFFREY W. BULLOCK, SECRETARY OF STATE OF THE STATE OF DELAWARE, DO HEREBY CERTIFY THE ATTACHED ARE TRUE AND CORRECT COPIES OF ALL DOCUMENTS ON FILE OF "GRANITE TELECOMMUNICATIONS, LLC" AS RECEIVED AND FILED IN THIS OFFICE.

THE FOLLOWING DOCUMENTS HAVE BEEN CERTIFIED:

CERTIFICATE OF FORMATION, FILED THE FIRST DAY OF APRIL, A.D. 2002, AT 9 O'CLOCK A.M.

CERTIFICATE OF AMENDMENT, FILED THE TWENTY-SIXTH DAY OF APRIL, A.D. 2006, AT 8 O'CLOCK A.M.

CERTIFICATE OF CHANGE OF REGISTERED AGENT, FILED THE SEVENTH DAY OF APRIL, A.D. 2010, AT 11:11 O'CLOCK A.M.

CERTIFICATE OF CHANGE OF REGISTERED AGENT, FILED THE EIGHTEENTH DAY OF MAY, A.D. 2011, AT 9:06 O'CLOCK A.M.

AND I DO HEREBY FURTHER CERTIFY THAT THE AFORESAID CERTIFICATES ARE THE ONLY CERTIFICATES ON RECORD OF THE AFORESAID LIMITED LIABILITY COMPANY, "GRANITE TELECOMMUNICATIONS, LLC".



3509271 8100H
SR# 20170491539

You may verify this certificate online at corp.delaware.gov/authver.shtml



Jeffrey W. Bullock, Secretary of State

Authentication: 201943840
Date: 01-27-17

Delaware

The First State

Page 2



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SR# 20170491539

You may verify this certificate online at corp.delaware.gov/authver.shtml

A handwritten signature in black ink, appearing to read "J. Bullock", is written over a horizontal line. Below the line, the text "Jeffrey W. Bullock, Secretary of State" is printed.

Authentication: 201943840
Date: 01-27-17

State of Delaware - Division of Corporations



FAX DFS

DOCUMENT FILING SHEET



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(Two Hr. Service)



Priority 2
(Same Day)
4-01-02



Priority 3
(24 Hour)



Priority 4
(Must Approvals)



Priority 5
(Reg. Approvals)



Priority 6
(Reg. Work)

DATE SUBMITTED

REQUESTOR NAME

ADDRESS

ATTN.

PHONE

CORPORATE SYSTEMS INC.

101 N. Fairfield Dr.
Dover DE 19901

B. Joyce Lockhart

(302) 697-2139

FILE DATE 4-01-02

FILE TIME 9:00 a.m.

NAME of COMPANY / ENTITY GRANITE TELECOMMUNICATIONS, LLC

SRV NUMBER

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RESERVATION NO.

TYPE of DOCUMENT Formation

DOCUMENT CODE

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CHANGE of AGENT / OFFICE

CHANGE of STOCK

CORPORATIONS		METHOD of RETURN	
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FILING FEE TAX	\$	☐ FED. EXPRESS Acct. #	
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SUSSEX COUNTY RECORDER	\$		
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2. Each request must be submitted as a separate item, with its own Filing sheet as the FIRST PAGE.

SODDFS1 06-20-93

STATE OF DELAWARE
SECRETARY OF STATE
DIVISION OF CORPORATIONS
FILED 09:00 AM 04/01/2002
020210189 - 3509271

**STATE of DELAWARE
LIMITED LIABILITY COMPANY
CERTIFICATE of FORMATION**

- **First:** The name of the limited liability company is GRANITE TELECOMMUNICATIONS, LLC

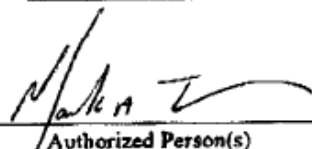
- **Second:** The address of its registered office in the State of Delaware is _____
101 North Fairfield Drive in the City of Dover

The name of its Registered agent at such address is _____
Corporate Systems Inc.

- **Third:** (Use this paragraph only if the company is to have a specific effective date of dissolution.) "~~The undersigned hereby declare that the limited liability company does not have~~ _____"

- **Fourth:** (Insert any other matters the members determine to include herein.)

In Witness Whereof, the undersigned have executed this Certificate of Formation of
GRANITE TELECOMMUNICATIONS, LLC this 1st day of April, 2002.

BY: 
Authorized Person(s)

NAME: Mark A. Tanner
Type or Print

**STATE OF DELAWARE
APPLICATION FOR TRANSFER OF
LIMITED LIABILITY COMPANY NAME
PURSUANT TO TITLE 6, SECTION 18-103
OF THE DELAWARE CODE**

**TO THE SECRETARY OF STATE
OF THE STATE OF DELAWARE:**

1. NAME AND ADDRESS OF APPLICANT:

Harley M. Sacks

Morse & Sacks

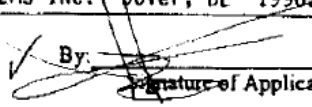
31 Trumbull Rd., Northampton, MA 01060

2. WE RESERVED THE FOLLOWING LIMITED LIABILITY NAME FOR
A PERIOD OF 120 DAYS:

GRANITE TELECOMMUNICATIONS, LLC

3. PLEASE HAVE THE RESERVATION TRANSFERRED TO:

101 N. Fairfield Dr.
CORPORATE SYSTEMS INC. Dover, DE 19901-5720

By: 

Signature of Applicant

Name: Harley M. Sacks
Print or Type

State of Delaware
Secretary of State
Division of Corporations
Delivered 08:00 AM 04/26/2006
FILED 08:00 AM 04/26/2006
SRV 060388264 - 3509271 FILE

**STATE OF DELAWARE
CERTIFICATE OF AMENDMENT
OF**

GRANITE TELECOMMUNICATIONS, LLC

1. Name of Limited Liability Company: GRANITE TELECOMMUNICATIONS, LLC
2. The Certificate of Formation of the limited liability company is hereby amended as follows: The registered agent is to be changed to the following:
TCS Corporate Services, Inc.
615 South DuPont Highway, Dover, DE 19901 (Kent County)

[set forth amendment(s)]

IN WITNESS WHEREOF, the undersigned have executed this Certificate on
the 10 day of 4, A.D. 2006.

By: 
Authorized Person(s)

Name: Rand Currier
Print or Type

State of Delaware
Secretary of State
Division of Corporations
Delivered 11:11 AM 04/07/2010
FILED 11:11 AM 04/07/2010
SRV 100362444 - 3509271 FILE

STATE OF DELAWARE
CERTIFICATE OF CHANGE OF AGENT
AMENDMENT OF LIMITED LIABILITY COMPANY

The limited liability company organized and existing under the Limited Liability Company Act of the State of Delaware, hereby certifies as follows:

1. The name of the limited liability company is _____
GRANITE TELECOMMUNICATIONS, LLC
2. The Registered Office of the limited liability company in the State of Delaware is changed to THOMSON REUTERS (TAX & ACCOUNTING), INC.
615 South DuPont Highway (street), in the City of DOVER,
Zip Code 19901. The name of the Registered Agent at such address upon whom process against this limited liability company may be served is _____
THOMSON REUTERS (TAX & ACCOUNTING), INC.

By: Rand Currier, C.O.O.
Authorized Person

Name: [Signature]
Print or Type

State of Delaware
Secretary of State
Division of Corporations
Delivered 09:27 AM 05/18/2011
FILED 09:06 AM 05/18/2011
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STATE OF DELAWARE
CERTIFICATE OF CHANGE OF AGENT
AMENDMENT OF LIMITED LIABILITY COMPANY

The limited liability company organized and existing under the Limited Liability Company Act of the State of Delaware, hereby certifies as follows:

1. The name of the limited liability company is _____
GRANITE TELECOMMUNICATIONS, LLC
2. The Registered Office of the limited liability company in the State of Delaware is changed to 2711 Centerville Road, Suite 400
_____ (street), in the City of _____,
Wilmington
Zip Code 19808. The name of the Registered Agent at such address upon whom process against this limited liability company may be served is _____
Corporation Service Company

By: /s/ Rand Carrier
Authorized Person

Name: Rand Carrier
Print or Type

2 DESCRIBE HOW YOU MEET THESE MINIMUM QUALIFICATIONS

2.1 VENDOR MUST HAVE A MINIMUM OF 3 YEARS CONTINUOUS EXPERIENCE IMPLEMENTING POTS REPLACEMENT SOLUTIONS WITH CELLULAR TECHNOLOGY.

Granite have been providing telecommunication and network services to educational, state, local, federal government, and commercial customers since 2002. Granite has over a decade of experience implementing POTS replacement services to school districts and public sector customers all over the United States.

2.2 VENDOR MUST HAVE PERFORMED AT LEAST TWO POTS REPLACEMENT IMPLEMENTATIONS USING THE SOLUTION WITH CELLULAR TECHNOLOGY AND HAVE SUPPORTED THOSE IMPLEMENTATIONS FOR AT LEAST TWO YEARS.

Granite has over 200 public sector and school district customers with Granite's POTS Replacement services that use a solution with cellular technology (Granite's patent EPIK solution) in New York alone. Granite has spent over a decade strengthening and improving our resources, infrastructure, and relationships to support SUNY with all their telecommunication needs.

2.3 VENDOR MUST HAVE PERFORMED AT LEAST ONE IMPLEMENTATION WITH AN ORGANIZATION CLOSE IN SIZE TO SUNY ORANGE USING THE PROPOSED SOLUTION WITH CELLULAR TECHNOLOGY AND SUPPORTED THAT IMPLEMENTATION FOR AT LEAST TWO YEARS

Granite has performed many successful POTS replacement implementations with organizations similar in size to SUNY Orange. For example, school districts like Alameda Unified School District, UNC Greensboro, Charleston County School District, and even SUNY Orange themselves. Granite has spent over seven years implementing our patented EPIK solution for POTS replacement, and over a decade implementing POTS replacement solutions to customers all over the United States and Canada.

Qualifications	
Requirement	Proposer's Response
Provide three examples of successful POTS replacement implementations for public sector entities, including project scope, duration, and contact information.	Granite has over a decade of experience implementing POTS replacement services to school districts and public sector customers all over the United States. Granite has over 200 POTS Replacement public sector customers in New York alone. Please see three examples of successful POTS replacement implementations for public sector entities below. Alameda Unified School District

	– Robyn Odell – Director, Management Information Systems – rodell@alamedaunified.org – 510-337-7182 – Project started in 2020. The project rollout ended in November 2024. – Scope: EPIK POTS Replacement • UNC Greensboro – Natsu Carr, Communications Infrastructure and IT Facilities Information Technology Services – nlcarr@uncg.edu – 336 334-4160 – Project started February 2025, and the project rollout ended November 2025. – Scope: EPIK POTS Replacement • Charleston County School District – Tom Nawrocki, RCDD/RTPM – Thomas_nawrocki@charleston.k12.sc.us – (843) 937-6300 – Project started late December 2023, and the project rollout was completed in August 2024. – Scope: EPIK POTS Replacement
Provide resumes of all project team members to be assigned to this contract. Include certifications and relevant experience.	Please see Section 2.4 in the proposal for resumes of all project team members assigned to this contract.
Provide a company overview, including financial stability, age, years in telecom, ownership structure, number of employees, and office locations.	Granite was founded in 2002 and began its operations as a POTS wholesaler. Through Granite’s success with POTS, the team now provides a complete suite of telecommunications and other related services to multi-location educational, federal, state, local government, and commercial entities throughout the United States and Canada. These services include custom-tailored solutions involving national POTS Replacement services, Managed Field Services projects, Inside Wiring and Network Integration, Granite-provided traditional local and long-distance voice services, Internet Connectivity and Dedicated Internet Access, MPLS (offered over Granite’s state-of-the-art network and monitored by Granite’s

	Network Operations Center), SD-WAN, Voice over Internet Protocol, and Mobility Services. Granite is now in its 24th year of successfully providing comprehensive solutions to the largest multi-location educational, federal, state, local, government entities and commercial enterprises throughout the United States and Canada. Granite has over 2,000 employees. Granite's corporate headquarters in Quincy, Massachusetts is also the home to Granite's Network Operations Center (NOC), where a fully staffed team of network specialists monitors the health of our customer's network(s) to ensure our services align with our SLAs. Outside of Massachusetts, Granite also operates out of offices located in Georgia, Illinois, Texas, New York, New Jersey, Pennsylvania, Maryland, Indiana, Tennessee, Florida, Texas, Colorado, Nevada, and California. Granite's backbone network features geographically diverse network Points-of-Presence (POPs) housed in secure SSAE 16-compliant data centers. The four (4) main POPs are in New York, NY, Los Angeles, CA; Dallas, TX, and Chicago, IL. Granite is a privately held company with no outside investors and is cash flow positive. Granite makes no financial investment in marketing, instead, shifting resources towards providing our customers with the innovative benefits in partnering with Granite. These benefits include our ability to increase resources into developing customized billing solutions and superior customer service support by trained professionals. Granite's Ownership Structure Granite has operated as a private company since its inception under the governance and leadership of the President & CEO, Rob Hale. Additionally, Granite's primary decision-makers and executive management include the following: • Rob Hale, President & CEO • Jack McCadden, COO • Johnathan Parker Stafford, CFO
--	---

Has your company experienced a workforce reduction within the past five years? If so, explain the circumstances and corrective actions	Granite has undergone a small number of targeted workforce reductions within the past five years. These decisions were driven by strategic realignments, efficiency gains from new technologies, and organizational restructuring to better support long-term growth. When reductions occurred, we conducted a thorough review of business needs and ensured compliance with all legal requirements. We also reassigned and retrained team members where possible to minimize impact.
Disclose any Conflicts of Interest or Litigation History within the past five years.	There are no conflicts of interest. Granite has been involved in a number of actions during its time of operations; of a number and nature consistent with a company of its age (approx. 24 years), size (approx. 2,200 employees) and scope (providing services to 10,000+ enterprises throughout the US and Canada). All such actions have been civil in nature and in no such action was Granite found responsible. None of the actions impacted, or risks impacting, Granite's ability to provide service to our customers.
Provide documentation of applicable technical and regulatory certifications (e.g., UL Listing, FCC ID, MFVN Certification, HIPAA/PCI/FirstNet readiness, RoHS compliance).	Granite's POTS Replacement EPIK solution has all the certifications listed below: • Permitted under NFPA 72 (National Fire Protection Association) for fire alarms as a Managed Facility-based Voice Network (MFVN) – 2025 NFPA 72 • FCC Rule Part 15 • FCC Rule Part 68 • Listed and approved for use as MFVN by California State Fire Marshal and Fire Department of the City of New York • Tested extensively and accepted by leading fire and burglar panel manufacturers • Service complies with all applicable TAA country of origin requirements • Approved for other Fire/Life Safety apps including elevators, escalators, alarms, etc. • FirstNet certified for secure next-gen public safety networks • HIPAA & PCI Compliant

	• RoHS • UL 62133 & 62368
Confirm your organization's compliance with Federal Contract Terms (Appendix A - Section C) and Cooperative Use by Participating Agencies across multiple jurisdictions.	Please see Granite's exceptions to the Federal Contract Terms (Appendix A-Section C) and Cooperative Use by Participating Agencies across multiple jurisdictions below. ITB Document, Page 12, Section 5. a.: Offeror takes exception to granting the College the right to recover consequential, incidental, special, or indirect damages, whether caused directly or indirectly by Offeror's default. Vendor agrees to be responsible only for actual, direct damages proven to result from its breach of contract.
Describe your company's approach to quality assurance, customer satisfaction, and client retention.	Granite maintains the highest standards of customer service. Granite's commitment to excellent customer service and prompt resolution of any customer service issues that do arise has been recognized by trusted third-party assessors of business practices. For example, Better Business Bureau has accredited Granite since 2016 and rates Granite as an A+ business, the highest rating available. Granite prides itself on customer service and experience, which we measure with the Net Promoter Score to monitor ongoing customer satisfaction. We use this metric as one of our main indicators of sufficient solution performance. The Net Promoter Score ("NPS") is an index ranging from -100 to 100 that measures the willingness of customers to recommend a company's products or service to others. With an unprecedented average call answer time of less than eight seconds, our Concierge Customer Care team in New England allows Granite to stand out with an industry-leading Net Promoter Score of 65. This measurement is tracked on a quarterly basis.
Provide evidence of insurance, and risk management capabilities appropriate for large-scale deployments.	Please see Section 2.5 for the Certificate of Insurance. Our approach to risk management is grounded by Program Management Body of Knowledge (PMBOK) standards for risk management. It establishes effective strategies for risk identification and mitigation as well as for issue resolution for when issues do arise. It helps us

	all to know, and therefore prepare for, any newly discovered risks. Granite understands that SUNY needs a contractor capable of reducing schedule delays and service disruption. We have extensive experience with the transition and implementation of telecommunications services for education, federal, state, and local government agencies, and corporate customers throughout our footprint. For SUNY, transition requires a structured implementation process and detailed cutover testing, as well as careful coordination of transition activities among all parties involved, including Granite, SUNY, the current service providers and phone system or other vendors, to ensure timely transition with no interruption of service. For every project, Granite evaluates the work, locations, timeframes, and technical challenges to identify all potential transition issues. We then evaluate the likelihood and impact to determine a risk index and calculate a mitigation response. Please see Section 2.6 for the Risk Management Index.
Describe your corporate responsibility, sustainability, or environmental stewardship initiatives relevant to telecommunications and electronics manufacturing.	Promoting sustainability is incredibly important to Granite. Granite's sustainable initiatives, through our "Granite Going Green" program, include encouraging carpooling by its employees (by offering preferred parking spaces to carpoolers) and reimbursing employees who commute using public transportation. Moreover, the office at Granite's 1 Heritage headquarters has achieved Gold Certification and is in the process of becoming LEED and Energy Star compliant. All cleaning products utilized at all of Granite's offices are Green Seal.

2.4 PROVIDE RESUMES OF ALL PROJECT TEAM MEMBERS TO BE ASSIGNED TO THIS CONTRACT.

Please see the project team to be assigned to this contract below.

- Laura MacDougall, Senior Manager of Government Contracts
- Matthew Forrest, Senior Manager of Government Accounts
- Charles Meagher, Solutions Engineer, Voice & Network Design

- Matthew Defiglio, Director of Business Development
- Jimmy Hillis, EPIK Project Manager

Any additional resources will be assigned after the award of the contract. Please see the resumes below.

Laura W. MacDougall, *Senior Manager of Government Contracts*

Professional Summary

Ms. MacDougall is a highly accomplished senior-level manager with extensive experience strategically planning, developing, executing, and leading the contractual process of commercial and government programs. She is a results-oriented, decisive leader with proven success in providing high-quality customer service complemented by superior writing/editing abilities, with expertise in integrating technology to streamline processes and procedures, improving operational efficiency. Ms. MacDougall is a recognized leader with a history of training, developing, and motivating team members to exceed all goals. Her exemplary interpersonal skills allow her to build strong business partnerships with senior leaders, associates, clients, and other third parties.

Education:

- College Of William & Mary - Bachelor of Arts, English, Minor in Anthropology

Certifications:

- Paralegal Certificate, Northeastern University

Professional Associations:

- National Contract Management Association (NCMA)

Experience

Granite Telecommunications, LLC

2019 - Present

Senior Manager – Government Contracts

- Responsible for developing and managing processes and procedures for all state/local/education (SLED) contracts and non-EIS Federal contracts.
- Facilitate and participate in providing contractual guidance and analysis to internal management and functional counterparts within partner organizations, including sales, finance, and program management.
- Work with program management teams to ensure compliance with contractual requirements during program execution and communicate contractual obligations to the account teams managing the installation and maintenance of the contracted telecommunications services.

General Dynamics Information Technology, Inc

2002 –2019

Manager, Contracts; Director of Contracts; Contract Administrator

- Managed \$400M contract, including developing internal processes to track funding and task reporting, enabling customer to measure project spend. Program ended with a profit and customer appreciation.
- Enhanced company's proprietary financial database to increase visibility and reporting of daily financials.
- Administered and monitored contract performance on several large government prime contracts and subcontracts from proposal stage through award and administration of contract/subcontracts.

- Coordinate with finance and business teams for timely resolution of contract issues and disputes.
- Participate in negotiations of contract language, terms and conditions, cost/price, deliverables, and schedule requirements.
- Leads a team of contract specialists responsible for SLED/non-EIS Federal contract administration.

Hasbro, Inc.

Senior Paralegal (Contracts & Licensing)

- Successfully coordinated and maintained more than 150 licensing agreements with toy inventors and entertainment organizations.
- Streamlined licensing processes for US and UK affiliate offices.

Matthew T. Forrest, *Senior Manager of Government Accounts*

Professional Summary

Mr. Forrest is a seasoned Premier Account Manager with over a decade of experience managing premier accounts at Granite Telecommunications. He specializes in overseeing large-scale IT infrastructure implementations and B2B project rollouts, ensuring seamless execution from orientation through completion. Mr. Forrest excels in financial planning and analysis, consistently aligning budgets with project goals and implementing corrective actions when needed. His expertise includes coordinating complex data and telephony initiatives, supporting high-profile government clients, and fostering strong customer relationships through strategic onsite engagements and brand integration efforts.

Education:

- Northeastern University, D'Amore-McKim School of Business - Bachelor of Science Degree in Business Administration, Concentration: Entrepreneurship and New Venture Management
- Minors: Global Social Entrepreneurship and International Affairs

Experience

Granite Telecommunications, LLC

2022 - Present

Sr. Team Lead – Premier Accounts

- Project Manager for the implementation of IT infrastructure.
- Manages B2B project objectives for large scale rollouts from orientation to execution.
- Manages financial objectives by forecasting requirements, preparing budgets, analyzing variances, and implementing corrective actions.
- Coordinates all Data and Telephony Project Plans by assembling internal IT and Operations
- Manages the daily telephony needs of several high profile commercial and government accounts.
- Assists sales team with bringing new customers into Granite culture, creating brand awareness and customer loyalties.
- Leads onsite customer meetings to solidify operational processes and expansion of partnership.

CommonMind

2014 –2015

Internet Marketing Analyst

- Managed Google AdWords accounts for several clients across various industries improving account metrics, such as cost-per-click, click-through-rate, and cost-per-conversion.
- Conducted keyword research using the Google Keyword Planner and SEMRush.
- Prepared weekly and monthly AdWords reports for clients.

Work Highlights

Portland Public Schools

POTS Replacement and PRIs

Premiere Account Manager

113 Locations

March 2025 – May 2025

University of Southern California

POTS Replacement and PRIs

Premiere Account Manager

228 Locations

Aug 2024 – April 2025

Twin Rivers ISD

POTS Replacement and PRIs

Premiere Account Manager

115 Locations

May 2024 – Oct 2024

Aldine ISD

POTS Replacement and PRIs

Premiere Account Manager

100 Locations

May 2023 – June 2023

Charles P Meagher, *Solutions Engineer, Voice & Network Design*

Professional Summary

Mr. Meagher is an analytical, meticulous IT and engineering professional with a varied and long-standing history of demonstrated expertise in sales engineering, network design, computer operations/support, systems analysis, network planning, programming, network infrastructure, unified communications, messaging, quality assurance, and compliance. He is adept at analyzing and proposing complete business solutions to solve problems. Driven to achieve results and exceed expectations to ensure the long-term and sustained success of an organization and the clients it serves.

Education:

- Palm Beach State College, Cisco CCNA Exploration
- United Electronics Institute, Associate in Applied Science

Experience

Granite Telecommunications, LLC

2017 - Present

Solutions Engineer

- Proposes complex voice and data network solutions for strategic government agencies as part of the Granite Government Solutions EIS team.
- Designs SD-WAN, MPLS, Internet access, VoIP, Wi-Fi, and Managed Services for multi-location entities.
- Delivers product training and technical support to members of the sales team,
- Collaborates with proposal managers, pricing, legal and operations teams to provide technical content on winning proposals.

Acuative Corporation

2010 –2017

Lead Field Engineer

- Installation of router, switch, and WAN hardware.
- Third Party Maintenance for Cisco's UCS product line.
- Troubleshooting voice and data connection problems.

Deloitte

2002 –2009

- Managed telecommunications projects for major office moves and renovations
- National engineering and support
- Solved day-to-day issues on Nortel PBX and Octel VM voice network

Skills

- **Cisco Certified Technician** (Telepresence) 2013
- **Cisco Certified Technician** (Data Center) 2012
- **Cisco Certified Technician** (Routing and Switching) (2012)
- **Cisco UCS Boot Camp** (2012)
- **Cisco Networking Academy CCNA Exploration** (2011)
- **CompTIA A+ Certification** (2009) (COMP001020029526)
- **Nortel Options 21-81C:** Factory trained (1994)
- **Call Pilot:** Factory trained (2000)
- **Nortel CS1000:** Global Knowledge training (2006)
- **NEC 2400 IMG and IMX:** Factory trained (1994) and (1999)
- **NEC 2000 IVS:** Factory trained (1994)

Matthew V. Defiglio, *Director of Business Development*

Professional Summary

Mr. Defiglio is a forward-thinking leader with 20+ years of success in generating continual sales growth, well versed within public sector and non-profit arenas. He consistently carries out the necessary strategies to identify new business opportunities and maximize revenue growth. Mr. Defiglio exhibits superior communications skills while building solid customer relationships and coaching quality-driven teams.

Education:

- Siena College, Bachelor of Science in Marketing and Management

Experience

Granite Telecommunications, LLC

2019 - Present

Senior Director of Sales, Public Sector

- Oversee up to 17 inside and outside sales executives while spearheading initiatives to generate ongoing revenue for the Public Sector division that grew by 156% in 2020.
- Provide sales training and coaching for all representatives; created training curriculum utilized company wide.
- Guided and coached 7 representatives that rapidly progressed to Sr. Business Development roles.
- Develop proposals and presentations for RFP submissions.
- Manage annual budgets for marketing as well as customers visits and conferences.
- Cultivate relationships with co-operative purchasing and hardware partners while adding new products and services to agreements and contracts.
- Increased team revenue by 131% in a 2-year period.
- Led team in achieving top performance rankings among 12 regional locations in 2020 and 2021.
- Recognized as a 6-time President's Award winner.

Career Highlights

- Provided sound leadership to the top-producing Regional Account Management team two consecutive years at Granite Telecommunications; accelerated team revenue 225% from January 2020 to December 2024.
- Boosted revenue from \$1.8M to \$9.1M+ with Applied Concepts, Inc. while training/developing top-performing sales teams focused on B2B sales.
- Expanded the company's sales team from 6 to 21 members, several of which transitioned to key management roles.

Applied Concepts, Inc.

2003–2018

Dealer Development Manager / Director of Sales

- Led initiatives of an industry leader in automotive phone skills training and coaching for sales, service, and parts.
- Averaged 15% year-over-year revenue growth for seven consecutive years while managing inside sales teams.
- Coordinating training activities for newly hired sales representatives.
- Authored sales scripts for staff; shared best practices for B2B sales, business acquisitions and account management.
- Headed the company's transition from a transactional business model to a subscription-based business model.
- Conducted staff evaluations; created Key Performance Indicators (KPIs) to review metrics of sales executives.
- Held key role during the acquisition of Tier 1 vendor status with Ford Motor Company.
- Enhanced brand awareness by delivering over 100 presentations at automotive OEM conferences.
- Conducted weekly sales meetings and forecasted sales pipelines.

Jimmy Hillis, *EPIK Project Manager*

Professional Summary

Jimmy is a dynamic and result-oriented professional with 10+ years of experience in project management, operations leadership, and supervision. He orchestrates strategic initiatives, drives operational excellence, and delivers high-quality products on tight schedules. He has expertise in establishing and refining standardized project management processes and fostering efficiency and uniformity across diverse projects. Jimmy is adept at facilitating comprehensive project planning, execution, performance reporting, and financial oversight.

Education

- Tarleton State University, Business Management and Marketing

Experience

Granite Telecommunications

2022 - Present

EPIK Project Manager Level II

- Facilitates comprehensive project planning, execution, performance reporting, financial oversight, and ensures successful project outcomes.
- Provides leadership, mentoring, and guidance to project managers.

