

**Before the  
FEDERAL COMMUNICATIONS COMMISSION  
Washington, D.C. 20554**

|   |   |                               |
|---|---|-------------------------------|
| In the Matter of                              | ) |                               |
|   | ) |                               |
| Request for Review of Decision of the         | ) | CC Docket No. 02-6            |
| Universal Service Administrator               | ) |                               |
|   | ) |                               |
| Information Transport Solutions, Inc. ("ITS") | ) | SLD File No. 522125 (FY 2006) |
|   | ) | FRN 1437711                   |

To: Chief, Wireline Competition Bureau

**SUPPLEMENT TO REQUEST FOR REVIEW**

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Dated: July 19, 2011

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## SUMMARY

This Supplement is made to the Request for Review (“Request”) filed on April 19, 2011 by Information Transport Solutions, Inc. (“ITS”). The Request relates to the decision by the Schools and Libraries Division (“SLD”) of the Universal Service Administrative Company (collectively, “USAC”) to seek recovery of certain E-Rate Program support approved and disbursed for the Sumter County (Alabama) School District (“Sumter” or “Applicant”) for Basic Maintenance of Internal Connections for Funding Year (“FY”) 2006.

USAC asserts that such recovery is now justified because a USAC-hired auditor concluded after the fact that the level of service approved by USAC and provided to Sumter by ITS was excessive and beyond a “reasonable level of services.” As a result, the “excess level” was an “ineligible service” under the Commission’s rules and the relevant Eligible Services List. Therefore, the E-Rate Program support related to that “ineligible service” must now be recovered.

ITS was not a party or participant to the beneficiary audit that resulted in this finding. To seek recovery now, without having given ITS any opportunity to respond to the auditor’s assertions and the foundation thereof, is fundamentally unfair, inconsistent with fundamental principles of due process and the requirement that USAC administer the universal support mechanisms in an efficient, effective, and competitively neutral manner.

USAC cannot delegate to an auditor responsibility for determining what level of services are eligible for E-Rate Program support. The auditor’s judgment as to what is a “reasonable level of services” is a totally subjective standard that appears nowhere in FCC precedent or the Eligible Services List. Even if it were the standard, ITS respectfully submits that its good faith response to the Applicant’s Request For Proposals met that standard. The maintenance logs

provided by ITS show the myriad service requirements associated with providing Basic Maintenance for Internal Connections to 10 different locations, 200 classrooms, 16 computer labs and over 2,600 students.

ITS respectfully submits that recovery here is unwarranted and unjustified. If the Commission were to determine that the auditor's "reasonable level of services" standard is applicable and has not been met under the rules, ITS respectfully submits that the Commission should grant a waiver of the rules in these limited circumstances.

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To: Chief, Wireline Competition Bureau

**SUPPLEMENT TO REQUEST FOR REVIEW**

Information Transport Solutions, Inc. (“ITS” or “Company”), acting through counsel and pursuant to and in accordance with Sections 54.719-54.721 of the Federal Communication Commission’s (“FCC” or “Commission”) rules, hereby supplements its previously-filed Request for Review (“Request”) in this matter.<sup>1</sup> ITS seeks Commission review and reversal of the USAC Denial on the grounds set forth in the Request as further supplemented by this submission.<sup>2</sup>

**I. STATEMENT OF ITS’ INTEREST IN THE REQUEST**

ITS has standing to file the Request because Section 54.719(c) of the Commission’s rules provides that, “[a]ny person aggrieved by an action taken by a division of the Administrator ...

<sup>1</sup> ITS filed its Request on April 19, 2011, seeking review of a March 31, 2011 decision by the Schools and Libraries Division (“SLD”) of the Universal Service Administrative Company (collectively, “USAC”), denying the Company’s January 12, 2011 appeal (“ITS USAC Appeal”) relating to the captioned SLD File No. and FRN for applicant Sumter County (Alabama) School District (“USAC Denial”). Copies of the ITS USAC Appeal, the USAC Denial and the Request are attached as Exhibits 1, 2 and 3 respectively.

<sup>2</sup> Section 54.720(b) of the Commission’s rules requires the filing of an appeal of a USAC decision with the FCC “within sixty (60) days of issuance” of a decision by USAC. Since the USAC Denial is dated March 31, 2011, therefore the April 19, 2011 Request was clearly timely filed.

may seek review from the Federal Communications Commission.”<sup>3</sup> In this case, ITS is directly aggrieved by the USAC Denial and the continuing attempt to recover Schools and Libraries Support Mechanism (“E-Rate Program” or “Program”) funds previously approved and disbursed by USAC and applied by ITS in accordance with that approval.

## **II. INTRODUCTION**

The underlying basis for the Request is a USAC-issued Notification of Improperly Disbursed Funds Recovery Letter (“Letter”), dated November 15, 2010, relating to Funding Request Number (“FRN”) 1437711 (Internal Connections Maintenance) for Funding Year 2006 for Sumter County School District in Alabama (“Sumter” or “Applicant”).<sup>4</sup> In the Letter USAC asserted that it had erroneously approved/provided E-Rate Program support for “ineligible items” – a finding based primarily on the conclusion of an outside auditor hired by USAC that support for a technician to be on-site five (5) days per week was beyond a “reasonable level of services.” Therefore, USAC reasoned that it had improperly disbursed funds for what it considered “gold-plating and not basic maintenance.”<sup>5</sup>

As set forth in the ITS USAC Appeal and the Request, ITS strongly disagrees with the rationale of the Letter and the subsequent USAC Denial. ITS respectfully submits that USAC’s action was based on nothing more than the auditor’s subjective assessment, applying an unidentified standard of what the auditor “assumed” to be “a reasonable level of services,” derived from the fact that another bidder had specified a technician for only three days per week. Despite the auditor’s reference to USAC’s “Eligible Services Listings,” the approved Eligible Services List (“ESL”) for FY 2006 does not state that anything beyond three days a week is

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<sup>3</sup> 47 C.F.R. § 54.719(c).

<sup>4</sup> A copy of the Letter is attached to Exhibit 1.

<sup>5</sup> Letter at 4.

“ineligible.”<sup>6</sup> ITS respectfully submits it is not for a USAC-hired auditor, after the fact, without offering ITS any prior opportunity to respond or identifying what maintenance logs or other materials the auditor might have reviewed, to substitute its judgment for the Applicant’s decision, in the context of a fair and open competitive bidding process, as to what were the Applicant’s “reasonable” needs for Basic Maintenance of Internal Connections. Yet that is the foundation of USAC’s decision challenged by the Request.

### **III. KEY BACKGROUND FACTS**

#### **A. Information Transport Solutions, Inc.**

ITS is a full-service provider of technology solutions integrating voice, video and data. ITS delivers customized solutions to a wide range of organizations, including schools. ITS has participated as a service provider in the E-Rate Program since 1998, providing both eligible Internal Connections and Basic Maintenance of Internal Connections.

#### **B. The Applicant**

Sumter is a school district consisting of 8 schools and 2 other eligible locations. The FRN involved in this Request covered services for some 200 classrooms, 16 computer labs and 125 office drops involving some 2,653 students, plus administrators. Applicant has participated in the E-Rate Program since 1999.

#### **C. Applicant’s RFP**

Sumter’s relevant Request For Proposal (“RFP”) provided the Applicant’s estimate, based on the knowledge and experience of its technology personnel, of the Basic Maintenance of Internal Connections services deemed necessary to maintain connectivity and service provided to

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<sup>6</sup> As previously noted, USAC in its Letter also referred to “gold plating.” Yet there is no reference to or definition of “gold-plating” in that ESL. Nor has USAC cited to any other document addressing or defining “gold-plating.”

its various eligible locations and authorized users.<sup>7</sup> These estimates were prepared by the Applicant not by the service provider and again are based on Sumter's understanding of its own system requirements. ITS bid on these requirements in the normal course. USAC approved funding for the support requested by Sumter under FRN 1437711 for FY 2006.<sup>8</sup> Upon proper invoicing for the services, USAC provided approved E-Rate Program support to ITS.

**D. The Relevant Audit Report Finding**

Subsequently, USAC contracted with independent auditor Grant Thornton to conduct a beneficiary audit of the Applicant's E-Rate Program compliance for FY 2006 and FY 2007. ITS was not requested or allowed to participate in that audit process by the auditor. So ITS had no prior input into the auditor's findings or any opportunity to challenge any preliminary conclusions.

The auditor made a finding that the "Beneficiary received basic maintenance of internal connections in excess of what was documented as necessary and eligible per the Eligible Services Listings under" FRN 143771.<sup>9</sup> The auditor based that finding on the "assum[ption] that a reasonable level of services would be three days a week" for a "full-time on-site technician at a rate of \$50/hour," not the five days a week originally approved/supported by USAC. This assumption apparently was based on the fact that there was another bid submitted which specified a level of three days a week and "the bid evaluation did not indicate that this [lower level] was insufficient." The auditor cited no FCC decision or rule supporting or relying on the subjective "reasonable level of services" standard that was applied.

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<sup>7</sup> The RFP is attached to Exhibit 1.

<sup>8</sup> The relevant Funding Commitment Decision Letter ("FCDL") was issued on October 24, 2006.

<sup>9</sup> An excerpt from the beneficiary audit findings available to ITS is Exhibit 4.

### **E. The Letter**

Some two and a half years after the conclusion of the period covered by the beneficiary audit, ITS received the Letter. The Letter sought recovery of \$57,475 based on the following (in relevant part) Disbursed Funds Recovery Explanation:

After a thorough review, it was determined that the funding commitment for this request must be reduced by \$57,475.00. During the course of an audit it was determined that funding was provided for the following ineligible items: Basic Maintenance for a technician to be on site five (5) days per week for eight (8) hours per day. This is considered gold-plating and not basic maintenance and basic maintenance on two servers which were used for anti-virus software. The pre-discount cost associated with these items is \$63,600.00 and \$261.00, respectively. At the applicants 90 percent discount rate this resulted in an improper commitment of \$57,240.00 and \$235.00. FCC rules provide that funding may be approved only for eligible products and/or services. The USAC web site contains a list of eligible products and services. See the web site... for the Eligible Services List. On the SPAC Form, the authorized person certifies at Item 10 that the service provider has billed its customers for services deemed eligible for support. Therefore USAC has determined that the service provider is responsible for this rule violation. Accordingly, the commitment has been reduced by \$57,475... and USAC will seek recovery from the service provider.

### **F. ITS USAC Appeal and USAC Denial**

On January 12, 2011, ITS appealed the Letter to USAC.<sup>10</sup> On March 31, 2011, USAC denied the ITS USAC Appeal, now providing (in relevant part) the following revised “Explanation”:<sup>11</sup>

According to our records, [ITS] maintenance support was provided on an as needed basis and a technician is on site as necessary to resolve trouble tickets. Per the FCC Third Report and Order (FCC 03-323) defining eligible Basic Maintenance of Internal Connections: ‘On-site technical support is not necessary to the operation of the internal connection network when off-site technical support can provide basic maintenance on an as-needed basis.’ The auditor’s assessment of the size of the applicant, number of assets maintained,

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<sup>10</sup> See Exhibit 1.

<sup>11</sup> On April 1, 2011, the *day after the USAC Denial was issued*, USAC issued a Demand Payment Letter to ITS. ITS was then forced to file the Request to stop the collection process for a debt that it had and did contest.

competitive bids received, maintenance logs and resulting determination of reasonable technical support needs deemed three days per week as a reasonable service level. By reducing the commitment and recovering the difference for the excess basic maintenance services provided by a full-time (on site) technician, the commitment for this funding request was properly adjusted to provide discounts for 3 days/week of (off site) technical support on an as-needed basis. USAC will seek recovery of \$57,240.00 of improperly disbursed funds from the service provider. You have failed to provide documentation or persuasive information to conclude that USAC erred in its initial decision....

Your Form 471 application included costs for the following ineligible products and/or services: excessive basic maintenance of internal connections. FCC rules provide that funding may be approved only for eligible products and services. [citation omitted] The USAC website contains a list of eligible products and services....<sup>12</sup>

The Request then sought review of this USAC Denial.

#### **IV. STANDARD OF REVIEW**

USAC's authority to administer the E-Rate Program is limited to implementing and applying the Commission's rules and the Commission's interpretations of those rules as found in agency adjudications.<sup>13</sup> USAC is not empowered to make policy, interpret any unclear rule promulgated by the Commission,<sup>14</sup> or to create the equivalent of new guidelines.<sup>15</sup> Nor are USAC's independent auditors. USAC is responsible for "administering the universal support

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<sup>12</sup> In its Explanation USAC now makes no reference to the Letter's Explanation relating to "basic maintenance on two servers which were used for anti-virus software." Nor does USAC now imply that ITS improperly certified its Service Provider Annual Certification ("SPAC") form. ITS assumes therefore that USAC has abandoned these grounds for seeking recovery. ITS addressed those issues in the ITS USAC Appeal and reserves the right to further supplement the Request should the Commission conclude that ITS needs to do so.

<sup>13</sup> 47 C.F.R. § 54.702(c).

<sup>14</sup> *Id.*

<sup>15</sup> *Changes to the Board of Directors of the Nat'l Exchange Carrier Ass'n, Inc., Third Report and Order*, 13 FCC Rcd 25058, 25066-67 (1998).

mechanisms in an efficient, effective, and competitively neutral manner.”<sup>16</sup> The Commission’s review of the USAC Denial is *de novo*, without being bound by any findings of USAC.<sup>17</sup>

Furthermore, that *de novo* review in this case must consider the following relevant FCC precedents and principles:

- Until an E-Rate Program rule is adopted, an applicant cannot be expected to comply with it.<sup>18</sup>

- Clarifications or changes to E-Rate Program rules and policies are normally to be applied prospectively by USAC.<sup>19</sup>

- Demands to recover E-Rate Program support previously approved and disbursed must be based on a violation of the statute underlying the E-Rate Program or substantive rules implementing same adopted by the FCC.<sup>20</sup>

- In certain circumstances, waiver of the Commission’s E-Rate Program rules is appropriate, particularly where there is no evidence of waste, fraud and abuse.<sup>21</sup>

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<sup>16</sup> 47 C.F.R. § 54.701(a).

<sup>17</sup> 47 C.F.R. § 54.723.

<sup>18</sup> See *Requests for Review of the Decisions of the Universal Service Administrator by Aiken County Public Schools, Aiken, SC et al., Schools and Libraries Universal Service Support Mechanism, Order*, 23 FCC Rcd 8735, 8737, ¶6 (2007).

<sup>19</sup> See *Request for Review of the Decision of the Universal Service Administrator by Ysleta, Independent School District, El Paso, Texas, Schools and Libraries Universal Support Mechanism, Order*, 18 FCC Rcd 26406, 26419-23, ¶¶26-38 (2003); *Request for Review of the Decision of the Universal Service Administrator by Winston Salem/Forsyth County School District, Winston-Salem North Carolina, Schools and Libraries Universal Support Mechanism, Order*, 18 FCC Rcd 26457, 26462, ¶13 (2003).

<sup>20</sup> See *In the Matter of Schools and Libraries Universal Support Mechanism, Fifth Report and Order*, 19 FCC Rcd 15808 (2004) (“*Fifth Report and Order*”).

<sup>21</sup> See *Request for Waiver of the Decision by the Universal Service Administrator by Great Rivers Education Cooperative, Forrest City, Arkansas, Schools and Libraries Universal Service Support Mechanism, Order*, 21 FCC Rcd 14115, 14119, ¶9 (Wireline Compet. Bur. 2006).

ITS respectfully submits that consideration of the Request (as supplemented herein) in light of these standards and precedent support a conclusion that the USAC Denial is not supported by applicable FCC rules or policies. For all the reasons set forth below the USAC Denial should be reversed and USAC should be instructed to withdraw the Letter and cease any effort to collect these previously-approved E-Rate Program funds.

**V. ARGUMENTS**

In further support of the Request, ITS respectfully submits the following arguments:

**A. ITS Did Not Have The Opportunity To Participate In The Audit**

As reflected by the Letter and USAC Denial, USAC's recovery effort is based entirely on a beneficiary audit analysis in which ITS had no opportunity to participate. Indeed, the auditor retained by USAC based its conclusions about the appropriate level of Basic Maintenance of Internal Connections on "maintenance logs that suggested other than a need for a full-time technician and indicated that some of the services provided were ineligible."<sup>22</sup>

Neither the auditor nor USAC identified those logs to ITS and provided ITS any opportunity to respond to the auditor's analysis thereof. Moreover, in its Explanation, USAC now claims that the auditor's assessment was based on "the size of the applicant, number of assets maintained [and] competitive bids received..." Again, ITS had no opportunity to address the auditor's analyses of these factors, which, aside from the one competitive bid mentioned in the audit results, were not even mentioned therein.

This flies in the face of Commission admonitions that applicants should have the opportunity to respond to and address alleged defects in applications. Service providers, where they are to be held responsible for alleged violations of the Commission's rules based on

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<sup>22</sup> See Exhibit 4.

beneficiary audits that they are not participants in, should be similarly treated before any recovery effort is initiated.

On the other hand, a “hide-the-eight-ball” approach, where a beneficiary audit is used years later to seek recovery from a service provider that acted in good faith, is fundamentally unfair and contrary to basic principles of due process. USAC should not be permitted to employ such procedures to seek to recover funds long after they have been approved, disbursed and expended in accordance with that approval.

**B. USAC Auditors Are Not Arbiters Of Eligible Services**

USAC is without authority under the Commission’s rules to make or establish policy or interpret ambiguity in E-Rate Program rules. That power is reserved to the Commission.<sup>23</sup>

Further, the E-Rate Program Eligible Services List is proposed by USAC, but ultimately approved by the Commission. Determination and indeed ultimate interpretation of the parameters and boundaries of service eligibility are similarly reserved to the Commission.

In this case, ITS respectfully submits that USAC has delegated the authority to determine what is an eligible service on the List to one of its hired auditors. Relying in large part on the fact that another bidder suggested a lower amount of full-time service (3 days instead of 5), the auditor concluded that 3 days a week constitutes a “reasonable level of services” and that anything above that amount was “in excess of what was documented as necessary and eligible per the Eligible Services Listings...”

Neither the auditor nor USAC (either in its Letter or in its Denial) cite any FCC rule or other authority that sets forth this “reasonable level of services” standard. ITS respectfully submits that this is a totally subjective E-Rate Program service eligibility standard applied by the

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<sup>23</sup> 47 C.F.R. § 54.702(c)

auditor and then used by USAC as a basis for the Letter. The E-Rate Program rules do not permit such a process or standard. Again, other than citing the general rules regarding support provided for eligible services, USAC refers only to the auditor's determination. But an auditor's determination, which could vary from audit to audit and auditor to auditor, is not the basis on which a level of service eligibility can or should be determined.

There is no provision in the Eligible Services List itself that requires a determination that full-time service beyond 3 days is not eligible. Moreover, it is not for an auditor, *ex post facto* without offering ITS any prior opportunity to respond or identifying what logs the auditor relied upon, to substitute its judgment for the Applicant's decision, made in the context of a fair and open competitive bidding process, as to what Basic Maintenance for Internal Connections were required.<sup>24</sup>

In light of the foregoing, USAC's bases for the Letter and Denial are without any legal foundation and, therefore, the Commission must direct USAC to terminate its recovery efforts.