Federal-Mogul

2017 - Present

Team Lead

- Delegates daily tasks, monitors team progress, and enforces deadlines.
- Fosters positive employee relationships and integrates process improvements.
- Organizes work orders, optimizes workflows, and documents production levels.
- Develops staff schedules and keeps work flowing smoothly.
- Offers constructive criticism and follows staffing strategies.

Work Highlights

University of Southern California

POTS Replacement and PRIs

EPIK Project Manager

228 Locations

Aug 2024 – April 2025

Portland Public Schools

POTS Replacement and PRIs

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POTS Replacement and PRIs

EPIK Project Manager

100 Locations

May 2023 – June 2023

Twin Rivers ISD

POTS Replacement and PRIs

EPIK Project Manager

115 Locations

May 2024 – Oct 2024

2.5 CERTIFICATE OF INSURANCE

Please see the COI below.

ACORD		CERTIFICATE OF LIABILITY INSURANCE		DATE (MM/DD/YYYY) 11/30/2025															
THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.																			
IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).																			
PRODUCER Arthur J. Gallagher Risk Management Services, LLC 115 Federal Street Boston MA 02110		CONTACT NAME: Hunter Araujo PHONE (A/C No. Ext.): FAX (A/C No.): 617-646-0400 E-MAIL: hunter_araujo1@aig.com ADDRESS: hunter_araujo1@aig.com																	
INSURED Granite Telecommunications, LLC 1 Heritage Drive Quincy MA 02171		INSURER(S) AFFORDING COVERAGE <table border="1"><thead><tr><th>INSURER</th><th>NAIC #</th></tr></thead><tbody><tr><td>INSURER A: Hartford Fire Insurance Company</td><td>19682</td></tr><tr><td>INSURER B: Hartford Casualty Insurance Company</td><td>29424</td></tr><tr><td>INSURER C: Hartford Accident and Indemnity Company</td><td>22357</td></tr><tr><td>INSURER D: Beazley Insurance Company, Inc.</td><td>37540</td></tr><tr><td>INSURER E: Trumbull Insurance Company</td><td>27120</td></tr><tr><td>INSURER F:</td><td></td></tr></tbody></table>				INSURER	NAIC #	INSURER A: Hartford Fire Insurance Company	19682	INSURER B: Hartford Casualty Insurance Company	29424	INSURER C: Hartford Accident and Indemnity Company	22357	INSURER D: Beazley Insurance Company, Inc.	37540	INSURER E: Trumbull Insurance Company	27120	INSURER F:	
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INSURER F:																			
COVERAGES		CERTIFICATE NUMBER: 1695388499		REVISION NUMBER:															
THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.																			
INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS												
A	☒ COMMERCIAL GENERAL LIABILITY ☐ CLAIMS-MADE ☒ OCCUR ☒ Contractual Liab GEN'L AGGREGATE LIMIT APPLIES PER: ☐ POLICY ☒ PROJECT ☐ LOC ☐ OTHER:	Y		08UUNBM9LK7	6/30/2025	6/30/2026	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 300,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMPIOP AGG \$ 2,000,000 \$												
E	AUTOMOBILE LIABILITY ☒ ANY AUTO ☐ OWNED ☐ AUTOS ONLY ☐ SCHEDULED ☒ HIRED ☐ AUTOS ONLY ☐ NON-OWNED ☐ AUTOS ONLY	Y		08UENBM9LVA	6/30/2025	6/30/2026	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$												
B	☒ UMBRELLA LIAB ☒ OCCUR ☐ EXCESS LIAB ☐ CLAIMS-MADE ☐ DED ☒ RETENTION \$ 10,000	Y		08RHUBP8FX5	6/30/2025	6/30/2026	EACH OCCURRENCE \$ 15,000,000 AGGREGATE \$ 15,000,000 \$												
C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N	N/A	08WBAD4PM3	6/30/2025	6/30/2026	☒ PER ☐ STATUTE ☐ OTH-ER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000												
D	Cyber Liability /Technology E&O			V379B6250201	6/30/2025	6/30/2026	Limit \$2,000,000												
DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required) RE: BID #: ITB-OCCC-2026-18 PLAIN OLD TELEPHONE SERVICE LINES ("POTS") PREVAILING RATE CASE NUMBER (PRC#): 2025013241. Orange County Community College is included as Additional Insured as respects General Liability, Auto Liability and Umbrella Liability policies, pursuant to and subject to the policy's terms, definitions, conditions and exclusions. The insurance provided in the General Liability policy is primary and any other insurance shall be excess only, and not contributing. The Producer will endeavor to mail 30 days written notice to the Certificate Holder named on the certificate if any policy listed on the certificate is cancelled prior to the expiration date. Failure to do so shall impose no obligation or liability of any kind upon the Producer or otherwise alter the policy terms.																			
CERTIFICATE HOLDER Orange County Community College 22 Grandview Avenue Middletown NY 10940				CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE 															

GRANITE TELECOMMUNICATIONS, LLC
POLICY 08UENBM9LVA



THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

COMMERCIAL AUTOMOBILE BROAD FORM ENDORSEMENT MASSACHUSETTS

This endorsement modifies insurance provided under the following:

BUSINESS AUTO COVERAGE FORM

With respect to coverage provided by this endorsement, the provisions of the Coverage Form apply unless modified by this endorsement.

1. BROAD FORM INSURED

Paragraph 1. – WHO IS AN INSURED – of Section II – Liability Coverage is amended to add the following:

d. Subsidiaries and Newly Acquired or Formed Organizations

The Named Insured shown in the Declarations is amended to include:

- (1) Any legal business entity other than a partnership or joint venture, formed as a subsidiary in which you have an ownership interest of more than 50% on the effective date of the Coverage Form. However, the Named Insured does not include any subsidiary:
 - (a) That is an "insured" under any other automobile policy or
 - (b) That would be an "insured" under such a policy but for (i) its termination or (ii) the exhaustion of its Limit of Insurance.
- (2) Any organization that is acquired or formed by you and over which you maintain majority ownership. However, the Named Insured does not include any newly formed or acquired organization:
 - (a) That is a partnership or joint venture,
 - (b) That is an "insured" under any other policy,
 - (c) That has exhausted its Limit of Insurance under any other policy, or
 - (d) 180 days or more after its acquisition or formation by you, unless you have given us notice of the acquisition or formation.

Coverage does not apply to "bodily injury" or "property damage" that results from an "accident" that occurred before you formed or acquired the organization.

e. Employees as Insureds

- (1) Any "employee" of yours while using a covered "auto" you don't own, hire or borrow in your business or your personal affairs.

f. Lessors as Insureds

- (1) The lessor of a covered "auto" while the "auto" is leased to you under a written agreement if:
 - (a) The agreement requires you to provide direct primary insurance for the lessor and
 - (b) The "auto" is leased without a driver.

Such a leased "auto" will be considered a covered "auto" you own and not a covered "auto" you hire.

g. Additional Insured if Required by Contract

- (1) When you have agreed, in a written contract or written agreement, that a person or organization be added as an additional insured on your business auto policy, such person or organization is an "insured", but only to the extent such person or organization is liable for "bodily injury" or "property damage" caused by the conduct of an "insured" under paragraphs a. or b. of Who Is An Insured with regard to the ownership, maintenance or use of a covered "auto"

The insurance afforded to any such additional insured applies only if the "bodily injury" or "property damage" occurs:

- (a) During the policy period, and
- (b) Subsequent to the execution of such written contract, and
- (c) Prior to the expiration of the period of time that the written contract requires such insurance be provided to the additional insured.

(2) How Limits Apply

If you have agreed in a written contract or written agreement that another person or organization be added as an additional insured on your policy, the most we will pay on behalf of such additional insured is the lesser of:

- (a) The limits of insurance specified in the written contract or written agreement; or
- (b) The Limits of Insurance shown in the Declarations.

Such amount shall be a part of and not in addition to Limits of Insurance shown in the Declarations and described in this Section.

(3) Additional Insureds Other Insurance

If we cover a claim or "suit" under this Coverage Part that may also be covered by other insurance available to an additional insured, such additional insured must submit such claim or "suit" to the other insurer for defense and indemnity.

However, this provision does not apply to the extent that you have agreed in a written contract or written agreement that this insurance is primary and non-contributory with the additional insured's own insurance.

(4) Duties in The Event Of Accident, Claim, Suit or Loss

If you have agreed in a written contract or written agreement that another person or organization be added as an additional insured on your policy, the additional insured shall be required to comply with the provisions in LOSS CONDITIONS 2. - DUTIES IN THE EVENT OF ACCIDENT, CLAIM, SUIT OR LOSS - OF SECTION IV - BUSINESS AUTO CONDITIONS, in the same manner as the Named Insured.

2. Primary and Non-Contributory if Required by Contract

Only with respect to insurance provided to an additional insured in A.1.g. - Additional Insured If Required by Contract, the following provisions apply:

(1) Primary Insurance When Required By Contract

This insurance is primary if you have agreed in a written contract or written agreement that this insurance be primary. If other insurance is also primary, we will share with all that other insurance by the method described in Other Insurance 5.d.

(2) Primary And Non-Contributory To Other Insurance When Required By Contract

If you have agreed in a written contract or written agreement that this insurance is primary and non-contributory with the additional insured's own insurance, this insurance is primary and we will not seek contribution from that other insurance.

Paragraphs (1) and (2) do not apply to other insurance to which the additional insured has been added as an additional insured.

When this insurance is excess, we will have no duty to defend the insured against any "suit" if any other insurer has a duty to defend the insured against that "suit". If no other insurer defends, we will undertake to do so, but we will be entitled to the insured's rights against all those other insurers.

When this insurance is excess over other insurance, we will pay only our share of the amount of the loss, if any, that exceeds the sum of:

- (1) The total amount that all such other insurance would pay for the loss in the absence of this insurance; and
- (2) The total of all deductible and self-insured amounts under all that other insurance.

We will share the remaining loss, if any, by the method described in Section IV - Business Auto Conditions, B. General Condition. Other Insurance 5.d.

3. AUTOS RENTED BY EMPLOYEES

Any "auto" hired or rented by your "employee" on your behalf and at your direction will be considered an "auto" you hire.

The Section IV - Business Auto Conditions, B. General Conditions, 5. OTHER INSURANCE Condition is amended by adding the following:

- e. If an "employee's" personal insurance also applies on an excess basis to a covered "auto" hired or rented by your "employee" on your behalf and at your direction, this insurance will be primary to the "employee's" personal insurance.
- 4. AMENDED FELLOW EMPLOYEE EXCLUSION**
EXCLUSION 5. - FELLOW EMPLOYEE - of SECTION II - LIABILITY COVERAGE does not apply if you have workers' compensation insurance in-force covering all of your "employees".
Coverage is excess over any other collectible insurance.
- 5. HIRED AUTO PHYSICAL DAMAGE COVERAGE**
If hired "autos" are covered "autos" for Liability Coverage and if Comprehensive, Specified Causes of Loss, or Collision coverages are provided under this Coverage Form for any "auto" you own, then the Physical Damage Coverages provided are extended to "autos" you hire or borrow, subject to the following limit.
The most we will pay for "loss" to any hired "auto" is:
(1) \$100,000;
(2) The actual cash value of the damaged or stolen property at the time of the "loss"; or
(3) The cost of repairing or replacing the damaged or stolen property,
whichever is smallest, minus a deductible. The deductible will be equal to the largest deductible applicable to any owned "auto" for that coverage. No deductible applies to "loss" caused by fire or lightning. Hired Auto Physical Damage coverage is excess over any other collectible insurance. Subject to the above limit, deductible and excess provisions, we will provide coverage equal to the broadest coverage applicable to any covered "auto" you own.
We will also cover loss of use of the hired "auto" if it results from an "accident", you are legally liable and the lessor incurs an actual financial loss, subject to a maximum of \$1,000 per "accident".
This extension of coverage does not apply to any "auto" you hire or borrow from any of your "employees", partners (if you are a partnership), members (if you are a limited liability company), or members of their households.
- 6. PHYSICAL DAMAGE - ADDITIONAL TEMPORARY TRANSPORTATION EXPENSE COVERAGE**
Paragraph A.4.a. of SECTION III - PHYSICAL DAMAGE COVERAGE is amended to provide a limit of \$50 per day and a maximum limit of \$1,000.
- 7. LOAN/LEASE GAP COVERAGE**
Under SECTION III - PHYSICAL DAMAGE COVERAGE, in the event of a total "loss" to a covered "auto", we will pay your additional legal obligation for any difference between the actual cash value of the "auto" at the time of the "loss" and the "outstanding balance" of the loan/lease.
"Outstanding balance" means the amount you owe on the loan/lease at the time of "loss" less any amounts representing taxes; overdue payments; penalties, interest or charges resulting from overdue payments; additional mileage charges; excess wear and tear charges; lease termination fees; security deposits not returned by the lessor; costs for extended warranties, credit life Insurance, health, accident or disability insurance purchased with the loan or lease; and carry-over balances from previous loans or leases.
- 8. AIRBAG COVERAGE**
Under Paragraph B. EXCLUSIONS - of SECTION III - PHYSICAL DAMAGE COVERAGE, the following is added:
The exclusion relating to mechanical breakdown does not apply to the accidental discharge of an air bag.
- 9. ELECTRONIC EQUIPMENT - BROADENED COVERAGE**
a. The exceptions to Paragraphs B.4 - EXCLUSIONS - of SECTION III - PHYSICAL DAMAGE COVERAGE are replaced by the following:
Exclusions 4.c. and 4.d. do not apply to equipment designed to be operated solely by use of the power from the "auto's" electrical system that, at the time of "loss", is:
(1) Permanently installed in or upon the covered "auto";
(2) Removable from a housing unit which is permanently installed in or upon the covered "auto";
(3) An integral part of the same unit housing any electronic equipment described in Paragraphs (1) and (2) above; or
(4) Necessary for the normal operation of the covered "auto" or the monitoring of the covered "auto's" operating system.
b. SECTION III, PHYSICAL DAMAGE COVERAGE, Limit of Insurance, Paragraph C.2 is amended to add the following:

\$1,500 is the most we will pay for "loss" in any one "accident" to all electronic equipment (other than equipment designed solely for the reproduction of sound, and accessories used with such equipment) that reproduces, receives or transmits audio, visual or data signals which, at the time of "loss", is:

- (1) Permanently installed in or upon the covered "auto" in a housing, opening or other location that is not normally used by the "auto" manufacturer for the installation of such equipment;
 - (2) Removable from a permanently installed housing unit as described in Paragraph 2.a above or is an integral part of that equipment; or
 - (3) An integral part of such equipment.
- c. For each covered "auto", should loss be limited to electronic equipment only, our obligation to pay for, repair, return or replace damaged or stolen electronic equipment will be reduced by the applicable deductible shown in the Declarations, or \$250, whichever deductible is less.

10. TWO OR MORE DEDUCTIBLES

Under - DEDUCTIBLE - of PHYSICAL DAMAGE COVERAGE, the following is added:

If another Hartford Financial Services Group, Inc. company policy or coverage form that is not an automobile policy or coverage form applies to the same "accident", the following applies:

- (1) If the deductible under this Business Auto Coverage Form is the smaller (or smallest) deductible, it will be waived;
- (2) If the deductible under this Business Auto Coverage Form is not the smaller (or smallest) deductible, it will be reduced by the amount of the smaller (or smallest) deductible.

11. AMENDED DUTIES IN THE EVENT OF ACCIDENT, CLAIM, SUIT OR LOSS

The requirement in LOSS CONDITIONS 2.a. - DUTIES IN THE EVENT OF ACCIDENT, CLAIM, SUIT OR LOSS - of SECTION IV - BUSINESS AUTO CONDITIONS that you must notify us of an "accident" applies only when the "accident" is known to:

- (1) You, if you are an individual
- (2) A partner, if you are a partnership; or
- (3) A member, if you are a limited liability company; or
- (4) An executive officer or insurance manager, if you are a corporation.

12. UNINTENTIONAL FAILURE TO DISCLOSE HAZARDS

If you unintentionally fail to disclose any hazards existing at the inception date of your policy, we will not deny coverage under this Coverage Form because of such failure.

13. HIRED AUTO - COVERAGE TERRITORY

Section IV, BUSINESS AUTO CONDITIONS, Paragraph B. GENERAL CONDITIONS 7. - POLICY PERIOD, COVERAGE TERRITORY is replaced by the following:

- e. For short-term hired "autos", the coverage territory with respect to Liability Coverage is anywhere in the world provided that if the insured's responsibility to pay damages for "bodily injury" or "property damage" is determined in a "suit," the "suit" is brought in the United States of America, the territories and possessions of the United States of America, Puerto Rico or Canada or in a settlement we agree to.

14. WAIVER OF SUBROGATION

Paragraph 5. TRANSFER OF RIGHTS OF RECOVERY AGAINST OTHERS TO US - of SECTION IV - BUSINESS AUTO CONDITIONS A. LOSS CONDITIONS is amended by adding the following:

We waive any right of recovery we may have against any person or organization with whom you have a written contract that requires such waiver because of payments we make for damages under this Coverage Form.

15. RESULTANT MENTAL ANGUISH COVERAGE

The definition of "bodily injury" in SECTION V - DEFINITIONS, C is replaced by the following:

"Bodily injury" means bodily injury, sickness or disease sustained by any person, including mental anguish or death resulting from any of these.

16. EXTENDED CANCELLATION CONDITION

Condition A., Cancellation, of the MASSACHUSETTS MANDATORY ENDORSEMENT applies except as follows:

If we cancel for any reason other than nonpayment of premium, any notice of cancellation will be sent to you at your last address shown on the Declarations at least 60 days prior to the effective date.

17. EXTRA EXPENSE - BROADENED COVERAGE

Under Paragraph A. - COVERAGE - of SECTION III - PHYSICAL DAMAGE COVERAGE, we will pay for the expense of returning a stolen covered "auto" to you.

18. HYBRID, ELECTRIC, OR NATURAL GAS VEHICLE PAYMENT COVERAGE

In the event of a total loss to a "non-hybrid" auto for which Comprehensive, Specified Causes of Loss, or Collision coverages are provided under this Coverage Form, then such Physical Damage Coverages are amended as follows:

- a. If the auto is replaced with a "hybrid" auto or an auto powered solely by electricity or natural gas, we will pay an additional 10%, to a maximum of \$2,500, of the "non-hybrid" auto's actual cash value or replacement cost, whichever is less,
- b. The auto must be replaced and a copy of a bill of sale or new lease agreement received by us within 60 calendar days of the date of "loss,"
- c. Regardless of the number of autos deemed a total loss, the most we will pay under this Hybrid, Electric, or Natural Gas Vehicle Payment Coverage provision for any one "loss" is \$10,000.

For the purposes of the coverage provision,

- a. A "non-hybrid" auto is defined as an auto that uses only an internal combustion engine to move the auto but does not include autos powered solely by electricity or natural gas..
- b. A "hybrid" auto is defined as an auto with an internal combustion engine and one or more electric motors; and that uses the internal combustion engine and one or more electric motors to move the auto, or the internal combustion engine to charge one or more electric motors, which move the auto.

19. VEHICLE WRAP COVERAGE

In the event of a total loss to an "auto" for which Comprehensive, Specified Causes of Loss, or Collision coverages are provided under this Coverage Form, then such Physical Damage Coverages are amended to add the following:

In addition to the actual cash value of the "auto", we will pay up to \$1,000 for vinyl vehicle wraps which are displayed on the covered "auto" at the time of total loss. Regardless of the number of autos deemed a total loss, the most we will pay under this Vehicle Wrap Coverage provision for any one "loss" is \$5,000. For purposes of this coverage provision, signs or other graphics painted or magnetically affixed to the vehicle are not considered vehicle wraps.

POLICY NUMBER: 08UUNBM9LK7

COMMERCIAL GENERAL LIABILITY
CG 20 10 12 19

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

**ADDITIONAL INSURED – OWNERS, LESSEES OR
CONTRACTORS – SCHEDULED PERSON OR
ORGANIZATION**

This endorsement modifies insurance provided under the following:

COMMERCIAL GENERAL LIABILITY COVERAGE PART

SCHEDULE

Name Of Additional Insured Person(s) Or Organization(s)	Location(s) Of Covered Operations
AS REQUIRED BY WRITTEN CONTRACT	ALL LOCATIONS
Information required to complete this Schedule, if not shown above, will be shown in the Declarations.	

A. Section II – Who Is An Insured is amended to include as an additional insured the person(s) or organization(s) shown in the Schedule, but only with respect to liability for "bodily injury", "property damage" or "personal and advertising injury" caused, in whole or in part, by:

1. Your acts or omissions; or
2. The acts or omissions of those acting on your behalf;

in the performance of your ongoing operations for the additional insured(s) at the location(s) designated above.

However:

1. The insurance afforded to such additional insured only applies to the extent permitted by law; and
2. If coverage provided to the additional insured is required by a contract or agreement, the insurance afforded to such additional insured will not be broader than that which you are required by the contract or agreement to provide for such additional insured.

B. With respect to the insurance afforded to these additional insureds, the following additional exclusions apply:

This insurance does not apply to "bodily injury" or "property damage" occurring after:

1. All work, including materials, parts or equipment furnished in connection with such work, on the project (other than service, maintenance or repairs) to be performed by or on behalf of the additional insured(s) at the location of the covered operations has been completed; or
2. That portion of "your work" out of which the injury or damage arises has been put to its intended use by any person or organization other than another contractor or subcontractor engaged in performing operations for a principal as a part of the same project.

C. With respect to the insurance afforded to these additional insureds, the following is added to **Section III – Limits Of Insurance:**

If coverage provided to the additional insured is required by a contract or agreement, the most we will pay on behalf of the additional insured is the amount of insurance:

1. Required by the contract or agreement; or

2. Available under the applicable limits of insurance; whichever is less.

This endorsement shall not increase the applicable limits of insurance.

GRANITE TELECOMMUNICATIONS, LLC
POLICY 08UUNBM9LK7

(3) Tenant Liability

That is insurance purchased by you to cover your liability as a tenant for "property damage" to premises rented to you or temporarily occupied by you with permission of the owner;

(4) Aircraft, Auto Or Watercraft

If the loss arises out of the maintenance or use of aircraft, "autos" or watercraft to the extent not subject to Exclusion g. of Section I - Coverage A - Bodily Injury And Property Damage Liability;

(5) Property Damage To Borrowed Equipment Or Use Of Elevators

If the loss arises out of "property damage" to borrowed equipment or the use of elevators to the extent not subject to Exclusion j. of Section I - Coverage A - Bodily Injury And Property Damage Liability;

(6) When You Are Added As An Additional Insured To Other Insurance

Any other insurance available to you covering liability for damages arising out of the premises or operations, or products and completed operations, for which you have been added as an additional insured by that insurance; or

(7) When You Add Others As An Additional Insured To This Insurance

Any other insurance available to an additional insured.

However, the following provisions apply to other insurance available to any person or organization who is an additional insured under this coverage part.

(a) Primary Insurance When Required By Contract

This insurance is primary if you have agreed in a written contract or written agreement that this insurance be primary. If other insurance is also primary, we will share with all that other insurance by the method described in c. below.

(b) Primary And Non-Contributory To Other Insurance When Required By Contract

If you have agreed in a written contract, written agreement, or permit that this insurance is primary and non-contributory with the additional insured's own insurance, this insurance is primary and we will not seek contribution from that other insurance.

Paragraphs (a) and (b) do not apply to other insurance to which the additional insured has been added as an additional insured.

When this insurance is excess, we will have no duty under Coverages A or B to defend the insured against any "suit" if any other insurer has a duty to defend the insured against that "suit". If no other insurer defends, we will undertake to do so, but we will be entitled to the insured's rights against all those other insurers.

When this insurance is excess over other insurance, we will pay only our share of the amount of the loss, if any, that exceeds the sum of:

(1) The total amount that all such other insurance would pay for the loss in the absence of this insurance; and

(2) The total of all deductible and self-insured amounts under all that other insurance.

We will share the remaining loss, if any, with any other insurance that is not described in this Excess Insurance provision and was not bought specifically to apply in excess of the Limits of Insurance shown in the Declarations of this Coverage Part.

c. Method Of Sharing

If all of the other insurance permits contribution by equal shares, we will follow this method also. Under this approach each insurer contributes equal amounts until it has paid its applicable limit of insurance or none of the loss remains, whichever comes first.

If any of the other insurance does not permit contribution by equal shares, we will contribute by limits. Under this method, each insurer's share is based on the ratio of its applicable limit of insurance to the total applicable limits of insurance of all insurers.

5. Premium Audit

a. We will compute all premiums for this Coverage Part in accordance with our rules and rates.

b. Premium shown in this Coverage Part as advance premium is a deposit premium only. At the close of each audit period we will compute the earned premium for that period and send notice to the first Named Insured. The due date for audit and retrospective premiums is the date shown as the due date on the bill. If the sum of the advance and audit premiums paid for the policy period is greater than the earned premium, we will return the excess to the first Named Insured.

2.6 RISK MANAGEMENT

Please see Granite's mitigation strategy for potential program management issues below.

Problem/Challenge	Granite Mitigation Strategy	Value to SUNY
Technical Inability to serve all services in all locations	• Robust nationwide footprint • Established agreements and ongoing relationships with all major providers • Deep reach to all existing CONUS and OCONUS locations	An integrated one-network solution, combining multiple provider networks
Management Lack of people, processes, and systems to support ongoing service in all situations	• PMO with direct access to all corporate resources and scalable to meet changing needs • Processes to manage communications and resources, control costs and schedule, ensure seamless transition, and provide effective project risk management • Comprehensive web-based Business Support System and customer support platform (i.e., Rock Reports)	Effective program and project management framework dedicated for the life of the contract
Schedule Missed milestones from lack of planning or oversight	• Detailed Work Breakdown Structure to identify all schedule elements • Ongoing schedule review/analysis to identify/mitigate potential delays before they occur	Accurate scheduling, with all project elements identified
Subcontracting Lack of cohesive management across organizations	• Electronically bonded to all major LECs and others, with pre-established non-binding agreements • Proven relationships and joint commitment to customer satisfaction • Established subcontract management processes	Transparent "one team" service delivery Benefits of having a true service integrator providing a one-stop shop for telecommunications services
Staffing Lack of available staff resources may affect service delivery or ongoing support	• Corporate staffing approach that features ongoing recruiting and talent identification • Competitive salary, benefits and incentives program facilitates recruitment and encourages retention	Pre-identified pool of staff resources with a mix of technical (e.g., engineer/technician/field support) and management skills Right-sized staff, when and where they are needed

Implementation/Transition Risk Assessment			
Risk Description	Likelihood	Impact	Mitigation Strategy
RISK: Schedule Impact/Delay: the risks identified below may impact the overall timeline and implementation/transition schedule and generally occur prior to start of the project			
Site readiness (All)	Low	Med.	Granite will use its years of transition experience to work with SUNY to identify any barrier(s) and quickly remedy to continue with the transition.
Underlying carrier delay (All)	Low	Low	Granite is e-bonded with major carriers and has access to several data sources to provide insights into the delays. Granite will leverage these relationships to escalate promptly and will update SUNY regularly.
Incomplete/Incorrect Inventory from SUNY (All)	Med.	Low	Granite Project Manager to work with SUNY and use site surveys to mitigate risk. For problematic sites, Granite's EPIK-certified technicians will perform site audits to ensure accurate inventory is identified and relayed to the SUNY for validation prior to installation.
Force Majeure Event (pandemic, natural disaster, etc.) (All)	Med.	High	Granite will work directly with SUNY to strategize on available options to determine best path forward. Granite has locations in MA, RI, NY, GA, FL, IL, TN, and PA. We have DR sites in IL and MA. We can pivot in the event of an emergency to ensure operations are sustained and restored swiftly.
Equipment delivery delay/backorder	Low	Med	Granite is the EPIK OEM and has ample EPIK equipment in house and ready to configure and ship. We have confirmed that our Granite warehouse, where we store, monitor, configure, and ship equipment, has all the inventory needed for this SUNY implementation. When necessary, Granite will contact shipping vendor(s) to locate equipment and take appropriate action for delays.
RISK: Installation Obstacles: the risks identified below may occur during service installation			
Site access (All)	Low	Med.	Granite will establish early communication with local contacts and will schedule installation and cutover dates with advance notice.
Site is not ready due to insufficient backboard, ground, power, or conduit (AA)	Low	Low	Work with SUNY to rectify site requirements and notify circuit provider as soon as completed. Conduct additional site surveys when necessary and provide elite escalations as required.