**C. The Level Of Basic Maintenance Support Was Reasonable**

Both the auditor and USAC appear to have based their findings of "ineligibility" on a false assumption – that the funding supported a technician who sat "on-site" for 8 hours each day at the Applicant, waiting to be called. As explained in the ITS USAC Appeal, "[m]aintenance is provided on an as needed basis and a technician is onsite *when necessary* to resolve trouble

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<sup>24</sup> If there is any standard to be applied by the auditor in this context to the level of the Basic Maintenance of Internal Connections it would be whether the service provided was "cost effective" under the circumstances. *See Requests For Review of Decisions of the Universal Service Administrator by Chicago Public Schools*, 26 FCC Rcd 4114, 4120, ¶16 (2011) ("*Chicago Public Schools Order*"). No such standard was applied by USAC or its auditor in requiring recovery in this case.

tickets.” So to the extent that both the auditor’s and USAC’s findings were based on a different factual assumption, they are ill founded.<sup>25</sup>

Moreover, even assuming there was a “reasonable level of services” standard for determining eligibility, based on the activities that ITS has internally documented during the course of providing the services, ITS respectfully submits that standard was met. The auditor could not reasonably conclude that the level of support specified was, in effect, unreasonable since all of these services were to maintain the connectivity and service to support 2,653 students and 10 eligible locations. Specifically, the FRN covered Services for 200 classrooms, 16 computer labs and 125 office drops involving 2,653 students at 8 different Sumter school locations. Attached as part of Exhibit 2 are copies of available maintenance support logs that ITS believes support this conclusion. These logs document “that a myriad of problems existed warranting and requiring the level of support that was received” as necessary to maintain Sumter’s network operational.<sup>26</sup>

Again, support was provided only on an as needed basis and a technician was on site when necessary to resolve trouble tickets. Sumter filed for the eligible services at the level deemed reasonably necessary by the District technology personnel. The logs provided by ITS document that to be the case. ITS firmly believes that Sumter received the proper level of support for eligible services to eligible locations, without any ineligible “excess.” Aside from the

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<sup>25</sup> Thus, the Basic Maintenance of Internal Connections services provided were factually consistent with the Commission’s Third Report and Order (FCC 03-323) cited by USAC in its Denial relating to on-site versus off-site technical support.

<sup>26</sup> See Exhibit 2. The Commission has recently reaffirmed that basic maintenance of internal connections services are eligible for E-Rate program support if, but for the maintenance at issue, the internal connection, would not function and serve its intended purpose with the degree of reliability ordinarily provided in the marketplace to entities receiving such services. *See In the Matter of Schools and Libraries Universal Service Support Mechanism – A National Broadband Plan For Our Future*, 25 FCC Rcd 18762, 18809, ¶106 (2010) (“*Sixth Report and Order*”). The maintenance logs provided by ITS clearly establish that without ITS services, the Sumter system would not have met this reliability level.

auditor's subjective conclusion, USAC points to no other specific supporting precedent. Therefore, even applying the auditor's home-made standard, recovery here is unjustified.

## **VI. REQUEST FOR WAIVER.**

In the event that the Commission is inclined to conclude that there was some technical violation of the Commission's rules, ITS respectfully submits that a waiver of that rule in these limited, special circumstances is appropriate for the various reasons set forth below

### **A. The Law**

The Commission's rules allow waiver of a Commission rule "for good cause shown."<sup>27</sup> The Commission has extended this waiver authority to limited waivers of E-Rate Program rules. For example, in the *Bishop Perry Order*, the Commission noted that it "has vested in USAC the responsibility of administering the application process for the schools and libraries universal service support mechanism."<sup>28</sup> Pursuant to that authority, USAC developed procedures relating to the application and appeals process.<sup>29</sup> Thus, in the *Bishop Perry Order*, the Commission applied the 47 C.F.R. § 1.3 waiver rule to allow a limited waiver of USAC procedures.<sup>30</sup>

The FCC has established the following guidance for determining whether waiver is appropriate:

A rule may be waived where the particular facts make strict compliance inconsistent with the public interest. In addition, the Commission may take into account considerations of hardship, equity, or more effective implementation of overall policy on an individual basis. In sum, waiver is appropriate if special circumstances warrant a deviation from the general rule, and such

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<sup>27</sup> 47 C.F.R. § 1.3.

<sup>28</sup> *Request for Review of Decision by the Universal Service Administrator by Bishop Perry Middle School, Order*, 21 FCC Rcd 5316, 5618 ¶4 (2006) ("*Bishop Perry Order*").

<sup>29</sup> The *Bishop Perry Order* dealt with USAC application procedures known as "minimum processing standards." *Id.*

<sup>30</sup> *Id.*

deviation would better serve the public interest than strict adherence to the general rule.

*Requests for Review by Richmond County School District*, 21 FCC Rcd 6570, 6572 ¶5 (2006) (internal references omitted) (citing *Northeast Cellular Tel. Co. v. FCC*, 897 F.2d 1164, 1166 (D.C. Cir. 1990) and *WAIT Radio v. FCC*, 418 F.2d 1153, 1157 (D.C. Cir. 1969), *aff'd*, 459 F.2d 1203 (D.C. Cir. 1972)).

**B. Limited Request For Waiver Of Sections 54.502, 54. 503 and 54.504 Of The Commission's Rules**

USAC in effect contends that ITS received E-Rate Program support for eligible services that were “in excess” of what USAC now determines Sumter should have received. As a result, USAC maintains there was a violation by ITS of Sections 54.502 and 54.503 of the Commission’s rules. Section 54.504 ostensibly requires recovery.

Yet ITS acted in good faith in response to the Applicant’s RFP. The category of services that were provided – Basic Maintenance of Internal Connections – were clearly eligible for support and, presumably after appropriate review, were approved by USAC at the level requested by Sumter. ITS similarly acted in good faith, in justifiable reliance on that USAC approval, in providing the services, for which it was compensated in accordance with the relevant Funding Commitment Decision Letter.<sup>31</sup> Under such circumstances strict compliance with the Commission’s rules would not be in the public interest because “rigid compliance with the [rule]... does not further the purposes of section 254(h) or serve the public interest.”<sup>32</sup>

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<sup>31</sup> There is no evidence, nor does USAC allege, that the Applicant or ITS grossly or knowingly submitted a request for funding far in excess of its needs raising a question of the *bona fides* of the request for funding. See *In the Matter of Schools and Libraries Universal Support Mechanism – A National Broadband Plan For Our Future*, 25 FCC Rcd 17324, 17326, ¶5 (Wireline Compet. Bur. 2010).

<sup>32</sup> *Bishop Perry Order*, ¶11. The Commission departed from prior Commission precedent, noting that the departure was, “warranted and in the public interest.” *Id.*, ¶9. The Commission noted that many of the rules at issue were procedural, and that a waiver is consistent with the purposes of Section 254, which

A limited waiver of the rules here will not adversely affect any other applicant. The Commission may also take into consideration “hardship, equity, or more effective implementation of overall policy on an individual basis.”<sup>33</sup> In this case, deviation from the Commission’s rules would better serve the public interest than strict application of a highly subjective “reasonable level of services” standard. Again, ITS responded to an RFP in the ordinary course and any errors in this case should not be considered substantive, and there is no evidence of waste, fraud or abuse, misuse of funds, or a failure to adhere to core program requirements.<sup>34</sup>

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directs the Commission to “enhance ... access to advanced telecommunications and information services for all public and non-profit elementary and secondary school classrooms, health care providers and libraries.” *Id.*

<sup>33</sup> *Request for Waiver of the Decision of the Universal Service Administrator by Owensboro Public Schools, Owensboro, Kentucky, Order*, 21 FCC Rcd 10047, ¶5 (2006).

<sup>34</sup> Where there is no evidence of any intent to defraud or misuse the funds of the E-Rate Program and in such circumstances, when combined with the other factual circumstances, there is not grounds to justify the harsh penalty of a denial of these funds. *See generally Request for Waiver of the Decision of the Universal Services Administrator by Barberton City School, Barberton, Ohio et al., Schools and Libraries Universal Service Support Mechanism, Order*, 23 FCC Rcd 15526, 15530 ¶7 (Telecom. Access Pol. Div. 2008). Considerations of equity and hardship also support such a result. *See generally Requests for Review of Decisions of the Universal Service Administrator by Approach Learning and Assessment Centers et al, Schools and Libraries Universal Service Support Mechanism, Order*, 23 FCC Rcd 15510, 15513-14 ¶8 (Telecom. Access Pol. Div. 2008). *See Request for Review of Decision of the Universal Service Administrator by Radford City Schools, Radford, Virginia, Schools and Libraries Universal Support Mechanism, Order*, 23 FCC Rcd 15451, 15453 ¶4 (Telecom. Access Pol. Div. 2008). Again all these considerations and the others described above also support a waiver of any technical violation of the requirements relating to the level of Basic Maintenance of Internal Connections services specified. *See also Chicago Public Schools Order*, ¶17.

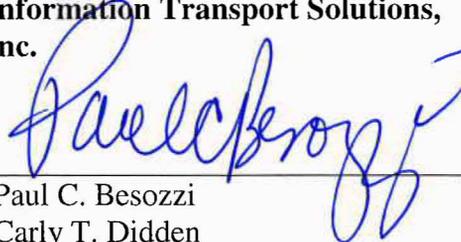
## **VII. CONCLUSION AND REQUEST FOR RELIEF**

First, ITS requests the Commission to make a finding that USAC did not properly conduct the audit and based on the evidence submitted, there has been no rule violation. ITS respectfully requests that the Commission grant the Request and direct USAC to rescind the Letter within 30 days. ITS also respectfully requests that the Commission find that there has been no violation of the Commission's then-in-effect E-Rate Program rules under the circumstances.

Second, in the alternative, if necessary, the Commission should waive the rule to the extent that there could be deemed to be a technical violation thereof, because there is no evidence of waste, fraud, or abuse, or failure to comply with the core program requirements, and ITS acted in good faith in responding to the Applicant's RFP requirements. The funds have already been disbursed and put to good use by Sumter to provide much needed services to its students. Any mistakes at the heart of the Request are not substantive errors and, thus, a limited waiver would be in the public interest. At all times ITS made a good faith effort to comply with the Commission's rules and there is no evidence of waste, fraud or abuse. In the event of a waiver, ITS requests the Commission to direct the same relief requested above.

Respectfully submitted,

**Information Transport Solutions,  
Inc.**



---

Paul C. Besozzi  
Carly T. Didden  
Patton Boggs LLP  
2550 M Street NW  
Washington, DC 20037  
(202) 457-6000

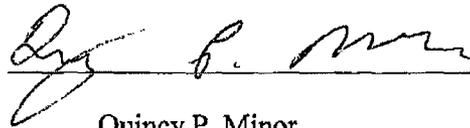
Quincy P. Minor  
VP, Operations  
Information Transport Solutions, Inc.  
335 Jeanette Barrett Industrial Blvd  
Wetumpka, AL 36092  
Phone: 334-567-1993

*Counsel to Information Transport  
Solutions, Inc.*

Dated: July 19, 2011

**DECLARATION**

I, Quincy P. Minor, am the Vice President of Operations of Information Transport Solutions, Inc. ("ITS"). I have reviewed the foregoing Supplement To Request For Review ("Request"), which was prepared under my supervision and direction. I hereby declare under penalty of perjury that the statements and representations therein relating to the conduct and actions of ITS in connection with the services and FRN that are the subject of the Request are true and correct to the best of my knowledge and belief.

A handwritten signature in black ink, appearing to read "Quincy P. Minor", is written over a horizontal line.

Quincy P. Minor

Dated: July 18, 2011

**CERTIFICATE OF SERVICE**

I, Carly T. Didden, certify on this 19th day of July, 2011, a copy of the foregoing  
“Supplement To Request For Review has been served via electronic mail or first class mail,  
postage pre-paid, to the following:

Zachary Katz  
Chief Counsel and Legal Advisor  
to Chairman Genachowski  
Federal Communications Commission  
445 12<sup>th</sup> Street, S.W.  
Washington, D.C. 20554  
[Zachary.Katz@fcc.gov](mailto:Zachary.Katz@fcc.gov)

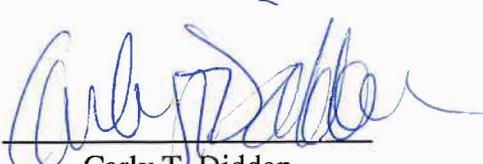
Jennifer Prime  
Legal Counsel to the Bureau Chief  
Wireline Competition Bureau  
Federal Communications Commission  
445 12<sup>th</sup> Street, S.W.  
Washington, D.C. 20554  
[Jennifer.Prime@fcc.gov](mailto:Jennifer.Prime@fcc.gov)

Gina Spade  
Deputy Division Chief  
Telecommunications Access Policy Division  
Wireline Competition Bureau  
Federal Communications Commission  
445 12<sup>th</sup> Street, S.W.  
Washington, D.C. 20554  
[Gina.Spade@fcc.gov](mailto:Gina.Spade@fcc.gov)

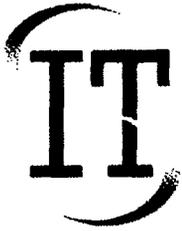
Sharon Gillette  
Chief  
Wireline Competition Bureau  
Federal Communications Commission  
445 12<sup>th</sup> Street, S.W.  
Washington, D.C. 20554  
[Sharon.Gillette@fcc.gov](mailto:Sharon.Gillette@fcc.gov)

Trent Harkrader  
Chief  
Telecommunications Access Policy Division  
Wireline Competition Bureau  
Federal Communications Commission  
445 12<sup>th</sup> Street, S.W.  
Washington, D.C. 20554  
[Trent.Harkrader@fcc.gov](mailto:Trent.Harkrader@fcc.gov)

Letter of Appeal  
Schools and Libraries Division-  
Correspondence Unit  
100 S. Jefferson Road  
P.O. Box 902  
Whippany, NJ 07981  
[appeals@sl.universalservice.org](mailto:appeals@sl.universalservice.org)

  
Carly T. Didden

# **EXHIBIT 1**



**INFORMATION *Transport***  
SOLUTIONS, Inc.

335 Jeanette Barrett Industrial Blvd. Wetumpka, Alabama 36092

January 12, 2011

Letter of Appeal  
Schools and Libraries Division - Correspondence Unit  
100 S. Jefferson Rd.  
P.O. Box 902  
Whippany, NJ 07981

Re: SPIN: 143008119  
Form 471 Application Number: 522125  
Funding Year: 2006  
FCC Registration Number  
Applicant Name: Sumter County School District  
Billed Entity Number: 127982  
Applicant Contact Person: Ray Evans

This is an appeal by Information Transport Solutions, Inc. ("ITS") of the Notification of Improperly Disbursed Funds Recovery Letter, dated November 15, 2010 ("Notification"), relating to Sumter County School District ("Sumter") Funding Request Number ("FRN") 1437711 (Internal Connections Maintenance) for Funding Year ("FY") 2006 ("Appeal"). A copy of the Notification is attached as Exhibit 1. This Appeal is timely filed within sixty (60) days of the date of the Notification. ITS reserves the right to supplement this Appeal, including in connection with any further inquiry by USAC.

The Disbursed Funds Recovery Explanation ("Explanation") contained in the Notification states in relevant part as follows:

"After a thorough review, it was determined that the funding commitment for this request must be reduced by \$57,475.00. During the course of an audit it was determined that funding was provided for the following ineligible items: Basic Maintenance for a technician to be on site five (5) days per week for eight (8) hours per day. This is considered gold-plating and not basic maintenance and basic maintenance on two servers, which were used for anti-virus software. The pre-discount cost associated with these items is \$63,600.00 and \$261.00, respectively. At the applicants 90 percent discount rate this resulted in an improper commitment of \$57,240.00 and \$235.00. FCC rules provide that funding may be approved only for eligible products and/or services. The USAC web site contains a list of eligible products and services. See the web site... for the Eligible Services List. On the SPAC Form, the authorized

person certifies at Item 10 that the service provider has billed its customers for services deemed eligible for support. Therefore USAC has determined that the service provider is responsible for this rule violation. Accordingly, the commitment has been reduced by \$57,475.00... and USAC will seek recovery from the service provider."

ITS respectfully but strongly disagrees with the Notification and Explanation. Both are apparently based on the auditor's subjective assessment applying an unidentified standard of what the auditor "assumed" to be "a reasonable level of services," in part because the auditor noted that another bid specified a technician three days per week versus five days per week. Despite the Explanation's reference to the Eligible Services List ("ESL"), the ESL for FY 2006 does not state that anything beyond three days a week is "ineligible." Nor is there any reference to or definition of "gold-plating" in that ESL. Nor has USAC cited to any other document addressing "gold-plating." ITS respectfully submits it is not for the auditor, after the fact without offering ITS any prior opportunity to respond or identifying what maintenance logs the auditor might have reviewed, to substitute its judgment for the applicant's decision, in the context of a fair and open competitive bidding process, as to what were its "reasonable" needs for Basic Maintenance of Internal Connections.

Furthermore, additional relevant facts relating to the provision of the basic maintenance for internal connections that is the subject of the Notification ("Services") warrant rescission of the Notification.

The FRN covered Services for 200 classrooms, 16 computer labs and 125 office drops involving 2653 students at 8 different Sumter school locations. ITS provides log files for each location, which account for all of the hours invoiced by identifying the support provided, the date, the locations, and the number of hours used. The auditor referred to "maintenance logs that suggested other than a need for a full time technician." Yet these logs which were the basis for his conclusion are not identified and therefore ITS has been given no opportunity to rebut or explain that basis for the Notification.

Based on the activities that ITS has internally documented during the course of providing the Services, it is unclear how the auditor could reasonably conclude that the level of support specified was, in effect, unreasonable. All of these Services were to maintain the connectivity and service to support 2653 students and at a total of 10 eligible locations. Attached as Exhibit 2 are copies of available maintenance support logs that ITS believes support this conclusion.

Maintenance support is provided on an as needed basis and a technician is onsite when necessary to resolve trouble tickets. Nevertheless, the logs provided document that a myriad of problems existed warranting and requiring the level of support that was received to maintain Sumter's network operational. ITS firmly believes that Sumter received the proper level of support for eligible services to eligible locations.

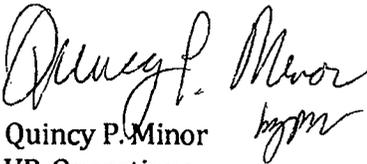
Furthermore, Basic Maintenance was performed on Dell PowerEdge 2650 servers that serve as a Dynamic Host Configuration Protocol ("DHCP") server for each school, anti-virus software was installed on those servers to protect them from viruses. The servers were not "servers used for anti-virus software." Therefore, that basis for the Notification is not well founded.

Again, the auditor's assumption that three days a week would maintain the E-rate eligible services within the environment was based on what industry standard? ITS is entitled to have that standard identified so it can respond accordingly.

Sumter filed for the Services at the level deemed necessary by the District technology personnel. ITS bid on these requirements in the normal course. ITS includes Sumter's Request For Proposal ("RFP") pricing sheet with this Appeal. See Exhibit 3.<sup>1</sup>

ITS believes that Sumter received the proper level of eligible support for eligible equipment to eligible locations. For this and all the other foregoing reasons, ITS respectfully appeals the Notification and requests that it be rescinded. ITS reserves the right to supplement this Appeal.

Respectfully submitted,



Quincy P. Minor  
VP, Operations  
Information Transport Solutions Inc.  
335 Jeanette Barrett Industrial Blvd  
Wetumpka Al 36092  
Phone: 334-567-1993  
Fax: 334-567-6599  
[Quincy.minor@its-networks.com](mailto:Quincy.minor@its-networks.com)

Cc: Paul C. Besozzi

---

<sup>1</sup> FY 2006 was the third year of a three-year contract bid starting in FY 2004.

# **EXHIBIT 1**



Schools & Libraries Division

**Notification of Improperly Disbursed Funds Recovery Letter**  
**Funding Year 2006: July 1, 2006 - June 30, 2007**

November 15, 2010

**Toni Selby**  
Information Transport Solutions, Inc.  
335 Jeanette Barrett Industrial Blvd.  
Wetumpka, AL 36092

Re: SPIN: 143008119  
Form 471 Application Number: 522125  
Funding Year: 2006  
FCC Registration Number:  
Applicant Name: SUMNER COUNTY SCHOOL DISTRICT  
Billed Entity Number: 127982  
Applicant Contact Person: Ray Evans

Our routine review of Schools and Libraries Program (Program) funding commitments has revealed certain applications where funds were disbursed in violation of Program rules.

In order to be sure that no funds are used in violation of Program rules, the Universal Service Administrative Company (USAC) must now recover these improper disbursements. The purpose of this letter is to inform you of the recoveries as required by Program rules, and to give you an opportunity to appeal this decision. USAC has determined the service provider is responsible for all or some of the Program rule violations. Therefore, the service provider is responsible to repay all or some of the funds disbursed in error.

This is NOT a bill. The next step in the recovery of improperly disbursed funds process is for USAC to issue you a Demand Payment Letter. The balance of the debt will be due within 30 days of that letter. Failure to pay the debt within 30 days from the date of the Demand Payment Letter could result in interest, late payment fees, administrative charges and implementation of the "Red Light Rule." The FCC's Red Light Rule requires USAC to dismiss pending FCC Form 471 applications if the entity responsible for paying the outstanding debt has not paid the debt, or otherwise made satisfactory arrangements to pay the debt within 30 days of the notice provided by USAC. For more information on the Red Light Rule, please see "Red Light Frequently Asked Questions (FAQs)" posted on the FCC website at [http://www.fcc.gov/debt\\_collection/faq.html](http://www.fcc.gov/debt_collection/faq.html).

Schools and Libraries Division - Correspondence Unit  
100 South Jefferson Road, P.O. Box 902, Whippany, NJ 07981  
Visit us online at: [www.usac.org/sl](http://www.usac.org/sl)

TO APPEAL THIS DECISION:

You have the option of filing an appeal with USAC or directly with the Federal Communications Commission (FCC).

If you wish to appeal the Notification of Improperly Disbursed Funds decision indicated in this letter to USAC your appeal must be received or postmarked within 60 days of the date of this letter. Failure to meet this requirement will result in automatic dismissal of your appeal. In your letter of appeal:

1. Include the name, address, telephone number, fax number, and email address (if available) for the person who can most readily discuss this appeal with us.
2. State outright that your letter is an appeal. Identify the date of the Notification of Improperly Disbursed Funds Recovery Letter and the Funding Request Number(s) (FRN) you are appealing. Your letter of appeal must include the
  - Billed Entity Name,
  - Form 471 Application Number,
  - Billed Entity Number, and
  - FCC Registration Number (FCC RN) from the top of your letter.
3. When explaining your appeal, copy the language or text from the Funding Disbursement Recovery Report included with this letter that is the subject of your appeal to allow USAC to more readily understand your appeal and respond appropriately. Please keep your letter to the point, and provide documentation to support your appeal. Be sure to keep a copy of your entire appeal including any correspondence and documentation.
4. If you are an applicant, please provide a copy of your appeal to the service provider(s) affected by USAC's decision. If you are a service provider, please provide a copy of your appeal to the applicant(s) affected by USAC's decision.
5. Provide an authorized signature on your letter of appeal. To submit your appeal to USAC by email, email your appeal to [appeals@sl.universalservice.org](mailto:appeals@sl.universalservice.org). USAC will automatically reply to incoming emails to confirm receipt.

To submit your appeal to us by fax, fax your appeal to (973) 599-6542.

To submit your appeal to us on paper, send your appeal to:

Letter of Appeal  
Schools and Libraries Division - Correspondence Unit  
100 S. Jefferson Rd.  
P. O. Box 902  
Whippany, NJ 07981

For more information on submitting an appeal to USAC, please see the "Appeals Procedure" posted on our website.

If you wish to appeal a decision in this letter to the FCC, you should refer to CC Docket No. 02-6 on the first page of your appeal to the FCC. Your appeal must be received by the FCC or postmarked within 60 days of the date of this letter. Failure to meet this requirement will result in automatic dismissal of your appeal. We strongly recommend that you use the electronic filing options described in the "Appeals Procedure" posted on our website. If you are submitting your appeal via United States Postal Service, send to: FCC, Office of the Secretary, 445 12th Street SW, Washington, DC 20554.

FUNDING DISBURSEMENT RECOVERY REPORT

On the pages following this letter, we have provided a Funding Disbursement Recovery Report (Report) for the Form 471 application cited above. The enclosed Report includes the Funding Request Number(s) from the application for which recovery is necessary. See the "Guide to USAC Letter Reports" posted at <http://usac.org/sl/tools/reference/guide-usac-letter-reports.aspx> for more information on each of the fields in the Report. USAC is also sending this information to the applicant for informational purposes. If USAC has determined the applicant is also responsible for any rule violation on these FRN(s), a separate letter will be sent to the applicant detailing the necessary applicant action. The Report explains the exact amount the service provider is responsible for repaying.

Schools and Libraries Division  
Universal Services Administrative Company

cc: Ray Evans  
SUMTER COUNTY SCHOOL DISTRICT

Funding Disbursement Recovery Report  
for Form 471 Application Number: 522125

---

Funding Request Number: 1437711  
Contract Number: N/A  
Services Ordered: INTERNAL CONNECTIONS MNT  
Billing Account Number: 866-K12-TECH  
Funding Commitment: \$113,400.00  
Funds Disbursed to Date: \$113,400.00  
Funds to be Recovered from Service Provider: \$57,475.00

Disbursed Funds Recovery Explanation:

After a thorough review, it was determined that the funding commitment for this request must be reduced by \$57,475.00. During the course of an audit it was determined that funding was provided for the following ineligible items: Basic Maintenance for a technician to be on site five (5) days per week for eight (8) hours per day. This is considered gold-plating and not basic maintenance and basic maintenance on two servers which were used for anti-virus software. The pre-discount cost associated with these items is \$63,600.00 and \$261.00, respectively. At the applicants 90 percent discount rate this resulted in an improper commitment of \$57,240.00 and \$235.00. FCC rules provide that funding may be approved only for eligible products and/or services. The USAC web site contains a list of eligible products and/or services. See the web site, [www.universalservice.org/sl/about/eligible-services-list.aspx](http://www.universalservice.org/sl/about/eligible-services-list.aspx) for the Eligible Services List. On the SPAC Form, the authorized person certifies at Item 10 that the service provider has billed its customer for services deemed eligible for support. Therefore, USAC has determined that the service provider is responsible for this rule violation. Accordingly, the commitment has been reduced by \$57,475.00 and if the recovery of improperly disbursed funds is required, USAC will seek recovery from the service provider.

# **EXHIBIT 2**

## Basic Maintenance Log File

Company: Sumter County Board of Education

From: 7/1/2006

To: 6/30/2007

Hours: Actual

| Date  | Company                          | Charge To/Project/Service | Member  | Hours | Role               | Type | Billable |
|---|----------------------------------|---------------------------|---------|-------|--------------------|------|----------|
| 10/3/2006   | Sumter County Board of Education | Ticket 56                 | QMinor  | 4.00  | Network Technician |      | Y        |
| <p><b>Type:</b> Break-fix</p> <p><b>Summary:</b> Year 9 Erate Basic Maintenance - FRN#1437711</p> <p><b>Notes:</b> Troubleshoot connectivity issues with the T1 connecting North Sumter JHS with AT&amp;T and restored connectivity by repairing the fiber.</p>   |                                  |                           |         |       |                    |      |          |
| 10/4/2006   | Sumter County Board of Education | Ticket 56                 | SPeters | 8.00  | Network Technician |      | Y        |
| <p><b>Type:</b> Break-fix</p> <p><b>Summary:</b> Year 9 Erate Basic Maintenance - FRN#1437711</p> <p><b>Notes:</b> Worked on resolving network connection at the LHS.</p> <p>Troubleshoot network traffic to analyze problem with possible threat on the network, minimized threat by making configuration changes the router.</p>                            |                                  |                           |         |       |                    |      |          |
| 10/5/2006   | Sumter County Board of Education | Ticket 56                 | SPeters | 8.00  | Network Technician |      | Y        |
| <p><b>Type:</b> Break-fix</p> <p><b>Summary:</b> Year 9 Erate Basic Maintenance - FRN#1437711</p> <p><b>Notes:</b> Troubleshoot traffic problem between device 172.30.59.214 and 172.30.57.11</p> <p>fixed problem by reconfiguring the 2600 router.</p>  |                                  |                           |         |       |                    |      |          |
| 10/6/2006   | Sumter County Board of Education | Ticket 56                 | SPeters | 8.00  | Network Technician |      | Y        |
| <p><b>Type:</b> Break-fix</p> <p><b>Summary:</b> Year 9 Erate Basic Maintenance - FRN#1437711</p> <p><b>Notes:</b> Troubleshoot and Fixed problem with the point-to-point T1 between the Board of Education and North Sumter Junior High School.</p> <p>Also Resolves issues with users account/profiles preventing them from using the network resources</p> |                                  |                           |         |       |                    |      |          |
| 10/9/2006   | Sumter County Board of Education | Ticket 56                 | SPeters | 8.00  | Network Technician |      | Y        |
| <p><b>Type:</b> Break-fix</p> <p><b>Summary:</b> Year 9 Erate Basic Maintenance - FRN#1437711</p> <p><b>Notes:</b> Troubleshoot fiber problems for room 185 at York West End, trouble escalated to Brent. Also worked on troubleshooting network problem</p>  |                                  |                           |         |       |                    |      |          |

for the school principal at the York West End Junior High school

|   |  |            |         |       |                        |   |
|---|--|------------|---------|-------|------------------------|---|
| 10/10/2006  | Sumter County<br>Board of<br>Education | Ticket 56  | QMinor  | 2.00  | Network<br>Technician  | Y |
| <b>Type:</b> Break-fix  |  |            |         |       |                        |   |
| <b>Summary:</b> Year 9 Erate Basic Maintenance - FRN#1437711  |  |            |         |       |                        |   |
| <b>Notes:</b> Investigated problems going on in Sumter county discovered broadcasts on port 25 and a lot of http traffic coming from two others well after midnight..                     |  |            |         |       |                        |   |
| 10/10/2006  | Sumter County<br>Board of<br>Education | Ticket 56  | SPeters | 8.00  | Network<br>Technician  | Y |
| <b>Type:</b> Break-fix  |  |            |         |       |                        |   |
| <b>Summary:</b> Year 9 Erate Basic Maintenance - FRN#1437711  |  |            |         |       |                        |   |
| <b>Notes:</b> Troubleshoot and resolved 2 connectivity issues at the Livingston High School and escalated one fiber damage in the closet box room 105 appropriate personnel.              |  |            |         |       |                        |   |
| 10/11/2006  | Sumter County<br>Board of<br>Education | Ticket 56  | BLucas  | 4.00  | Network<br>Technician  | Y |
| <b>Type:</b> Break-fix  |  |            |         |       |                        |   |
| <b>Summary:</b> Year 9 Erate Basic Maintenance - FRN#1437711  |  |            |         |       |                        |   |
| <b>Notes:</b> Worked on fiber repairs at YWE in Rm 184 which did not have any network connectivity before the repair, also reconfigured a network adaptor to allow a network connectivity |  |            |         |       |                        |   |
| 10/11/2006  | Sumter County<br>Board of<br>Education | Ticket 56  | BLucas  | 4.00  | Network<br>Technician  | Y |
| <b>Type:</b> Break-fix  |  |            |         |       |                        |   |
| <b>Summary:</b> Year 9 Erate Basic Maintenance - FRN#1437711  |  |            |         |       |                        |   |
| <b>Notes:</b> Met with Mr. Evans about connectivity issues, and then went to LHS which also had a fiber which needed to be reterminated which brot network connectivity back to the room  |  |            |         |       |                        |   |
| 10/11/2006  | Sumter County<br>Board of<br>Education | Ticket 56  | SPeters | 8.00  | Network<br>Technician  | Y |
| <b>Type:</b> Break-fix  |  |            |         |       |                        |   |
| <b>Summary:</b> Year 9 Erate Basic Maintenance - FRN#1437711  |  |            |         |       |                        |   |
| <b>Notes:</b> Woked on fixing the fiber for the classrooms at Livingston Hlgh School and York Westend. Also worked on resolving some threat issue o the network                           |  |            |         |       |                        |   |
| 10/12/2006  | Sumter County<br>Board of<br>Education | Ticket 166 | QMinor  | 12.00 | Sr. System<br>Engineer | Y |
| <b>Type:</b>  |  |            |         |       |                        |   |

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** upgraded the DNS then when I upgraded it the server crashed, the server had to be reloaded to restore connectivity

|            |  |           |        |      |                       |   |
|------------|--|-----------|--------|------|-----------------------|---|
| 10/12/2006 | Sumter County<br>Board of<br>Education | Ticket 56 | BLucas | 4.00 | Network<br>Technician | Y |
|------------|--|-----------|--------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** worked on broken fiber at KJHS, repaired fiber and re-established connectivity to workstations within the school.

|            |  |           |         |      |                       |   |
|------------|--|-----------|---------|------|-----------------------|---|
| 10/12/2006 | Sumter County<br>Board of<br>Education | Ticket 56 | SPeters | 8.00 | Network<br>Technician | Y |
|------------|--|-----------|---------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Worked on resolving issues on flapping network ports in classrooms at the Livingston Elementary school

|            |  |            |          |      |                         |   |
|------------|--|------------|----------|------|-------------------------|---|
| 10/13/2006 | Sumter County<br>Board of<br>Education | Ticket 163 | FYarnell | 1.00 | Sr. Network<br>Engineer | Y |
|------------|--|------------|----------|------|-------------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Assist with DNS upgrade during off hour maintenance window.

|            |  |           |       |      |                       |   |
|------------|--|-----------|-------|------|-----------------------|---|
| 10/13/2006 | Sumter County<br>Board of<br>Education | Ticket 56 | RVann | 8.00 | Network<br>Technician | Y |
|------------|--|-----------|-------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Worked on updating DHCP scopes at LJHS and ensuring that all of the devices were communicating with the server and receiving ip addresses

|            |  |           |         |      |                       |   |
|------------|--|-----------|---------|------|-----------------------|---|
| 10/13/2006 | Sumter County<br>Board of<br>Education | Ticket 56 | SPeters | 8.00 | Network<br>Technician | Y |
|------------|--|-----------|---------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Troubleshoot and resolved network connectivity at LHS in mdf and classrooms(106, 109, and 105), made CAT 5 repair at Bell Brown Cent  
troubleshoot and resolved connection issue on sumter-srv1 and sumter-dc4, and made configuration changes to ttc-sumter.

|            |  |            |        |      |                         |   |
|------------|--|------------|--------|------|-------------------------|---|
| 10/15/2006 | Sumter County<br>Board of<br>Education | Ticket 195 | QMinor | 4.00 | Sr. Network<br>Engineer | Y |
|------------|--|------------|--------|------|-------------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Troubleshoot connection problems for the switch (2940 series) located at Bus Station. Diagnosed problems with switch and came to the conclusion the the ports are burned out.

|            |  |           |         |      |                       |   |
|------------|--|-----------|---------|------|-----------------------|---|
| 10/16/2006 | Sumter County<br>Board of<br>Education | Ticket 56 | SPeters | 8.00 | Network<br>Technician | Y |
|------------|--|-----------|---------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Fixed network problem with users at SCHS also resolved technical issue regarding internet for Ms. Wade at the BOE

|            |  |           |        |      |                       |   |
|------------|--|-----------|--------|------|-----------------------|---|
| 10/17/2006 | Sumter County<br>Board of<br>Education | Ticket 56 | QMinor | 3.00 | Network<br>Technician | Y |
|------------|--|-----------|--------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** troubleshoot and resolved problems with users unable to access the internet. Also helped sean resolve a problem with a bad harddrive in DHCP server

|            |  |           |        |      |                       |   |
|------------|--|-----------|--------|------|-----------------------|---|
| 10/17/2006 | Sumter County<br>Board of<br>Education | Ticket 56 | QMinor | 3.00 | Network<br>Technician | Y |
|------------|--|-----------|--------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Discovered a problem with replication between their dns server and the dns server back at the board. setup AD intergrated DNS on the network and that resolved the problem

|            |  |           |         |      |                       |   |
|------------|--|-----------|---------|------|-----------------------|---|
| 10/17/2006 | Sumter County<br>Board of<br>Education | Ticket 56 | SPeters | 8.00 | Network<br>Technician | Y |
|------------|--|-----------|---------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Troubleshoot and worked on Internet connectivity for the Sumter School system. Fixed 2 log on issue at teh LES. Resolved Issue with network printing

|            |  |           |         |      |                       |   |
|------------|--|-----------|---------|------|-----------------------|---|
| 10/18/2006 | Sumter County<br>Board of<br>Education | Ticket 56 | SPeters | 8.00 | Network<br>Technician | Y |
|------------|--|-----------|---------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Resolved issue with network devices at LES.  
Resolved Issue with the failed RAID drive on Sumter-dc4 (dhcp)and reload hard-drive.  
Check and monitor network for consistency, resolved connectivity issues between BOE and NSJH

|            |                           |           |        |      |                       |   |
|------------|---------------------------|-----------|--------|------|-----------------------|---|
| 10/19/2006 | Sumter County<br>Board of | Ticket 56 | BLucas | 4.50 | Network<br>Technician | Y |
|------------|---------------------------|-----------|--------|------|-----------------------|---|

Education

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Configured network equipment for internet access. Reconfigured servers for additional DNS entries. And worked on connectivity issues at BOE

|            |  |           |         |      |                       |   |
|------------|--|-----------|---------|------|-----------------------|---|
| 10/19/2006 | Sumter County<br>Board of<br>Education | Ticket 56 | SPeters | 8.00 | Network<br>Technician | Y |
|------------|--|-----------|---------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Troubleshoot and fix a subnet issue on router connecting BOE and NJHS. Keep monitoring interface for packets and errors.

|            |  |           |        |      |                       |   |
|------------|--|-----------|--------|------|-----------------------|---|
| 10/26/2006 | Sumter County<br>Board of<br>Education | Ticket 56 | QMinor | 9.00 | Network<br>Technician | Y |
|------------|--|-----------|--------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Troubleshoot connectivity issues for users. Diagonised problems with Switch and corrected the problem.

|            |  |           |         |      |                       |   |
|------------|--|-----------|---------|------|-----------------------|---|
| 10/26/2006 | Sumter County<br>Board of<br>Education | Ticket 56 | SPeters | 8.00 | Network<br>Technician | Y |
|------------|--|-----------|---------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Sniff traffic on the network. Check for network integrity, worked on resolving issues that could potentially become network vulnerabilities

|            |  |            |        |      |                         |   |
|------------|--|------------|--------|------|-------------------------|---|
| 10/27/2006 | Sumter County<br>Board of<br>Education | Ticket 207 | QMinor | 4.00 | Sr. Network<br>Engineer | Y |
|------------|--|------------|--------|------|-------------------------|---|

**Type:** Proactive

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** troubleshoot network connectivity problem in the annex building at Kinnbush and resolved it by repairing fiber on one end and replacing a fiber patch cord on the other

|            |  |           |         |      |                       |   |
|------------|--|-----------|---------|------|-----------------------|---|
| 10/27/2006 | Sumter County<br>Board of<br>Education | Ticket 56 | SPeters | 8.00 | Network<br>Technician | Y |
|------------|--|-----------|---------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Troubleshoot wireless connection problems for the Bus Station located in Livingston. Diagnosed problems and corrected the problem.