Natural disaster causes unsafe conditions, lack of access, or facilities damage (All)	Low	High	Consult SUNY to determine whether to delay the order or cancel until any repairs can be completed.
Hardware Availability – shipping delays, low inventory (EPIK)	Low	Low	In addition to having ample quantity on hand in Granite’s warehouse, Granite owns the supply chain responsibility for EPIK and is in direct contact with the component manufacturers. In the event of a delay, Granite can escalate internally to minimize impact.
RISK: Implementation/Activation Obstacles: the risks identified below may occur during the final stages of the service implementation and final transition to Granite			
Incorrect Configurations – error in communications between SUNY and Granite, etc.	Low	Low	Granite will work directly with SUNY to promptly correct any misconfigurations.
Carrier ports lines too early/incorrectly	Low	Med	Contact carrier to initiate snap back or to resolve porting issue. Alternatively, Granite can escalate its own solution to accommodate early/incorrect porting.
Service interruption	Low	Low	Granite will continually monitor and work with SUNY to ensure quality of service is maintained. Granite will track the reason for disruption or degradation and escalate to get it solved. Dispatch tech if necessary.
Incorrect ILEC processing of order	Low	Low	Granite is e-bonded with major carriers and has access to several data sources to provide insights into the delays. Granite will leverage these relationships to escalate promptly and will update SUNY regularly.
Issue when porting services onto Granite’s platform (EPIK)	Low	Low	Granite is e-bonded with all major ILECs and has access to several data sources. This will allow Granite to assist SUNY in building a transition inventory database.

3 DESCRIBE HOW YOU MEET THE MANDATORY TECHNICAL QUALIFICATIONS

3.1 POTS REPLACEMENT

Granite is proposing EPIK, our proprietary POTS replacement solution, which will provide total POTS functionality over LTE. EPIK is an industry leading, purpose-built appliance that will provide SUNY with a reliable and cost-effective solution to replacing traditional POTS lines. EPIK can replace POTS connectivity for fire/burglar alarms, elevators, analog fax lines, or any other applications where traditional copper POTS is used. EPIK is also a fully redundant solution, as the device uses dual-SIM card LTE connection and can use a broadband Internet connection as a backup. Lastly, the device itself is supported by a Lithium-ION battery, which provides 24 hours of standby power or 8 hours of call time in the event of a total power outage. By using an LTE-based solution like EPIK to replace their POTS lines, SUNY can avoid the hassle of installing new copper lines, unknown construction costs, and increasing POTS costs. Granite's EPIK solution can support the following POTS lines:



Figure 1 EPIK

- Elevators
- Burglar Alarms
- Fire Alarms
- Fax Machines
- Standard Desk Telephones
- 911 Voice Router Gateway

3.1.1 Must be a premises-based solution and shall include a Class 5 Central Office soft switch that supports traditional analog lines, including ones that are not compatible with other SIP-based or wireless solutions.

Granite's patented EPIK solution has quickly become a keystone in telecommunications modernization in place of the degrading, costly copper infrastructure, which is rapidly being phased out. EPIK provides a simple solution to a complex problem – using softswitch intelligence with Ethernet, FXS, and 4G LTE technology in a single appliance – enabling analog devices to connect directly with Granite EPIK and peer directly with the public switched telephone network (PSTN). This patented solution supports all traditional analog lines, including fire and life safety alarms, which are not compatible with other SIP-based or wireless solutions.

Granite's fully monitored and managed EPIK POTS replacement solution delivers capabilities others do not, including:

- Class 5 Softswitch: EPIK has the central office Class 5 Softswitch built into the device; other solutions require a call out to the cloud.
- Failover: With other solutions, calls drop if failover from one network connection drops to a second. With EPIK, calls stay connected.
- Fax: Because fax use cases present special challenges in terms of analog replacement, each is like a custom workaround, which makes scalability difficult. With EPIK, fax use cases work, eliminating the need for custom workarounds.

3.1.2 Must have dual LTE SIMs with carrier diversity (i.e., LTE SIMs must not be connected to the same provider) for redundant connectivity along with an optional wireline interface for additional redundancy.

As stated above, EPIK is also a fully redundant solution, as the device uses dual-SIM card LTE connection and can use a broadband Internet connection as a backup. Lastly, the device itself is supported by a Lithium-ION battery, which provides 24 hours of standby power or 8 hours of call time in the event of a total power outage.

3.1.3 Service must be VLAN capable and include End-to-Edge voice encryption.

This EPIK solution has a fully encrypted end-to-edge Private Peering with the EPIK Data Center. To connect SUNY's data network through the EPIK Edge, the only requirement is an outbound UDP connection. If SUNY's current firewall has rules regarding outbound connections, port number UDP 52023 needs to be available. If the SUNY's network security team requires additional security measures, the destination IP addresses are 208.65.248.0/22 and 157.96.156.0/22, which will be reached via port UDP 52023. The EPIK Edge can connect in multiple deployment scenarios. If an outbound UDP session can be established it can connect at the Edge in the Demilitarized Zone (DMZ), inside or outside the firewall perimeters. If an open connection can be made, the EPIK Edge will function as intended. EPIK utilizes 256-bit key encryption, and ChaCha20 for symmetric encryption with Poly1305 for message authentication. Whitelisting of domains, IP addresses, and ports is available for EPIK Edge Devices. EPIK Edge devices do not require any special inbound rules, as the outbound connection creates a secure connection that devices will use to communicate. Outbound rules pertain to traffic initiated from an EPIK Edge device endpoint to the EPIK service hosts.

The EPIK Edge is versatile and can adapt depending on SUNY's network preferences and needs. It can be placed in a variety of different locations within SUNY's provided network, including at the edge of the network outside of the firewall, in the DMZ, inside or outside the firewall perimeters, or inside the firewall VLAN. EPIK can also supply the ethernet facing MAC address of

EPIK devices connected to SUNY's network for additional security and whitelisting. We would be happy to modify configuration to base on SUNY's feedback.

3.1.4 The technology shall meet or exceed national, state, and local buildings and fire codes and must be approved for Life Safety applications, including fire and burglar panels, elevators, and other alarm systems. Further, the technology must be permitted under National Fire Protection Association (NFPA) 72 as a Managed Facility-based Voice Network (MFVN) and shall be listed and approved for use as MFVN by recognized fire code authorities including but not limited to the California State Fire Marshal and the Fire Department of the City of New York.

Granite EPIK is an MFVN replacement for existing POTS lines that delivers cost savings, reliability, and availability with an all-in-one solution. EPIK is Approved for Life Safety applications, including fire and burglar panels, elevators, and other alarm systems. Specifically, EPIK is listed and approved for use as MFVN by California State Fire Marshal and Fire Department of the City of New York. Additionally, EPIK is tested and accepted by leading fire and burglar panel manufacturers nationwide as satisfying their technical standards.

3.1.4.1 Granite EPIK & 2025 NFPA 72 Compliance: Fire Alarm Signal Transmission Permitted

Unlike many vendors, Granite's EPIK solution has been given permission by the National Fire Protection Association (NFPA) to transmit fire alarm signals under the updated NFPA 72 regulation.

Because the Granite EPIK service supplies a loop start telephone circuit and meets all the other NFPA 72 criteria for a managed facilities-based voice network (MFVN), the Granite EPIK service is permitted to transmit fire alarm signals on the same basis as the existing analog POTS lines under NFPA 72 editions from 2022 and earlier.

Changing the source of dial tone connectivity from analog POTS lines to the Granite EPIK service results in no change to the sequence of operations of the fire alarm system because the EPIK service, just like analog POTS lines, simply provides a loop start telephone circuit as defined by NFPA 72-2022, sec. 3.3.309.1.

The 2025 edition of NFPA 72 has certain additional requirements, all which Granite also meets.

Updates to the 2025 NFPA 72

- Section 26.6.4.2.1.3 of 2025 NFPA 72 states: "An MFVN provider (voice or digital) shall be authorized by the regulating authority as a common carrier."
- Granite EPIK meets this requirement. Granite is a licensed telecommunications carrier in all 50 states, the District of Columbia, and Puerto Rico.

- Section 26.6.4.2.1.5 of 2025 NFPA 72 requires communication equipment, including MFVN equipment, located in protected premises to be provided with 24-hour standby power.
- Clarification: 24 hours of standby power (equipment is powered but idle), and 5 minutes of full operational (alarm-transmitting) power at the end of the 24 hours.
- Granite EPIK battery backup capability meets this requirement.

Common Carrier vs. VoIP Provider

COMMON CARRIER A common carrier is any person or entity engaged in the transmission of telecommunications services to the public for a fee and is legally obligated to provide its services to anyone willing to pay under reasonable and non-discriminatory terms. Regulated by the FCC.

- Granite is a common carrier.

VOIP PROVIDER Most cloud VoIP providers are classified as "information service providers", not common carriers, unless they provide interconnected VoIP under specific FCC rules.

Please see the letters of certification from Fire Department of the City of New York and the California State Fire Marshal below.



FDNY

BUREAU OF FIRE PREVENTION
9 Metro Tech Center, 3rd Floor
Brooklyn, NY, 11201

To: Charles Mason, P.E.
From: NYC Fire Department
Date: May 28, 2024
Record ID: 2024-TMFRAL-001001-VRNC
Premise Address: 462 Seventh Ave., 7th Floor, Manhattan



BIN: 1014429

Application Type: Fire Alarm Variance

Result: Conditional Letter of Acceptance

The approval of the Granite EPIK Generation 4 devices indicated subsequently is for City-Wide use.

Re: Requesting approval of a MFVN Device and determination of MFVN classification of Granite Telecommunications

Dear Mr. Mason,

The Bureau of Fire Prevention acknowledges the receipt of your variance application dated February 1, 2024 and supporting document from Granite Telecommunications dated January 12, 2024.

You are requesting approval of 5 new Granite Telecommunication's EPIK Generation 4 Devices as a Plain Old Telephone Service (POTS) replacement device. Granite Telecommunications has previously been approved for their Generation 3 EPIK devices on November 23, 2022 (2021-TMFRAL-010674-VRNC)

You have submitted a completed Office of Technology Management's FA-12 MFVN Certification Form certifying that Granite Telecommunications is designed to and meets the following requirements:

- Equivalent to dialing, dial plan, call completion, carriage of signals and protocols, and loop voltage.
- Loop start telephone circuit service interface.
- Pathway reliability that is assured by proactive management, operation, and maintenance.
- 8 hours of standby power supply capacity for all MFVN equipment located at the protected premises or field deployed. The MFVN equipment monitors the condition of the standby battery to permit the communications service provider to take appropriate action.
- 24 hours standby power for MFVN communications equipment located at the communications service provider's central office.

2024-TMFRAL-001001-VRNC
462 Seventh Ave., 7th Floor, Manhattan

May 28, 2024

- Installation of network equipment at the protected premises with safeguards to prevent unauthorized access to the equipment and its connections.
- Valid authorization to operate in the City of New York as per subsection 3.2 of Technology Management Bulletin # 03-2/2012.

Based on our previous meetings and the documentation you have submitted explaining Granite Telecommunications as an MFVN and the EPIK device, your application is conditionally accepted. Granite Telecommunications meets the requirements to be designated as a MFVN as defined by 2016 NFPA 72 utilizing the EPIK device.

You shall comply with following conditions in addition to the certified FA-12 form submitted:

1) This approval is for the following Granite EPIK device models only:

- a. Model G4-2100 - Gen4, 2C, 2GB DDR4, 32GB EMMC, LTE, 1ATA, 2BAT
- b. Model G4-2500 - Gen4, 2C, 2GB DDR4, 32GB EMMC, LTE, 1ATA, 2BAT, WIFI
- c. Model G4-4100 - Gen4, 2C, 2GB DDR4, 32GB EMMC, LTE, 2ATA, 2BA
- d. Model G4-4500 - Gen4, 2C, 2GB DDR4, 32GB EMMC, LTE, 2ATA, 2BAT, WIFI
- e. Model G4-4700 - Gen4, 2C, 2GB DDR4, 32GB EMMC, LTE, 2ATA, 2BAT, WIFI, GPS

List of Abbreviations:

Gen 4: Generation 4

2C: Motherboard type

2GB: 2 gigabytes of RAM

DDR4: Type of RAM

32GB: 32 gigabytes of storage

EMMC: Type of storage

LTE: 4G LTE cellular module

1ATA/2ATA: Either 1 or 2 analog telephone adapters

2BAT: 2 Batteries

WIFI: Wi-Fi Capable

GPS: GPS Capable

2) Only the following list of underlying carriers & service providers that currently support the EPIK operations in NYC shall be used:

Wireline: Verizon, Spectrum, and Altice / Cablevision

Wireless: Verizon Wireless, AT&T, and T-Mobile

3) Reconfiguring or reprogramming of the approved EPIK devices shall only be performed by a Granite Telecommunications or a certified vendor of Granite Telecommunications.

4) Acceptance testing of the Granite EPIK device shall be performed according to the applicable testing requirements of latest NFPA 72 version adopted by the City of New York, Chapter 14, Inspection, Testing, and Maintenance, for Digital Alarm Communicator Transmitter (DACT).

In the interest of public safety, the Fire Commissioner may revoke, modify, or require additional safeguards not expressed in this letter.

Refer to FDNY Record ID when contacting the Technology Management Unit to discuss any matter related to this plan review.

By Order of,
Chief of Fire Prevention



**CALIFORNIA DEPARTMENT OF FORESTRY & FIRE PROTECTION
OFFICE OF THE STATE FIRE MARSHAL
FIRE ENGINEERING & INVESTIGATIONS DIVISION
BUILDING MATERIALS LISTING PROGRAM**

LISTING SERVICE

LISTING No.:	7305-2354:0002
CATEGORY:	7305 - MISCELLANEOUS SIGNALING EQUIPMENT
LISTEE:	Granite Telecommunications 100 Newport Ave Ext., Quincy, MA, 02171 Contact: Ruby, Joshua (857) 374-5816 Email: legal@granitenet.com
DESIGN:	Epik Edge Generation 4 models IA3004.00, and IA3004.01. Product is a Plain Old Telephone Service (POTS) replacement that connects to LAN and 4G to provide service to all traditional analog devices. This product acts as a managed facilities-based voice network (MFVN) and is considered part of the communication infrastructure, not the fire alarm system. Refer to listee's printed data sheet for additional detailed product description and operational considerations.
RATING:	Input Voltage: 120/240 VAC Input Frequency: 50/60 Hz Input Current: 1.7 A
INSTALLATION:	In accordance with listee's printed installation instructions, applicable codes and ordinances, and in a manner acceptable to the authority having jurisdiction.
MARKING:	Listee's name, model number, electrical rating, and UL label.
APPROVAL:	Listed as analog telecom replacement equipment for use with analog line devices. Telephone service subscriber shall be notified of the need to have any connected alarm system tested by authorized fire alarm service personnel in accordance with NFPA 72 to make certain that all signal transmission features have remained operational after equipment installation. Refer to listee's Installation Instruction Manual for details. Model complies with the applicable requirements in UL 62368-1 (Part 1: Safety Requirements), 3rd Edition.
NOTES:	This product is comparable to listing 7305-2354:0001.

1-25-24 MH



**CALIFORNIA DEPARTMENT OF FORESTRY & FIRE PROTECTION
OFFICE OF THE STATE FIRE MARSHAL
FIRE ENGINEERING & INVESTIGATIONS DIVISION
BUILDING MATERIALS LISTING PROGRAM**

LISTING SERVICE



This listing is based upon technical data submitted by the applicant. OSFM Fire Engineering staff has reviewed the test results and/or other data but does not make an independent verification of any claims. This listing is not an endorsement or recommendation of the item listed. This listing should not be used to verify correct operational requirements or installation criteria. Refer to listee's data sheet, installation instructions and/or other suitable information sources.

Date Issued: 03/18/2025

Listing Expires: 06/30/2026

Authorized By: **Michael Huang**, Program Coordinator
Fire Engineering & Investigations Division

3.1.5 Must support Alarm Protocol Relay for latency sensitive applications in hard-to-serve areas

Granite's EPIK solution's features include a Patent-pending latency compensation system, Alarm Protocol Relay (APR), which enables the successful integration even with older alarm panels (e.g., ADT Focus 200) and non-Contact ID panels (e.g., SilentKnight 5104B).

"The Alarm Protocol Relay (APR) algorithm, combined with EPIK's patented 'Central Office in a Box' functionality, delivers unparalleled reliability and performance—even surpassing the tried-and-true quality of POTS. With TDM services rapidly fading, forcing businesses to evolve, Granite is leading the way forward with our one-of-a-kind EPIK service."

Rob Hale- Granite CEO

3.1.6 Must be compatible with all analog fax devices and be capable of transmitting and receiving high-quality faxes, including long-form and high-volume faxes. The POTS Replacement Service shall have store-and-forward capability, ensuring greater than 99% fax deliverability. Faxing capability must be HIPAA compliant with End-to-Edge fax encryption.

The Epik solution uses T.38 protocol for faxing. It can send and receive faxes, including long-form (T.37 protocol). Granite's EPIK Edge solutions are equipped with advanced fax-server software

that enables store-and-forward faxing application that resolves issues associated with any cloud-based/SIP faxing solution and enables extremely high completion rates on all fees, including long-form faxes. Information is only stored within EPIK Cache while EPIK is communicating /completing fax transmission to ensure integrity of the fax and is immediately purged upon successful completion or, rarely, timing out. Granite's EPIK solution does not record or store any personal information either on the appliance or on the Granite-EPIK Network. EPIK is HIPPA compliant and End-to-Edge fax encryption compliant.

3.1.7 Service enabling equipment must have battery backup capable of no less than eight (8) hours usage time and no less than twenty-four (24) hours stand-by time. Battery should have an audible and/or visible no-charge alert and notification system.

Granite's EPIK device is supported by a Lithium-ION battery, which provides 24 hours of standby power or 8 hours of call time in the event of a total power outage. EPIK provides 24/7/365 remote network and device monitoring with automatic notifications, including device connectivity (dial tone), PSTN connectivity, battery health, and signal strength.

3.1.8 Must have the ability to provide 24x7 monitoring and alerting with alert notifications.

As stated above, EPIK provides 24/7/365 remote network and device monitoring with automatic notifications, including device connectivity (dial tone), PSTN connectivity, battery health, and signal strength. All Granite/EPIK services include 24/7/365 monitoring through our robust Managed Network Service monitoring software and includes auto notification of detected trouble via e-mail as well as "auto ticket creation." Monitoring includes appliance "health" as well as key network and line metrics (latency, jitter, packet loss, etc.) and has built-in intelligence to redirect traffic as required. Appliance health monitoring monitors up/down availability at 10-minute intervals and monitors 4G connectivity, bandwidth utilization as well as CPU usage and memory. If any issue is detected (according to protocols), a ticket is automatically generated in Granite's Network Operations Center (NOC) and service protocols, and SLAs are followed. Please note that customers can also be included in the auto notification process.

3.1.9 Must provide customer access to a Web-based Portal that provides accurate real-time monitoring of device status, detailed call activity, and fax transmissions. The Portal/monitoring system must be able to generate notifications for network-status, power loss, battery status, and environmental conditions.

EPIK services include a comprehensive and robust portal (MyEPIK), that can be accessed by customers as a comprehensive window into all deployed EPIK sites including device and line programming information, devices status, LTE, and Internet key metrics, etc. The MyEPIK portal can be accessed through issued credentials and supports multi-factor authentication. There is no requirement for customer personnel to self-administer any Moves, Adds, Changes (MAC) or service as this is included in EPIK Edge services. EPIK comes equipped with advanced network and

line monitoring functions, as well as with auto notification via e-mail and text. Please see Section 3.4.3 of the proposal for my information on the MyEPIK portal.

3.1.10 Compliance

Granite's POTS Replacement EPIK solution has all the certifications and compliances listed below:

- Permitted under NFPA 72 (National Fire Protection Association) for fire alarms as a Managed Facility-based Voice Network (MFVN)
 - 2025 NFPA 72
- FCC Rule Part 15
- FCC Rule Part 68
- Listed and approved for use as MFVN by California State Fire Marshal and Fire Department of the City of New York
- Tested extensively and accepted by leading fire and burglar panel manufacturers
- Service complies with all applicable TAA country of origin requirements
- Approved for other Fire/Life Safety apps including elevators, escalators, alarms, etc.
- FirstNet certified for secure next-gen public safety networks
- Health Insurance Portability and Accountability Act (HIPAA) & Payment Card Industry (PCI) Compliant
- Restriction of Hazardous Substances in Electrical and Electronic Equipment (RoHS)
- UL 62133 & 62368

3.2 MANAGED NETWORK SERVICES WITH MANAGED POWER DISTRIBUTION UNIT (PDU) TECHNICAL REQUIREMENTS

Granite Managed Network Service, our comprehensive suite of managed service offerings, enhances SUNY's network operations and dramatically increases service uptime. Through industry-leading development and integration, Granite can provide fully managed Wide Area Network services to our customers. SUNY can take comfort in the industry-leading repair times and high availability options that Granite Managed Network Service offers. Granite's Managed Network Services feature Granite edgeboot Pro Service bundle and Granite's edgeboot: a managed PDU with a customizable, self-healing algorithm that can accurately detect an issue with a connected modem or network edge device.

3.2.1 Be delivered as a Managed Network Service for ongoing technical support, updates, trouble ticket generation, and portal access for management, control and remote access

Granite Managed Network Service is comprised of a full suite of management, remediation, security, and WAN optimization services. This suite of Enterprise level network tools collects network statistics and other required metrics to recognize an imminent device failure or circuit

impairment and is e-bonded with third-party vendors and carriers to facilitate coordination of repairs including trouble ticket management and field service technician dispatches. Granite's suite features Simple Network Management Protocol (SNMP) polling, active polling via Internet Control Message Protocol (ICMP) for up/down interface status, and automated processes such as API calls to gather router and interface utilization, packet loss, latency, other vendor-specific statistical or metric data. It generates NOC event alerts and enables automated trouble ticket generation.

- **Proactive Ticketing** Granite issues a proactive alert if a network alert occurs and assigns a NOC technician to manage the incident and begin the troubleshooting process.
- **Advanced Monitoring** provides proactive alerting & ticketing through a network edge via SNMP/API 24/7 monitoring, allowing more in-depth information about a circuit or device to better determine proper troubleshooting procedures and access to a real time dashboard for analytics and vendor/change management.

Granite's monitoring services are broken up into three tiers. Granite is proposing Tier 2 Enhanced Network Monitoring services for SUNY. Tier 2 features include the following:

- Award winning technology developed in house by Granite
- Advanced managed power distribution unit (PDU) leverages powerful artificial intelligence and dual ethernet/LTE connectivity to revolutionize network management
- Granite edgeboot device with two ports that utilizes automated scripting to detect device issues and take necessary actions, including automatic rebooting, all without the need of human intervention
- Advanced Network Telemetry for detailed performance analysis including application specific information, packet loss, jitter, and other metrics to help optimize business network performance and resolve network problems
- Access to Granite portals

3.2.2 Detect AC power draw from connected devices allowing visibility into connected equipment power utilization

Granite's Managed Network Services feature Granite edgeboot Pro Service bundle and Granite's edgeboot: a managed PDU with a customizable, self-healing algorithm that can accurately detect an issue with a



Figure 2 edgeboot Pro

connected modem or network edge device. Granite edgeboot takes action(s) up to and including a hard reboot to restore connectivity, all without employee intervention to keep your colleges and municipalities running smoothly. The edgeboot technology ensures a significant reduction in

network downtime, time and effort spent on troubleshooting, and money spent on dispatch technicians.

Edgeboot is a single-port intelligent PDU with OOB access via built-in LTE and console for connected devices. It was designed by Silicom and manufactured at Ionics in Philippines. Granite's edgeboot Pro has 12A AC output, and is compatible with most electronic devices including modems, routers, digital signage, LTE devices, cash wraps/POS & more. The patent, U.S. Patent No. 11,962,458 entitled "Method and Apparatus for Controlling Electronic Devices," is the first patent issued to Granite by the USPTO for edgeboot. The technology was developed by Granite Labs, the company's innovation center where it develops new solutions to meet the evolving demands of businesses, today and beyond.

Key benefits that the edgeboot software grants our customers includes the following:

- **Automated Troubleshooting** Significant reduction of the burden on IT personnel and non-technical site contact staff when a network event occurs.
- **Enhanced Network Visibility & Control** Conveniently schedule or manually reboot devices, view overall network health, device metrics, and recent events, adjust the self-healing algorithm across your fleet or at a device level with the capability to analyze trends in network performance to further automate chronic issues.
- **Security First Design** Data encrypted at rest and in transit, private cellular connection, 2FA portal authentication, and rigorously tested with ethical hacking firms.
- **Flexibility & Scalability** Effortless to install and preconfigured for quick deployment, allowing it to blend into existing network topologies.
- **Network Monitoring, Alerting, & Support** All included, alerts NOC to take immediate action if the reboot does not restore service including contacting and dispatching the underlying ISP, among additional customizable device-specific directives.
- **Decreased MTTR** Even when Granite edgeboot does not resolve the issue, kicks off the SLA timer with the carrier reducing overall mean time to recovery/restore (MTTR).

3.2.3 Provide final emergency notifications to underlying access provider and customer in the event of commercial power outage

Leveraging the power of AI and custom technology and featuring both wireless connectivity and the ability to utilize a wireline connection, edgeboot ensures high availability and out-of-band access to critical network resources. Even during network disruptions, edgeboot can monitor AC load status, detect LAN loss, cycle power, and send alerts.

3.2.4 Be a scalable service that allows additional power ports from add-on modules that connect to each other to ensure proper port density, for both AC power and LAN ports

Granite also offers a modular add-on called edgeboot+, which offers four additional ports to the edgeboot solution via db9 connector. A maximum of two expansion units can pair to the original edgeboot base device for a maximum of up to nine ports. Granite's edgeboot+ is an easy and

low-cost expansion option that utilizes the brains in the edgeboot, which reduces cost of the expansion module. Due to Granite's port billing model, SUNY can pay for only the ports in use, drawing an AC current. Each port can be individually configured and controlled for different connect device behaviors. This profile can be applied to all or select sites within SUNY organization.

3.2.5 Must include an automatic layer-1 troubleshooting by rebooting network hardware and can follow customizable follow-on actions.

Granite edgeboot offers automatic remote power cycling, monitoring, and control capabilities, making it suitable for various use cases. In research, we concluded that 62% of support issues could be resolved with the edgeboot device/software. Both Granite and our customers were spending unnecessary time tending to service trouble tickets that could have been resolved with the edgeboot service offering. Granite has also found a 55% reduction in customer IT personnel to resolve tier 1 and 2 issues.

3.2.6 Must have the ability to schedule reboots for devices off-hours or initiate manually reboots when desired to restore connectivity without technician dispatch.

Granite edgeboot gives the Granite NOC (and the customer) the ability to power cycle equipment on site, which saves time and money instead of dispatching a tech. edgeboot also has built in AI that learns and determines when and how often to power cycle, with built in backoff times which will not allow the device to continuously power cycle. The edgeboot technology ensures a significant reduction in network downtime, time and effort spent on troubleshooting, and money spent on dispatch technicians. Granite's NOC will take immediate action if the reboot does not restore service including contacting and dispatching the underlying ISP, among additional customizable device-specific directives.