Wireless Access Point was not connecting the switch so reconfigured access point

|  |  |           |         |      |                       |   |
|--|--|-----------|---------|------|-----------------------|---|
| 10/29/2006   | Sumter County<br>Board of<br>Education | Ticket 56 | QMinor  | 1.00 | Network<br>Technician | Y |
| <p><b>Type:</b> Break-fix</p> <p><b>Summary:</b> Year 9 Erate Basic Maintenance - FRN#1437711</p> <p><b>Notes:</b> made changes to the routing for NSJHS</p>   |  |           |         |      |                       |   |
| 10/30/2006   | Sumter County<br>Board of<br>Education | Ticket 56 | SPeters | 8.00 | Network<br>Technician | Y |
| <p><b>Type:</b> Break-fix</p> <p><b>Summary:</b> Year 9 Erate Basic Maintenance - FRN#1437711</p> <p><b>Notes:</b> Location Sumter BOE Central Office<br/>Troubleshoot connectivity issues for users at Data Room and Conference room. Made necessary repairs to restore connectivity</p>  |  |           |         |      |                       |   |
| 10/31/2006   | Sumter County<br>Board of<br>Education | Ticket 56 | SPeters | 8.00 | Network<br>Technician | Y |
| <p><b>Type:</b> Break-fix</p> <p><b>Summary:</b> Year 9 Erate Basic Maintenance - FRN#1437711</p> <p><b>Notes:</b> User reported connectivity issue in Assistant Principal office at Sumter County High School, troubleshot the issue and found the Assistant Principal wall jack was connected to the switch located in Room 138, which was down due to a fiber patch cord; replaced the fiber patch cord and connectivity was restored to both the classroom and Assistant Principal office.</p> |  |           |         |      |                       |   |
| 11/1/2006  | Sumter County<br>Board of<br>Education | Ticket 56 | QMinor  | 1.00 | Network<br>Technician | Y |
| <p><b>Type:</b> Break-fix</p> <p><b>Summary:</b> Year 9 Erate Basic Maintenance - FRN#1437711</p> <p><b>Notes:</b> continued mapping out configuration adjustments that require correction on SumterCo network, connected to several sites to verify current configuration and plan network to support correct routing on site versus passing vlans across multiple sites.--Job Not Complete</p>   |  |           |         |      |                       |   |
| 11/1/2006  | Sumter County<br>Board of<br>Education | Ticket 56 | SPeters | 8.00 | Network<br>Technician | Y |
| <p><b>Type:</b> Break-fix</p> <p><b>Summary:</b> Year 9 Erate Basic Maintenance - FRN#1437711</p> <p><b>Notes:</b> Location York West End<br/>Worked on DNS in order to restore network connectivity.<br/><br/>Troubleshoot connectivity issues for users at the GYM. Made necessary repairs to restore connectivity</p>   |  |           |         |      |                       |   |
| '2/2006  | Sumter County<br>Board of<br>Education | Ticket 56 | SPeters | 8.00 | Network<br>Technician | Y |

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** LocationMaterial Center Server Room  
Worked on Sumter-Srv3 (DHCP/DNS) server in order to restore network connectivity

|           |  |           |         |      |                       |   |
|-----------|--|-----------|---------|------|-----------------------|---|
| 11/3/2006 | Sumter County<br>Board of<br>Education | Ticket 56 | SPeters | 8.00 | Network<br>Technician | Y |
|-----------|--|-----------|---------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** LocationLivingston High School & YWEJHS  
User reported problems connecting to internet at Reading Room and Guidance. Troubleshot the problems and made necessary correctio  
to correct

|           |  |           |         |      |                       |   |
|-----------|--|-----------|---------|------|-----------------------|---|
| 11/6/2006 | Sumter County<br>Board of<br>Education | Ticket 56 | SPeters | 8.00 | Network<br>Technician | Y |
|-----------|--|-----------|---------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** LocationMaterial Center  
Troubleshot connectivity issues for users at Material Center. Made necessary repairs to restore connectivity

|           |  |           |         |      |                       |   |
|-----------|--|-----------|---------|------|-----------------------|---|
| 11/7/2006 | Sumter County<br>Board of<br>Education | Ticket 56 | SPeters | 8.00 | Network<br>Technician | Y |
|-----------|--|-----------|---------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** LocationLivingston High School  
User reported problems connecting to internet at Room 108 LHS and Room 109. Troubleshot the problems and made necessary correcti  
to correct

|           |  |           |         |      |                       |   |
|-----------|--|-----------|---------|------|-----------------------|---|
| 11/8/2006 | Sumter County<br>Board of<br>Education | Ticket 56 | SPeters | 8.00 | Network<br>Technician | Y |
|-----------|--|-----------|---------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** LocationYork West End  
Troubleshot and reconfigured domain controller (DHCP/DNS) to reestablish connectivity for clients at York West End Junior High School.

|           |  |           |         |      |                       |   |
|-----------|--|-----------|---------|------|-----------------------|---|
| 11/9/2006 | Sumter County<br>Board of<br>Education | Ticket 56 | SPeters | 8.00 | Network<br>Technician | Y |
|-----------|--|-----------|---------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Location Kinterbish Junior High School  
Worked on DHCP/DNS in order to restore network connectivity

|            |  |           |         |      |                       |   |
|------------|--|-----------|---------|------|-----------------------|---|
| 11/13/2006 | Sumter County<br>Board of<br>Education | Ticket 56 | SPeters | 8.00 | Network<br>Technician | Y |
|------------|--|-----------|---------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Location Kinterbish JHS  
Worked on DHCP/DNS in order to restore network connectivity

|            |  |           |         |      |                       |   |
|------------|--|-----------|---------|------|-----------------------|---|
| 11/14/2006 | Sumter County<br>Board of<br>Education | Ticket 56 | SPeters | 8.00 | Network<br>Technician | Y |
|------------|--|-----------|---------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Troubleshoot connectivity issues for users at Kinterbish JHS . Made necessary repairs to restore connectivity

Location Livingston Junior High  
Resolved network connection problem in LIVJHS Library class at LIVJHS. Troubleshoot slow data transfer to clients in library which was limiting Internet connectivity

|            |  |           |         |      |                       |   |
|------------|--|-----------|---------|------|-----------------------|---|
| 11/15/2006 | Sumter County<br>Board of<br>Education | Ticket 56 | SPeters | 8.00 | Network<br>Technician | Y |
|------------|--|-----------|---------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Location Livingston Elementary School  
Connected new DEVICES to the Internet for users at LES-Resource Room

Resolved network connection problem in LES  
at LES Library. Troubleshoot slow data transfer to clients in library which was limiting Internet connectivity

|            |  |           |         |      |                       |   |
|------------|--|-----------|---------|------|-----------------------|---|
| 11/16/2006 | Sumter County<br>Board of<br>Education | Ticket 56 | SPeters | 8.00 | Network<br>Technician | Y |
|------------|--|-----------|---------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Location Kinterbish  
User reported problems connecting to internet at KJHS Principal's office. Troubleshoot the problems and made necessary corrections to correct.

Location York  
User reported problems connecting to internet at SCHS Principal's office. Troubleshoot the problems and made necessary corrections to correct.

Location Livingston Elementary  
Troubleshoot connection problems for the Library located at Livingston Elementary. Diagnosed problems with Switch and corrected the problem.

|  |  |            |         |      |                         |   |
|--|--|------------|---------|------|-------------------------|---|
| Location Livingston Elementary<br>Worked on file server in order to restore network connectivity   |  |            |         |      |                         |   |
| 11/17/2006   | Sumter County<br>Board of<br>Education | Ticket 56  | SPeters | 8.00 | Network<br>Technician   | Y |
| <b>Type:</b> Break-fix   |  |            |         |      |                         |   |
| <b>Summary:</b> Year 9 Erate Basic Maintenance - FRN#1437711   |  |            |         |      |                         |   |
| <b>Notes:</b> Location Sumter BOE<br>Troubleshoot wireless connection problems for the Treasurer located at Central Office. Diagonised problems and corrected the problem.   |  |            |         |      |                         |   |
| Location Livingston Elementary<br>Worked on DNS server in order to restore network connectivity  |  |            |         |      |                         |   |
| 11/20/2006   | Sumter County<br>Board of<br>Education | Ticket 56  | SPeters | 8.00 | Network<br>Technician   | Y |
| <b>Type:</b> Break-fix   |  |            |         |      |                         |   |
| <b>Summary:</b> Year 9 Erate Basic Maintenance - FRN#1437711   |  |            |         |      |                         |   |
| <b>Notes:</b> Location Material Center<br>Troubleshoot network connectivity problems to the old copier room.   |  |            |         |      |                         |   |
| Location Material Center<br>Troubleshoot connectivity issues for users at the conference room. Made necessary repairs to restore connectivity.   |  |            |         |      |                         |   |
| 11/21/2006   | Sumter County<br>Board of<br>Education | Ticket 56  | SPeters | 8.00 | Network<br>Technician   | Y |
| <b>Type:</b> Break-fix   |  |            |         |      |                         |   |
| <b>Summary:</b> Year 9 Erate Basic Maintenance - FRN#1437711   |  |            |         |      |                         |   |
| <b>Notes:</b> Location Material Center<br>Troubleshoot connectivity issues for users at Main Conference room. Made necessary repairs to restore connectivity.  |  |            |         |      |                         |   |
| Location Kinterbish<br>User reported problems connecting to Internet at Library. Troubleshoot the problems and made necessary corrections to correct.  |  |            |         |      |                         |   |
| 11/22/2006   | Sumter County<br>Board of<br>Education | Ticket 303 | QMinor  | 4.00 | Sr. Network<br>Engineer | Y |
| <b>Type:</b>   |  |            |         |      |                         |   |
| <b>Summary:</b> Year 9 Erate Basic Maintenance - FRN#1437711   |  |            |         |      |                         |   |
| <b>Notes:</b> Perform review of data from the month of October for the Sumter County school system. Pull reports and provide analysis of traffic to determine items to report to customer. Create monthly analysis document and pull corresponding reports, and send to the customer |  |            |         |      |                         |   |
| 11/22/2006   | Sumter County<br>Board of<br>Education | Ticket 56  | QMinor  | 2.00 | Network<br>Technician   | Y |

**Type:** Break-fix  
Year 9 Erate Basic Maintenance - FRN#1437711

**Summary:**

**Notes:** Worked with Seun to troubleshoot problems with kinterbush and resolved the problem

|            |  |           |         |      |                       |   |
|------------|--|-----------|---------|------|-----------------------|---|
| 11/22/2006 | Sumter County<br>Board of<br>Education | Ticket 56 | SPeters | 8.00 | Network<br>Technician | Y |
|------------|--|-----------|---------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Location Livingston Elementary  
Worked on DHCP in order to restore network connectivity.

|            |  |           |         |      |                       |   |
|------------|--|-----------|---------|------|-----------------------|---|
| 11/27/2006 | Sumter County<br>Board of<br>Education | Ticket 56 | SPeters | 8.00 | Network<br>Technician | Y |
|------------|--|-----------|---------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Location North Sumter (PANOLA)  
User reported problems connecting to internet at the counsellor office. Troubleshot the problems and made necessary corrections to correct.

Location North Sumter (PANOLA)  
Worked on an DHCP in order to restore network connectivity.

|            |  |           |         |      |                       |   |
|------------|--|-----------|---------|------|-----------------------|---|
| 11/28/2006 | Sumter County<br>Board of<br>Education | Ticket 56 | SPeters | 8.00 | Network<br>Technician | Y |
|------------|--|-----------|---------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Location Material Center  
Troubleshot connectivity issues for users at Conference room. Made necessary repairs to restore connectivity.

Location North Sumter  
Troubleshot connectivity issues for users at North Sumter Junior High School. Made necessary repairs to restore connectivity.

|            |  |           |         |      |                       |   |
|------------|--|-----------|---------|------|-----------------------|---|
| 11/29/2006 | Sumter County<br>Board of<br>Education | Ticket 56 | SPeters | 8.00 | Network<br>Technician | Y |
|------------|--|-----------|---------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Location Material Center  
Troubleshot wireless connectivity issues for users at the technology office. Made necessary repairs to restore connectivity

Location York West End  
Troubleshot connectivity issues for users at classroom 111. Made necessary repairs to restore connectivity

|         |                           |           |         |      |                       |   |
|---------|---------------------------|-----------|---------|------|-----------------------|---|
| 30/2006 | Sumter County<br>Board of | Ticket 56 | SPeters | 8.00 | Network<br>Technician | Y |
|---------|---------------------------|-----------|---------|------|-----------------------|---|

Education

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Location Kinterbish JHS  
Worked on DNS server in order to restore network connectivity

Location Kinterbish JHS  
Worked on DHCP in order to restore network connectivity

|           |  |           |         |      |                       |   |
|-----------|--|-----------|---------|------|-----------------------|---|
| 12/1/2006 | Sumter County<br>Board of<br>Education | Ticket 56 | SPeters | 8.00 | Network<br>Technician | Y |
|-----------|--|-----------|---------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Location Livingston Located and made necessary fiber repairs for the classroom 109 located at Livingston High School in order to restore network connectivity to class.

|           |  |           |         |      |                       |   |
|-----------|--|-----------|---------|------|-----------------------|---|
| 12/4/2006 | Sumter County<br>Board of<br>Education | Ticket 56 | SPeters | 8.00 | Network<br>Technician | Y |
|-----------|--|-----------|---------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Location Central Office  
Troubleshoot connectivity issues for users at Central Office. Made necessary repairs to restore connectivity.

Location Central Office  
User reported problems connecting to internet at Special Education Secretary's office. Troubleshoot the problems and made necessary corrections to correct.

|           |  |           |         |      |                       |   |
|-----------|--|-----------|---------|------|-----------------------|---|
| 12/5/2006 | Sumter County<br>Board of<br>Education | Ticket 56 | SPeters | 8.00 | Network<br>Technician | Y |
|-----------|--|-----------|---------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Location Kinterbish JHS  
User reported problems connecting to internet at the Library. Troubleshoot the problems and made necessary corrections to correct

Location Livingston High School  
troubleshoot network problems and restored connectivity to users at the Chemistry Lab.

|           |  |           |         |      |                       |   |
|-----------|--|-----------|---------|------|-----------------------|---|
| 12/6/2006 | Sumter County<br>Board of<br>Education | Ticket 56 | SPeters | 8.00 | Network<br>Technician | Y |
|-----------|--|-----------|---------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Location Livingston High

troubleshoot network problems and restored connectivity to users at Advance Exam Lab  
 Location Material Center  
 troubleshoot network problems and restored connectivity to users

|  |  |           |         |       |                       |   |
|--|--|-----------|---------|-------|-----------------------|---|
| 12/7/2006  | Sumter County<br>Board of<br>Education | Ticket 56 | SPeters | 8.00  | Network<br>Technician | Y |
| <p><b>Type:</b> Break-fix</p> <p><b>Summary:</b> Year 9 Erate Basic Maintenance - FRN#1437711</p> <p><b>Notes:</b> Location Livingston High School<br/>troubleshoot network problems and restored connectivity to users at New Advance Lab.</p> <p>Location Bell Brown Career Center<br/>User reported problems connecting to internet at Bell Brown Career Center. Troubleshoot the problems and made necessary corrections t correct.</p>  |  |           |         |       |                       |   |
| 12/8/2006  | Sumter County<br>Board of<br>Education | Ticket 56 | MMurray | 8.00  | Network<br>Technician | Y |
| <p><b>Type:</b> Break-fix</p> <p><b>Summary:</b> Year 9 Erate Basic Maintenance - FRN#1437711</p> <p><b>Notes:</b><br/>         Troubleshoot connectivity issues for users at Kinterbish Jr. High. Made necessary repairs to restore connectivity.<br/>         Troubleshoot connectivity issues for users at York West End. Made necessary repairs to restore connectivity.<br/>         Troubleshoot connectivity issues for users at Sumter Co. High. Made necessary repairs to restore connectivity.</p> |  |           |         |       |                       |   |
| 12/8/2006  | Sumter County<br>Board of<br>Education | Ticket 56 | QMinor  | 10.00 | Network<br>Technician | Y |
| <p><b>Type:</b> Break-fix</p> <p><b>Summary:</b> Year 9 Erate Basic Maintenance - FRN#1437711</p> <p><b>Notes:</b> troubleshoot problems at the material center and resolved the problem.</p>  |  |           |         |       |                       |   |
| 12/8/2006  | Sumter County<br>Board of<br>Education | Ticket 56 | SPeters | 8.00  | Network<br>Technician | Y |
| <p><b>Type:</b> Break-fix</p> <p><b>Summary:</b> Year 9 Erate Basic Maintenance - FRN#1437711</p> <p><b>Notes:</b> Location KinterbishJHS<br/>Troubleshoot connectivity issues for users at Library. Made necessary repairs to restore connectivity</p> <p>Location Sumter County High<br/>Troubleshoot connectivity issues for users at Room 110. Made necessary repairs to restore connectivity</p>  |  |           |         |       |                       |   |
| 12/11/2006   | Sumter County<br>Board of<br>Education | Ticket 56 | SPeters | 8.00  | Network<br>Technician | Y |

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Location Material Center  
Worked on Domain Controller (DHCP/DNS) server in order to restore network connectivity.

|            |  |           |         |      |                       |   |
|------------|--|-----------|---------|------|-----------------------|---|
| 12/12/2006 | Sumter County<br>Board of<br>Education | Ticket 56 | MMurray | 8.00 | Network<br>Technician | Y |
|------------|--|-----------|---------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Location Sumter County Board of Ed. Users reported problems with connecting to internet at Sumter Material Center. Troubleshoot the problems and made necessary corrections to correct.

|            |  |           |         |      |                       |   |
|------------|--|-----------|---------|------|-----------------------|---|
| 12/12/2006 | Sumter County<br>Board of<br>Education | Ticket 56 | SPeters | 8.00 | Network<br>Technician | Y |
|------------|--|-----------|---------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Location KinterBish JHS  
Worked on DHCP in order to restore network connectivity

Location Material Center  
User reported connectivity issue in Assistant Principal office at Sumter County High School, troubleshoot the issue and found the Assistant Principal wall jack was connected to the switch located in Room 138

|            |  |           |         |      |                       |   |
|------------|--|-----------|---------|------|-----------------------|---|
| 12/13/2006 | Sumter County<br>Board of<br>Education | Ticket 56 | SPeters | 8.00 | Network<br>Technician | Y |
|------------|--|-----------|---------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Location Sumter County High School  
User reported problems connecting to internet at Room 110. Troubleshoot the problems and made necessary corrections to correct

Location Central Office  
Troubleshoot wireless connection problems for the receptionist located at Central Office. Diagnosed problems and corrected the problem

|            |  |           |         |      |                       |   |
|------------|--|-----------|---------|------|-----------------------|---|
| 12/14/2006 | Sumter County<br>Board of<br>Education | Ticket 56 | SPeters | 8.00 | Network<br>Technician | Y |
|------------|--|-----------|---------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Location Sumter County High, York  
User reported problems connecting to internet at the Library Troubleshoot the problems and made necessary corrections to correct

Location Sumter County High, York  
User reported problems connecting to internet at the Secretary's office Troubleshoot the problems and made necessary corrections to correct

Location Sumter County High, York  
User reported problems connecting to internet at the Conference room. Troubleshoot the problems and made necessary corrections to correct

Location Sumter County High, York  
Worked on Terminal Services server in order to restore network connectivity

|            |                                  |           |         |      |                    |   |
|------------|----------------------------------|-----------|---------|------|--------------------|---|
| 12/18/2006 | Sumter County Board of Education | Ticket 56 | SPeters | 8.00 | Network Technician | Y |
|------------|----------------------------------|-----------|---------|------|--------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Location Central Office  
Troubleshoot connectivity issues for users at Special Education Secretary Office. Made necessary repairs to restore connectivity.

Location Sumter County High School  
Troubleshoot connectivity issues for users at Principal Office. Made necessary repairs to restore connectivity.

|            |                                  |           |         |      |                    |   |
|------------|----------------------------------|-----------|---------|------|--------------------|---|
| 12/19/2006 | Sumter County Board of Education | Ticket 56 | MMurray | 8.00 | Network Technician | Y |
|------------|----------------------------------|-----------|---------|------|--------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Location Sumter County Board of Education .Troubleshoot connectivity issues for users at Livingston Jr High School. Made necessary repairs to restore connectivity.

Location Sumter County Board of Education.  
Troubleshoot connectivity issues for users at Material Center. Made necessary repairs to restore connectivity.

|            |                                  |           |         |      |                    |   |
|------------|----------------------------------|-----------|---------|------|--------------------|---|
| 12/19/2006 | Sumter County Board of Education | Ticket 56 | SPeters | 8.00 | Network Technician | Y |
|------------|----------------------------------|-----------|---------|------|--------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Location Central Office  
Troubleshoot connectivity issues for users at Central Office. Made necessary repairs to restore connectivity

Location Livingston Elementary School  
Troubleshoot connectivity issues for users at Room 221. Made necessary repairs to restore connectivity

|            |                                  |           |         |      |                    |   |
|------------|----------------------------------|-----------|---------|------|--------------------|---|
| 12/20/2006 | Sumter County Board of Education | Ticket 56 | SPeters | 8.00 | Network Technician | Y |
|------------|----------------------------------|-----------|---------|------|--------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Location Alternative Center  
User reported problems connecting to internet at Alternative Secretary. Troubleshoot the problems and made necessary corrections to correct.

Location Livingston Elementary School

User reported problems connecting to internet at LES Library. Troubleshot the problems and made necessary corrections to correct.

|            |  |           |         |      |                       |   |
|------------|--|-----------|---------|------|-----------------------|---|
| 12/21/2006 | Sumter County<br>Board of<br>Education | Ticket 56 | SPeters | 8.00 | Network<br>Technician | Y |
|------------|--|-----------|---------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Location North Sumter Junior High School  
Troubleshot connectivity issues for users at NSJH. Made necessary repairs to restore connectivity

Location North Sumter Junior High  
Worked on DHCP in order to restore network connectivity.

|            |  |            |         |      |                       |   |
|------------|--|------------|---------|------|-----------------------|---|
| 12/21/2006 | Sumter County<br>Board of<br>Education | Ticket 674 | MMurray | 8.00 | Network<br>Technician | Y |
|------------|--|------------|---------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:**

Location Sumter County Board of Education. Troubleshot connectivity issues for users at Material Center. Made necessary repairs to restore connectivity

Location Sumter County Board of Education. Troubleshot connectivity issues for users at North Sumter Jr. High School. Made necessary repairs to restore connectivity.

Location North Sumter Jr. High School. Worked on DNS server in order to restore network connectivity

|            |  |           |         |      |                       |   |
|------------|--|-----------|---------|------|-----------------------|---|
| 12/22/2006 | Sumter County<br>Board of<br>Education | Ticket 56 | SPeters | 8.00 | Network<br>Technician | Y |
|------------|--|-----------|---------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Location Sumter County High School  
Troubleshot connection problems for the teacher in room 109 located at SCHS. Diagnosed problems with Switch and corrected the problem.

|            |  |            |        |      |                         |   |
|------------|--|------------|--------|------|-------------------------|---|
| 12/29/2006 | Sumter County<br>Board of<br>Education | Ticket 391 | QMinor | 4.00 | Sr. Network<br>Engineer | Y |
|------------|--|------------|--------|------|-------------------------|---|

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** User reported connectivity issue in 123 at Livingston Elementary School, troubleshot the issue and found that wasn't online, change power supply and power still wouldn't come on, replace switch with switch from one of the empty classroom and connectivity was restored.

|        |  |           |         |      |                       |   |
|--------|--|-----------|---------|------|-----------------------|---|
| 3/2007 | Sumter County<br>Board of<br>Education | Ticket 56 | SPeters | 8.00 | Network<br>Technician | Y |
|--------|--|-----------|---------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Location North Sumter  
Troubleshoot connectivity issues for users at Junior High School. Made necessary repairs to restore connectivity

Location Sumter County High School  
User reported problems connecting to Internet at Room 109. Troubleshoot the problems and made necessary corrections to correct.

|          |  |           |         |      |                       |   |
|----------|--|-----------|---------|------|-----------------------|---|
| 1/9/2007 | Sumter County<br>Board of<br>Education | Ticket 56 | SPeters | 8.00 | Network<br>Technician | Y |
|----------|--|-----------|---------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Location North sumter JHS  
User reported problems connecting to internet at Cafeteria. Troubleshoot the problems and made necessary corrections to correct.

Location Central Office  
Troubleshoot wireless connection problems for the Conference room located at Central Office. Diagnosed problems and corrected the problem

|          |  |            |         |      |                       |   |
|----------|--|------------|---------|------|-----------------------|---|
| 1/9/2007 | Sumter County<br>Board of<br>Education | Ticket 612 | MMurray | 8.00 | Network<br>Technician | Y |
|----------|--|------------|---------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:**  
Location Sumter County Board of Education.  
Troubleshoot connectivity issues for users at Materials Center . Made necessary repairs to restore connectivity.

|          |  |            |        |      |                       |   |
|----------|--|------------|--------|------|-----------------------|---|
| 1/9/2007 | Sumter County<br>Board of<br>Education | Ticket 612 | QMinor | 4.00 | Network<br>Technician | Y |
|----------|--|------------|--------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** worked with martin to resolve network problems at the LHS

|           |  |           |         |      |                       |   |
|-----------|--|-----------|---------|------|-----------------------|---|
| 1/10/2007 | Sumter County<br>Board of<br>Education | Ticket 56 | SPeters | 8.00 | Network<br>Technician | Y |
|-----------|--|-----------|---------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Locatio Cuba  
Troubleshoot connectivity issues for users at Kinterbish Junior High School. Made necessary repairs to restore connectivity.

|         |  |            |        |      |                       |   |
|---------|--|------------|--------|------|-----------------------|---|
| 10/2007 | Sumter County<br>Board of<br>Education | Ticket 612 | QMinor | 6.00 | Network<br>Technician | Y |
|---------|--|------------|--------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** assisted seun network problems at various schools.

|           |  |            |        |      |                         |   |
|-----------|--|------------|--------|------|-------------------------|---|
| 1/11/2007 | Sumter County<br>Board of<br>Education | Ticket 512 | QMinor | 2.00 | Sr. Network<br>Engineer | Y |
|-----------|--|------------|--------|------|-------------------------|---|

**Summary:** Kinterbish T1 connection is down

**Notes:** Troubleshooted the problems with the connection

|           |  |           |         |      |                       |   |
|-----------|--|-----------|---------|------|-----------------------|---|
| 1/11/2007 | Sumter County<br>Board of<br>Education | Ticket 56 | SPeters | 8.00 | Network<br>Technician | Y |
|-----------|--|-----------|---------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Location Cuba  
Troubleshoot connectivity issues for users at Kinterbish Junlor High School. Made necessary repairs to restore connectivity.

Location York  
Resolved network connection problem in Room 152 class at York West End Junior High. Troubleshoot slow data transfer to clients in libra which was limiting Internet connectivity.

|        |  |            |        |      |                         |   |
|--------|--|------------|--------|------|-------------------------|---|
| 2/2007 | Sumter County<br>Board of<br>Education | Ticket 512 | QMinor | 1.00 | Sr. Network<br>Engineer | Y |
|--------|--|------------|--------|------|-------------------------|---|

**Summary:** Kinterbish T1 connection is down

**Notes:** Worked with Htts to restore connectivity.

|           |  |           |         |      |                       |   |
|-----------|--|-----------|---------|------|-----------------------|---|
| 1/12/2007 | Sumter County<br>Board of<br>Education | Ticket 56 | SPeters | 8.00 | Network<br>Technician | Y |
|-----------|--|-----------|---------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Location Kinterbish  
Troubleshoot connectivity issues for users at Kinterbish Junior High School. Made necessary repairs to restore connectivity.

Location York  
Troubleshoot connection problems for the class room located at YWE-178-01. Diagonlised problems with Switch and corrected the prober

|           |  |           |         |      |                       |   |
|-----------|--|-----------|---------|------|-----------------------|---|
| 1/16/2007 | Sumter County<br>Board of<br>Education | Ticket 56 | SPeters | 8.00 | Network<br>Technician | Y |
|-----------|--|-----------|---------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Location Sumter County

Troubleshoot and reconfigured domain controller to reestablish connectivity for clients at Material Center.

|  |  |            |         |       |                       |   |
|--|--|------------|---------|-------|-----------------------|---|
| 1/17/2007  | Sumter County<br>Board of<br>Education | Ticket 56  | SPeters | 8.00  | Network<br>Technician | Y |
| <p><b>Type:</b> Break-fix</p> <p><b>Summary:</b> Year 9 Erate Basic Maintenance - FRN#1437711</p> <p><b>Notes:</b> Location Livingston Elementary School<br/>User reported problems connecting to internet at Room 206. Troubleshoot the problems and made necessary corrections to correct.</p> <p>Location Material Center<br/>Worked on Active directory server in order to restore network connectivity.</p>   |  |            |         |       |                       |   |
| 1/18/2007  | Sumter County<br>Board of<br>Education | Ticket 56  | SPeters | 8.00  | Network<br>Technician | Y |
| <p><b>Type:</b> Break-fix</p> <p><b>Summary:</b> Year 9 Erate Basic Maintenance - FRN#1437711</p> <p><b>Notes:</b> Location Livingston Elementary School.<br/>User reported problems connecting to internet at Room 218. Troubleshoot the problems and made necessary corrections to correct.</p> <p>Location Penola<br/>Troubleshoot wireless connection problems for the Principal located at North Sumter Junior High School Diagnosed problems and correct the problem.</p>  |  |            |         |       |                       |   |
| 3/2007   | Sumter County<br>Board of<br>Education | Ticket 612 | QMinor  | 16.00 | Network<br>Technician | Y |
| <p><b>Type:</b> Break-fix</p> <p><b>Summary:</b> Year 9 Erate Basic Maintenance - FRN#1437711</p> <p><b>Notes:</b> User reported connectivity issue in Room 106 at Sumter County High School, troubleshoot the issue and founded that switch was disconnected; reconnected the switch and connectivity was restored.</p> <p>User reported connectivity issue in Room 126 at Kinterbish Junior High School, troubleshoot the issue and founded that switch was offline due to a broken patch cord fiber, replaced patch cord and connectivity was restored.</p> |  |            |         |       |                       |   |
| 1/19/2007  | Sumter County<br>Board of<br>Education | Ticket 56  | SPeters | 8.00  | Network<br>Technician | Y |
| <p><b>Type:</b> Break-fix</p> <p><b>Summary:</b> Year 9 Erate Basic Maintenance - FRN#1437711</p> <p><b>Notes:</b> Location Livingston<br/>User reported problems connecting to internet at Alternative Center. Troubleshoot the problems and made necessary corrections to corre</p> <p>Location Livingston<br/>User reported problems connecting to internet at Livingston High School, Room 110. Troubleshoot the problems and made necessary corrections to correct.</p> <p>Location York West End Junior High School</p>                                  |  |            |         |       |                       |   |

Connected new DEVICES to the Internet for users at York West End Junior High School

|   |  |            |         |       |                       |   |
|---|--|------------|---------|-------|-----------------------|---|
| 1/22/2007   | Sumter County<br>Board of<br>Education | Ticket 56  | SPeters | 8.00  | Network<br>Technician | Y |
| <p><b>Type:</b> Break-fix</p> <p><b>Summary:</b> Year 9 Erate Basic Maintenance - FRN#1437711</p> <p><b>Notes:</b> Location Sumter County High School<br/>Troubleshoot connectivity issues for users at Room 109. Made necessary repairs to restore connectivity</p> <p>Location Sumter County High School<br/>Troubleshoot connectivity issues for users at Room 108. Made necessary repairs to restore connectivity</p> <p>Location Sumter County High School<br/>Troubleshoot connectivity issues for users at Room 105. Made necessary repairs to restore connectivity</p> <p>Location Sumter County High School<br/>Located and made necessary fiber repairs for the classroom 109 located at Sumter County High School in order to restore network connectivity to class.</p> |  |            |         |       |                       |   |
| 1/22/2007   | Sumter County<br>Board of<br>Education | Ticket 612 | MVenne  | 4.00  | Network<br>Technician | Y |
| <p><b>Type:</b> Break-fix</p> <p><b>Summary:</b> Year 9 Erate Basic Maintenance - FRN#1437711</p> <p><b>Notes:</b> Sumter County High<br/>Met with Sean, went to the highschool. Troubleshoot connectivity issue, repaired fiber.</p>   |  |            |         |       |                       |   |
| 1/23/2007   | Sumter County<br>Board of<br>Education | Ticket 56  | SPeters | 8.00  | Network<br>Technician | Y |
| <p><b>Type:</b> Break-fix</p> <p><b>Summary:</b> Year 9 Erate Basic Maintenance - FRN#1437711</p> <p><b>Notes:</b> Location Bell Brown Career Center<br/>Troubleshoot connectivity issues for users at Bell Brown Biology Lab1. Made necessary repairs to restore connectivity.</p> <p>Location Bell Brown Career Center<br/>Troubleshoot connectivity issues for users at Bell Brown Construction Workshop. Made necessary repairs to restore connectivity.</p>  |  |            |         |       |                       |   |
| 1/23/2007   | Sumter County<br>Board of<br>Education | Ticket 612 | MMurray | 8.00  | Network<br>Technician | Y |
| <p><b>Type:</b> Break-fix</p> <p><b>Summary:</b> Year 9 Erate Basic Maintenance - FRN#1437711</p> <p><b>Notes:</b> Location Sumter County Board of Education<br/>Troubleshoot connectivity issues for users at Bell Brown . Made necessary repairs to restore connectivity.</p>   |  |            |         |       |                       |   |
| 1/23/2007   | Sumter County                          | Ticket 612 | QMinor  | 10.50 | Network               | Y |

Board of  
Education

Technician

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Troubleshoot connectivity problems at nsjhs in the library and in room 15. The device's in the library will be replaced with new computers and the 10mb hub will be replaced with a 100mb hub. In room 15 the fiber is cut so it will have to be reterminated.

|           |  |           |         |      |                       |   |
|-----------|--|-----------|---------|------|-----------------------|---|
| 1/24/2007 | Sumter County<br>Board of<br>Education | Ticket 56 | SPeters | 8.00 | Network<br>Technician | Y |
|-----------|--|-----------|---------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Location Alternative Center  
User reported problems connecting to internet at Alternative secretary. Troubleshoot the problems and made necessary corrections to correct.

Location Sumter County High School  
Connected new DEVICES to the Internet for users at Sumter County High School Advanced Lab.

Troubleshoot connectivity issues for users at SCHS Advanced Lab. Made necessary repairs to restore connectivity

Location Sumter County High School  
Troubleshoot and reconfigured domain controller to reestablish connectivity for clients at SCHS Advanced Lab.

|        |  |           |         |      |                       |   |
|--------|--|-----------|---------|------|-----------------------|---|
| 5/2007 | Sumter County<br>Board of<br>Education | Ticket 56 | SPeters | 8.00 | Network<br>Technician | Y |
|--------|--|-----------|---------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Location Sumter County High School  
Troubleshoot and reconfigured domain controller to reestablish connectivity for clients at SCHS Advanced Lab.

|           |  |            |         |      |                       |   |
|-----------|--|------------|---------|------|-----------------------|---|
| 1/26/2007 | Sumter County<br>Board of<br>Education | Ticket 612 | MMurray | 8.00 | Network<br>Technician | Y |
|-----------|--|------------|---------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:**  
Location Sumter County Board of Education  
Troubleshoot connectivity issues for users at Livingston Jr. High School. Made necessary repairs to restore connectivity.

Location Sumter County Board of Education  
Troubleshoot connectivity issues for users at The Material Center. Made necessary repairs to restore connectivity.

|           |  |            |        |      |                       |   |
|-----------|--|------------|--------|------|-----------------------|---|
| 1/26/2007 | Sumter County<br>Board of<br>Education | Ticket 612 | QMinor | 3.00 | Network<br>Technician | Y |
|-----------|--|------------|--------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** troubleshot network problem with markus. Discovered problems with the 3550 at the material center and will try to go onsite to resolve the problem next week.

|           |  |            |         |      |                       |   |
|-----------|--|------------|---------|------|-----------------------|---|
| 1/29/2007 | Sumter County<br>Board of<br>Education | Ticket 612 | MMurray | 8.00 | Network<br>Technician | Y |
|-----------|--|------------|---------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Location Sumter County Board of education  
Troubleshot connectivity issues for users at Sumter High School. Made necessary repairs to restore connectivity.