3.2.7 Must have embedded SIM card for internet access failover and out-of-band management (OOBM).

Granite edgeboot has Out-of-Band Activity (OOB) access via built-in LTE and console for connected devices with the ability to scale to nine ports. It is compatible with most electronic devices including modems, routers, digital signage, LTE devices, cash wraps/POS, and more. The Granite-developed Operations Support System (OS) completes Layer 1 for NOC, a configurable algorithm that reaches out to the endpoints through Transmission Control Protocol (TCP)/ICMP across varying criticality, taking actions depending on the percentage of the endpoint failures over a customizable duration of time. Granite edgeboot units ship with a stock configuration to avoid provisioning delays. A network connection can be established via static or Dynamic Host Configuration Protocol (DHCP). Tier 2 Enhanced includes the Granite edgeboot service bundle with a single active port. Advanced Network Telemetry for detailed performance analysis including application-specific information, packet loss, jitter, and other metrics are included. This Tier is tailored towards colleges and municipalities needing advanced data analysis and system integration for all Access services.

3.2.8 Must have a per-port customization: uniquely configure each AC power port to monitor and take user-specified action based on user-specified criteria depending on the type of connected device.

Granite edgeboot allows individual port control. Additionally, two (2) expansion units can pair to the original edgeboot base device for a maximum of up to nine (9) ports. edgeboot+ is an easy and low-cost expansion option that utilizes the brains in the edgeboot, which reduces cost of the expansion module. Due to Granite's port billing model, SUNY can pay for only the ports in use, drawing an AC current. Each port can be individually configured and controlled for different connect device behaviors. This profile can be applied to all or select sites within SUNY organization.

3.2.9 Must be able to remotely power cycle each outlet independently.

The individual port control mentioned above uses AI algorithms and custom technology to listen to events at the port level, at each site. Granite edgeboot takes action(s) up to and including a hard reboot to restore connectivity, all without employee intervention to keep your colleges and municipalities running smoothly. The edgeboot technology ensures a significant reduction in network downtime, time and effort spent on troubleshooting, and money spent on dispatch technicians. Edgeboot will be able to remotely power cycle each outlet independently.

3.2.10 Must have local connections via console or USB-A terminal access to network equipment such as routers, switches, or other network equipment.

Please see the diagram of the edgeboot Pro device below displaying the requested connections:

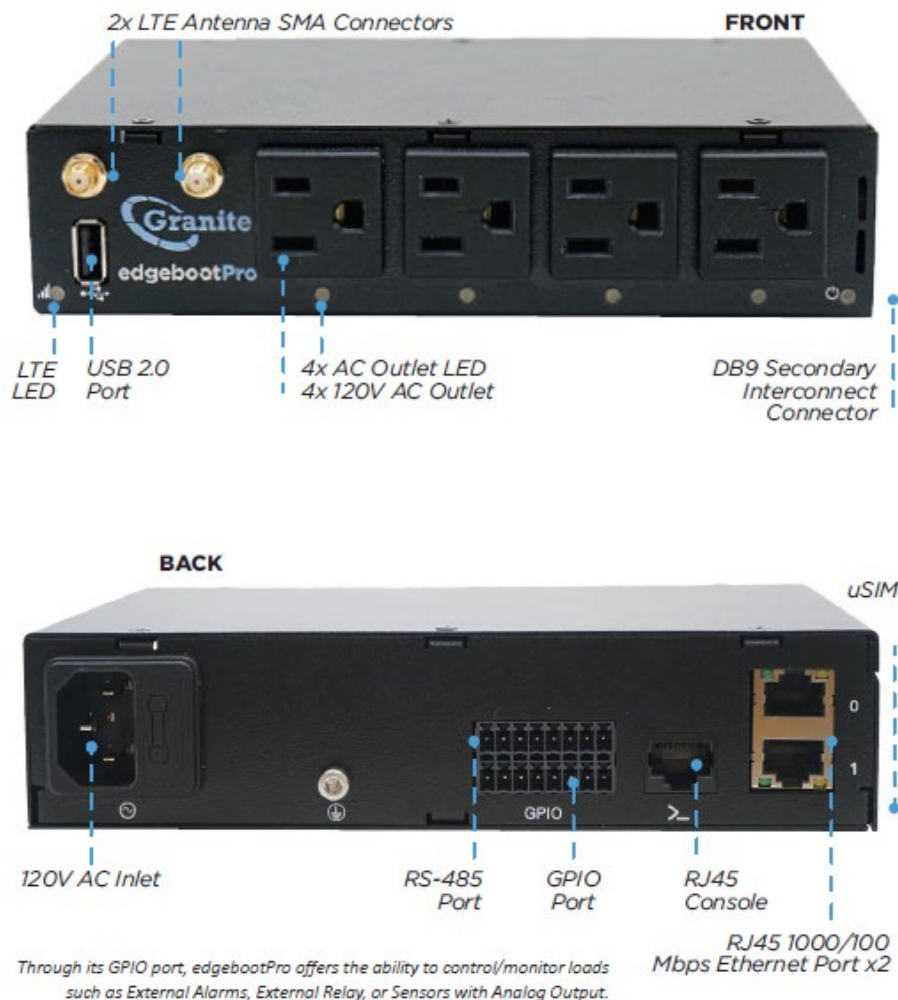


Figure 3 edgeboot Pro Front & Back

3.2.11 Must provide supporting configuration changes and monitoring.

The edgeboot portal allows the customer and Granite to view device events and trends, change configurations at the device level or across the fleet, and manage users and devices.

3.2.12 Must provide active network monitoring, alerting and support – capable of initiating proactive ticketing for managed WAN circuits to automate troubleshooting and has the ability to provide proactive alerts and notifications in all instances.

Granite's MNS suite of Enterprise level network tools collects network statistics and other required metrics to recognize an imminent device failure or circuit impairment and is e-bonded with third-party vendors and carriers to facilitate coordination of repairs including trouble ticket management and field service technician dispatches. Granite's suite features Simple Network Management Protocol (SNMP) polling, active polling via Internet Control Message Protocol (ICMP) for up/down interface status, and automated processes such as API calls to gather router and interface utilization, packet loss, latency, other vendor-specific statistical or metric data. It generates NOC event alerts and enables automated trouble ticket generation.

- **Proactive Ticketing** Granite issues a proactive alert if a network alert occurs and assign a NOC technician to manage the incident and begin the troubleshooting process.
- **Advanced Monitoring** provides proactive alerting & ticketing through a network edge via SNMP/API 24/7 monitoring, allowing more in-depth information about a circuit or device to better determine proper troubleshooting procedures and access to a real time dashboard for analytics and vendor/change management.

3.2.13 Must be able to provide alert notifications that are user-specified customizable parameters and can be delivered text, email, and/or within included MNS device portal.

Granite's edgeboot is AI configurable, allowing customizations unique to the customer or to the site. Granite's MNS suite monitors the service, and proactively opens tickets as needed, regardless of service type. Alerts and status updates are available within the portal or via email and text notifications. SUNY will have access to 24/7/365 support through Granite's Customer Service Center and NOC which monitor and immediately respond to reports of service trouble. Granite's Help Desk and NOC are located at Granite's headquarters in Quincy, Massachusetts; these resources remain fully staffed and ready to assist SUNY 24/7/365. Representatives are all on-site and SUNY can contact them by telephone, through e-mail, or via Granite's online portal. If the issue is with an underlying provider, the provider in question will be contacted by Granite and Granite will see the issue through to resolution. All these benefits, including Premier Account Managers, Project Managers, Solutions Engineers, and billing experts, are available at no additional charge to SUNY.

3.2.14 Must be able to provide a portal for enhanced visibility into service and performance allowing per-port monitoring and customization.

Granite supplies customers with many resources that monitor and manage their services and devices. Granite has Granite360. This portal offers various capabilities for SUNY during the entire project rollout. Granite 360 consists of three key components: AccessExpress, NOC Express, and

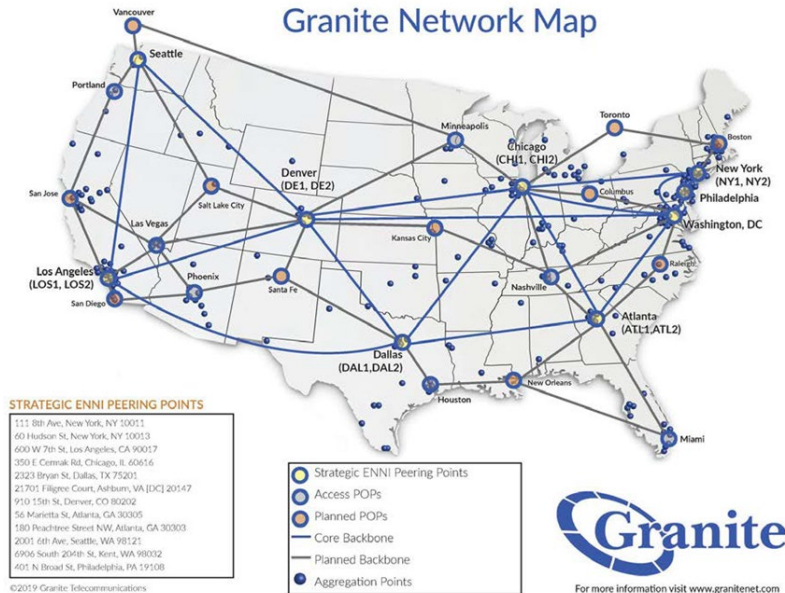
TechExpress. Granite also has the MyEPIK portal and the edgeboot Pro Portal. Please see Section 3.4 outlining more information regarding the customer portals.

3.2.15 Must have the ability to establish an Application Programming Interface (API) to customer trouble ticketing system.

Granite currently integrates with numerous third-party applications and is able to establish an API with any customer trouble ticketing system that has a REST API.

3.2.16 Management of the MNS service must be done in CONUS to ensure cyber security compliance.

Granite's MNS service is managed and monitored 24/7/365 by Granite's in house NOC team, stationed at Granite's HQ located in Quincy, MA.

Technical Questions	
Requirement	Proposer's Response
Describe your company's network architecture, including backbone, POPs (points of presence), and redundancy design.	Granite's backbone network features geographically diverse network Points-of-Presence (POPs) housed in secure SSAE 16-compliant data centers. Granite's POPs are connected by redundant and carrier-diverse multi-gigabit per second (Gbps) DWDM optical circuits to ensure maximum network availability. Granite has implemented full equipment redundancy throughout its core network to eliminate single points of failure.  Figure 4 Granite Network Map The four main POPs are in New York, NY, Los Angeles, CA, Dallas, TX, and Chicago, IL. Voice switches providing national coverage are in LA

	and NY cities, with 22 Network-to-Network Interfaces (NNIs) for Internet access to every peering point and transit center. Granite has NNIs with AT&T, Verizon, CenturyLink, and Level 3, to name a few. This enables Granite to deliver on-net Layer 2 and Layer 3 services across a United States and Canada footprint.
Explain carrier diversity and failover methodology, including dual SIM or multi-carrier capability.	Fire/life safety lines are routed with 4G LTE as the primary call path and failover to SUNY's internet as the backup path. Additionally, all EPIK Edge appliances are installed with dual "activated" SIM cards/data plans – one on the Verizon network and one on the T-Mobile network. These allow for multiple paths of 4G LTE connectivity in addition to the failover capability/connectivity to SUNY's wired LAN connection for redundancy/resiliency, which provides a "triple redundant" solution. The use of multiple forms of access to provide three distinct communication paths not only ensures compliance with many fire codes across the country that require redundant forms of access for POTS replacement services but also reflects the operational best practice that Granite has learned through deploying tens of thousands of EPIK lines for thousands of customers.
Provide details on how your solution ensures survivability and continuity for life-safety systems.	Based on a Class 5 Softswitch, the Granite EPIK device fully emulates a central office, delivering service quality and reliability – and allowing alarm providers a code-compliant network handoff for existing fire or intrusion panels. Granite consistently works with leading burglar and fire alarm panel manufacturers for extensive testing and acceptance. The below requirements, confirmed by the New York City Bureau of Fire Prevention and the California State Fire Marshall, ensure survivability and continuity for life-safety systems: • Equivalent to dialing, dial plan, call completion, carriage of signals and protocols, and loop voltage. • Loop start telephone circuit service interface. • Pathway reliability that is assured by proactive management, operation, and maintenance. • 8 hours of standby power supply capacity for all MFVN equipment located at the protected premises or field deployed. The MFVN equipment monitors the condition of the standby battery to permit the communications service provider to take appropriate action. • 24 hours standby power for MFVN communications equipment located at the communications service provider's central office. • Installation of network equipment at the protected premises with safeguards to prevent unauthorized access to the equipment and its connections.

EPIK utilizes multiple pathways, including the capacity to fail over to wireless networks during potential internet access outages. Despite the ability to operate solely on its built-in wireless access capability, Granite has determined through extensive EPIK deployments over many years that the best practice is to have a wireline data connection available. For fire/life safety lines, such a connection can be a requirement from the local Authority Having Jurisdiction (AHJ). Some AHJs require a wireline connection for at least one of the pathways for fire and life-safety applications.

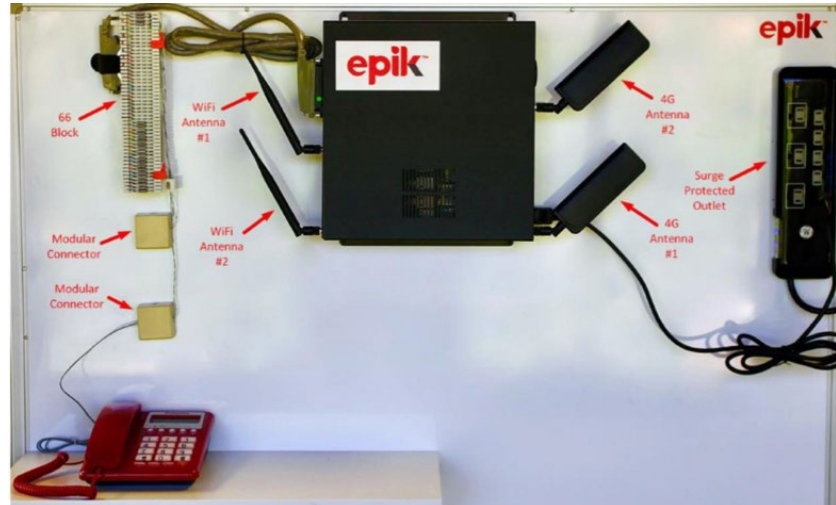


Figure 5 Live Example of EPIK

Specifically, Granite's approvals to operate as an MFVN transmitting fire alarm signals from the California State Fire Marshal and the Fire Department of the City of New York both require that EPIK have a wireline connection. Because the parameters of those approvals include operation of EPIK with a wireline connection, property owners and operators within those jurisdictions should comply with those requirements in those jurisdictions. Even in jurisdictions without a specific requirement for a wireline data connection for EPIK to operate as an MFVN, Granite's experience with tens of thousands of POTS replacement lines in operations on Granite's platform over several years, the best practice is always to have a wireline connection, so Granite's internal requirement is to have a wireline connection wherever EPIK is serving fire/life safety lines.

Describe network availability, reliability metrics, and historical uptime (e.g., past 12 months).

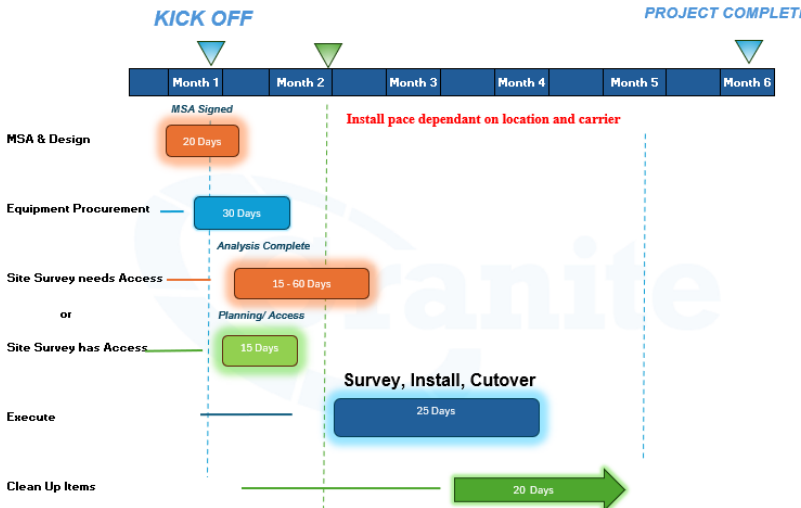
EPIK appliances are equipped with dual SIM Cards, with activated data plans, which utilize private APN peering with the "Big 3" wireless providers (Verizon, T-Mobile, AT&T) that enables direct PSTN connectivity without reliance on a cloud PBX. The addition of customer provided internet as a wired (or wireless) diverse "tertiary" call path, provides a triple redundant call path solution that delivers optimal uptime circumstances. Specifically, EPIK Edge Service Level Agreements for Network Availability "Uptime"

	objectives range between 99% (if LTE only) and 99.99% with dual LTE and tertiary internet connection (which is required for Fire-Life-Safety applications).
List all cellular carriers and network partners used. Specify whether service is direct or through third-party providers.	Verizon & T-Mobile are the 2 major carriers that are pre-configured & shipped initially with the EPIK Edge device.
Describe your Service Level Agreement (SLA), including uptime guarantees, response time, and remedies for non-performance.	See Section 3.3 of this proposal.
Describe your device's battery backup capabilities (minimum 8-hour requirement) and options for extended runtime.	By default, EPIK has built-in battery back-up that provides 24 hours of standby power and 8 hours of phone calls under load. The battery back-up enables EPIK to perform its functions even when the commercial power is out. Some competitors' POTS replacement solutions do not include a built-in battery, and so they must resort to using a multi-device solution for what Granite achieves in a single, compact, easy-to-install package.
Provide a detailed description of your system's web-based monitoring and management portal, including alerting, reporting, and administrative controls.	See 3.4 of this proposal.
Describe your maintenance and repair plan, including disaster recovery and escalation procedures.	In the event of an emergency (such as a fire or natural disaster), Granite's NOC has warm (standby) disaster recovery sites at two geographically diverse locations. Granite's NOC employees are equipped to work from home or a designated warm recovery location within the Boston region to continue to provide uninterrupted network management services to its our customers during adverse circumstances. In the event of a natural disaster or force majeure incident, Granite has a fully implemented Disaster Recovery Plan that provides a comprehensive solution for such unforeseen events. For an Interruption, Granite has a robust, multi-location infrastructure designed to safeguard our access to all services. Granite is prepared to supply continuous service to SUNY by maintaining our electronically bonded relationship with underlying carriers. Granite has designed a business model that will allow SUNY immediate access to our strategic team of underlying carriers for provisioning of services to areas that an interruption may have impacted. Granite employees receive ongoing training to always provide the highest-level of service.

	Regarding Granite's self-owned Network, Granite's backbone network features geographically diverse network Points-of-Presence (POPs) housed in secure SSAE 16-compliant data centers. Granite's POPs are interconnected by multiple redundant and carrier-diverse ten-gigabit per second (Gbps) DWDM optical circuits to ensure maximum network availability. Granite has implemented full equipment redundancy throughout its core network to eliminate single points of failure. Regarding Disaster Recovery, all critical components of Granite's backbone network are housed in SSAE 16-compliant data centers operated by Digital Realty/Telx. The core routers/switches are powered by both AC and -48VDC for additional diversity and redundancy. Granite's network is protected by devices and protocols. Firewalls separate all external access to Granite, with an additional layer of firewalls separating all internal applications and databases. The MPLS core is monitored 24/7/365 at the Granite Network Operations Center ("NOC") located in Quincy, Massachusetts, at both the core and port level for up/down status, dropped packets, latency, etc. The NOC utilizes standard management software from Solarwinds in addition to other programs. The network is designed for redundancy and scalability such that no one outage will affect customer traffic performance.
Provide warranty terms or attach a sample warranty covering devices, software, and services.	Please see Section 3.5 of this proposal.

Approach, Implementation, Training Plan	
Requirement	Proposer's Response
Describe your deployment process from site assessment to system cut over, including average installation timelines and dependencies.	The information below provides the framework of successful deployment of the EPIK product. While unexpected or unforeseen situations can arise, the purpose of the below document is to note specific items that can be controlled, and when properly vetted and escalated (if needed), the result will be a timely installation of the product. 1. Initial Requirements To maximize the success of the survey and installation, Granite requires the following: • Location list • Hours of operation, specifically access hours for surveys and installations • Line inventory by location (if applicable / available) • Network connection • Current issues by location

	NOTE – any current issues will need to be remedied prior to scheduling installation and turn-up of Epik solution. 2. Site Survey/Line Audit First step will be scheduling a comprehensive site survey/line audit for targeted locations: - Granite will schedule a pre-dispatch call with every location to confirm information previously gathered and answers to standard questions - SOW will document the information provided by customer (above) and confirm location of network connection to be used for EPIK - SOW will complete survey/site audit results and transmit it for review to project manager 3. Equipment After confirmation of site audit, in scope line count, and customer approval to proceed, appropriate equipment will be ordered, pre-configured, and shipped to the customer's location. 4. Installation/Turn-Up Upon confirmation of equipment order and timeline for any porting (published lines only), technician will be scheduled to complete installation and turn-up. - Technician will mount and power on device, complete any required extension work or other installation (e.g., antenna), and then punch-down / cross-connect all associated lines. - Technician will contact Granite Activations team to perform necessary test calls for each applicable line. Any specific customer required testing outside of standard Granite testing must be provided to Granite team prior to installation/turn-up so it may be added to SOWs. 5. Close-out - Upon successful completion of installation and turn-up, technician will upload associated photographs and close-out notes to Granite application. - Any / all applicable notes will be shared with internal Granite personnel to assist in troubleshooting (if required) later.
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	 Figure 6 EPIK Implementation Timeline All Dates are a projection based on average product timelines and can work at a flexible pace based on SUNY's input.
Explain how migration from copper to your solution is managed to prevent service disruption to critical systems (e.g., alarms, elevators, life-safety lines).	Granite is one of the largest providers of both traditional POTS lines and POTS replacement solutions for U.S. businesses. With extensive experience migrating from legacy POTS to advanced replacement technologies—including our award-winning EPIK platform—Granite ensures a seamless transition. We work closely with leading fire alarm and elevator manufacturers to guarantee compatibility, and these proven workflows are built into our implementation process for efficient migration and cutover. Granite's EPIK Implementation Process includes: 1. Pre-Site Checklist: SUNY local contacts complete Granite's checklist, providing detailed information on current inventory and use cases. 2. Circuit Provisioning: Granite provisions access circuits based on prequalification results, as needed. 3. Carrier Assessment: A carrier technician visits the site to confirm serviceability and install the required access circuit. 4. Installation Visits: – Visit 1: Granite verifies inventory accuracy, confirms use cases for each line, and ensures wiring is in place. This data is used to configure equipment and provision port orders. – Visit 2 (Cutover): A Granite technician is onsite during cutover to confirm equipment readiness and perform pre-and post-port testing. Working with the EPIK Activations Team, we test each line, alarm panel, and connected equipment.

	– Burn-In Period: A 48-hour monitoring window allows Granite and the SUNY location to validate performance before final acceptance. Our structured process—combined with thorough testing and the burn-in period—minimizes or eliminates downtime during transition. Granite technicians assigned to EPIK rollouts receive specialized training and utilize our proprietary EPIK Wizard Tool and MyEPIK activation portal to ensure every step is completed accurately and in sequence. Additionally, Granite’s patented Greenix application (U.S. Pat. No. 12,160,338 B1) accelerates deployments by automating and simplifying the EPIK installation process. Greenix provides technicians with step-by-step workflows, video instructions, and diagnostic tools for activation, installation, and service updates. No other provider offers a comparable platform for seamless POTS migration.
Identify project team roles, communication structure, and escalation hierarchy. Include project schedule and milestone tracking.	Please see Section 3.6 of proposal.
Outline procedures for initial site testing, validation, and acceptance prior to full rollout.	The EPIK Edge appliance is an advanced, self-contained, solid-state device that can be installed in any location with clean AC power, a sufficient LTE signal, a broadband connection, and access to the building inside wiring plan for cross connect. In instances where signal strength inside a facility is not acceptable, the Granite Technician can supply and install an external antenna. To implement Epik POTS replacement, Granite conducts two site visits: the first survey to determine readiness, and the second to install EPIK. Before the survey, SUNY completes Granite’s Pre-Site Checklist providing detailed input about the current inventory and use cases. Initial Site Testing, Validation, and Acceptance Prior to Full Rollout In the first phase, an EPIK-trained technician will perform an Installation Setup, to verify the Pre-Site Checklist information. During this visit, the technician will also confirm the installation location and any wiring/power needs for the EPIK device(s). Granite uses this information to configure the equipment and provision the port order for the lines. EPIK Edge provides a triple redundant call-path solution that incorporates dual SIM cards activated on (and privately peered with) both Verizon and T-Mobile wireless networks and also enables a tertiary connection to customer internet/broadband services. EPIK Edge is designed to failover from 4G to Internet or Internet to 4G without dropping "in-process" calls. It is also

	important to note that EPIK Edge is designed to be completely non-intrusive to SUNY's networks and meet all network security requirements. Granite can provide documentation upon request. The tech determines LTE coverage and speed tests inside and outside and surveys for a location to install a remote antenna (if necessary) within 100 feet of the proposed EPIK installation. The technician uploads the information via an app for the EPIK Activations team to review. Once the installation is considered complete, there is a 48-hour Burn-In period, where Granite monitors the service to assure quality of service before "closing out" the order.
Describe how you will coordinate with participating agencies nationwide under this cooperative contract.	Granite will actively coordinate opportunities with participating agencies under this agreement and ensure all offerings are competitive.
Provide your end-user and technical staff training plan, including delivery formats (on-site, virtual, documentation).	Granite's training plans are designed to ensure the development and delivery of high-level training for all authorized users of telecommunication services on Granite's platform. For SUNY, we will develop a customized training program that is best suited for SUNY users' needs. This training will encompass the full range of technical, operational, and system and equipment aspects of this contract. Granite's training plan will describe the objectives and methods for delivering training to SUNY personnel as well as the evaluation methods to be used to ensure training success. Specifically, it will detail module learning objectives; module content to be covered; intended audience; estimated number of participants per session; length of each module; recommended schedule; procedures for requesting additional training; follow-on training; and learner evaluation/assessments. It will also include a catalog of other available training classes, including web-based, on-site (hands-on with actual system equipment), and train-the-trainer sessions. Training delivery methods may include on-site training, distance learning, on-line self-paced, on-line interactive and other remote training options. Post-Training Support Through its Premier Account Manager, SUNY has access to a team of internal experts familiar with SUNY's account who support SUNY to provide a smooth implementation to Granite's services. Weekly or "as needed" review meetings ensure that all the SUNY's requirements are met. In addition, Granite's customers have access to 24/7/365 support through Granite's Help Desk which immediately responds to reports of service trouble. You can report issues, and otherwise contact Granite, by phone, email, or Granite's online portal.