Location Sumter County Board of Education  
User reported problems connecting to internet at Sumter County Central Board office. Troubleshot the problems and made necessary corrections to correct.

|           |  |            |        |      |                       |   |
|-----------|--|------------|--------|------|-----------------------|---|
| 1/29/2007 | Sumter County<br>Board of<br>Education | Ticket 612 | QMinor | 4.00 | Network<br>Technician | Y |
|-----------|--|------------|--------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Went to sumter to troubleshoot problems with connectivity with the 3550. Resolved the problem with the 3550 and restored connectivity

|           |  |            |        |      |                       |   |
|-----------|--|------------|--------|------|-----------------------|---|
| 1/30/2007 | Sumter County<br>Board of<br>Education | Ticket 612 | QMinor | 1.50 | Network<br>Technician | Y |
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**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** troubleshot problems in the library and York JHS and resolved the problem for ray

|           |  |            |       |      |                       |   |
|-----------|--|------------|-------|------|-----------------------|---|
| 1/30/2007 | Sumter County<br>Board of<br>Education | Ticket 612 | RVann | 8.00 | Network<br>Technician | Y |
|-----------|--|------------|-------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Troubleshot connectivity to cameras at NSJHS, LJHS, LHS, and KJHS. Troubleshot connectivity to network printer at SCHS and to network application.

|           |  |            |       |      |                       |   |
|-----------|--|------------|-------|------|-----------------------|---|
| 1/31/2007 | Sumter County<br>Board of<br>Education | Ticket 612 | RVann | 8.00 | Network<br>Technician | Y |
|-----------|--|------------|-------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Ensured that all computer labs in computer labs at SCHS, LHS, and LJHS have proper connectivity to network.

|          |  |            |       |      |                       |   |
|----------|--|------------|-------|------|-----------------------|---|
| 2/1/2007 | Sumter County<br>Board of<br>Education | Ticket 612 | RVann | 8.00 | Network<br>Technician | Y |
|----------|--|------------|-------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Troubleshot connectivity to (DNS, DHCP) servers at LJHS and ensured proper connectivity for network applications.

|          |  |            |        |      |                         |   |
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| 2/2/2007 | Sumter County<br>Board of<br>Education | Ticket 583 | QMinor | 4.00 | Sr. Network<br>Engineer | Y |
|----------|--|------------|--------|------|-------------------------|---|

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** User reported connectivity issue in New Century Lab at Sumter County High School, troubleshot the issue and founded that CAT5 cable needed to be replaced; replaced the cable and connectivity was restored

|          |  |            |         |      |                       |   |
|----------|--|------------|---------|------|-----------------------|---|
| 2/2/2007 | Sumter County<br>Board of<br>Education | Ticket 612 | MMurray | 8.00 | Network<br>Technician | Y |
|----------|--|------------|---------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:**

Location Sumter County Board of Education

User reported problems connecting to internet at York West End Jr. High. Troubleshot the problems and made necessary corrections to correct.

Location Sumter County Board Of Education

User reported problems connecting to internet at Livingston High School. Troubleshot the problems and made necessary corrections to correct.

Location Sumter County Board of Education

User reported problems connecting to internet at Bell Brown Technical Center. Troubleshot the problems and made necessary correctior to correct.

|          |  |            |       |      |                       |   |
|----------|--|------------|-------|------|-----------------------|---|
| 2/2/2007 | Sumter County<br>Board of<br>Education | Ticket 612 | RVann | 8.00 | Network<br>Technician | Y |
|----------|--|------------|-------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Troubleshot network connectivity and enabled internet access for computers at YWE, LHS, and Bell Brown Center.

|          |  |            |       |      |                       |   |
|----------|--|------------|-------|------|-----------------------|---|
| 2/5/2007 | Sumter County<br>Board of<br>Education | Ticket 612 | RVann | 8.00 | Network<br>Technician | Y |
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**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Troubleshoot network connectivity at LHS in computer lab.

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|----------|--|------------|---------|------|-----------------------|---|
| 2/6/2007 | Sumter County<br>Board of<br>Education | Ticket 612 | MMurray | 8.00 | Network<br>Technician | Y |
|----------|--|------------|---------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:**  
Location Sumter County Board of Education  
Troubleshoot connectivity issues for users at Livingston High School. Made necessary repairs to restore connectivity.

Location Sumter County Board of Education  
Troubleshoot connectivity issues for users at Livingston Ele.. Made necessary repairs to restore connectivity.

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|          |  |            |       |      |                       |   |
|----------|--|------------|-------|------|-----------------------|---|
| 2/6/2007 | Sumter County<br>Board of<br>Education | Ticket 612 | RVann | 8.00 | Network<br>Technician | Y |
|----------|--|------------|-------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** User reported connectivity issue in Room 117 at Livingston Elementary School, troubleshoot the issue and found that connection to switch IDF was offline, change CAT5 cable to different port in switch and connectivity was restored.

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| 2/7/2007 | Sumter County<br>Board of<br>Education | Ticket 612 | QMinor | 4.50 | Network<br>Technician | Y |
|----------|--|------------|--------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Ray called and said they were having problems at North Sumter Jr. High with accessing the internet, Troubleshoot the problem and resolved the problem.

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|          |  |            |       |      |                       |   |
|----------|--|------------|-------|------|-----------------------|---|
| 2/7/2007 | Sumter County<br>Board of<br>Education | Ticket 612 | RVann | 8.00 | Network<br>Technician | Y |
|----------|--|------------|-------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Troubleshoot network connectivity to DHCP server and made necessary repairs to CAT-5. Troubleshoot connectivity to network application business lab(Ms. Dykes).

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|          |  |            |        |      |                       |   |
|----------|--|------------|--------|------|-----------------------|---|
| 2/7/2007 | Sumter County<br>Board of<br>Education | Ticket 674 | MVenne | 3.00 | Network<br>Technician | Y |
|----------|--|------------|--------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Kinderbish Jr. High  
Assisted Rodrick Vann with troubleshooting network connectivity in classrooms. Replaced switch in one room and found a possibly bad

switch in another.

|   |  |            |         |      |                       |   |
|---|--|------------|---------|------|-----------------------|---|
| 2/8/2007  | Sumter County<br>Board of<br>Education | Ticket 612 | RVann   | 8.00 | Network<br>Technician | Y |
| <b>Type:</b> Break-fix  |  |            |         |      |                       |   |
| <b>Summary:</b> Year 9 Erate Basic Maintenance - FRN#1437711  |  |            |         |      |                       |   |
| <b>Notes:</b> Troubleshoot network connectivity in classrooms at Kinterbish Jr. H.S.  |  |            |         |      |                       |   |
| 2/9/2007  | Sumter County<br>Board of<br>Education | Ticket 612 | MMurray | 8.00 | Network<br>Technician | Y |
| <b>Type:</b> Break-fix  |  |            |         |      |                       |   |
| <b>Summary:</b> Year 9 Erate Basic Maintenance - FRN#1437711  |  |            |         |      |                       |   |
| <b>Notes:</b><br>Location Sumter County Board of Education<br>Troubleshoot connectivity issues for users at Kinterbish Jr. high School. Made necessary repairs to restore connectivity.   |  |            |         |      |                       |   |
| 2/9/2007  | Sumter County<br>Board of<br>Education | Ticket 612 | RVann   | 8.00 | Network<br>Technician | Y |
| <b>Type:</b> Break-fix  |  |            |         |      |                       |   |
| <b>Summary:</b> Year 9 Erate Basic Maintenance - FRN#1437711  |  |            |         |      |                       |   |
| <b>Notes:</b> Troubleshoot network connectivity in agriculture classroom at LHS. troubleshoot access to sumter-dc2.   |  |            |         |      |                       |   |
| 2/12/2007   | Sumter County<br>Board of<br>Education | Ticket 612 | QMInor  | 4.50 | Network<br>Technician | Y |
| <b>Type:</b> Break-fix  |  |            |         |      |                       |   |
| <b>Summary:</b> Year 9 Erate Basic Maintenance - FRN#1437711  |  |            |         |      |                       |   |
| <b>Notes:</b> troubleshoot connectivity problems with the two T-1's in north sumter   |  |            |         |      |                       |   |
| 2/12/2007   | Sumter County<br>Board of<br>Education | Ticket 612 | RVann   | 8.00 | Network<br>Technician | Y |
| <b>Type:</b> Break-fix  |  |            |         |      |                       |   |
| <b>Summary:</b> Year 9 Erate Basic Maintenance - FRN#1437711  |  |            |         |      |                       |   |
| <b>Notes:</b> Troubleshoot and resolved connectivity issues for users at KJHS. Made necessary repairs to restore connectivity. Troubleshoot connection problems for the users at SCHS. Diagonised problems with (Switch) and corrected the problem. |  |            |         |      |                       |   |
| 2/13/2007   | Sumter County<br>Board of<br>Education | Ticket 612 | RVann   | 8.00 | Network<br>Technician | Y |
| <b>Type:</b> Break-fix  |  |            |         |      |                       |   |
| <b>Summary:</b> Year 9 Erate Basic Maintenance - FRN#1437711  |  |            |         |      |                       |   |

**Notes:** User reported problems connecting to internet at NSJHS. Troubleshot the problems and made necessary corrections to correct. Reconfigured AP's for users at LES, LJHS, LHS.

|           |  |            |       |      |                       |   |
|-----------|--|------------|-------|------|-----------------------|---|
| 2/14/2007 | Sumter County<br>Board of<br>Education | Ticket 674 | RVann | 8.00 | Network<br>Technician | Y |
|-----------|--|------------|-------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Resolved network connection problem in class at SCHS. Troubleshot slow data transfer to clients in library which was limiting Internet connectivity.

|           |  |            |       |      |                       |   |
|-----------|--|------------|-------|------|-----------------------|---|
| 2/15/2007 | Sumter County<br>Board of<br>Education | Ticket 674 | RVann | 8.00 | Network<br>Technician | Y |
|-----------|--|------------|-------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Troubleshot and resolved network connectivity to DNS servers and internet at Y.W.E.

|           |  |            |       |      |                       |   |
|-----------|--|------------|-------|------|-----------------------|---|
| 2/16/2007 | Sumter County<br>Board of<br>Education | Ticket 674 | RVann | 8.00 | Network<br>Technician | Y |
|-----------|--|------------|-------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Troubleshot connectivity to DNS server at Bell Brown Center in computer lab Troubleshot and reconfigured domain controller to reestablish connectivity for clients at Bell Brown Center.

|           |  |            |       |      |                       |   |
|-----------|--|------------|-------|------|-----------------------|---|
| 2/20/2007 | Sumter County<br>Board of<br>Education | Ticket 674 | RVann | 8.00 | Network<br>Technician | Y |
|-----------|--|------------|-------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Troubleshot network connectivity to domain at LJHS and LHS. Investigated issues with computers not being recognized by domain controller.

|           |  |            |       |      |                       |   |
|-----------|--|------------|-------|------|-----------------------|---|
| 2/21/2007 | Sumter County<br>Board of<br>Education | Ticket 674 | RVann | 8.00 | Network<br>Technician | Y |
|-----------|--|------------|-------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Troubleshot network connectivity at Y.W.E. and KJHS.

|           |  |            |       |      |                       |   |
|-----------|--|------------|-------|------|-----------------------|---|
| 2/22/2007 | Sumter County<br>Board of<br>Education | Ticket 674 | RVann | 8.00 | Network<br>Technician | Y |
|-----------|--|------------|-------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Worked on (DNS, Terminal Services, ) server in order to restore network connectivity at NSJHS. Troubleshot and reconfigured domain controller to reestablish connectivity for clients.

|           |                                  |            |       |      |                    |   |
|-----------|----------------------------------|------------|-------|------|--------------------|---|
| 2/23/2007 | Sumter County Board of Education | Ticket 674 | RVann | 8.00 | Network Technician | Y |
|-----------|----------------------------------|------------|-------|------|--------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Troubleshot network connectivity to (DNS, DHCP) servers at NSJHS and LHS.

|           |                                  |            |        |      |                      |   |
|-----------|----------------------------------|------------|--------|------|----------------------|---|
| 2/23/2007 | Sumter County Board of Education | Ticket 679 | QMinor | 4.00 | Sr. Network Engineer | Y |
|-----------|----------------------------------|------------|--------|------|----------------------|---|

**Summary:** T-1 reported down going to NSJHS

**Notes:** worked with roderick to troubleshoot the problem on both sides. Noticed DCD=down on both sides to notified HTTS of the problem and worked with the to restore connectivity

|           |                                  |            |       |      |                    |   |
|-----------|----------------------------------|------------|-------|------|--------------------|---|
| 2/26/2007 | Sumter County Board of Education | Ticket 674 | RVann | 8.00 | Network Technician | Y |
|-----------|----------------------------------|------------|-------|------|--------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Troubleshot network connectivity with sumter-sus update server and also troubleshot connectivity to application on advanced (sumter h and liv. high) server.

|           |                                  |            |        |      |                      |   |
|-----------|----------------------------------|------------|--------|------|----------------------|---|
| 2/26/2007 | Sumter County Board of Education | Ticket 679 | QMinor | 1.00 | Sr. Network Engineer | Y |
|-----------|----------------------------------|------------|--------|------|----------------------|---|

**Summary:** T-1 reported down going to NSJHS

**Notes:** worked with bellsouth to restore connectivity

|           |                                  |            |        |       |                    |   |
|-----------|----------------------------------|------------|--------|-------|--------------------|---|
| 2/27/2007 | Sumter County Board of Education | Ticket 674 | QMinor | 12.00 | Network Technician | Y |
|-----------|----------------------------------|------------|--------|-------|--------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** troubleshot problems with two domain controllers, resolved problems with one of them and worked with dell and had parts ordered for other server.

|           |                                  |            |       |      |                    |   |
|-----------|----------------------------------|------------|-------|------|--------------------|---|
| 2/27/2007 | Sumter County Board of Education | Ticket 674 | RVann | 8.00 | Network Technician | Y |
|-----------|----------------------------------|------------|-------|------|--------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Troubleshoot network connectivity domain controllers and access to internet at NSJHS.

|           |  |            |       |      |                       |   |
|-----------|--|------------|-------|------|-----------------------|---|
| 2/28/2007 | Sumter County<br>Board of<br>Education | Ticket 674 | RVann | 8.00 | Network<br>Technician | Y |
|-----------|--|------------|-------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Troubleshoot network connectivity to internet at LHS and troubleshoot connectivity to sumter DNS server.

|          |  |            |       |      |                       |   |
|----------|--|------------|-------|------|-----------------------|---|
| 3/1/2007 | Sumter County<br>Board of<br>Education | Ticket 674 | RVann | 8.00 | Network<br>Technician | Y |
|----------|--|------------|-------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Troubleshoot wireless connection problems for the distance learning room located at LHS. Diagnosed problems and corrected the problem. Diagnosed and corrected logon problem for user at LES. Resolved network connection problem at LES in new century lab.

|          |  |            |       |      |                       |   |
|----------|--|------------|-------|------|-----------------------|---|
| 3/2/2007 | Sumter County<br>Board of<br>Education | Ticket 674 | RVann | 8.00 | Network<br>Technician | Y |
|----------|--|------------|-------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Troubleshoot network connectivity to the internet at LES and LJHS. Enabled internet access for computers at SCHS and updated network applications for users at SCHS.

|          |  |            |        |      |                         |   |
|----------|--|------------|--------|------|-------------------------|---|
| 3/2/2007 | Sumter County<br>Board of<br>Education | Ticket 710 | QMinor | 4.00 | Sr. Network<br>Engineer | Y |
|----------|--|------------|--------|------|-------------------------|---|

**Type:** Proactive

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** User reported connectivity issue at Sumter County High School, the whole school was offline, troubleshoot the issue and found that switch MDF in counselor office was offline due to power surge at the school; reset switch and connectivity was restored.

|          |  |            |        |      |                       |   |
|----------|--|------------|--------|------|-----------------------|---|
| 3/5/2007 | Sumter County<br>Board of<br>Education | Ticket 674 | QMinor | 4.50 | Network<br>Technician | Y |
|----------|--|------------|--------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** worked with ASC to resolve connectivity problems with Sumter County School system

|          |  |            |       |      |                       |   |
|----------|--|------------|-------|------|-----------------------|---|
| 3/5/2007 | Sumter County<br>Board of<br>Education | Ticket 674 | RVann | 8.00 | Network<br>Technician | Y |
|----------|--|------------|-------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Troubleshoot network connectivity in classroom(3) at LES, troubleshoot network connectivity at LHS, and updated network applications at SCHS, YWE, and KJHS.

|          |  |            |        |      |                       |   |
|----------|--|------------|--------|------|-----------------------|---|
| 3/6/2007 | Sumter County<br>Board of<br>Education | Ticket 674 | QMinor | 3.00 | Network<br>Technician | Y |
|----------|--|------------|--------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** worked with roderick on troubleshooting network problems

|          |  |            |       |      |                       |   |
|----------|--|------------|-------|------|-----------------------|---|
| 3/6/2007 | Sumter County<br>Board of<br>Education | Ticket 674 | RVann | 8.00 | Network<br>Technician | Y |
|----------|--|------------|-------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Troubleshoot connectivity to DHCP server at Y.W.E. and troubleshoot connectivity to internet. Diagnosed and resolved issues in classroom at KJHS related to accessing internet and network application.

|          |  |            |       |      |                       |   |
|----------|--|------------|-------|------|-----------------------|---|
| 3/7/2007 | Sumter County<br>Board of<br>Education | Ticket 674 | RVann | 8.00 | Network<br>Technician | Y |
|----------|--|------------|-------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** User reported problems connecting to internet at YWE. Troubleshoot the problems and made necessary corrections to correct. Investigate issues related to no network connectivity at NSJHS. Resolved network connection problem at YWE in social studies classroom. Troubleshoot connection problems in classroom located at KJHS. Diagnosed problems with (Switch) and corrected the problem.

|          |  |            |        |      |                       |   |
|----------|--|------------|--------|------|-----------------------|---|
| 3/8/2007 | Sumter County<br>Board of<br>Education | Ticket 674 | QMinor | 2.00 | Network<br>Technician | Y |
|----------|--|------------|--------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** User reported connectivity issue in Room 125 at North Sumter Junior High School, troubleshoot the issue and found that switch in IDF was offline due to a power surge, reset switch and connectivity was restored

|          |  |            |       |      |                       |   |
|----------|--|------------|-------|------|-----------------------|---|
| 3/8/2007 | Sumter County<br>Board of<br>Education | Ticket 674 | RVann | 8.00 | Network<br>Technician | Y |
|----------|--|------------|-------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Troubleshoot network connectivity and made necessary repairs at LHS, KJHS, YWE, and SCHS.

|          |  |            |       |      |                       |   |
|----------|--|------------|-------|------|-----------------------|---|
| 3/9/2007 | Sumter County<br>Board of<br>Education | Ticket 674 | RVann | 8.00 | Network<br>Technician | Y |
|----------|--|------------|-------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Troubleshoot connectivity at LJHS, troubleshoot network connectivity at KJHS(Mr. Hall, Ms. Gilliam, Ms. Ward), and investigated issues with network connectivity to IP phone at LHS.

|           |  |            |        |      |                       |   |
|-----------|--|------------|--------|------|-----------------------|---|
| 3/12/2007 | Sumter County<br>Board of<br>Education | Ticket 674 | QMinor | 1.00 | Network<br>Technician | Y |
|-----------|--|------------|--------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** troubleshoot connectivity problems at KES

|           |  |            |       |      |                       |   |
|-----------|--|------------|-------|------|-----------------------|---|
| 3/12/2007 | Sumter County<br>Board of<br>Education | Ticket 674 | RVann | 8.00 | Network<br>Technician | Y |
|-----------|--|------------|-------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Troubleshoot network connectivity in classroom(hardy) at KJHS and at SCHS in library

|           |  |            |       |      |                       |   |
|-----------|--|------------|-------|------|-----------------------|---|
| 3/13/2007 | Sumter County<br>Board of<br>Education | Ticket 674 | RVann | 8.00 | Network<br>Technician | Y |
|-----------|--|------------|-------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Troubleshoot connectivity problem in mdf that resulted in no network connectivity for classroom at KJHS, enabled internet access for computers at YWE, and replaced network card in DEVICE at SCHS.

|           |  |            |        |      |                       |   |
|-----------|--|------------|--------|------|-----------------------|---|
| 3/14/2007 | Sumter County<br>Board of<br>Education | Ticket 674 | QMinor | 1.00 | Network<br>Technician | Y |
|-----------|--|------------|--------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

|           |  |            |       |      |                       |   |
|-----------|--|------------|-------|------|-----------------------|---|
| 3/14/2007 | Sumter County<br>Board of<br>Education | Ticket 674 | RVann | 8.00 | Network<br>Technician | Y |
|-----------|--|------------|-------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Troubleshoot network connectivity in classroom at SCHS(fiber), gave internet access to users at SCHS, made configuration changes and updates to server(sumter-sus), and investigated slow data transfer in computer lab at LHS.

|           |  |            |        |      |                       |   |
|-----------|--|------------|--------|------|-----------------------|---|
| 3/15/2007 | Sumter County<br>Board of<br>Education | Ticket 674 | QMinor | 4.00 | Network<br>Technician | Y |
|-----------|--|------------|--------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** worked on replication problem between SHS and the material center

|           |  |            |       |      |                       |   |
|-----------|--|------------|-------|------|-----------------------|---|
| 3/15/2007 | Sumter County<br>Board of<br>Education | Ticket 674 | RVann | 8.00 | Network<br>Technician | Y |
|-----------|--|------------|-------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Troubleshoot phone connectivity at LHS, troubleshoot problem accessing DHCP server at YWE, and troubleshoot problems connecting to network printer at LHS.

|           |  |            |       |      |                       |   |
|-----------|--|------------|-------|------|-----------------------|---|
| 3/16/2007 | Sumter County<br>Board of<br>Education | Ticket 674 | RVann | 8.00 | Network<br>Technician | Y |
|-----------|--|------------|-------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Troubleshoot wireless connection problems for the library located at KJHS. Diagnosed problems and corrected the problem. Troubleshoot connectivity issues that were the result of a bad CAT-5 and resolved issue and troubleshoot problem with bad fiber patch cord at Y.W.E. Troubleshoot connection problems for the classroom(next to Ms. Ward) located at KJHS. Diagnosed problems with (Switch) and corrected the problem.

|           |  |            |        |       |                       |   |
|-----------|--|------------|--------|-------|-----------------------|---|
| 3/19/2007 | Sumter County<br>Board of<br>Education | Ticket 674 | QMinor | 10.00 | Network<br>Technician | Y |
|-----------|--|------------|--------|-------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** went to sumter to troubleshoot network problems with roderick.

|           |  |            |       |      |                       |   |
|-----------|--|------------|-------|------|-----------------------|---|
| 3/19/2007 | Sumter County<br>Board of<br>Education | Ticket 674 | RVann | 8.00 | Network<br>Technician | Y |
|-----------|--|------------|-------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Troubleshoot network connectivity and updated servers.

|           |  |            |        |      |                       |   |
|-----------|--|------------|--------|------|-----------------------|---|
| 3/20/2007 | Sumter County<br>Board of<br>Education | Ticket 674 | QMinor | 2.00 | Network<br>Technician | Y |
|-----------|--|------------|--------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Troubleshoot problems with firewall

|           |  |            |       |      |                       |   |
|-----------|--|------------|-------|------|-----------------------|---|
| 3/20/2007 | Sumter County<br>Board of<br>Education | Ticket 674 | RVann | 8.00 | Network<br>Technician | Y |
|-----------|--|------------|-------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Troubleshoot network connectivity to DNS servers

|           |  |            |        |      |                       |   |
|-----------|--|------------|--------|------|-----------------------|---|
| 3/22/2007 | Sumter County<br>Board of<br>Education | Ticket 674 | QMinor | 9.50 | Network<br>Technician | Y |
|-----------|--|------------|--------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** troubleshoot problems with user being able to access the internet

|           |  |            |        |      |                       |   |
|-----------|--|------------|--------|------|-----------------------|---|
| 3/23/2007 | Sumter County<br>Board of<br>Education | Ticket 674 | QMinor | 2.00 | Network<br>Technician | Y |
|-----------|--|------------|--------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** ran nonstandard keywords list to block inappropriate browser search and worked with lightspeed to resolve the 03 product key problem

|           |  |            |       |      |                       |   |
|-----------|--|------------|-------|------|-----------------------|---|
| 3/26/2007 | Sumter County<br>Board of<br>Education | Ticket 674 | RVann | 8.00 | Network<br>Technician | Y |
|-----------|--|------------|-------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Users reported connectivity issue at Material Center, troubleshoot the issue and found the Lightspeed Server was down due to power outage, reconnected power server and connectivity was restored

|           |  |            |       |      |                       |   |
|-----------|--|------------|-------|------|-----------------------|---|
| 3/27/2007 | Sumter County<br>Board of<br>Education | Ticket 674 | RVann | 8.00 | Network<br>Technician | Y |
|-----------|--|------------|-------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** User reported connectivity issue in Main Office at Sumter County High School, troubleshoot the issue and found that CAT5 cable was disconnected; reconnect cable and connectivity was restored.

|           |  |            |        |      |                       |   |
|-----------|--|------------|--------|------|-----------------------|---|
| 3/28/2007 | Sumter County<br>Board of<br>Education | Ticket 674 | MVenne | 4.00 | Network<br>Technician | Y |
|-----------|--|------------|--------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Livingston High School  
Troubleshoot network connectivity to classroom, corrected by repairing fiber cable coming into the classroom.

|           |  |            |       |      |                       |   |
|-----------|--|------------|-------|------|-----------------------|---|
| 3/28/2007 | Sumter County<br>Board of<br>Education | Ticket 674 | RVann | 8.00 | Network<br>Technician | Y |
|-----------|--|------------|-------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Troubleshoot network connectivity at SCHS, KJHS, and LHS. Troubleshoot and repaired fiber connection at LHS. Enabled internet and network access to computers at SCHS. Troubleshoot connectivity to network application at SCHS.

|           |  |            |       |      |                       |   |
|-----------|--|------------|-------|------|-----------------------|---|
| 3/29/2007 | Sumter County<br>Board of<br>Education | Ticket 674 | RVann | 8.00 | Network<br>Technician | Y |
|-----------|--|------------|-------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Troubleshoot connectivity issues at YWE in new century lab that was resulting in slow data transfer and gave internet access(network drc to room at KJHS.

|           |  |             |        |      |                         |   |
|-----------|--|-------------|--------|------|-------------------------|---|
| 3/30/2007 | Sumter County<br>Board of<br>Education | Ticket 1065 | QMinor | 4.00 | Sr. Network<br>Engineer | Y |
|-----------|--|-------------|--------|------|-------------------------|---|

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Performed review of configuration after Lightspeed appliance was updated to version 6.2. Review traffic reports and create monthly analysis for customer

|           |  |            |       |      |                       |   |
|-----------|--|------------|-------|------|-----------------------|---|
| 3/30/2007 | Sumter County<br>Board of<br>Education | Ticket 674 | RVann | 8.00 | Network<br>Technician | Y |
|-----------|--|------------|-------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Made configuration changes to server(sumter-sus) for numerous client computer at SCHS, troubleshoot network connectivity and inability users being able to logon to network at SCHS in classrooms, and resolved connectivity issue that was causing network error at Y.W.E.

|          |  |            |       |      |                       |   |
|----------|--|------------|-------|------|-----------------------|---|
| 4/2/2007 | Sumter County<br>Board of<br>Education | Ticket 674 | RVann | 8.00 | Network<br>Technician | Y |
|----------|--|------------|-------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Investigated network connectivity and usage for ttc-sumter server, troubleshoot problems with network switch at SCHS(computer lab), and troubleshoot issues with DNS server

|       |                           |            |        |      |                       |   |
|-------|---------------------------|------------|--------|------|-----------------------|---|
| /2007 | Sumter County<br>Board of | Ticket 674 | QMinor | 4.00 | Network<br>Technician | Y |
|-------|---------------------------|------------|--------|------|-----------------------|---|

Education

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Worked with Roderick to resolve problems he was having on of the network servers in Sumter.

|          |  |            |       |      |                       |   |
|----------|--|------------|-------|------|-----------------------|---|
| 4/3/2007 | Sumter County<br>Board of<br>Education | Ticket 674 | RVann | 8.00 | Network<br>Technician | Y |
|----------|--|------------|-------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Updated antivirus protection for clients on sumter-sus at kjhs and troubleshot network connectivity in library a kjhs.

|          |  |            |        |      |                       |   |
|----------|--|------------|--------|------|-----------------------|---|
| 4/4/2007 | Sumter County<br>Board of<br>Education | Ticket 674 | QMinor | 2.00 | Network<br>Technician | Y |
|----------|--|------------|--------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Troubleshot network connectivity issues between 3550 and 2940s in classrooms. IOS on 3550 is corrupt and boot is failing. Will need to reload IOS

|          |  |            |       |      |                       |   |
|----------|--|------------|-------|------|-----------------------|---|
| 4/4/2007 | Sumter County<br>Board of<br>Education | Ticket 674 | RVann | 8.00 | Network<br>Technician | Y |
|----------|--|------------|-------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Troubleshot network connectivity in classroom(gilliam and ward) at kjhs, re-ran drop for network connectivity(completed),

|          |  |            |       |      |                       |   |
|----------|--|------------|-------|------|-----------------------|---|
| 4/5/2007 | Sumter County<br>Board of<br>Education | Ticket 674 | RVann | 8.00 | Network<br>Technician | Y |
|----------|--|------------|-------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Reconfigured antivirus settings on computers in curriculum advantage computer lab(SCHS) at sumter-sus, troubleshot access to computer lab, troubleshot network connectivity in business computer lab(SCHS).

|          |  |            |        |      |                       |   |
|----------|--|------------|--------|------|-----------------------|---|
| 4/6/2007 | Sumter County<br>Board of<br>Education | Ticket 674 | jragan | 8.00 | Network<br>Technician | Y |
|----------|--|------------|--------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** User reported connectivity issue in Main Office at Sumter County High School, troubleshot the issue and found that CAT5 cable was disconnected; reconnect cable and connectivity was restored

|       |               |            |       |      |         |   |
|-------|---------------|------------|-------|------|---------|---|
| /2007 | Sumter County | Ticket 674 | RVann | 8.00 | Network | Y |
|-------|---------------|------------|-------|------|---------|---|

Board of  
Education

Technician

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Users reported internet connections issue Board of Education, Material Center, and County Schools, troubleshot the issue and found the LightSpeed server was down due to power outage over the weekend. Restored power to server and connectivity was restored

|          |  |            |        |      |                       |   |
|----------|--|------------|--------|------|-----------------------|---|
| 4/9/2007 | Sumter County<br>Board of<br>Education | Ticket 674 | QMinor | 8.00 | Network<br>Technician | Y |
|----------|--|------------|--------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Worked with Roderick on troubleshooting network connectivity problems identified the problem and made configuration changes to solve the problem

|          |  |            |       |      |                       |   |
|----------|--|------------|-------|------|-----------------------|---|
| 4/9/2007 | Sumter County<br>Board of<br>Education | Ticket 674 | RVann | 8.00 | Network<br>Technician | Y |
|----------|--|------------|-------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** User reported connectivity issue in Counselor Office at Sumter County High School, troubleshot the issue and found that patch cable in patch panel was offline, adjusted patch cable and connectivity was restored.

User reported connectivity issue at Board of Education, troubleshot the issue and found that user unplugged CAT 5 while doing summer cleaning, reconnect CAT5 and connectivity was restored

|           |  |            |       |      |                       |   |
|-----------|--|------------|-------|------|-----------------------|---|
| 4/10/2007 | Sumter County<br>Board of<br>Education | Ticket 674 | RVann | 8.00 | Network<br>Technician | Y |
|-----------|--|------------|-------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Troubleshot connectivity to internet at YWE in library, troubleshot connectivity to internet at lhs in room 109, library, keyboarding lab(computer 9), provided internet access for device at nsjhs(replaced nic card), troubleshot logon issues on schs-video-01, and provide internet access for device at kjhs(in ncec lab).

|           |  |            |        |      |                       |   |
|-----------|--|------------|--------|------|-----------------------|---|
| 4/11/2007 | Sumter County<br>Board of<br>Education | Ticket 674 | QMinor | 2.00 | Network<br>Technician | Y |
|-----------|--|------------|--------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** User reported connectivity issues at North Sumter Junior High School and Kinterbish Junior High School. Troubleshot the issue and found that connection between T1 and each school. Reset switch at Board of Education and connectivity was restored at North Sumter Junior High School. Connectivity was restored at Kinterbish Junior High School once switch located at the school was reset.

|          |  |            |       |      |                       |   |
|----------|--|------------|-------|------|-----------------------|---|
| '11/2007 | Sumter County<br>Board of<br>Education | Ticket 674 | RVann | 8.00 | Network<br>Technician | Y |
|----------|--|------------|-------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** User reported connectivity issue in Room 132 at Kinterbish Junior High School, troubleshot the issue and found the CAT5 cable was damaged, replaced the CAT5 end and connectivity was restored

|           |  |            |       |      |                       |   |
|-----------|--|------------|-------|------|-----------------------|---|
| 4/12/2007 | Sumter County<br>Board of<br>Education | Ticket 674 | RVann | 8.00 | Network<br>Technician | Y |
|-----------|--|------------|-------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** User reported connectivity issue in room 120 at Livingston High School, troubleshot the issue and found that switch was offline due to damaged fiber patchcord replaced patchcord and connectivity was restored.

User reported connectivity issue in room 128 at Livingston High School, troubleshot the issue and found that CAT5 was disconnected from switch; reconnect cable to switch and connectivity was restored.

|           |  |            |       |      |                       |   |
|-----------|--|------------|-------|------|-----------------------|---|
| 4/13/2007 | Sumter County<br>Board of<br>Education | Ticket 674 | RVann | 8.00 | Network<br>Technician | Y |
|-----------|--|------------|-------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** User reported connectivity issues in Room 138 at Livingston Junior High School, troubleshot the issue and found that switch fiberchord v damaged, replaced patchcord and connectivity was restored.

User reported connectivity issues in Access Lab at Livingston High School, troubleshot the issue and found that the switch power was disconnected; reconnect the power and connectivity was restored.

|           |  |            |       |      |                       |   |
|-----------|--|------------|-------|------|-----------------------|---|
| 4/16/2007 | Sumter County<br>Board of<br>Education | Ticket 674 | RVann | 8.00 | Network<br>Technician | Y |
|-----------|--|------------|-------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** User report connectivity issue in Room 138 at Livingston Junior High School, troubleshot and found that CAT5 cable was pull out of the switch. Reconnected CAT5 cable and connectivity was restored.

Created VPN username and password for Prinicpal at Sumter High School

|           |  |            |            |      |        |    |
|-----------|--|------------|------------|------|--------|----|
| 4/17/2007 | Sumter County<br>Board of<br>Education | Ticket 688 | KKowalczyk | 1.92 | Office | NC |
|-----------|--|------------|------------|------|--------|----|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Troubleshot slow data transfer at SCHS(rm 114), upgraded library network data/software from Athena 9.1 to 9.3, and download upgrad materials and documentation for SCHS library upgrade from version 7 to 9.3.

|           |                           |            |       |      |                       |   |
|-----------|---------------------------|------------|-------|------|-----------------------|---|
| 4/18/2007 | Sumter County<br>Board of | Ticket 674 | RVann | 8.00 | Network<br>Technician | Y |
|-----------|---------------------------|------------|-------|------|-----------------------|---|

Education

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** User reported connectivity issues in Room 128 at Livingston Junior High School troubleshot the issue and found that switch was offline because power was disconnected. Reconnect the power and Connectivity was restored.

Assisted Principal reported connectivity issue with laptop troubleshot the issue, and found the CAT 5 cable was disconnected, reconnect cable and Connectivity was restored

|           |  |            |       |      |                       |   |
|-----------|--|------------|-------|------|-----------------------|---|
| 4/19/2007 | Sumter County<br>Board of<br>Education | Ticket 674 | RVann | 8.00 | Network<br>Technician | Y |
|-----------|--|------------|-------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** User reported connectivity issue in Room 110 at Board of Education, troubleshot the issue and found that cable running from Cisco phone wasn't connected reconnect the phone and con connectivity was restored.

|           |  |            |            |      |        |    |
|-----------|--|------------|------------|------|--------|----|
| 4/20/2007 | Sumter County<br>Board of<br>Education | Ticket 688 | KKowalczyk | 2.00 | Office | NB |
|-----------|--|------------|------------|------|--------|----|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Assist Roderick in troubleshooting network connectivity problems with device's losing its network connection. User switch was disconnected in Room 112 at Livingston Junior High School, troubleshot the issue and found that patchcord wasn't fully connected in switch reconnect the patchcord and connectivity was restored.  
User

|           |  |            |            |      |        |    |
|-----------|--|------------|------------|------|--------|----|
| 4/20/2007 | Sumter County<br>Board of<br>Education | Ticket 688 | KKowalczyk | 1.00 | Office | NC |
|-----------|--|------------|------------|------|--------|----|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Applied user configuration changes to (ttc-sumter) server, troubleshot latency issues with devices, troubleshot connectivity to network servers (sumter-websrv, sumter-dc5, and sumter-dc4), troubleshot connectivity to internet on computer 4, 5, and at KJHS(NCEC Lab) and made changes to switch in room 4 at kjhs.

|           |  |            |       |      |                       |   |
|-----------|--|------------|-------|------|-----------------------|---|
| 4/23/2007 | Sumter County<br>Board of<br>Education | Ticket 674 | RVann | 8.00 | Network<br>Technician | Y |
|-----------|--|------------|-------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Troubleshot inability of northsumterjhs(server) to bind to sumter.edu(domain), troubleshot access to internet in NCEC computer lab, made configuration changes and updates to sumter-dc3 and troubleshot DHCP service error on sumter-dc3, and troubleshot access to lhs-wide 01(server) at LHS.

|        |               |            |        |      |         |   |
|--------|---------------|------------|--------|------|---------|---|
| 4/2007 | Sumter County | Ticket 674 | QMinor | 3.00 | Network | Y |
|--------|---------------|------------|--------|------|---------|---|

Board of  
Education

Technician

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Administered updates on servers(sumter-dc1, sumter-dc2, sumter-websrv1, sumter-srv1, sumter-srv3), troubleshot connectivity to call manager, troubleshot connectivity LHS(NCEC lab) after power outage.