	Granite University: In-House Training Expertise Granite has the corporate expertise and resources required to design, develop, facilitate, and manage a comprehensive training program for SUNY. Our "Granite University" is a sophisticated and mandatory training program for all our employees as well as a component of our training programs for our customers. Granite University offers basic-level classes on our technical and operational facilities and high-level classes on specific products and services. Our instructors are leaders in the telecommunications industry and as the industry continues to advance and modernize, we add experts to our training team. Granite University's values are based around flexibility, collaboration, and feedback. We accomplish this by following recognized learning and development standards to confirm users' needs are being met, training is relevant to the learner, and content is updated and service- and user-specific.
Identify all deliverables provided at project completion (e.g., device inventory, credentials, configuration documentation, as-builts).	The Granite Project Manager would design a project plan outlining all the deliverables, responsibilities, and anything else related to the project. Please see the RACI index in Section 3.6.2 highlighting the steps needed for project implementation and completion and role responsibility. The deliverables would be listed out in the project plan. Please see example below. • Design: – Verify necessary equipment and quantity – Confirm desired set-up of equipment and configurations for existing lines • Implementation: – Site surveys to determine inventory – Configure and ship equipment – Install new equipment onsite – Port existing or secure new DIDs In tandem, Granite handles equipment orders, shipping, and porting requests. 1. Installation The second site visit involves mounting, testing, and cutover of lines to the EPIK device. During the installation, the tech will install the device per site survey results and Installation Guide instructions and will confirm that everything is working properly. If wireline access is being installed, we will schedule a Granite technician after the access installation to install the EPIK device(s), perform functional testing of all components (i.e., access, EPIK device, alarms, etc.), and initiate the port. The Granite technician will work with the EPIK Activations Team to test each individual line, alarm panels, and any other functional equipment. 1.1 Burn-in/Monitoring Period. 48 hours after install

	After completion, a 48-hour "burn-in period," occurs where the Granite team monitors the service and verifies that any alarm call outs are communicating with the alarm company properly. 2. Follow up/Revisits The EPIK Project Manager confirms that the site is complete and requires no further Granite action. If an installation cannot be completed or issues arise up to 48 hours after the completed install, the Project Manager works with the customer to set up next visit(s). Once a revisit is complete, the installation will go back into the burn-in/monitoring period until the site is fully functional. Any issues occurring after 48 hours will go to Granite's repair team set up by the Premier Account Representative. <table border="1"> <thead> <tr> <th>Step</th><th>Details</th></tr> </thead> <tbody> <tr> <td>Prequal</td><td>Granite's Premier will be in contact with SUNY to ensure they are completing Granite's Pre-Site Checklist</td></tr> <tr> <td>Site Survey</td><td>A technician dispatches to determine readiness and gather relevant information.</td></tr> <tr> <td>Equipment Shipping & Ordering</td><td>Granite orders equipment based on survey results and requests ports to coordinate with equipment turn-up.</td></tr> <tr> <td>Installation & Activation</td><td>A Granite technician deploys to SUNY's site to complete installation and testing of the hardware.</td></tr> <tr> <td>Porting</td><td>If any numbers need to be ported, the port will be scheduled the same day as the activation with the technician present for functional testing.</td></tr> </tbody> </table>	Step	Details	Prequal	Granite's Premier will be in contact with SUNY to ensure they are completing Granite's Pre-Site Checklist	Site Survey	A technician dispatches to determine readiness and gather relevant information.	Equipment Shipping & Ordering	Granite orders equipment based on survey results and requests ports to coordinate with equipment turn-up.	Installation & Activation	A Granite technician deploys to SUNY's site to complete installation and testing of the hardware.	Porting	If any numbers need to be ported, the port will be scheduled the same day as the activation with the technician present for functional testing.
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Porting	If any numbers need to be ported, the port will be scheduled the same day as the activation with the technician present for functional testing.												
Explain post-implementation support model, response times, escalation paths, and after-hours emergency support.	Please see Section 3.6 for escalation paths and after-hours support.												
Describe performance metrics or Key Performance Indicators (KPIs) used to measure reliability, service quality, and compliance with SLAs.	All Granite/EPIK services include 24 X 7 X 365 monitoring through our robust Granite-Guardian monitoring software and includes auto notification of detected trouble via e-mail as well as "auto ticket creation." Monitoring includes appliance "health" as well as key network and line metrics (latency, jitter, packet loss, etc.) and has built-in intelligence to redirect traffic as required. Appliance Health monitoring monitors up/down availability at 10-minute intervals and monitors 4G connectivity, bandwidth utilization as well as CPU usage and memory. If any issue is detected (according to protocols), a ticket is automatically generated in Granite's Network												

	Operations Center (NOC) and service protocols, and SLA are followed. Please note that customers can also be included in the auto notification process. Additionally, EPIK services include a comprehensive and robust portal (MyEPIK), as mentioned above, that can be accessed by customers as a comprehensive window into all deployed EPIK sites including device and line programming information, devices status, LTE, and Internet key metrics, etc. The MyEPIK can be accessed through issued credentials and supports multi-factor authentication. There is no requirement for customer personnel to self-administer any Moves, Adds, Changes (MAC) or service as this is included in EPIK Edge services. EPIK comes equipped with advanced network and line monitoring functions, as well as with auto notification via e-mail and text.
Explain your technology roadmap for ongoing software/firmware updates, feature enhancements, and adaptation to emerging telecom standards.	Because of EPIK's exclusive design that incorporates "onboard intelligence" (a computer motherboard) in every device, EPIK is not only the most versatile, reliable, and "compliant" replacement solution for cooper services, but is also uniquely apportioned with obsolescence (and investment) protection protocols. Granite's product management team closely monitors evolving trends and requirements, and adds features and functionality as the marketplace requires, without requiring hardware replacement. All software / firmware delivery, whether new releases, updates, and patches are delivered via API and initiated by Granite authorized personnel only (more specifically the designated EPIK Core Engineering Team). Updates are only permitted from designated repository using a secure communication path and all industry best practice safeguards are observed. Material software upgrades / releases are typically pushed once per quarter, and minor software changes and patches every other Monday. Software patches are "pushed" at midnight Pacific Time and all EPIK EDGE appliances automatically "Check-in" at midnight to load updates/patches if required. Please note that updates and patches are not service affecting and are announced via a banner on the MyEpik portal.

3.3 DESCRIBE YOUR SERVICE LEVEL AGREEMENT (SLA), INCLUDING UPTIME GUARANTEES, RESPONSE TIME, AND REMEDIES FOR NON-PERFORMANCE.

3.3.1 SLA for POTS Replacement

Analog Replacement Services will be measured based on Service Level Objectives ("SLA Objectives") as set forth in Section 1. SLA Objectives are based upon intended/target performance levels/criteria of Granite's Core Network.

1. **SLA Objectives.** SLA Objectives are as follows:

A. **Performance**

General Standard. Granite will use commercially reasonable efforts to maintain its overall Analog Replacement Services quality. The quality of Analog Replacement Services shall be consistent with industry standards and sound business practices. Live support is available 24 hours a day, 7 days a week, 365 days a year from Granite's customer service representatives in the Help Desk in our Quincy, Massachusetts headquarters.

B. **SLA Objectives.**

Table 1:

Underlying Access Medium	DIA	MPLS	Cable	DSL	Fiber	Wireless (LTE)										
Network Availability	99.99%	99.99%	99.50%	99.50%	99.50%	99.00%										
NOC Email Notification	15 minutes															
MTTR	<table><tr><th><u>Category</u></th><th><u>MTTR</u></th></tr><tr><td>P0</td><td>4 hours</td></tr><tr><td>P1</td><td>8 hours</td></tr><tr><td>P2</td><td>36 hours</td></tr><tr><td>P3</td><td>48 hours</td></tr></table>						<u>Category</u>	<u>MTTR</u>	P0	4 hours	P1	8 hours	P2	36 hours	P3	48 hours
	<u>Category</u>	<u>MTTR</u>														
	P0	4 hours														
	P1	8 hours														
	P2	36 hours														
P3	48 hours															
CPE MTTR	2 business days															
Install Interval	45 business days															

SLA Objectives are effective as of the first (1st) day of the second (2nd) month after the Service Start Date of such specific Analog Replacement Services.

Applicability. Notwithstanding anything to the contrary contained herein or in any other document, including, but not limited to, the General Terms of Service or the Analog Replacement Services Additional Terms and Conditions of Service, SLA Objectives and service credits, if any, shall not apply to all or any portion of Off-Net Services used to provide the Analog Replacement Services. Granite shall not be responsible for any failure of network availability of such Off-Net Services, or if the underlying access medium is not provided by Granite.

2. **Descriptions and Definitions.**

Category	Description
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<u>Priority 0 - "P0"</u> (Severe Business Impact)	Customer has multiple sites offline and unable to transact business on the Analog Replacement Services.
<u>Priority 1 - "P1"</u> (Major Business Impact)	Customer has one site offline and unable to transact business on the Analog Replacement Services.
<u>Priority 2 - "P2"</u> (Minor Business Impact)	- Customer has one or more sites where the Analog Replacement Services are degraded. - Site(s) are functionally operational, including via a short-term, one-off alternative workaround solution.
<u>Priority 3 - "P3"</u> (Little or No Business Impact)	- Customer has one or more sites where the Analog Replacement Services are degraded or not working properly. - Site(s) still able to operate as normal with backup systems or workaround solution.

Network Availability

"Network Availability" will be an average of actual minutes of availability of all Customer IP logical connections as a percentage of the total IP logical connection available minutes as measured over a calendar month and shall be calculated as follows:

$$\text{Network Availability} = ((\text{Calendar Month Minutes} - \text{Excluded Outage Time Minutes} - \text{Outage Time Minutes}) / (\text{Calendar Month Minutes} - \text{Excluded Outage Time Minutes})) \times 100$$

The measurement period for Network Availability commences upon receipt of Customer's report of a service outage and creation of a trouble ticket by Granite.

NOC Email Notification

Granite's initial notification, delivered via email, to Customer within fifteen (15) minutes of detection of an incident.

Mean Time to Repair

"MTTR" = (Service Outage Time Hours - Excluded Outage Time Hours)/Outage Count, provided that Service Outage Time, Excluded Outage Time and Outage Count are measured over a single calendar month.

CPE MTTR

Replacement equipment provided by Granite will be shipped for second (2nd) business day delivery for Customer self-installation so long as (a) the trouble is isolated to the Granite provided and managed equipment, and (b) the root cause of the failure is determined by Granite by 1pm EST.

Install Interval

"Install Interval" is defined as the number of business days beginning on the date when Customer has provided Granite with (a) signed Service Order Documents for Analog Replacement Services and such Service Order Documents are a "clean order" (meaning Customer has provided Granite with all information necessary to place the order), acceptable in all respects to Granite and (b) Granite and/or Provider(s) have accepted the service order, and ending on the Service Start Date of the specific Analog Replacement Services. Install Intervals apply to specific Analog Replacement Services individually. Install Intervals exclude any service location where facilities are determined to be unavailable or impaired by the underlying local access provider.

Chronic Outages

If any service location experiences a "Chronic Outage" (meaning within any given calendar month, a specific affected Analog Replacement Service experiences three (3) or more outages in violation with an SLA Objective), Customer may request an escalation of repair in accordance with Granite's escalation procedures and, upon receipt, Granite will have ten (10) business days to evaluate and prescribe resolution, including a timeline to complete the prescribed repairs. If Granite fails to perform the escalation or to resolve the Chronic Outage within the timeline prescribed, Customer may cancel the impacted Analog Replacement Service at that particular service location without early termination fees. Service cancellations/terminations without

early termination fees are not available with respect to incidents involving specific exclusions (as set forth in Section 4).

Escalation Procedures

In the event that more expedited resolution of service-affecting issues becomes critical or Granite exceeds the MTTR, Granite will implement its established escalation procedures.

3. **Service Credits**. If Granite does not meet its SLA Objectives, Customer may receive a service credit for the Analog Replacement Services impairment, proportional to the SLA Objective's non-conformance, up to the percentage identified in Table 2.

Table 2 – Service Credit Percentages

The maximum service credit available in any given month is as follows:

<u>SLA Objective</u>	<u>Maximum Service Credit</u>
Network Availability	15% of MRC
NOC Email Notification	10% of MRC
MTTR	10% of MRC
CPE MTTR	10% of MRC
Install Interval	10% of MRC

**MTTR Maximum Service Credit applies to P0 and P1 category events.*

Determination of Service Credits

Service credits hereunder are calculated as a percentage of the then current MRC with respect to the specific Analog Replacement Service for which the service credit is requested, and may not be applied to usage charges, government fees, taxes, surcharges or any third-party charges passed through to Customer by Granite. Customer may not receive more than one (1) service credit per month for any SLA Objective's non-conformance involving a specific Analog Replacement Service. Multiple instances of non-conformance affecting one (1) service location circuit during a particular month will not be eligible for multiple service credits, however, if approved they will be applied toward the accumulated monthly statistics. Service credits will not be available for any Analog Replacement Services terminated by Customer for cause pursuant to the terms of the Agreement. Service credits may not be carried over into subsequent months and apply only to the month in which they are issued, regardless of balance owed.

If an incident affects the performance of Analog Replacement Services and results in a period or periods of interruption, disruption, failure or degradation in Analog Replacement Services, entitling Customer to one (1) or more service credits under multiple SLA Objectives, only the single highest credit with respect to that incident will be applied, and Customer shall not be entitled to service credits under multiple SLA Objectives for the same incident.

Eligibility for Service Credits

To be eligible for a service credit, Customer must: (a) open a valid trouble ticket documenting the problem and the SLA Objective's non-conformance; and (b) timely request the applicable service credit by (i) emailing dataservicesrepair@granitenet.com with "Analog Replacement - Service Credit Request" in the subject header or (ii) contacting Customer's Granite premier representative, within thirty (30) days after the trouble ticket is closed by Granite. Each service credit request must reference the applicable trouble ticket number(s) and service identifier(s) for the service elements associated with the non-conforming event. Service credit requests will not be accepted for open trouble tickets.

Granite, without notice and at its sole and absolute discretion, may limit or eliminate Customer's eligibility to receive service credits if (a) Customer account is not current and in good standing; (b) Customer was in default

of any payment or other terms at the time of the incident generating the service credit claim or prior to Granite issuing the service credit; (c) Customer has submitted an excessive number of rejected service credit claims or attempted to use the service credit process in a frivolous or fraudulent manner; and/or (d) Customer is in violation of Granite's Acceptable Use Policy or Moderation of Use Policy covering the affected Analog Replacement Services.

Service credits will be determined based upon if the actual monthly average if such parameter exceeds the SLA Objective, except for Network Availability which will be calculated on a cumulative basis in a given month. Service credit requests will be reviewed and evaluated by Granite in relation to the relevant accumulated statistics in the month during which an SLA Objective's non-conforming event is alleged to have occurred. Granite's determination as to whether a SLA Objective has or has not been met shall be final. Service credit requests encompassing multiple months will be prorated in accordance with the statistical accumulations for the month in which the non-conformance occurred. Service credit requests approved by Granite will be credited to Customer's account on the next billing cycle that begins after the service credit approval.

Cumulative service credits in any one (1) month must exceed \$25.00 to be processed. In no event shall Granite's total liability for any and all interruptions, disruptions, failures, and/or degradations in Analog Replacement Services (including, without limitation, any failure to meet any SLA Objective set forth in this Service Level Agreement) exceed one hundred percent (100%) of the MRC for the affected Analog Replacement Services.

In no event shall any failure to meet any SLA Objectives constitute, or be deemed to constitute, a breach by Granite of the Agreement with a Customer. Customer's sole and exclusive remedy, and Granite's sole and exclusive liability and responsibility, for any failure to meet any SLA Objectives is as stated in this Section 3 and is limited to the applicable service credits, if any.

4. Specific Exclusions. SLA Objectives do not include periods of service outages or other service level deficits, in whole or in part, due to any of the following causes and/or exclusions:

- Customer fails to report the issue or request a trouble ticket.
- Service interruptions or delays arising out of or in connection with, but not limited to, the following:
 - (a) any act or omission on the part of Customer or a third party;
 - (b) interruption occurring because Customer elects not to release the Service for testing and repair by Granite but continues to use it on an impaired basis;
 - (c) failing to provide access to Customer premises as reasonably requested by Granite or its agents to enable Granite to comply with its obligation, including having a Customer representative present to assist in performing diagnostic testing and to resolve problems should they exist;
 - (d) the failure of a service or equipment that is not part of Analog Replacement Services;
 - (e) any inside wiring; and/or
 - (f) CPE, router or firewall configuration changes made by Customer or made in response to security threats, breaches or attacks.
- Granite or Customer's scheduled outages, network maintenance or emergency maintenance.
- Any force majeure event beyond Granite's reasonable control including but not limited to cable cuts.
- Any failure, issue or delay associated, in whole or in part, with Off-Net Services, including but not limited to, local access and cross-connects.
- Any failure, issue or delay associated, in whole or in part, with Customer's or third party's software, equipment, applications, facilities and/or internal network.
- Any event or occurrence that results in "no trouble found" by Granite.
- Analog Replacement Services that have not been accepted by Customer or issues that occur within the first thirty (30) days of the Service Start Date of the specific Analog Replacement Services.
- Analog Replacement Services that do not directly interface a port on Granite's or its Provider's network via physical or logical connection.
- During emergency network conditions where dynamic rerouting is required.
- Only apply to circuits originating and terminating in the contiguous United States.

3.3.2 Managed Network Services SLA

1. **SLA Objectives.** SLA Objectives are as follows:

General Standard. Granite will use commercially reasonable efforts to maintain its overall Granite Managed Network Services quality. The quality of Granite Managed Network Services shall be consistent with industry standards and sound business practices.

Granite Managed Network Services		
Service	Objective	
NOC Email Notification	15 minutes	
MTTR ¹	Category	MTTR
	P0	4 hours
	P1	8 hours
	P2	36 hours
	P3	48 hours
CPE MTTR	Second Business Day (SBD) delivery for Customer self-installation so long as (a) the trouble is isolated to the Granite-provided CPE, and (b) the root cause of the failure is determined by Granite by 2pm EST.	
Dispatch Add-Ons	2 nd Business Day	
Next Business Day Dispatch	Next Business Day	
Changes	Simple Change	Complex Change
	8 business hours	3 business day
Requests for Professional Services	1 business day for response to inquiry or request.	

Specific Interruptions in Granite Managed Network Services. In the event there are Interruptions in Granite Managed Network Services, which are not due to specific exclusions as set forth in Section 4 or other Services, then Customer may be eligible to receive a service credit for the specific affected portion/components of the Granite Managed Network Services. Additional Granite-provided Services are subject to their respective Service Level Agreement(s).

Category	Description
<u>Priority 0 - "P0"</u> (Severe Business Impact)	- Customer has 10 or more sites offline and unable to transact business; or - Data center offline and unable to transact business; or - Specific Service is down across all sites.
<u>Priority 1 - "P1"</u> (Major Business Impact)	- Customer has 1 or more sites offline and unable to transact business; or - Specific Service is down across 10 or more sites. - Site(s) are largely not functionally operational.
<u>Priority 2 - "P2"</u> (Minor Business Impact)	- Customer has 1 or more sites where critical business application and/or specific Services are degraded. - Site(s) are functionally operational, including via a short-term, one-off alternative workaround solution.

¹ Service Level Objective for the underlying Services/CPE shall be subject to the applicable Service Level Agreement.

<u>Priority 3 - "P3"</u> (Little or No Business Impact)	• One or more Services within a site are degraded or not working properly. • Site still able to operate as normal with backup systems or workaround solution.
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In no event shall any failure to meet any SLA Objectives constitute, or be deemed to constitute, a breach by Granite of the Agreement with Customer.

5. Descriptions and Definitions.

"Interruption" means a critical service-affecting issue which materially impacts Service availability categorized in accordance with the table below.

NOC Email Notification

Granite's initial notification, delivered via email, to Customer within fifteen (15) minutes of detection of an incident.

Mean Time to Repair

"MTTR" = (Service Outage Time Hours - Excluded Outage Time Hours)/Outage Count, provided, that Service Outage Time, Excluded Outage Time and Outage Count are measured over a single calendar month. Underlying Granite-provided Service issues will be subject to their applicable Service Level Agreement.

CPE MTTR

Replacement Granite Managed Network Service CPE provided by Granite will be shipped for Second Business Day (SBD) delivery for Customer self-installation so long as (a) the trouble is isolated to the Granite provided and managed equipment, and (b) the root cause of the failure is determined by Granite by 2pm EST.

Dispatch

Dispatch shall mean have the meaning assigned to it in the applicable Service Schedule and shall generally mean that a technician is sent to Customer's affected location within two (2) business days of trouble ticket creation.

Next Business Day Dispatch

Next Business Day Dispatch shall have the meaning assigned to it in the applicable Service Schedule and shall generally mean shall mean that a technician is sent to Customer's affected location within one (1) business days of trouble ticket creation.

Changes

Changes shall be divided into three categories in accordance with the following:

"Simple Change" shall be defined as a change which impacts less than 20 Customer sites and includes: assigning web sites to deny/allow lists; content filtering; fixed IP assignments; adding/changing port forwarding; adding/changing SNMP/Syslog server information; adding single static routes; changing DNS servers; Dashboard/Orchestrator Read-access logins; non-VPN LAN DHCP IP range changes; and, allowing specific VLANs over a VPN; SSIDs/Passwords.

"Complex Change" shall be defined as a change which impacts less than 20 Customer sites and requires scripting and/or other methods to apply changes to multiple sites. In addition, any change which impacts more than 20 Customer sites shall be classified as a Complex Change. Because Complex Changes have the potential to impact service, Complex Changes shall require Planned Maintenance Windows to be scheduled and testing and rollback plans to be developed. The above identified SLA is subject to Customer availability for testing.

"Professional Services" shall be defined as changes that include: changes to the macro-level solution architecture; new routing protocols; data center migrations; new data center installations;

addition of cloud services and cloud applications; requests for named engineering resources; requests for immediate changes or resources that are outside of the prescribed SLA or escalation; migrations related to acquisition or removal of multiple sites; WAN IP-related to connectivity migration at multiple sites; and configuration and policy changes on non-templated Customer architecture.

For the avoidance of doubt, all Service Level Objectives and service credits contemplate the Granite Managed Network Service only. Other service-related issues will not be eligible for the remedies provided in this SLA.

2. **Service Credits.** If Granite does not meet its SLA Objectives, Customer may receive a service credit for the Granite Managed Network Services impairment, proportional to the SLA Objective's non-conformance, up to the percentage identified in the table below.

<u>SLA Objective</u>	<u>Maximum Service Credit</u>
Response Time	15% of MRC
MTTR	10% of MRC
CPE MTTR	5% of MRC
Dispatch Add Ons	10%
Complex Change	10% of NRC

**MTTR Maximum Service Credit applies to P0 and P1 category events.*

Customer's sole and exclusive remedy, and Granite's sole and exclusive liability and responsibility, for any failure to meet any SLA Objectives is as stated in this Section 3 and is limited to the applicable service credits, if any.

Determination of Service Credits

Service credits hereunder are calculated as a percentage of the then-current MRC with respect to the specific affected Granite Managed Network Services or Granite Managed Network Service component for which the service credit is requested, and may not be applied to usage charges, government fees, taxes, surcharges or any third-party charges passed through to Customer by Granite. Customer may not receive more than one (1) service credit per month for any SLA Objective's non-conformance involving a specific Granite Managed Network Service. Multiple instances of non-conformance affecting one (1) service location during a particular month will not be eligible for multiple service credits, however, if approved they will be applied toward the accumulated monthly statistics. Service credits will not be available for any Granite Managed Network Services terminated by Customer for cause pursuant to the terms of the Agreement. Service credits may not be carried over into subsequent months and apply only to the month in which they are issued, regardless of balance owed.

If an incident affects the performance of Granite Managed Network Services and results in a period or periods of interruption, disruption, failure or degradation in Granite Managed Network Services, entitling Customer to one (1) or more service credits under multiple SLA Objectives, only the single highest credit with respect to that incident will be applied, and Customer shall not be entitled to service credits under multiple SLA Objectives for the same incident.

Eligibility for Service Credits

To be eligible for a service credit, either Granite or Customer must open a valid trouble ticket documenting the problem and the SLA Objective's non-conformance and Customer must timely request the applicable service credit by (i) emailing custserv@granitenet.com with "Granite Managed Network Services - Service Credit Request" in the subject header or (ii) contacting Customer's Granite premier representative, within thirty (30)

days after the trouble ticket is closed by Granite. Each service credit request must reference the applicable trouble ticket number(s) and circuit identifier(s) for the circuit elements associated with the non-conforming event. Service credit requests will not be accepted for open trouble tickets.

Granite, without notice and at its sole and absolute discretion, may limit or eliminate Customer's eligibility to receive service credits if (a) Customer account is not current and in good standing; (b) Customer was in default of any payment or other terms at the time of the incident generating the service credit claim or prior to Granite issuing the service credit; (c) Customer has submitted an excessive number of rejected service credit claims or attempted to use the service credit process in a frivolous or fraudulent manner; and/or (d) Customer is in violation of Granite's Acceptable Use Policy or Moderation of Use Policy covering the affected Granite Managed Network Services.

Service credits will be calculated on a cumulative basis in a given month. Service credit requests will be reviewed and evaluated by Granite in relation to the relevant accumulated statistics in the month during which an SLA Objective's non-conforming event is alleged to have occurred. Granite's determination as to whether a SLA Objective has or has not been met shall be final. Service credit requests encompassing multiple months will be prorated in accordance with the statistical accumulations for the month in which the non-conformance occurred. Granite shall have thirty (30) business days to respond from the end of the month in which the service credit request is submitted. Service credit requests approved by Granite will be credited to Customer's account on the next billing cycle that begins after the service credit approval.

Cumulative service credits in any one (1) month must exceed \$25.00 to be processed. In no event shall Granite's total liability for any and all interruptions, disruptions, failures, and/or degradations in Granite Managed Network Services (including, without limitation, any failure to meet any SLA Objective set forth in this Service Level Agreement) exceed one hundred percent (100%) of the MRC for the affected Granite Managed Network Services.

3. Specific Exclusions. SLA Objectives do not include periods of service outages or other service level deficits, in whole or in part, due to any of the following causes and/or exclusions:

- Service interruptions or delays arising out of or in connection with, but not limited to, the following:
 - (a) any act or omission on the part of Customer or a third party; (b) interruption occurring because Customer elects not to release the Service for testing and repair by Granite but continues to use it on an impaired basis; (c) failing to provide access to Customer premises as reasonably requested by Granite or its agents to enable Granite to comply with its obligation, including having a Customer representative present to assist in performing diagnostic testing and to resolve problems should they exist; (d) the failure of a Service or CPE that is not included in the definition of Granite Managed Network Services; (e) any inside wiring; and/or (f) CPE, or network configuration changes made by Customer or at the direction of Customer, made in response to security threats, breaches or attacks.
- Granite or Customer's scheduled outages, network maintenance or emergency maintenance.
- Any force majeure event beyond the reasonable control of Granite.
- Any failure, issue or delay associated, in whole or in part, with Customer's or a third party's software, equipment, applications, facilities and/or network.
- Any event or occurrence that results in "no trouble found" by Granite.
- Granite Managed Network Services that have not been accepted by Customer or issues that occur within the first thirty (30) days of the Service Start Date of a specific Granite Managed Network Services.
- Granite provided software or license components are not eligible for service credits.
- During emergency network conditions where dynamic rerouting is required.

3.4 PROVIDE A DETAILED DESCRIPTION OF YOUR SYSTEM'S WEB-BASED MONITORING AND MANAGEMENT PORTAL, INCLUDING ALERTING, REPORTING, AND ADMINISTRATIVE CONTROLS.

3.4.1 NOCExpress

NOCExpress for Advanced Network Management customizable platform delivers real-time insights and advanced tools to optimize network performance. NOCExpress is an innovative platform designed to enhance network operations management for enterprises. With NOCExpress, SUNY can effortlessly monitor and manage service tickets and network health through a customizable NOC dashboard within the all-in-one service portal.

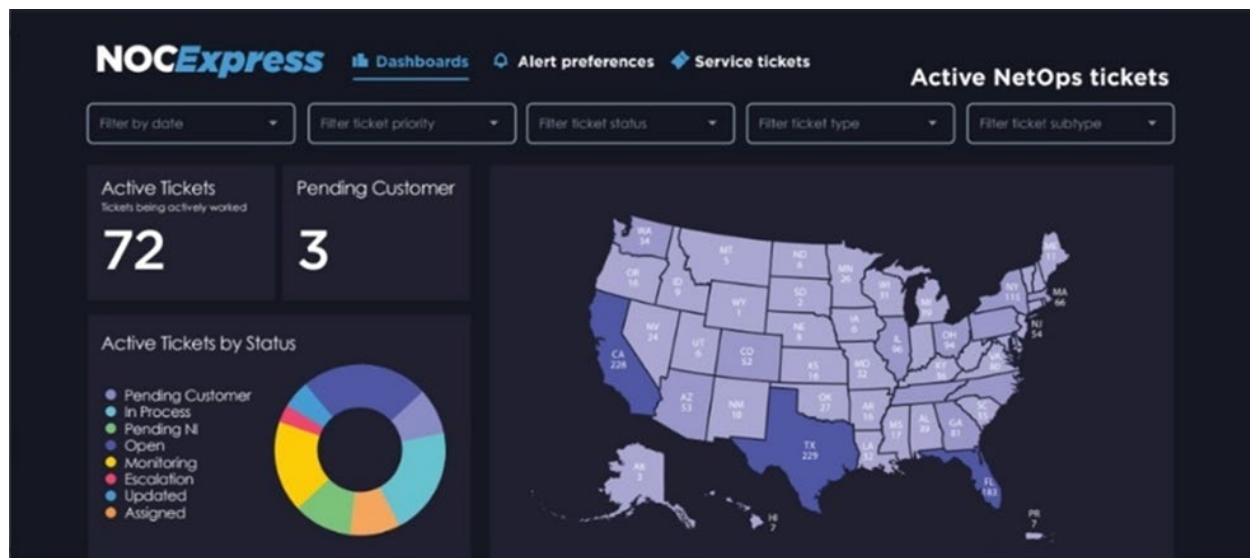


Figure 7 NOCExpress

Drawing on Granite's deep-seated expertise as a Managed Service Provider (MSP), NOCExpress offers an intuitive platform to visualize and take swift action on ticket trends, outages, and vital network data in real time. Seamlessly integrated with Granite's carrier portals, the platform streamlines ticket management processes from assignment to resolution. Moreover, NOCExpress seamlessly integrates with third-party ticket systems, further enhancing the SUNY's visibility and control over their entire network ecosystem.

Crafted with the customer experience in mind, NOCExpress incorporates user-friendly self-service capabilities for a diverse range of ticket management functions, enabling customers to easily create, modify, and escalate tickets. Augmented by customizable options for monitoring and alerts, the platform exemplifies Granite's ongoing advancements aimed at optimizing operational efficiency and network performance for its customers.

3.4.2 Edgeboot Pro Portal

Users can view and manage their edgeboot devices on the main Dashboard page of the edgeboot portal, as well as in the Device Management - My Devices page. The edgeboot dashboard grants access to device metrics such as total device reboots, cause of reboot, and total reboots over a

certain period. Additionally, users can access the status of all connected devices, where users can scroll through the inventory list or search for a specific device and quickly see the device's current health status, uptime, last reboot, and default profile type. You can view entire inventory list or click the Site ID, device name, or location of a device within the inventory list. You can do the following as well.

- View device specific information such as Serial Number and LTE IP
- View & modify device specific information
- View recent device events
- View ports of edgeboot device and assign names to ports
- View total reboots per port
- Manually reboot device ports
- Schedule tasks for device ports

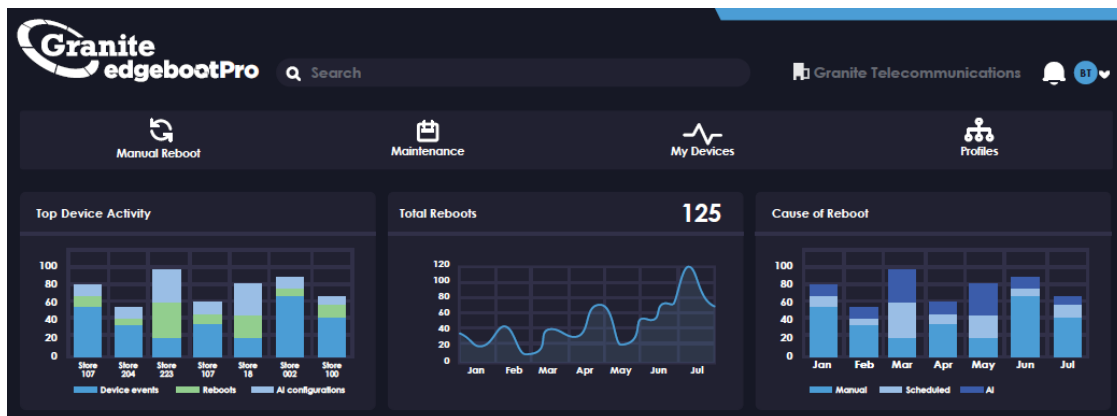


Figure 8 edgeboot Pro Portal

3.4.3 MyEPIK Portal

The Granite EPIK portal provides a dashboard view of device status, call detail activity, and fax transmissions. Benefit from 24/7 monitoring for real-time email, SMS or voice notification of network status, power loss, backup battery status, and environmental conditions.

In addition to the Granite Portals that SUNY is already aware of, specifically Granite 360, EPIK has a very complete, robust portal of its own called MyEPIK. It is used for device programming and configuration, individual and enterprise device status, and some historical and even real-time reporting (CDR reports, Fax completion, ticketing information, etc.). As EPIK devices are most often deployed with "Fire-Life-Safety" applications, most customer capabilities are set to "read-only" so that Granite can provide the proper "protection" to these regulated lines. SUNY can be set up with different levels of portal credentials so that individual locations can view their own information, and SUNY can access information college-wide. The MyEPIK portal does use 2-factor authentication to protect firewall SUNY information.

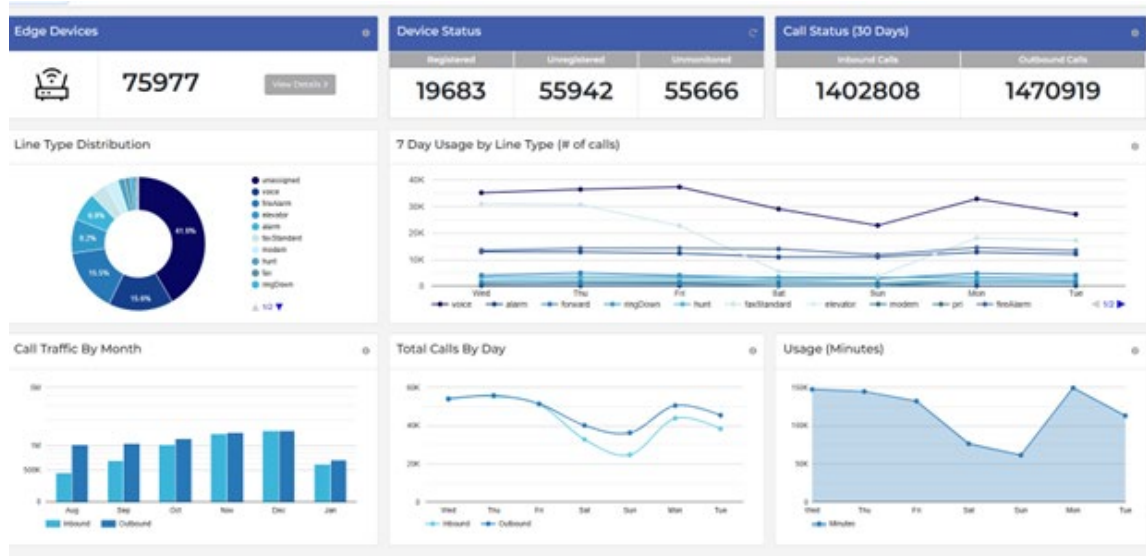


Figure 10 MyEpik Portal

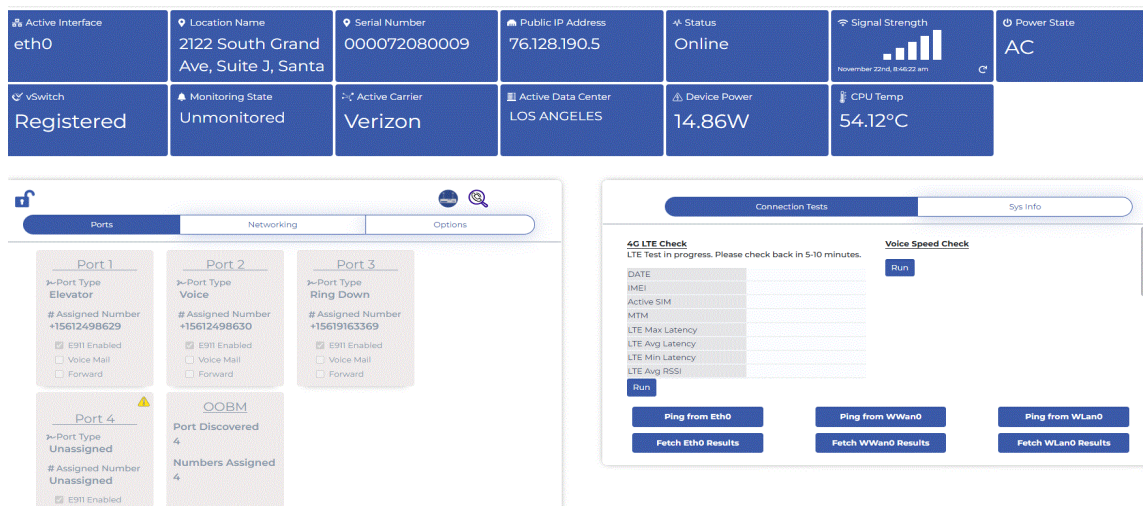


Figure 9 MyEpik Portal Dashboard

3.5 PROVIDE WARRANTY TERMS OR ATTACH A SAMPLE WARRANTY COVERING DEVICES, SOFTWARE, AND SERVICES.

3.5.1 Warranty Terms

WARRANTY. Granite warrants its work and materials against defects for one (1) year from the date of completion. Products or CPE provided as part of the Proposal shall carry the manufacturer's warranty and shall not be covered under any Granite warranty.

***Except as specifically provided herein, **GRANITE MAKES NO OTHER EXPRESS OR IMPLIED WARRANTIES AND ALL OTHER WARRANTIES ARE SPECIFICALLY AND EXPRESSLY EXCLUDED, INCLUDING ANY WARRANTY AS TO MERCHANTABILITY OR FITNESS FOR PARTICULAR OR SPECIAL PURPOSES. GRANITE SHALL UNDER NO CIRCUMSTANCES BE LIABLE FOR ANY SPECIAL**

EXEMPLARY, PUNITIVE, INCIDENTAL OR CONSEQUENTIAL DAMAGES REGARDLESS OF THE CAUSE. ***

Granite's sole liability shall be discharged by replacing or repairing any part or parts which may prove defective under normal and proper use, within the effective period of the warranty, if shown to be defective by proper evidence submitted to Granite. In the event any parts and/or structural appurtenances of a product are altered or modified without the express written consent of Granite, any and all warranties shall immediately cease and terminate. Customer acknowledges and agrees that the limited warranty provided herein shall constitute the entire warranty, all other warranties being expressly disclaimed, and that the limited remedies provided herein shall constitute the sole and exclusive remedy for any breach of the limited warranty provided herein. Response for warranty repair services shall be during normal business hours Monday through Friday. Prevailing labor rates shall be used for charges not covered under the warranty conditions.

3.6 IDENTIFY PROJECT TEAM ROLES, COMMUNICATION STRUCTURE, AND ESCALATION HIERARCHY. INCLUDE PROJECT SCHEDULE AND MILESTONE TRACKING.

3.6.1 Premier Account Manager

Granite has a robust team available to support SUNY with this project. Granite provides superior customer support through the Premier Customer Program, Customer Service Center, and NOC. Upon SUNY's selection of Granite as its service provider, Granite assigns SUNY a dedicated Premier Account Manager ("Premier") who serves as the single point of contact for all service, billing, and general account issues and is responsible for SUNY's account. Through its Premier, SUNY has access to a team of internal experts familiar with SUNY's account who support SUNY to provide a smooth implementation to Granite's services. Weekly or "as needed" review meetings ensure that all the SUNY's requirements are met. In addition, Granite's customers have access to 24/7/365 support through Granite's Customer Service Center which immediately responds to reports of service trouble. You can report issues, and otherwise contact Granite, by phone, email, or Granite's online portal.

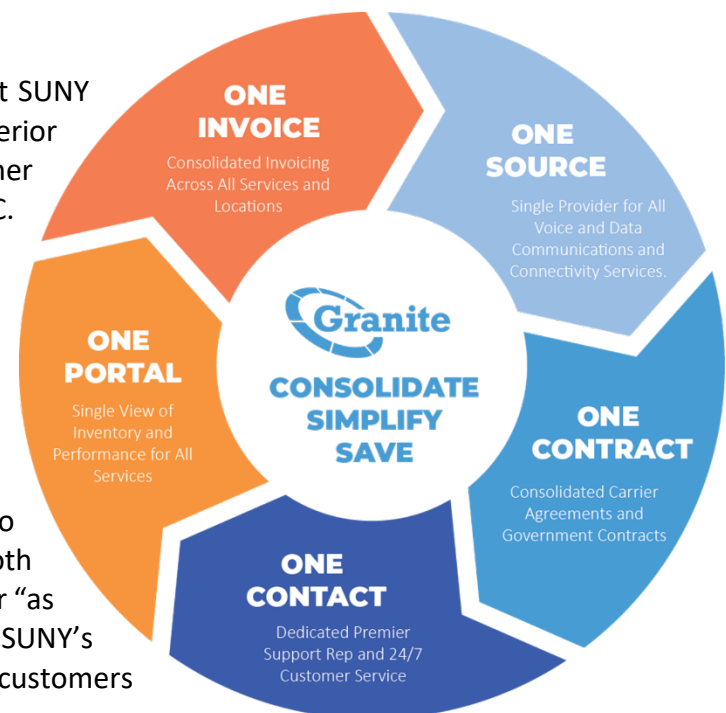


Figure 11 Granite's Philosophy

3.6.2 Project Management

Granite's proposal includes tip-to-tail project management for deployment and ongoing operational support. This includes any required training and documentation for supporting SUNY's network. To implement our solution, a Granite implementation engineer will be assigned as the Project Manager and head of the project team and will be charged with implementation of services. Along with SUNY's dedicated Premier Account Manager, the Project Manager will

work side by side with SUNY personnel to ensure that the solution implemented meets all SUNY's requirements. The Premier Account Manager will provide daily or weekly updates on the implementation status and other required documentation. The dedicated Premier Account Team and Project Manager will work closely with SUNY to ensure a smooth conversion/migration to Granite's network and management platform for each site. The Project Manager and project management team will stay on the job and remain available as long as necessary. This dedicated team will provide training and other related services, even after the implementation is complete.

Granite's Project Management team uses the RACI Index to keep track of project milestones and responsibilities.

Role	R - Responsible A - Approver C - Contributor I - Informed	Granite Project Sponsor	Granite PM	Granite Technical Team	Customer Team
Planning	Project Plan Creation, Review & Finalization	C, I	R	C, I	A, C
	Communication Plan	I	R	I	A, C
Planning	Scope Change Management Process	C, I	R, A	I	R, A
	Scope/Project Deliverables Review & Finalization	I	R	I	A, C
	Access Implementation Specs	I	R	C	A, C
	Post-Access Deployment Review	I	C, I	I	R
Initiation	Project Kickoff Call	C	R	I	A, C
	Place Orders		C, I	I	R
Execution	Conduct Site Survey Onsite		I	I	I
	Review Serviceability for Access	I	R, C	C	A, I
	Receive Circuit Install Date	I	R	C	A, I
	Site Communication		I		R
	Circuit Installation	I	I	C	I
	Circuit Installation Completion Notice	I	R	C	I
	IP Information Received/Provide IP Information	I	R	C	I
	Complete Circuit Extension (if applicable)	I	C	C	A, I
Implementation	Schedule Customer Resource for Cutover		I		R
	Pre-Cutover Circuit Check	I	I		R
Monitor + Control	Change Requests [Completed Sites]	I	I	R, I	R, A
	Change Requests [Incomplete Sites/Scope Change]	A	C	I	R, A
Project Closure	Project Postmortem	C, I	R	C, I	C
	Commence Project Planning for Equip Rollout	C, I	R	C, I	R, A, C

Figure 12 Example of RACI Index

3.6.3 NOC/Customer Service

SUNY will have access to 24/7/365 support through Granite's Customer Service Center and NOC which monitor and immediately respond to reports of service trouble. Granite's Customer Service Center and NOC are located at Granite's headquarters in Quincy, Massachusetts; these resources remain fully staffed and ready to assist SUNY 24/7/365. Representatives are all on-site and SUNY can contact them by telephone, through e-mail, or via Granite's online portal. If the issue is with an underlying provider, the provider in question will be contacted by Granite and Granite will see the issue through to resolution. All these benefits, including Premier Account Managers, Project Managers, Solutions Engineers, and billing experts, are available at no additional charge to SUNY.

Granite's Primary US NOC, in Quincy, Massachusetts, is tasked with 24/7/365 monitoring of CPU & Memory Utilization of core network and Customer Premises Equipment (CPE). Other information our NOC monitors can be found below.

- Circuit packet loss
- Latency
- Device status (up/down)
- Interface status (up/down)
- Daily, weekly, and monthly trend analytics
- Near real-time circuit bandwidth utilization
- Hardware health

The NOC and Granite's fully staffed customer support team are ready to provide troubleshooting and customer support 24/7/365.



Figure 13 Granite's Troubleshooting Model

3.6.4 Escalations

Granite consistently responds to service-affecting issues in under 5 minutes and latest in 15 minutes. All tickets are assigned a unique identification number to ensure follow-through and resolution, and a ticket will not be closed until fully resolved. SUNY's Premier Account Manager will follow up with all updates and communications until resolution is achieved to the SUNY's satisfaction. If a more expedited resolution of service-affecting issues becomes critical, Granite will implement our established escalation procedures. Service-affecting issues may be escalated from the Premier Account Manager through to Granite's Chief Executive Officer in extreme cases based on the procedure below.

Escalation Procedures	
Dedicated Premier Support Team Escalations 24-Hour Support	24/7/365 Customer Service Repair Toll Free: 866-847-5500 custserv@granitenet.com
Level 1 Premier Account Manager	Responsibilities include day-to-day management of the SUNY's account. The Premier Account Manager will place all orders, communicate all updates and completions, and act as the SUNY's advocate regarding any expedited requests or escalations with providers as the single point of contact for all Granite-provided services.
Level 2 Premier Account Supervisor	Responsibilities include additional and managerial support for the Premier Account Manager and expedited requests or escalations.
Level 3 Premier Account Director	Responsibilities include overseeing all Premier Account team members and supporting the Premier Account Supervisor and Account Manager with escalation requests. The director will proactively escalate all requests to the associated VP of Premier Accounts to ensure a quick and smooth turnaround.
Level 4 Senior VP of Premier Accounts	Responsibilities include leading Granite's Customer Service team members and ensuring Granite's customers receive the strongest resources the industry has to offer. Granite Senior Vice President of Premier Accounts understands and is prepared to address and remediate customer challenges at all levels.
Level 5 Chief Operating Officer	Jack McCadden 617-532-7450 JMcCadden@granitenet.com Responsibilities include building and maintaining a culture of success within Granite's operational departments, establishing goals and areas for Granite's operational growth, and assisting and

	facilitating the daily operations of Granite's managed deployments, technology initiatives, solution engineering/design, provisioning, and dedicated customer service/support.
Level 6 President & CEO	Rob Hale 866-847-5500 RHale@granitenet.com Responsibilities include being point person for Granite's large corporate decisions, the management of Granite's overall operations as well as setting a company standard and strategic direction. Granite's President and Chief Executive Officer, Rob Hale, has been with the company since its inception and made a dedicated effort to remain accessible to all of Granite's clientele and prospective customers.

In instances where service issues are less critical, the Premier Account Manager will maintain ongoing service issue tracking and provide weekly, bi-weekly, or monthly account status conference calls and/or reports, based on SUNY's preferences. Issue reports include review status and complete documentation of all repair issues; review status and complete documentation of uncompleted change orders; and review status and complete documentation of new location installs.

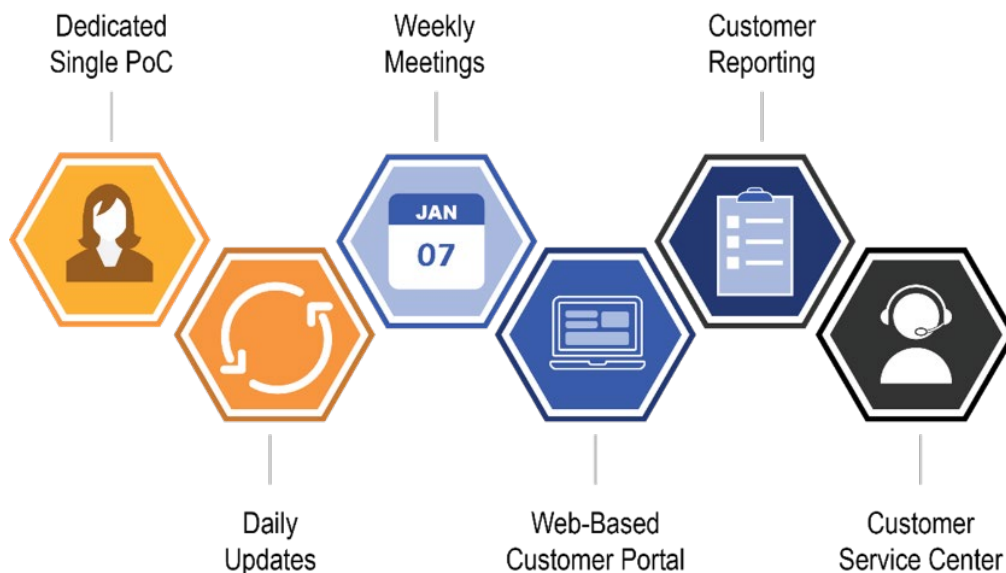


Figure 14 Granite's Customer Service Model

3.6.5 Roles & Responsibilities

Please see the roles, responsibilities, and stakeholders of the SUNY's account below.

Role	Primary Responsibilities
Premier Rep/Account Manager	- Aligns the Project Team with customer's objectives. - Approves project scope and timeline for Granite. - Identifies level of flexibility in triple constraints of time, resources, and scope. - Provides regular updates to SUNY. - First level of escalation for SUNY team for issues.
Granite Project Team PMO Project Managers Project Coordinators Premier Team Provisioning Team Repair Team Network Integration Team (NI)	- Monitors timely completion of project activities. - Attends project meetings from kickoff to completion. - Coordinates support resources and tasks within their function. - Shares mutual accountability for achieving the project. - Provides regular updates to the Premier rep and the SUNY. - Ensures the outlined process is followed internally with Granite resources and externally with SUNY. - Serves for the full duration of the project. - Ensures alignment of the project with overall strategy.
SUNY Project Team	- Approves project scope and timelines with Granite. - Identifies level of flexibility in constraints of time, resources, and scope on SUNY side for Granite. - Ensures SLAs outlined for SUNY team are followed. - Communicates areas of concern or improvement to Granite project team. - Escalates where applicable with Granite project team as outlined. - Coordinates support resources and tasks within their function. - Shares mutual accountability for achieving project completion. - Ensures alignment of the project with overall strategy.
Granite Contract Manager	Dedicated representative for all contractual issues and counterpoint for the customer procurement team

4 SECTION O COST PROPOSAL

Please see the attachment "Section O Cost Proposal" for the Cost Proposal.

5 REFERENCES



REFERENCES: List the five (5) largest organizations for which you currently provide the same or similar service. Include names, addresses, email, and phone numbers of the persons most familiar with your services.

1. Contact Name	Robyn Odell – Director, Management Information Systems
Company Name	Alameda Unified School District
Address	2060 Challenger Drive, Suite 200, Alameda, CA 94501
Phone	510-337-7182
Email	rodell@alamedaunified.org
2. Contact Name	Tom Nawrocki
Company Name	Charleston County School District
Address	3999 Bridge View Drive North Charleston, SC 29405
Phone	(843) 937-6300
Email	Thomas_nawrocki@charleston.k12.sc.us
3. Contact Name	John Simo
Company Name	Issaquah School District 411
Address	565 NW Holly St, Issaquah, WA 98027
Phone	425-837-7077
Email	simoj@issaquah.wednet.edu
4. Contact Name	Edward Aguilar
Company Name	Socorro ISD
Address	12440 Rojas Dr, El Paso, TX 79928
Phone	(915) 937-1135
Email	eaguil10@sisd.net
5. Contact Name	Natsu Carr
Company Name	UNC Greensboro
Address	1400 Spring Garden Street Greensboro, NC 27412
Phone	336 334-4160
Email	nlcarr@uncg.edu

6 GRANITE INFORMATION

Please note: the following specific Granite information shall apply.

- Granite's representations and certifications have been completed electronically at <https://sam.gov>.
- Granite's DUNS: 11-177-7939, SPIN: 143025539, FRN: 0006800221, FIN: 04-3643290, CAGE: 39NE4
- This proposal shall remain valid for a period of 120 days from January 20, 2026.

7 ATTACHMENTS

7.1 CONFLICT OF INTEREST DISCLOSURE STATEMENT

 CORETRUST

CONFLICT OF INTEREST DISCLOSURE STATEMENT

PLEASE SIGN A OR B

A. I do not have any affiliations or financial interests with any segment of Orange County Community College/County of Orange, or any employee, board member or elected official.

Signature: Ryan Goldrick Date: 06 Jan 2026

Name: Ryan Goldrick Title: AVP Contracts & Compliance

Company Name: Granite Telecommunications, LLC

B. I have an affiliation or financial interest with Orange County Community College/County of Orange, employee, board member or elected official. The affiliation or financial interest is as follows (please be specific):

Signature: _____ Date: _____

Name: _____ Title: _____

Company Name: _____

7.2 NON-COLLUSIVE BIDDING CERTIFICATION



NON-COLLUSIVE BIDDING CERTIFICATION

Required by Section 103(d) of the General Municipal Law

MUST BE SIGNED BEFORE A NOTARY PUBLIC

By submission of this RFP, each vendor and each person signing on behalf of any Firm certifies, and in the case of a joint proposal, each party thereto certifies as to its own organization, under penalty of perjury, that to the best of knowledge and belief:

- 1) The prices in this proposal have been arrived at independently without collusion, consultation, communication, or agreement, for the purpose of restricting competition, as to any matter relating to such prices with any other vendor or with any competitor;
- 2) Unless otherwise required by law, the prices which have been quoted in this proposal have not been knowingly disclosed by the vendor prior to opening, directly or indirectly, to any other vendor or to any competitor; and
- 3) No attempt has been made or will be made by the vendor to induce any other person, partnership, or corporation to submit or not to submit a proposal for the purpose of restricting competition.

NAME OF FIRM:

Granite Telecommunications, LLC

Individual or Legal Name of Firm or Corporation

MAILING ADDRESS:

1 Heritage Drive.

CITY/STATE/ZIP CODE:

Quincy, MA 02171

BY:



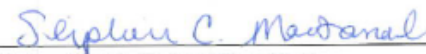
Signature of Representative of Firm or Corporation (blue or other non-black ink)

DATED:

06 Jan 2026

Subscribed to under penalty of perjury under the laws of the State of ^{Massachusetts} New York, this 6 day of Jan, 2026, as the act and deed of said individual, corporation or partnership.




Notary Public, State of ^{Massachusetts} New York

7.3 INDEMNIFICATION AGREEMENT



INDEMNIFICATION AGREEMENT

The Firm agrees:

(a) that except for the amount, if any, of damage contributed to, caused by or resulting from the negligence of the College, the Firm agrees to indemnify and hold harmless the College, its officers, employees and agents from and against any and all liability, damage, claims, demands, costs, judgments, fees, attorney's fees or loss arising directly or indirectly out of the performance or failure to perform hereunder by the Firm or third parties under the direction or control of the Firm; and

(b) to provide defense for and defend, at its sole expense, any and all claims, demands or causes of action directly or indirectly arising out of the Agreement and to bear all other costs and expenses related thereto.



AUTHORIZED SIGNATURE

06 JAN 2026

DATE



NOTARY PUBLIC

6 Jan 2026

DATE



7.4 IRANIAN ENERGY SECTOR DIVESTMENT



IRANIAN ENERGY SECTOR DIVESTMENT

Certification Pursuant to Section 103-g of the New York State General Municipal Law

- A. By submission of this bid/proposal, each Offeror/proposer and each person signing on behalf of any Offeror/proposer certifies, and in the case of a joint bid, each party thereto certifies as to its own organization, under penalty of perjury, that to the best of its knowledge and belief that each Offeror is not on the list created pursuant to paragraph (b) of subdivision 3 of Section 165-a of the New York State Finance Law.
- B. A Bid/Proposal shall not be considered for award, nor shall any award be made where the condition set forth in Paragraph A above has not been complied with; provided, however, that in any case the Offeror/proposer cannot make the foregoing certification set forth in Paragraph A above, the Offeror/proposer shall so state and shall furnish with the bid a signed statement which sets forth in detail the reasons therefor. Where Paragraph A above cannot be complied with, the Purchasing Unit to the political subdivision, public department, agency or official thereof to which the bid/proposal is made, or his designee, may award a bid/proposal, on a case by case business under the following circumstances:
1. The investment activities in Iran were made before April 12, 2012, the investment activities in Iran have not been expanded or renewed after April 12, 2012, and the Offeror/Proposer has adopted, publicized and is implementing a formal plan to cease the investment activities in Iran and to refrain from engaging in any new investments in Iran; or
 2. The political subdivision makes a determination that the goods or services are necessary for the political subdivision to perform its functions and that, absent such an exemption, the political subdivision would be unable to obtain the goods or services for which the contract is offered. Such determination shall be made in writing and shall be a public document.

Granite Telecommunications, LLC
Company Name


Signature

AVP Contracts & Compliance
Title

06 JAN 2026
Date

7.5 NON DISCRIMINATION IN EMPLOYMENT IN NORTHERN IRELAND



CORETRUST

NON DISCRIMINATION IN EMPLOYMENT IN NORTHERN IRELAND: MacBRIDE FAIR EMPLOYMENT PRINCIPLES

In accordance with §165 of the State Finance Law, the Contractor stipulates that it either has no business operations in Northern Ireland, or if it does have such business operations, it shall take lawful steps in good faith to conduct such operations in accordance with the MacBride Fair Employment Principles. PLEASE READ AND INITIAL EITHER STATEMENT #1 OR STATEMENT #2. DO NOT INITIAL BOTH STATEMENTS.

RG

1. The Contractor, and any individual or legal entity in which the Contractor holds a 10% or greater ownership interest and any individual or legal entity that holds a 10% or greater ownership interest in the Contractor has no business operations in Northern Ireland.

2. The Contractor, and any individual or legal entity in which the Contractor holds a 10% or greater ownership interest and any individual or legal entity that holds a 10% or greater ownership interest in the Contractor shall take lawful steps in good faith to conduct any business operations they have in Northern Ireland in accordance with the MacBride Fair Employment Principles and shall permit the independent monitoring of their compliance with such principles.

X

Ryan Goldrick

Signature

Ryan Goldrick

Print Name

7.6 RECEIPT OF ADDENDA



CORETRUST

RECEIPT OF ADDENDA

PLEASE NOTE: If addenda have been issued, this must be completed.

OFFEROR hereby acknowledges receipt of the following Addenda and has included these requirements in the Bid. (If none, so state and affix signature).

Addendum No. 1, Dated 10/29/2025

Addendum No. 2, Dated 10/30/2025

Addendum No. 3, Dated 12/11/2025

Addendum No. 4, Dated 12/12/2025

or

☐ None

Signature: 

Printed Name: Ryan Goldrick

7.7 FEDERAL CONTRACT TERMS AND CONDITIONS



FEDERAL CONTRACT TERMS AND CONDITIONS

When a participating agency seeks to procure goods and services using funds under a Federal grant or contract, specific Federal laws, regulations, and requirements may apply in addition to those under state law, including without limitation the procurement standards of the Uniform Administrative Requirements, Cost Principles and Audit Requirements for Federal Awards, 2 CFR 200 (sometimes referred to as the "Uniform Guidance" or "EDGAR" requirements).

All Respondents submitting proposals must complete this Federal Contract Terms and Conditions certification form regarding Respondent's compliance with certain requirements which may be applicable to specific participating agency purchases using Federal grant funds. This completed form shall be made available to Participating Agencies for their use while considering their purchasing options when using Federal grant funds. Participating Agencies may also require supplier partners to enter into ancillary agreements, in addition to the Master Agreement's general terms and conditions, to address the Participating Agency's specific contractual needs, including contract requirements for a procurement using Federal grants or contracts.

For each of the items below, Respondent should certify its agreement and ability to comply, where applicable, by having its authorized representative sign the acknowledgment at the end of this form. If Respondent fails to complete any item in this form, CoreTrust shall consider Respondent's response to be that it is unable or unwilling to comply. A negative response to any of the items may, if applicable, impact the ability of a participating agency to purchase from the supplier partner using Federal funds.

1. SUPPLIER PARTNER VIOLATION OR BREACH OF CONTRACT TERMS

Contracts for more than the simplified acquisition threshold currently set at one hundred fifty thousand dollars (\$150,000), which is the inflation adjusted amount determined by the Civilian Agency Acquisition Council and the Defense Acquisition Regulations Council (Councils) as authorized by 41 USC 1908, must address administrative, contractual, or legal remedies in instances where supplier partners violate or breach contract terms, and provide for such sanctions and penalties as appropriate.

Any contract award shall be subject to the Master Agreement, as well as any additional terms and conditions in any purchase order, participating agency ancillary contract, or Participating Agency construction contract agreed upon by supplier partner and the Participating Agency which must be consistent with and protect the Participating Agency at least to the same extent as the Master Agreement.

The remedies under this agreement are in addition to any other remedies that may be available under law or in equity. By submitting a proposal, you agree to these supplier partner violation and breach of contract terms.

Does vendor agree? Ph (Initials of Authorized Representative)

2. TERMINATION FOR CAUSE OR CONVENIENCE

When a participating agency expends Federal funds, the participating agency reserves the right to immediately terminate any agreement in excess of ten thousand dollars (\$10,000) resulting from this procurement process in the event of a breach or default of the agreement by supplier partner in the event supplier partner fails to: (1) meet schedules, deadlines, and / or delivery dates within the time specified in the procurement solicitation, contract, and / or a purchase order; (2) make any payments owed; or (3) otherwise perform in accordance with the contract and / or the procurement solicitation. Participating agency also reserves the right to terminate the contract immediately, with written notice to supplier partner, for convenience, if participating agency believes, in its sole discretion that it is in the best interest of participating agency to do so. Respondent shall be compensated for work performed and accepted and goods accepted by participating agency as of the termination date if the contract is terminated for convenience of participating agency. Any award under this procurement process is not exclusive and participating agency reserves the right to purchase goods and services from other supplier partners when it is in participating agency's best interest.

Does vendor agree? Ph (Initials of Authorized Representative)



3. EQUAL EMPLOYMENT OPPORTUNITY

Except as otherwise provided under 41 CFR Part 60, all participating agency purchases or contracts that meet the definition of "federally assisted construction contract" in 41 CFR Part 60-1.3 shall be deemed to include the equal opportunity clause provided under 41 CFR 60-1.4(b), in accordance with Executive Order 11246, "Equal Employment Opportunity" (30 FR 12319, 12935, 3 CFR Part, 1964-1965 Comp., p. 339), as amended by Executive Order 11375, "Amending Executive Order 11246 Relating to Equal Employment Opportunity," and implementing regulations at 41 CFR Part 60, "Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor."

The equal opportunity clause provided under 41 CFR 60-1.4(b) is hereby incorporated by reference. Supplier partner agrees that such provision applies to any participating agency purchase or contract that meets the definition of "federally assisted construction contract" in 41 CFR Part 60-1.3 and supplier partner agrees that it shall comply with such provision.

Does vendor agree? RG (Initials of Authorized Representative)

4. DAVIS-BACON ACT

When required by Federal program legislation, supplier partner agrees that, for all participating agency prime construction contracts / purchases in excess of two thousand dollars (\$2,000), supplier partner shall comply with the Davis-Bacon Act (40 USC 3141-3144, and 3146-3148) as supplemented by Department of Labor regulations (29 CFR Part 5, "Labor Standards Provisions Applicable to Contracts Covering Federally Financed and Assisted Construction"). In accordance with the statute, supplier partner is required to pay wages to laborers and mechanics at a rate not less than the prevailing wages specified in a wage determinate made by the Secretary of Labor. In addition, supplier partner shall pay wages not less than once a week.

Current prevailing wage determinations issued by the Department of Labor are available at www.wdol.gov. Supplier partner agrees that, for any purchase to which this requirement applies, the award of the purchase to the supplier partner is conditioned upon supplier partner's acceptance of the wage determination.

Supplier partner further agrees that it shall also comply with the Copeland "Anti-Kickback" Act (40 USC 3145), as supplemented by Department of Labor regulations (29 CFR Part 3, "Contractors and Subcontractors on Public Building or Public Work Financed in Whole or in Part by Loans or Grants from the United States.") The Act provides that each supplier partner or subrecipient must be prohibited from inducing, by any means, any person employed in the construction, completion, or repair of public work, to give up any part of the compensation to which he or she is otherwise entitled.

Does vendor agree? RG (Initials of Authorized Representative)

5. CONTRACT WORK HOURS AND SAFETY STANDARDS ACT

Where applicable, for all participating agency contracts or purchases in excess of one hundred thousand dollars (\$100,000) that involve the employment of mechanics or laborers, supplier partner agrees to comply with 40 USC 3702 and 3704, as supplemented by Department of Labor regulations (29 CFR Part 5). Under 40 USC 3702 of the Act, supplier partner is required to compute the wages of every mechanic and laborer on the basis of a standard work week of forty (40) hours. Work in excess of the standard work week is permissible provided that the worker is compensated at a rate of not less than one-and-a-half times the basic rate of pay for all hours worked in excess of forty (40) hours in the work week. The requirements of 40 USC 3704 are applicable to construction work and provide that no laborer or mechanic must be required to work in surroundings or under working conditions which are unsanitary, hazardous, or dangerous. These requirements do not apply to the purchases of supplies or materials or articles ordinarily available on the open market, or contracts for transportation or transmission of intelligence.

Does vendor agree? RG (Initials of Authorized Representative)

6. RIGHT TO INVENTIONS MADE UNDER A CONTRACT OR AGREEMENT

If the participating agency's Federal award meets the definition of "funding agreement" under 37 CFR 401.2(a) and the recipient or subrecipient wishes to enter into a contract with a small business firm or nonprofit organization regarding the substitution of parties, assignment or performance or experimental, developmental, or research work under that "funding agreement," the recipient or subrecipient must comply with the requirements of 37 CFR Part 401, "Rights to Inventions Made by Nonprofit Organizations and Small Business Firms Under Government Grants, Contracts, and Cooperative Agreements," and any implementing regulations issued by the awarding agency.



Supplier partner agrees to comply with the above requirements when applicable.

Does vendor agree? RG (Initials of Authorized Representative)

7. CLEAN AIR ACT AND FEDERAL WATER POLLUTION CONTROL ACT

Clean Air Act (42 USC 7401-7671q.) and the Federal Water Pollution Control Act (33 USC 1251-1387), as amended – Contracts and subgrants of amounts in excess of one hundred fifty thousand dollars (\$150,000) must contain a provision that requires the non-Federal award to agree to comply with all applicable standards, orders, or regulations issued pursuant to the Clean Air Act (42 USC 7401-7671q.) and the Federal Water Pollution Control Act, as amended (33 USC 1251-1387). Violations must be reported to the Federal awarding agency and the Regional Office of the Environmental Protection Agency (EPA).

When required, supplier partner agrees to comply with all applicable standards, orders, or regulations issued pursuant to the Clean Air Act and the Federal Water Pollution Control Act.

Does vendor agree? RG (Initials of Authorized Representative)

8. DEBARMENT AND SUSPENSION

Debarment and Suspension (Executive Orders 12549 and 12689) - A contract award (see 2 CFR 180.220) must not be made to parties listed on the government-wide exclusions in the System for Award Management (SAM), in accordance with the OMB guidelines at 2 CFR 180 that implement Executive Orders 12549 (3 CFR Part 1966 Comp. p. 189) and 12689 (3 CFR Part 1989 Comp. p. 235), "Debarment and Suspension." SAM Exclusions contains the names of parties debarred, suspended, or otherwise excluded by agencies, as well as parties declared ineligible under statutory or regulatory authority other than Executive Order 12549.

Supplier partner certifies that supplier partner is not currently listed on the government-wide exclusions in SAM, is not debarred, suspended, or otherwise excluded by agencies or declared ineligible under statutory or regulatory authority other than Executive Order 12549. Supplier partner further agrees to immediately notify CoreTrust and all Participating Agencies with pending purchases or seeking to purchase from supplier partner if supplier partner is later listed on the government-wide exclusions in SAM, or is debarred, suspended, or otherwise excluded by agencies or declared ineligible under statutory or regulatory authority other than Executive Order 12549.

Does vendor agree? RG (Initials of Authorized Representative)

9. BYRD ANTI-LOBBYING AMENDMENT

Byrd Anti-Lobbying Amendment (31 USC 1352) - Supplier partners that apply or bid for an award exceeding one hundred thousand dollars (\$100,000) must file the required certification. Each tier certifies to the tier above that it shall not and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any Federal contract, grant or any other award covered by 31 USC 1352. Each tier must also disclose any lobbying with non-Federal funds that takes place in connection with obtaining any Federal award. Such disclosures are forwarded from tier to tier up to the non-Federal award. As applicable, supplier partner agrees to file all certifications and disclosures required by, and otherwise comply with, the Byrd Anti-Lobbying Amendment (31 USC 1352).

RG M. G. M. Respondent's SIGNATURE

10. PROCUREMENT OF RECOVERED MATERIALS

For participating agency purchases utilizing Federal funds, Supplier partner agrees to comply with Section 6002 of the Solid Waste Disposal Act, as amended by the Resource Conservation and Recovery Act where applicable and provide such information and certifications as a participating agency may be required to confirm estimates and otherwise comply. The requirements of Section 6002 includes procuring only items designated in guidelines of the Environmental Protection Agency (EPA) at 40 CFR Part 247 that contain the highest percentage of recovered materials practicable, consistent with maintaining a satisfactory level of competition, where the purchase price of the item exceeds ten thousand dollars (\$10,000) or the value of the quantity acquired during the preceding fiscal year exceeded ten thousand dollars (\$10,000); procuring solid waste



management services in a manner that maximizes energy and resource recovery, and establishing an affirmative procurement program for procurement of recovered materials identified in the EPA guidelines.

Does vendor agree? RG (Initials of Authorized Representative)

11. PROFIT AS A SEPARATE ELEMENT OF PRICE

For purchases using Federal funds in excess of one hundred fifty thousand dollars (\$150,000), a participating agency may be required to negotiate profit as a separate element of the price. See, 2 CFR 200.324(b). When required by a participating agency, supplier partner agrees to provide information and negotiate with the participating agency regarding profit as a separate element of the price for a particular purchase. However, supplier partner agrees that the total price, including profit, charged by supplier partner to the participating agency shall not exceed the awarded pricing, including any applicable discount, under supplier partner's Master Agreement.

Does vendor agree? RG (Initials of Authorized Representative)

12. PROHIBITION ON CERTAIN TELECOMMUNICATIONS AND VIDEO SURVEILLANCE SERVICES OR EQUIPMENT

Supplier partner agrees that recipients and subrecipients are prohibited from obligating or expending loan or grant funds to procure or obtain, extend, or renew a contract to procure or obtain, or enter into a contract (or extend or renew a contract) to procure or obtain equipment, services, or systems that uses covered telecommunications equipment or services as a substantial or essential component of any system, or as critical technology as part of any system from companies described in Public Law 115-232, section 889. Telecommunications or video surveillance equipment or services produced or provided by an entity that the Secretary of Defense, in consultation with the Director of the National Intelligence or the Director of the Federal Bureau of Investigation, reasonably believes to be an entity owned or controlled by, or otherwise connected to, the government of a covered foreign country are also prohibited.

Does vendor agree? RG (Initials of Authorized Representative)

13. DOMESTIC PREFERENCES FOR PROCUREMENTS

For participating agency purchases utilizing Federal funds, Respondent agrees to provide proof, where applicable, that the materials, including but not limited to, iron, aluminum, steel, cement, and other manufactured products are produced in the United States.

"Produced in the United States" means, for iron and steel products, that all manufacturing processes, from the initial melting stage through the application of coatings, occurred in the United States.

"Manufactured products" means items and construction materials composed in whole or in part of non-ferrous metals such as aluminum; plastics and polymer-based products such as polyvinyl chloride pipe; aggregates such as concrete; glass, including optical fiber; and lumber.

Does vendor agree? RG (Initials of Authorized Representative)

14. GENERAL COMPLIANCE AND COOPERATION WITH PARTICIPATING AGENCIES

In addition to the foregoing specific requirements, supplier partner agrees, in accepting any purchase order from a Participating Agency, it shall make a good faith effort to work with Participating Agencies to provide such information and to satisfy such requirements as may apply to a particular participating agency purchase or purchases including without limitation applicable recordkeeping and record retention requirements.

Does vendor agree? RG (Initials of Authorized Representative)



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15. APPLICABILITY TO SUBCONTRACTORS

Supplier partner agrees that all contracts it awards pursuant to the Master Agreement shall be bound by the foregoing terms and conditions.

Does vendor agree? RM (Initials of Authorized Representative)

By my signature below, I certify that the information in this form is true, complete, and accurate and that I am authorized by my company to make this certification and all consents and agreements contained herein.

Ryan Goldrick

Printed Name of Representative

RM Goldrick
Signature

06 Jan 2026

Date

Granite Telecommunications, LLC

Company Name

1 Heritage Drive, Quincy, MA 02171

Address

11-177-7939

DUNS No. (if applicable)

7.8 SECTION D – NEW JERSEY BUSINESS COMPLIANCE

Please see the attachments below regarding New Jersey's business compliance.

7.8.1 Attachment 1 –Ownership Disclosure Form



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ATTACHMENT 1 –OWNERSHIP DISCLOSURE FORM

N.J.S.A. 52:25-24.2 (P.L. 1977, c.33, as amended by P.L. 2016, c.43)

This statement shall be completed, certified to, and included with all bid and proposal submissions. Failure to submit the required information is cause for automatic rejection of the bid or proposal.

Name of Organization: Granite Telecommunications, LLC

Organization Address: 1 Heritage Drive. Quincy, MA 02171

Part I Check the box that represents the type of business organization:

- ☐ Sole Proprietorship (skip Parts II and III, execute certification in Part IV)
☐ Non-Profit Corporation (skip Parts II and III, execute certification in Part IV)
☐ For-Profit Corporation (any type) ☒ Limited Liability Company (LLC)
☐ Partnership ☐ Limited Partnership ☐ Limited Liability Partnership (LLP)
☐ Other (be specific):

Part II

☒ The list below contains the names and addresses of all stockholders in the corporation who own 10 percent or more of its stock, of any class, or of all individual partners in the partnership who own a 10 percent or greater interest therein, or of all members in the limited liability company who own a 10 percent or greater interest therein, as the case may be. (COMPLETE THE LIST BELOW IN THIS SECTION)

OR

☐ No one stockholder in the corporation owns 10 percent or more of its stock, of any class, or no individual partner in the partnership owns a 10 percent or greater interest therein, or no member in the limited liability company owns a 10 percent or greater interest therein, as the case may be. (SKIP TO PART IV)

(Please attach additional sheets if more space is needed):

Name of Individual or Business Entity	Address
Rob Hale, President & CEO	1 Heritage Drive. Quincy, MA 02171

**Part III DISCLOSURE OF 10% OR GREATER OWNERSHIP IN THE
STOCKHOLDERS, PARTNERS OR LLC MEMBERS LISTED IN PART II**

If a bidder has a direct or indirect parent entity which is publicly traded, and any person holds a 10 percent or greater beneficial interest in the publicly traded parent entity as of the last annual federal Security and Exchange Commission (SEC) or foreign equivalent filing, ownership disclosure can be met by providing links to the website(s) containing the last annual filing(s) with the federal Securities and Exchange Commission (or foreign equivalent) that contain the name and address of each person holding a 10% or greater beneficial interest in the publicly traded parent entity, along with the relevant page numbers of the filing(s) that contain the information on each such person. **Attach additional sheets if more space is needed.**

Website (URL) containing the last annual SEC (or foreign equivalent) filing	Page #'s
N/A	N/A

Please list the names and addresses of each stockholder, partner or member owning a 10 percent or greater interest in any corresponding corporation, partnership and/or limited liability company (LLC) listed in Part II **other than for any publicly traded parent entities referenced above**. The disclosure shall be continued until names and addresses of every noncorporate stockholder, and individual partner, and member exceeding the 10 percent ownership criteria established pursuant to N.J.S.A. 52:25-24.2 has been listed. **Attach additional sheets if more space is needed.**

Stockholder/Partner/Member and Corresponding Entity Listed in Part II	Home Address (for Individuals) or Business Address
Rob Hale, President & CEO	1 Heritage Drive. Quincy, MA 02171

Part IV CERTIFICATION

I, being duly sworn upon my oath, hereby represent that the foregoing information and any attachments thereto to the best of my knowledge are true and complete. I acknowledge: that I am authorized to execute this certification on behalf of the bidder/proposer; that the [New Jersey Government Entity] is relying on the information contained herein and that I am under a continuing obligation from the date of this certification through the completion of any contracts with [NJ Government Entity] to notify the [NJ Government Entity] in writing of any changes to the information contained herein; that I am aware that it is a criminal offense to make a false statement or misrepresentation in this certification, and if I do so, I am subject to criminal prosecution under the law and that it will constitute a material breach of my agreement(s) with the, permitting the [NJ Government Entity] to declare any contract(s) resulting from this certification void and unenforceable.

7.8.2 Attachment 2 – Non-Collusion Affidavit



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ATTACHMENT 2 – NON-COLLUSION AFFIDAVIT (N.J.S.A. 52:34-15)

Respondent Name:	[TO BE COMPLETED BY RESPONDENT] Granite Telecommunications, LLC
Respondent Address:	[TO BE COMPLETED BY RESPONDENT] 1 Heritage Drive, Quincy, MA 02171

State of New Jersey

County of [COUNTY]

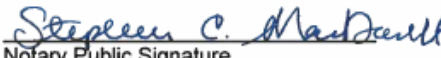
Ryan M. Goldrick Quincy Norfolk MA
I, [NAME], residing in [MUNICIPALITY] in the County of [COUNTY], State of [STATE] of full age, being duly sworn according to law on my oath depose and say that:

AVP, Contracts and Compliance Granite Telecommunications, LLC
I am the [JOB TITLE] of the firm of [COMPANY NAME], the Respondent making the Proposal for the goods, services, or public work specified under the [TITLE OF BID PROPOSAL] attached proposal, and that I executed the said proposal with full authority to do so; that said Respondent has not directly or indirectly entered into any agreement, participated in any collusion, or otherwise taken any action in restraint of free, competitive bidding in connection with the above proposal; and that all statements contained in said bid proposal and in this affidavit are true and correct, and made with full knowledge that the [NAME OF CONTRACTING UNIT] relies upon the truth of the statements contained in said bid proposal and in the statements contained in this affidavit in awarding the contract for the said goods, services, or public work.

I further warrant that no person or selling agency has been employed or retained to solicit or secure such contract upon an agreement or understanding for a commission, percentage, brokerage, or contingent fee, except bona fide employees or bona fide established commercial or selling agencies maintained by [COMPANY NAME].

Subscribed and sworn to
before me this day

18 Jan, 2026


Notary Public Signature

My Commission expires Apr 12
2030


Signature
Ryan Goldrick
Type or print name of affiant under signature

(Seal)



7.8.3 Attachment 3 – Affirmative Action Affidavit

In regard to the CoreTrust request, the application for the required document AA302 has been filed with the State of New Jersey. The corresponding documentation will be delivered upon issuance and availability.



ATTACHMENT 3 – AFFIRMATIVE ACTION AFFIDAVIT (P.L. 1975, c. 127)

Respondent Full Name:	[TO BE COMPLETED BY RESPONDENT] Granite Telecommunications, LLC
Respondent Address:	[TO BE COMPLETED BY RESPONDENT] 1 Heritage Drive, Quincy, MA 02171

Proposal Certification: Indicate below your company's compliance with the New Jersey Affirmative Action regulations. Respondent's proposal shall be accepted even if not in compliance at this time. No contract and / or purchase order may be issued, however, until all Affirmative Action requirements are met.

Required Affirmative Action Documentation:
Respondent shall submit with its proposal:

- (1) Letter of Federal Affirmative Action Plan Approval
OR
- (2) Certificate of Employee Information Report
OR
- (3) Employee Information Report Form AA302

Public Work – Project Cost over \$50,000:

- (1) If Respondent has no approved Federal or New Jersey Affirmative Action Plan, Company shall complete New Jersey Form AA-201 upon award; or
- (2) Respondent has a federal or New Jersey Affirmative Action Plan, and the certificate is enclosed.

I further certify the statements and information contained herein are complete and correct to the best of my knowledge and belief.



Authorized Signature
Ryan Goldrick

Printed Name
AVP Contracts & Compliance

Title
06 JAN 2026

Date

7.8.4 Mandatory Affirmative Action Language



MANDATORY AFFIRMATIVE ACTION LANGUAGE

N.J.S.A. 10:5-31 et seq. (P.L. 1975, c. 127)
N.J.A.C. 17:27

PROCUREMENT, PROFESSIONAL, AND SERVICE CONTRACTS

During the performance of this contract, the contractor agrees as follows:

The contractor or subcontractor, where applicable, shall not discriminate against any employee or applicant for employment because of age, race, creed, color, national origin, ancestry, marital status, sex, affectional or sexual orientation. The contractor shall take affirmative action to ensure that such applicants are recruited and employed, and that employees are treated during employment, without regard to their age, race, creed, color, national origin, ancestry, marital status, sex, affectional or sexual orientation. Such action shall include, but not be limited to the following: employment, upgrading, demotion, or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices to be provided by the Public Agency Compliance Officer setting forth provisions of this non-discrimination clause.

The contractor or subcontractor, where applicable shall, in all solicitations or advertisement for employees placed by or on behalf of the contractor, state that all qualified applicants shall receive consideration for employment without regard to age, race, creed, color, national origin, ancestry, marital status, sex, affectional or sexual orientation.

The contractor or subcontractor, where applicable, shall send to each labor union or representative of workers with which it has a collective bargaining agreement or other contract or understanding, a notice, to be provided by the agency contracting officer advising the labor union or workers' representative of the contractor's commitments under this act and shall post copies of the notice in conspicuous places available to employees and applicants for employment.

The contractor or subcontractor, where applicable, agrees to comply with any regulations promulgated by the Treasurer pursuant to P.L. 1975, c. 127, as amended and supplemented from time to time and the Americans with Disabilities Act.

The contractor or subcontractor agrees to attempt in good faith to employ minority and female workers trade consistent with the applicable county employment goal prescribed by N.J.A.C. 17:27-5.2 promulgated by the Treasurer pursuant to P.L. 1975, C.127, as amended and supplemented from time to time or in accordance with a binding determination of the applicable county employment goals determined by the Affirmative Action Office pursuant to N.J.A.C. 17:27-5.2 promulgated by the Treasurer pursuant to P.L. 1975, C.127, as amended and supplemented from time to time.

The contractor or subcontractor agrees to inform in writing appropriate recruitment agencies in the area, including employment agencies, placement bureaus, colleges, universities, and labor unions, that it does not discriminate on the basis of age, creed, color, national origin, ancestry, marital status, sex, affectional or sexual orientation, and that it shall discontinue the use of any recruitment agency which engages in direct or indirect discriminatory practices.

The contractor or subcontractor agrees to revise any of its testing procedures, if necessary, to assure that all personnel testing conforms with the principles of job-related testing, as established by the statutes and court decisions of the state of New Jersey and as established by applicable Federal law and applicable Federal court decisions.

The contractor or subcontractor agrees to review all procedures relating to transfer, upgrading, downgrading, and lay-off to ensure that all such actions are taken without regard to age, creed, color, national origin, ancestry, marital status, sex, affectional or sexual orientation, and conform with the applicable employment goals, consistent with the statutes and court decisions of the State of New Jersey, and applicable Federal law and applicable Federal court decisions.

The contractor and its subcontractors shall furnish such reports or other documents to the Affirmative Action Office as may be requested by the office from time to time in order to carry out the purposes of these regulations, and public agencies shall furnish such information as may be requested by the Affirmative Action Office for conducting a compliance investigation pursuant to Subchapter 10 of the Administrative Code (NJAC 17:27).



Signature of Respondent

CORETRUST®

Required Pursuant to N.J.S.A. 19:44A-20.26

Part I – Vendor Information

	(PRINTED NAME) Ryan Goldrick	(TITLE) AVP Contracts & Compliance
Signature of Vendor	Printed Name	Title

☐ Check here if disclosure is provided in electronic form.☐ Check here if the information is continued on subsequent page(s).

7.8.6 Attachment 5 – Stockholder Disclosure Certification



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ATTACHMENT 5 – STOCKHOLDER DISCLOSURE CERTIFICATION

Name of Business: **TO BE COMPLETED BY RESPONDENT**

☒ I certify that the list below contains the names and home addresses of all stockholders holding 10% or more of the issued and outstanding stock of the undersigned.

OR

☐ I certify that no one stockholders own 10% or more of the issued and outstanding stock of the undersigned.

Check the box that represents the type of business organization:

- | | | |
|---|---|--|
| ☐ Partnership | ☐ Corporation | ☐ Sole Proprietorship |
| ☐ Limited Partnership | ☒ Limited Liability Corporation | ☐ Limited Liability Partnership |
| ☐ Subchapter S Corporation | | |

Sign and notarize the form below and, if necessary, complete the stockholder list below. Use more space as necessary.

Stockholders:

Name: Rob Hale, President & CEO

Name: _____

Home Address: 1 Heritage Drive. Quincy, MA 02171

Home Address: _____

Name: _____

Name: _____

Home Address: _____

Home Address: _____

Subscribed and sworn to
before me this day

6 Jan, 2026

Stephanie C. MacDonald

Notary Public Signature

Ryan Goldrick

Affiant

Ryan Goldrick

Type or print name of affiant under signature

My Commission expires Apr 12, 2030

(Seal)



7.8.7 Attachment 6 - Certification Of Non-Involvement In Prohibited Activities In Iran



DISCLOSURE OF INVESTMENT ACTIVITIES IN IRAN FORM

STATE OF NEW JERSEY
DEPARTMENT OF THE TREASURY - DIVISION OF PURCHASE AND PROPERTY
33 WEST STATE STREET, P.O. BOX 230 TRENTON, NEW JERSEY 08625-0230

BID SOLICITATION # AND TITLE:

ITB-OCCL-2026-18 PLAIN OLD TELEPHONE SERVICE LINES ("POTS")

VENDOR NAME:

Granite Telecommunications, LLC

Pursuant to N.J.S.A. 52:32-57, et seq. (P.L. 2012, c.25 and P.L. 2021, c.4) any person or entity that submits a bid or proposal or otherwise proposes to enter into or renew a contract must certify that neither the person nor entity, nor any of its parents, subsidiaries, or affiliates, is identified on the New Jersey Department of the Treasury's Chapter 25 List as a person or entity engaged in investment activities in Iran. The Chapter 25 list is found on the Division's website at <https://www.state.nj.us/treasury/purchase/pdf/Chapter25List.pdf>. Vendors/Bidders must review this list prior to completing the below certification. If the Director of the Division of Purchase and Property finds a person or entity to be in violation of the law, s/he shall take action as may be appropriate and provided by law, rule or contract, including but not limited to, imposing sanctions, seeking compliance, recovering damages, declaring the party in default and seeking debarment or suspension of the party.

CHECK THE APPROPRIATE BOX



I certify, pursuant to N.J.S.A. 52:32-57, et seq. (P.L. 2012, c.25 and P.L. 2021, c.4), that neither the Vendor/Bidder listed above nor any of its parents, subsidiaries, or affiliates is listed on the New Jersey Department of the Treasury's Chapter 25 List of entities determined to be engaged in prohibited activities in Iran.

OR



I am unable to certify as above because the Vendor/Bidder and/or one or more of its parents, subsidiaries, or affiliates is listed on the New Jersey Department of the Treasury's Chapter 25 List. I will provide a detailed, accurate and precise description of the activities of the Vendor/Bidder, or one of its parents, subsidiaries or affiliates, has engaged in regarding investment activities in Iran by completing the information requested below.

Entity Engaged in Investment Activities
Relationship to Vendor/Bidder
Description of Activities

Duration of Engagement
Anticipated Cessation Date

**Attach Additional Sheets if Necessary.*

CERTIFICATION

I, the undersigned, certify that I am authorized to execute this certification on behalf of the Vendor, that the foregoing information and any attachments hereto, to the best of my knowledge are true and complete. I acknowledge that the State of New Jersey is relying on the information contained herein, and that the Vendor is under a continuing obligation from the date of this certification through the completion of any contract(s) with the State to notify the State in writing of any changes to the information contained herein; that I am aware that it is a criminal offense to make a false statement or misrepresentation in this certification. If I do so, I may be subject to criminal prosecution under the law, and it will constitute a material breach of my contract(s) with the State, permitting the State to declare any contract(s) resulting from this certification void and unenforceable.

Signature

Ryan Goldrick, AVP Contracts & Compliance

Print Name and Title

Date

06 JAN 2026

7.8.8 Attachment 7 – New Jersey Business Registration Certificate

	
STATE OF NEW JERSEY BUSINESS REGISTRATION CERTIFICATE	
Taxpayer Name:	GRANITE TELECOMMUNICATIONS, LLC
Trade Name:	
Address:	100 NEWPORT AVENUE EXT QUINCY, MA 02171-1759
Certificate Number:	0150071
Effective Date:	May 16, 2002
Date of Issuance:	March 01, 2018
For Office Use Only: 20180301142459691	

7.8.9 Attachment 8 – Certification Of Non-Involvement In Prohibited Activities In Russia Or Belarus



ATTACHMENT 8 – CERTIFICATION OF NON-INVOLVEMENT IN PROHIBITED ACTIVITIES IN RUSSIA OR BELARUS

Pursuant to N.J.S.A. 52:32-60.1, et seq. ([L. 2022, c. 3](#)) any person or entity (hereinafter "Vendor") that seeks to enter into or renew a contract with a State agency for the provision of goods or services, or the purchase of bonds or other obligations, must complete the certification below indicating whether or not the Vendor is identified on the Office of Foreign Assets Control (OFAC) Specially Designated Nationals and Blocked Persons list, available here: <https://sanctionssearch.ofac.treas.gov/>. If the Department of the Treasury finds that a Vendor has made a certification in violation of the law, it shall take any action as may be appropriate and provided by law, rule or contract, including but not limited to, imposing sanctions, seeking compliance, recovering damages, declaring the party in default and seeking debarment or suspension of the party.

I, the undersigned, certify that I have read the definition of "Vendor" below, and have reviewed the Office of Foreign Assets Control (OFAC) Specially Designated Nationals and Blocked Persons list, and having done so certify:

(Check the Appropriate Box)

☒ A. That the Vendor is not identified on the [OFAC Specially Designated Nationals and Blocked Persons list](#) on account of activity related to Russia and/or Belarus.

OR

☐ B. That I am unable to certify as to "A" above, because the Vendor is identified on the [OFAC Specially Designated Nationals and Blocked Persons list](#) on account of activity related to Russia and/or Belarus.

OR

☐ C. That I am unable to certify as to "A" above, because the Vendor is identified on the [OFAC Specially Designated Nationals and Blocked Persons list](#). However, the Vendor is engaged in activity related to Russia and/or Belarus consistent with federal law, regulation, license or exemption. A detailed description of how the Vendor's activity related to Russia and/or Belarus is consistent with federal law is set forth below.

(Attach Additional Sheets If
Necessary.)

Granite Telecommunications, LLC
Company Name


Signature of Authorized Agent

06 Jan 2026
Date

04-3643290

FEID Number

Ryan Goldrick

Typed Name

Vendor means: (1) A natural person, corporation, company, limited partnership, limited liability partnership, limited liability company, business association, sole proprietorship, joint venture, partnership, society, trust, or any other nongovernmental entity, organization, or group; (2) Any governmental entity or instrumentality of a government, including a multilateral development institution, as defined in Section 1701(c)(3) of the International Financial Institutions Act, 22 U.S.C. 262(c)(3); or (3) Any parent, successor, subunit, direct or indirect subsidiary, or any entity under common ownership or control with, any entity described in paragraph (1) or (2).

7.9 CONTRACTOR'S EMPLOYMENT ELIGIBILITY

C. Contractor's Employment Eligibility

By entering the contract, Contractor warrants compliance with the Federal Immigration and Nationality Act (FINA), and all other federal and state immigration laws and regulations. The Contractor further warrants that it is in compliance with the various state statutes of the states it will operate this contract in.

Participating Government Entities including School Districts may request verification of compliance from any Contractor or subcontractor performing work under this Contract. These Entities reserve the right to confirm compliance in accordance with applicable laws.

Should the Participating Entities suspect or find that the Contractor or any of its subcontractors are not in compliance, they may pursue any and all remedies allowed by law, including, but not limited to: suspension of work, termination of the Contract for default, and suspension and/or debarment of the Contractor. All costs necessary to verify compliance are the responsibility of the Contractor.

The Respondent complies and maintains compliance with the appropriate statutes which requires compliance with federal immigration laws by State employers, State contractors and State subcontractors in accordance with the E-Verify Employee Eligibility Verification Program.



Contractor shall comply with governing board policy of the Participating entities in which work is being performed.


Respondent Signature

7.10 FINGERPRINT & CRIMINAL BACKGROUND CHECKS

D. Fingerprint & Criminal Background Checks

If required to provide services on school district property at least five (5) times during a month, contractor shall submit a full set of fingerprints to the school district if requested of each person or employee who may provide such service. Alternately, the school district may fingerprint those persons or employees. An exception to this requirement may be made as authorized in Governing Board policy. The district shall conduct a fingerprint check in accordance with the appropriate state and federal laws of all contractors, subcontractors or vendors and their employees for which fingerprints are submitted to the district. Contractor, subcontractors, vendors and their employees shall not provide services on school district properties until authorized by the District.

The Respondent shall comply with fingerprinting requirements in accordance with appropriate statutes in the state in which the work is being performed unless otherwise exempted.

Contractor shall comply with governing board policy in the school district or Participating Entity in which work is being performed.


Respondent Signature

7.11 ANTITRUST CERTIFICATION STATEMENTS



E. ANTITRUST CERTIFICATION STATEMENTS

(Tex. Government Code § 2155.005)

I affirm under penalty of perjury of the laws of the State of Texas that:

(1) I am duly authorized to execute this contract on my own behalf or on behalf of the company, corporation, firm, partnership or individual (Company) listed below;

(2) In connection with this proposal, neither I nor any representative of the Company has violated any provision of the Texas Free Enterprise and Antitrust Act, Tex. Bus. & Comm. Code Chapter 15;

(3) In connection with this proposal, neither I nor any representative of the Company has violated any federal antitrust law; and

(4) Neither I nor any representative of the Company has directly or indirectly communicated any of the contents of this proposal to a competitor of the Company or any other company, corporation, firm, partnership or individual engaged in the same line of business as the Company.


Respondent Signature

7.12 BOYCOTT CERTIFICATION

G. BOYCOTT CERTIFICATION

Respondent must certify that during the term of any Agreement, it does not boycott Israel and will not boycott Israel. "Boycott" means refusing to deal with, terminating business activities with, or otherwise taking any action that is intended to penalize, inflict economic harm on, or limit commercial relations specifically with Israel, or with a person or entity doing business in Israel or in an Israeli-controlled territory, but does not include an action made for ordinary business purposes.

Does vendor agree?  (Initials of Authorized Representative)

Respondent must certify that it does not have a practice, policy, guidance, or directive that discriminates against a firearm entity or firearm trade association; and will not discriminate during the term of the contract against a firearm entity or firearm trade association. Respondent must also certify that it does not boycott energy companies; and will not boycott energy companies during the term of the contract.

Does vendor agree?  (Initials of Authorized Representative)

7.13 TERRORIST STATE CERTIFICATION

H. TERRORIST STATE CERTIFICATION

In accordance with Texas Government Code, Chapter 2252, Subchapter F, REGION 10 ESC is prohibited from entering into a contract with a company that is identified on a list prepared and maintained by the Texas Comptroller or the State Pension Review Board under Texas Government Code Sections 806.051, 807.051, or 2252.153. By execution of any agreement, the respondent certifies to REGION 10 ESC that it is not a listed company under any of those Texas Government Code provisions. Responders must voluntarily and knowingly acknowledge and agree that any agreement shall be null and void should facts arise leading the REGION 10 ESC to believe that the respondent was a listed company at the time of this procurement.

Does vendor agree? RG (Initials of Authorized Representative)

7.14 FEMA REQUIREMENTS



CORETRUST

I. FEMA REQUIREMENTS

When a participating agency seeks to procure goods and services using funds under a federal grant or contract, specific federal laws, regulations, and requirements may apply in addition to those under state law. This includes, but is not limited to, the procurement standards of the Uniform Administrative Requirements, Cost Principles and Audit Requirements for Federal Awards, 2 CFR 200 (sometimes referred to as the "Uniform Guidance" or "EDGAR" requirements). Additionally, Appendix II to Part 200 authorizes FEMA to require or recommend additional provisions for contracts.

All respondents submitting proposals must complete this FEMA Recommended Contract Provisions Form regarding respondent's willingness and ability to comply with certain requirements which may be applicable to specific participating agency purchases using FEMA funds. This completed form will be made available to Members for their use while considering their purchasing options when using FEMA grant funds. Members may also require Supplier Partners to enter into ancillary agreements, in addition to the contract's general terms and conditions, to address the member's specific contractual needs, including contract requirements for a procurement using federal grants or contracts.

For each of the items below, Respondent should certify Respondent's agreement and ability to comply, where applicable, by having respondents authorized representative complete and initial the applicable lines after each section and sign the acknowledgment at the end of this form. If a Respondent fails to complete any item in this form, it will be considered that the Respondent's response will be that they are unable or unwilling to comply. A negative response to any of the items may, if applicable, may impact the ability of a participating agency to purchase from the Supplier using federal funds.

1. Access to Records

For All Procurements

The Winning Supplier agrees to provide the participating agency, the pass-through entity (if applicable), the FEMA Administrator, the Comptroller General of the United States, or any of their authorized representatives access to any books, documents, papers, and records of the Contractor which are directly pertinent to this contract for the purposes of making audits, examinations, excerpts, and transcriptions.

The Winning Supplier agrees to permit any of the foregoing parties to reproduce by any means whatsoever or to copy excerpts and transcriptions as reasonably needed.

The Winning Supplier agrees to provide the FEMA Administrator or his authorized representatives access to construction or other work sites pertaining to the work being completed under the contract.

Does vendor agree? PG (Initials of Authorized Representative)

For Contracts Entered into After August 1, 2017 Under a Major Disaster or Emergency Declaration



In compliance with section 1225 of the Disaster Recovery Reform Act of 2018, the participating agency, and the Winning Supplier acknowledge and agree that no language in this contract is intended to prohibit audits or internal reviews by the FEMA Administrator or the Comptroller General of the United States."

Does vendor agree? RG (Initials of Authorized Representative)

2. Changes

FEMA recommends that all contracts include a changes clause that describes how, if at all, changes can be made by either party to alter the method, price, or schedule of the work without breaching the contract. The language of the clause may depend on the nature of the contract and the procured item(s) or service(s). The participating agency should also consult their servicing legal counsel to determine whether and how contract changes are permissible under applicable state, local, or tribal laws or regulations.

Does vendor agree? RG (Initials of Authorized Representative)

3. Use of DHS Seal, Logo, and Flags

The Winning Supplier shall not use the DHS seal(s), logos, crests, or reproductions of flags or likenesses of DHS agency officials without specific FEMA pre-approval. The contractor shall include this provision in any subcontracts.

Does vendor agree? RG (Initials of Authorized Representative)

4. Compliance with Federal Law, Regulations, And Executive Orders and Acknowledgement of Federal Funding

This is an acknowledgement that when FEMA financial assistance is used to fund all or a portion of the participating agency's contract with the Winning Supplier, the Winning Supplier will comply with all applicable federal law, regulations, executive orders, FEMA policies, procedures, and directives.

Does vendor agree? RG (Initials of Authorized Representative)

5. No Obligation by Federal Government

The federal government is not a party to this or any contract resulting from this or future procurements with the participating agencies and is not subject to any obligations or liabilities to the non-federal entity, contractor, or any other party pertaining to any matter resulting from the contract.

6. Program Fraud and False or Fraudulent Statements or Related Acts



The Winning Supplier acknowledges that 31 U.S.C. Chap. 38 (Administrative Remedies for False Claims and Statements) applies to the contractor's actions pertaining to this contract.

Does vendor agree? RG (Initials of Authorized Representative)

7. Affirmative Socioeconomic Steps

If subcontracts are to be let, the Winning Supplier is required to take all necessary steps identified in 2 C.F.R. § 200.321(b)(1)-(5) to ensure that small and minority businesses, women's business enterprises, and labor surplus area firms are used when possible.

Does vendor agree? RG (Initials of Authorized Representative)

8. License and Delivery of Works Subject to Copyright and Data Rights

The Winning Supplier grants to the participating agency, a paid-up, royalty-free, nonexclusive, irrevocable, worldwide license in data first produced in the performance of this contract to reproduce, publish, or otherwise use, including prepare derivative works, distribute copies to the public, and perform publicly and display publicly such data. For data required by the contract but not first produced in the performance of this contract, the Winning Supplier will identify such data and grant to the participating agency or acquires on its behalf a license of the same scope as for data first produced in the performance of this contract. Data, as used herein, shall include any work subject to copyright under 17 U.S.C. § 102, for example, any written reports or literary works, software and/or source code, music, choreography, pictures or images, graphics, sculptures, videos, motion pictures or other audiovisual works, sound and/or video recordings, and architectural works. Upon or before the completion of this contract, the Winning Supplier will deliver to the participating agency data first produced in the performance of this contract and data required by the contract but not first produced in the performance of this contract in formats acceptable by the (insert name of the non-federal entity).

Does vendor agree? RG (Initials of Authorized Representative)

7.15 MASTER AGREEMENT ACCEPTANCE FORM



CORETRUST

MASTER AGREEMENT ACCEPTANCE FORM

RESPONDENTS MUST SUBMIT THIS FORM COMPLETED AND SIGNED WITH THEIR RESPONSE IN ORDER TO BE CONSIDERED FOR AN AWARD.

The undersigned hereby proposes and agrees to furnish Products & Services in strict compliance with the terms, specifications, and conditions contained within this solicitation and the Master Agreement at the prices proposed within the submitted proposal, unless noted in writing. The undersigned further certifies that he/she is an officer of the company and has authority to negotiate and bind the company named below and has not prepared this proposal in collusion with any other Respondent, and that the contents of this proposal as to prices, terms, or conditions of said proposal have not been communicated by the undersigned nor by any employee or agent to any person engaged in this type of business prior to the official opening of this proposal.

Company Name	[TO BE COMPLETED BY SUPPLIER]	Granite Telecommunications, LLC
Address	[TO BE COMPLETED BY SUPPLIER]	1 Heritage Drive.
City/State/ZIP	[TO BE COMPLETED BY SUPPLIER]	Quincy, MA 02171
Phone Number	[TO BE COMPLETED BY SUPPLIER]	401 288 1802
Email Address	[TO BE COMPLETED BY SUPPLIER]	govtproposals@granitenet.com
Printed Name	[TO BE COMPLETED BY SUPPLIER]	Ryan Goldrick
Job Title	[TO BE COMPLETED BY SUPPLIER]	AVP Contracts & Compliance

Authorized Signature	
----------------------	--

Master Agreement Effective Date	[INSERT HERE]
Master Agreement Termination Date	[INSERT HERE]
Contract Number	[INSERT HERE]

[SUPPLIER] Granite Telecommunications, LLC

**SUNY ORANGE / ORANGE COUNTY
COMMUNITY COLLEGE**

Authorized Signature
Ryan Goldrick
Printed Name
AVP Contracts & Compliance
Title
Date 13 JAN 2026

Authorized Signature
Printed Name
Title
Date

7.16 ADMINISTRATION AGREEMENT



CORETRUST

ADMINISTRATION AGREEMENT

THIS ADMINISTRATION AGREEMENT, including the Terms and Conditions attached hereto as Attachment A (collectively, this "Admin Agreement") is entered into as of **[CLICK HERE TO ENTER DATE]** ("Effective Date") by and between CoreTrust Purchasing Group LLC, a Delaware limited liability company ("CoreTrust") and the Party identified in the table below ("Supplier") (each a "Party" and together the "Parties").

This Admin Agreement sets forth certain terms between CoreTrust and Supplier that apply to Supplier's provision of Products & Services to governmental agencies participating in CoreTrust's national cooperative purchasing program ("Participating Agencies"). For purposes of this Admin Agreement, any lead agency shall also be a Participating Agency.

Supplier Full Name:	[TO BE COMPLETED BY SUPPLIER] Granite Telecommunications, LLC
Supplier Address:	[TO BE COMPLETED BY SUPPLIER] 1 Heritage Drive, Quincy, MA 02171

Supplier National Account Manager:		Notice Address(es)* per Section 6(f): 1 Heritage Drive, Quincy, MA 02171
Name:	[TO BE COMPLETED BY SUPPLIER] Ryan Goldrick	[TO BE COMPLETED BY SUPPLIER] <i>*Please identify above any additional addresses to which a simultaneous copy should be sent.</i>
Title:	[TO BE COMPLETED BY SUPPLIER] JVP Contracts & Compliance	
Telephone:	[TO BE COMPLETED BY SUPPLIER] 617-837-5739	
Email:	[TO BE COMPLETED BY SUPPLIER] govtproposals@granite.net	

CoreTrust Point of Contact:		Notice Address(es) per Section 6(f):
Name:	Drew Tuller	CoreTrust Purchasing Group LLC Attn: Chief Revenue Officer 601 11th Avenue North, 7th Floor Nashville, Tennessee 37203 With a copy to: CoreTrust Purchasing Group LLC Attn: General Counsel 601 11th Avenue North, 7th Floor Nashville, Tennessee 37203
Title:	Senior Director Sales, Public Sector	
Telephone:	518-538-1948	
Email:	Drew.Tuller@coretrustpg.com	

IN WITNESS WHEREOF, CoreTrust and Supplier have signed this Admin Agreement by their duly authorized representatives as of the Effective Date.

CORETRUST PURCHASING GROUP LLC

SUPPLIER

Authorized Signature

Authorized Signature

Printed Name

Ryan Goldrick

Printed Name

7.17 OTHER LICENSES

Granite is licensed to do business in all 50 States of the United States and in Canada. Please see some of those licenses below.

7.17.1 State of Illinois

File Number 0097942-2



To all to whom these Presents Shall Come, Greeting:

I, Jesse White, Secretary of State of the State of Illinois, do hereby certify that I am the keeper of the records of the Department of Business Services. I certify that

GRANITE TELECOMMUNICATIONS, LLC, A DELAWARE LIMITED LIABILITY COMPANY HAVING OBTAINED ADMISSION TO TRANSACT BUSINESS IN ILLINOIS ON AUGUST 08, 2003, APPEARS TO HAVE COMPLIED WITH ALL PROVISIONS OF THE LIMITED LIABILITY COMPANY ACT OF THIS STATE, AND AS OF THIS DATE IS IN GOOD STANDING AS A FOREIGN LIMITED LIABILITY COMPANY ADMITTED TO TRANSACT BUSINESS IN THE STATE OF ILLINOIS.



Authentication #: 1931702290 verifiable until 11/13/2020
Authenticate at: <http://www.cyberdriveillinois.com>

***In Testimony Whereof, I hereto set
my hand and cause to be affixed the Great Seal of
the State of Illinois, this 13TH
day of NOVEMBER A.D. 2019 .***

Jesse White

SECRETARY OF STATE

7.17.2 State of California



Secretary of State Certificate of Status

I, SHIRLEY N. WEBER, PH.D., California Secretary of State, hereby certify:

Entity Name: GRANITE TELECOMMUNICATIONS, LLC
Entity No.: 200317210213
Registration Date: 06/19/2003
Entity Type: Limited Liability Company - Out of State
Formed In: DELAWARE
Status: Active

The above referenced entity is active on the Secretary of State's records and is qualified to transact intrastate business in California.

This certificate relates to the status of the entity on the Secretary of State's records as of the date of this certificate and does not reflect documents that are pending review or other events that may impact status.

No information is available from this office regarding the financial condition, status of licenses, if any, business activities or practices of the entity.



IN WITNESS WHEREOF, I execute this certificate and affix the Great Seal of the State of California this day of January 05, 2026.

A handwritten signature in black ink, appearing to read "Shirley N. Weber".

SHIRLEY N. WEBER, PH.D.
Secretary of State

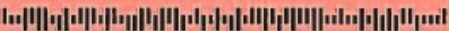
Certificate No.: 405527825

To verify the issuance of this Certificate, use the Certificate No. above with the Secretary of State Certification Verification Search available at bizfileOnline.sos.ca.gov.

7.17.3 State of New York

 New York State Department of
Taxation and Finance
Sales Tax Registration
W.A. Harriman Campus
Albany NY 12227-0865

25031255491800-A100


GRANITE TELECOMMUNICATIONS, LLC
TAX DEPARTMENT
1 HERITAGE DR
QUINCY MA 02171-2105

New York State Department of Taxation and Finance
Certificate of Authority

Identification number
04-3643290
(Use this number on all returns and correspondence)



VALIDATED
3/19/2025
Dept of Tax
and Finance

GRANITE TELECOMMUNICATIONS, LLC
TAX DEPARTMENT
1 HERITAGE DR
QUINCY MA 02171-2105

is authorized to collect sales and use taxes under Articles 28 and 29 of the New York State Tax Law.

Nontransferable
This certificate must be prominently displayed at your place of business.
Fraudulent or other improper use of this certificate will cause it to be revoked.
The certificate may not be photocopied or reproduced.

4050109100098 1DC3 - 0800809 P0000001 - 01 DTF-17-A-R (11/14)

7.17.4 State of Texas

Corporations Section
P.O. Box 13697
Austin, Texas 78711-3697



Jane Nelson
Secretary of State

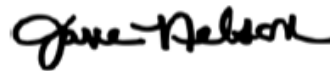
Office of the Secretary of State

Certificate of Fact

The undersigned, as Secretary of State of Texas, does hereby certify that the document, Application for Certificate of Authority for Granite Telecommunications, LLC (file number 800216051), a DELAWARE, USA, Foreign Limited Liability Company (LLC), was filed in this office on June 19, 2003.

It is further certified that the entity status in Texas is in existence.

In testimony whereof, I have hereunto signed my name officially and caused to be impressed hereon the Seal of State at my office in Austin, Texas on July 25, 2025.



Jane Nelson
Secretary of State

Phone: (512) 463-5555
Prepared by: Selena Rodriguez

Come visit us on the internet at <https://www.sos.texas.gov/>
Fax: (512) 463-5709
TID: 10264

Dial: 7-1-1 for Relay Services
Document: 1503316530002

7.17.5 State of Ohio

UNITED STATES OF AMERICA
STATE OF OHIO
OFFICE OF THE SECRETARY OF STATE

I, Frank LaRose, do hereby certify that I am the duly elected, qualified and present acting Secretary of State for the State of Ohio, and as such have custody of the records of Ohio and Foreign business entities; that said records show GRANITE TELECOMMUNICATIONS, LLC, a Delaware Limited Liability Company, Registration Number 1403542, was registered in the State of Ohio on August 5, 2003, is currently authorized to transact business in this state.



*Witness my hand and the seal of the
Secretary of State at Columbus, Ohio
this 14th day of July, A.D. 2025.*

A handwritten signature in blue ink that reads "Frank LaRose".

Ohio Secretary of State

Validation Number: 202519503706