|           |  |            |       |      |                       |   |
|-----------|--|------------|-------|------|-----------------------|---|
| 4/25/2007 | Sumter County<br>Board of<br>Education | Ticket 674 | RVann | 8.00 | Network<br>Technician | Y |
|-----------|--|------------|-------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Troubleshot connectivity to internet in classroom 5 and 6 at LJHS, rebooted switch in room 10 at LES, troubleshot connectivity to device at LHS. Investigated slow data transfer in business lab at SCHS

|           |  |            |       |      |                       |   |
|-----------|--|------------|-------|------|-----------------------|---|
| 4/26/2007 | Sumter County<br>Board of<br>Education | Ticket 674 | RVann | 8.00 | Network<br>Technician | Y |
|-----------|--|------------|-------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Troubleshot problems with various network devices going into CM Fallback mode and troubleshot problems with the network device that physically connect to the county's firewall because the log was full of errors.

|           |  |            |       |      |                       |   |
|-----------|--|------------|-------|------|-----------------------|---|
| 4/26/2007 | Sumter County<br>Board of<br>Education | Ticket 674 | RVann | 8.00 | Network<br>Technician | Y |
|-----------|--|------------|-------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Troubleshot connectivity to CM at KJHS, investigated DNS problems on sumter-dc3 and sumter-dc4, and applied update to network software in NCEC computer lab at LHS.

|           |  |  |  |  |  |  |
|-----------|--|--|--|--|--|--|
| 4/27/2007 |  |  |  |  |  |  |
|-----------|--|--|--|--|--|--|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Troubleshot network connectivity in rooms(119, 109, and 106) at SCHS, rebooted switch at YWE in room 108, nd replaced nic card in device in ncec lab at KJHS.

|           |  |            |        |      |                       |   |
|-----------|--|------------|--------|------|-----------------------|---|
| 4/30/2007 | Sumter County<br>Board of<br>Education | Ticket 674 | QMinor | 7.00 | Network<br>Technician | Y |
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**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Worked on troubleshooting network problems with devices Disassociating with the network

|   |  |             |        |      |                         |    |
|---|--|-------------|--------|------|-------------------------|----|
| 5/1/2007  | Sumter County<br>Board of<br>Education | Ticket 674  | RVann  | 8.00 | Network<br>Technician   | Y  |
| <b>Type:</b> Break-fix  |  |             |        |      |                         |    |
| <b>Summary:</b> Year 9 Erate Basic Maintenance - FRN#1437711  |  |             |        |      |                         |    |
| <b>Notes:</b> Troubleshoot network connectivity to (server) sumter-dc3 at NSJS, troubleshoot connectivity in room 227 at LES, troubleshoot logon problem room 221 at LES, investigate issues with call manager, and setup wireless connectivity at LHS.   |  |             |        |      |                         |    |
| 5/1/2007  | Sumter County<br>Board of<br>Education | Ticket 688  | DRagan | 2.00 | Office                  | NC |
| <b>Type:</b> Proactive  |  |             |        |      |                         |    |
| <b>Summary:</b><br>Year 9 Erate Basic Maintenance - FRN#1437711   |  |             |        |      |                         |    |
| <b>Notes:</b> evaluated data and generated report for the customer and made changes to block unusable sites.  |  |             |        |      |                         |    |
| 5/1/2007  | Sumter County<br>Board of<br>Education | Ticket 674  | RVann  | 8.00 | Network<br>Technician   | Y  |
| <b>Type:</b> Break-fix  |  |             |        |      |                         |    |
| <b>Summary:</b> Year 9 Erate Basic Maintenance - FRN#1437711  |  |             |        |      |                         |    |
| <b>Notes:</b> Troubleshoot connectivity to server(e-mail) at KJHS, applied updates and changes to server(ttc-sumter), troubleshoot connectivity to server(new-century) at y.w.e. in computer lab, made configuration changes to sumter-dc3 and sumter-dc5.                                      |  |             |        |      |                         |    |
| 5/2/2007  | Sumter County<br>Board of<br>Education | Ticket 674  | QMinor | 8.00 | Network<br>Technician   | Y  |
| <b>Type:</b> Break-fix  |  |             |        |      |                         |    |
| <b>Summary:</b> Year 9 Erate Basic Maintenance - FRN#1437711  |  |             |        |      |                         |    |
| <b>Notes:</b> Troubleshoot connectivity to server at KJHS, troubleshoot connectivity to internet at KJHS, investigate slow data transfer in library at YW and replaced all Cat 5 patch cords in mdf.  |  |             |        |      |                         |    |
| 5/3/2007  | Sumter County<br>Board of<br>Education | Ticket 674  | RVann  | 8.00 | Network<br>Technician   | Y  |
| <b>Type:</b> Break-fix  |  |             |        |      |                         |    |
| <b>Summary:</b> Year 9 Erate Basic Maintenance - FRN#1437711  |  |             |        |      |                         |    |
| <b>Notes:</b> Troubleshoot connectivity to network through wireless access, investigate connectivity to Call Manager, made CAT 5 repair in classroom 1) at Y.W.E., resolved connectivity issues with cameras at Y.W.E. and resolved problems with connectivity to DHCP at KJHS in computer lab. |  |             |        |      |                         |    |
| 5/4/2007  | Sumter County<br>Board of<br>Education | Ticket 1135 | QMinor | 4.00 | Sr. Network<br>Engineer | Y  |
| <b>Type:</b> Break-fix  |  |             |        |      |                         |    |

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Setup and configured 8 port switch, troubleshot and diagnosed login problems in room 118 at SCHS, investigated drop in network connectivity in library at SCHS, troubleshot access to server at KJHS, troubleshot connectivity to DNS server in social studies room at SC

|          |  |            |       |      |                       |   |
|----------|--|------------|-------|------|-----------------------|---|
| 5/7/2007 | Sumter County<br>Board of<br>Education | Ticket 674 | RVann | 8.00 | Network<br>Technician | Y |
|----------|--|------------|-------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Location Sumter County Board of Education Troubleshot connectivity issues for users at Sumter High School. Made necessary repairs to restore connectivity in room 112.

Location Sumter County Board of Education Troubleshot connectivity issues for users at Sumter County Board of Education. Made necessary repairs to restore connectivity the printer in the secretary office.

Location Sumter Board of Education Troubleshot connectivity issues for users at Livingston High School. Made necessary repairs to restore connectivity in the library and the computer lab.

Location Sumter Board of Education Troubleshot connectivity issues for users at Livingston Ele. . Made necessary repairs to restore connectivity in rooms 202 and 304.

|          |  |            |       |      |                       |   |
|----------|--|------------|-------|------|-----------------------|---|
| 5/7/2007 | Sumter County<br>Board of<br>Education | Ticket 674 | RVann | 8.00 | Network<br>Technician | Y |
|----------|--|------------|-------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Troubleshot connectivity at LES in CCC Lab, classroom 201, and classroom 208; troubleshot wireless network connectivity in outage , an troubleshot issues with call manager server at KJHS and LHS.

|          |  |            |       |      |                       |   |
|----------|--|------------|-------|------|-----------------------|---|
| 5/8/2007 | Sumter County<br>Board of<br>Education | Ticket 674 | RVann | 8.00 | Network<br>Technician | Y |
|----------|--|------------|-------|------|-----------------------|---|

**Type:** Proactive

**Summary:** Sumter County Schools Managed Firewall Service -- April

**Notes:** Worked on T1 issue between BOE and North Sumter HS

|          |  |            |       |      |                       |   |
|----------|--|------------|-------|------|-----------------------|---|
| 5/8/2007 | Sumter County<br>Board of<br>Education | Ticket 674 | RVann | 8.00 | Network<br>Technician | Y |
|----------|--|------------|-------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Troubleshot connectivity problems at NSJHS, also worked on a problem at the MC with dropped packets that we think are affecting network hardware

|          |  |            |         |      |                       |   |
|----------|--|------------|---------|------|-----------------------|---|
| 5/8/2007 | Sumter County<br>Board of<br>Education | Ticket 674 | MMurray | 8.00 | Network<br>Technician | Y |
|----------|--|------------|---------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Troubleshoot network connectivity to sumter-dc2 at kjhs in NCEC computer lab on computers(6, 8, 12, 14, 16, and 18). Troubleshoot remote access and access to sumter-dc5 in classroom 106 at kjhs. troubleshoot T-1 access at NSJHS, made configuration changes to ttc-sumter and approved updates on sumter-sus.

|          |  |            |       |      |                       |   |
|----------|--|------------|-------|------|-----------------------|---|
| 5/9/2007 | Sumter County<br>Board of<br>Education | Ticket 674 | RVann | 8.00 | Network<br>Technician | Y |
|----------|--|------------|-------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:**

Location Sumter County Board of Education Troubleshoot connectivity issues for users at Livingston High School . Made necessary repairs to restore connectivity in the computer lab and in the Library.

Location Sumter County Board of Education Troubleshoot connectivity issues for users in the entire county . Made necessary repairs to restore connectivity for all users in the county. Replaced the Cisco 2950 series switch this corrected the problems that they were having with the phones in the entire county.

|          |  |             |        |      |                        |   |
|----------|--|-------------|--------|------|------------------------|---|
| 5/9/2007 | Sumter County<br>Board of<br>Education | Ticket 1135 | JTowry | 1.00 | Sr. System<br>Engineer | Y |
|----------|--|-------------|--------|------|------------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Went to Sumter to replace a switch what was dropping packets ran tests to ensure that the problem was resolved

|          |  |            |        |      |                       |   |
|----------|--|------------|--------|------|-----------------------|---|
| 5/9/2007 | Sumter County<br>Board of<br>Education | Ticket 674 | QMinor | 5.00 | Network<br>Technician | Y |
|----------|--|------------|--------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Made configuration changes and updates to servers(sumter-dc1 and sumter-dc), troubleshoot wireless network connectivity in library at kjhs, made configuration changes to switch(2750) in classroom 4-1 at kjhs, troubleshoot network connectivity at alternative school and bell center after changes were made to replace HP switch, and investigated connectivity problem in library at LHS.

|           |  |            |       |      |                       |   |
|-----------|--|------------|-------|------|-----------------------|---|
| 5/10/2007 | Sumter County<br>Board of<br>Education | Ticket 674 | RVann | 8.00 | Network<br>Technician | Y |
|-----------|--|------------|-------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Upgraded cisco 7940 and 7960 firmware and made network changes to try to resolve network problems. also worked on the network connectivity problem with NSJHS

|           |  |            |         |      |                       |   |
|-----------|--|------------|---------|------|-----------------------|---|
| 5/10/2007 | Sumter County<br>Board of<br>Education | Ticket 674 | MMurray | 8.00 | Network<br>Technician | Y |
|-----------|--|------------|---------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** configured network printer at LHS, troubleshot logon trouble in computer lab at YWE, troubleshot network connectivity in mdf at NSJHS, connected computers to the internet in classrooms(300 and 303) and investigated errors over T-1 line at NSJHS.

|           |  |            |        |      |                       |   |
|-----------|--|------------|--------|------|-----------------------|---|
| 5/11/2007 | Sumter County<br>Board of<br>Education | Ticket 674 | QMinor | 5.00 | Network<br>Technician | Y |
|-----------|--|------------|--------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Worked with roderick on with in room 103, continued to troubleshoot problems with ATT

|           |  |            |       |      |                       |   |
|-----------|--|------------|-------|------|-----------------------|---|
| 5/11/2007 | Sumter County<br>Board of<br>Education | Ticket 674 | RVann | 8.00 | Network<br>Technician | Y |
|-----------|--|------------|-------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Troubleshot network connectivity to schs-video-01 server at SCHS, made configuration changes and updates to sumter-dc1 and sumter-dc4, made CAT-5 repair in classroom 202 at LJHS, and resolved slow data transfer in classroom(whitcomb) at schs(ad-ware).

|           |  |            |        |      |                       |   |
|-----------|--|------------|--------|------|-----------------------|---|
| 5/14/2007 | Sumter County<br>Board of<br>Education | Ticket 674 | QMinor | 7.00 | Network<br>Technician | Y |
|-----------|--|------------|--------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Troubleshot network connectivity at NSJHS in mdf, troubleshot connectivity on port(23) and (4) on switch in mdf at NSJHS, connected printer to network at LJHS in library and to internet, troubleshot access to dhcp and wins server from computer 1 at LHS, troubleshot remote access to sumter-dc1,

|           |  |            |       |      |                       |   |
|-----------|--|------------|-------|------|-----------------------|---|
| 5/15/2007 | Sumter County<br>Board of<br>Education | Ticket 674 | RVann | 8.00 | Network<br>Technician | Y |
|-----------|--|------------|-------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** worked on connectivity problems to devices in the server vlan worked with cisco on callmanager issues.

|           |  |            |        |      |                       |   |
|-----------|--|------------|--------|------|-----------------------|---|
| 5/15/2007 | Sumter County<br>Board of<br>Education | Ticket 674 | QMinor | 4.00 | Network<br>Technician | Y |
|-----------|--|------------|--------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Troubleshot network connectivity at Y.W.E., troubleshot connectivity to network at YWE in reading coach's classroom, investigated slow data transfer on sumter-dc1 and mmc-serverrm-1,

|           |                           |            |       |      |                       |   |
|-----------|---------------------------|------------|-------|------|-----------------------|---|
| 5/16/2007 | Sumter County<br>Board of | Ticket 674 | RVann | 8.00 | Network<br>Technician | Y |
|-----------|---------------------------|------------|-------|------|-----------------------|---|

Education

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Troubleshot network connectivity on computers(3) in CCC lab, troubleshot connectivity to internet in room 201 at LES, and investigated routing(calls) on call manager at LHS and KJHS.

|           |  |            |       |      |                       |   |
|-----------|--|------------|-------|------|-----------------------|---|
| 5/17/2007 | Sumter County<br>Board of<br>Education | Ticket 674 | RVann | 8.00 | Network<br>Technician | Y |
|-----------|--|------------|-------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** internet in reading coach's room at YWE via hub and made cat 5 repairs, troubleshot slow data transfer on DHCP server and sumter-srv investigated network outage on sumter-dc3 and sumter-dc2, and troubleshot connectivity to sumter-dc2 at NSJHS.

|           |  |            |        |      |                       |  |
|-----------|--|------------|--------|------|-----------------------|--|
| 5/18/2007 | Sumter County<br>Board of<br>Education | Ticket 674 | QMinor | 8.00 | Network<br>Technician |  |
|-----------|--|------------|--------|------|-----------------------|--|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Ensured proper network connectivity on all servers, made configuration changes to switch in computer lab next to library and troubleshot network access on those computers, and resolved limited network connectivity at bell brown center on computers(2, 3, 4, 8, 9)

|           |  |            |       |      |                       |   |
|-----------|--|------------|-------|------|-----------------------|---|
| 5/21/2007 | Sumter County<br>Board of<br>Education | Ticket 674 | RVann | 8.00 | Network<br>Technician | Y |
|-----------|--|------------|-------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** User reported connectivity issue in Room 126 at North Sumter Junior High School, troubleshot the issue and found that CAT5 needed to be replaced; replaced cable and connectivity was restored.

User reported connectivity issue in Library at North Sumter Junior High School, troubleshot the issue and found that switch wasn't connected; reconnect the switch and connectivity was restored

|           |  |            |       |      |                       |   |
|-----------|--|------------|-------|------|-----------------------|---|
| 5/22/2007 | Sumter County<br>Board of<br>Education | Ticket 674 | RVann | 8.00 | Network<br>Technician | Y |
|-----------|--|------------|-------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Troubleshot connectivity on switch in room 118 and made fiber repair(patch cord) in room 118, resolved connectivity to network in classroom 121, and investigated, troubleshot and resolved slow data transfer issue on DHCP, domain controller, and WINS servers.

|           |  |            |       |      |                       |   |
|-----------|--|------------|-------|------|-----------------------|---|
| 5/23/2007 | Sumter County<br>Board of<br>Education | Ticket 674 | RVann | 8.00 | Network<br>Technician | Y |
|-----------|--|------------|-------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Troubleshot connectivity to DNS server at LHS(library), troubleshot connectivity to distance learning equipment at LHS and SCHS

|           |  |            |       |      |                       |   |
|-----------|--|------------|-------|------|-----------------------|---|
| 5/24/2007 | Sumter County<br>Board of<br>Education | Ticket 674 | RVann | 8.00 | Network<br>Technician | Y |
|-----------|--|------------|-------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Investigated connectivity to call manager, troubleshot network connectivity and made configuration changes on servers at ljhs and nsjhs

|           |  |            |       |      |                       |   |
|-----------|--|------------|-------|------|-----------------------|---|
| 5/25/2007 | Sumter County<br>Board of<br>Education | Ticket 674 | RVann | 8.00 | Network<br>Technician | Y |
|-----------|--|------------|-------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** User reported connectivity issue in Rooms 128 and 126 at Sumter County High School, troubleshot the issue and found that switch located in classroom needed to be reconfigured; reconfigured the switch and connectivity was restored for the classrooms.

User reported connectivity issue in Room 102 at Sumter County High School, troubleshot the issue and found that CAT5 cable was damaged during the summer, maintenance crew moving desk without disconnecting cable, in the process destroying CAT5 cable, replaced cable and connectivity was restored.

|           |  |            |       |      |                       |   |
|-----------|--|------------|-------|------|-----------------------|---|
| 5/29/2007 | Sumter County<br>Board of<br>Education | Ticket 674 | RVann | 8.00 | Network<br>Technician | Y |
|-----------|--|------------|-------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Troubleshot connectivity to call manager and unity voice mail servers, troubleshot Internet connectivity at KJHS and troubleshot access to T1 line at kjhs, and connected laptop to wireless at lhs.

|           |  |            |       |      |                       |   |
|-----------|--|------------|-------|------|-----------------------|---|
| 5/30/2007 | Sumter County<br>Board of<br>Education | Ticket 674 | RVann | 8.00 | Network<br>Technician | Y |
|-----------|--|------------|-------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Troubleshot connectivity to DHCP server at SCHS in room 110, updated antivirus protection on sumter-dc3 for computers in classroom at nsjhs, reset voice mail password on unity-server for user at NSJHS, troubleshot connectivity to internet on devices in library at KJHS, and investigated connectivity with T1 at kjhs.

|           |  |            |       |      |                       |   |
|-----------|--|------------|-------|------|-----------------------|---|
| 5/31/2007 | Sumter County<br>Board of<br>Education | Ticket 674 | RVann | 8.00 | Network<br>Technician | Y |
|-----------|--|------------|-------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Investigated and resolved issues related to inability of computers to reach internet at KJHS, made CAT 5 repair for call manager and

drop for call manager, updated symantec clients on dhcp server(sumter-dc4) at schs, troubleshot access to vpn concentrator at kjhs, an connected device to internet in room 3-1 at kjhs.

|          |  |            |       |      |                       |   |
|----------|--|------------|-------|------|-----------------------|---|
| 6/1/2007 | Sumter County<br>Board of<br>Education | Ticket 674 | RVann | 8.00 | Network<br>Technician | Y |
|----------|--|------------|-------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** User reported connectivity issue in Room 102 at Sumter County High School, troubleshot the issue and found that CAT5 cable was disconnected in switch; reconnected cable and connectivity was restored.

User reported connectivity issue in Room 106 at Sumter County High School, troubleshot the issue and found that switch didn't have a up reconnect patchcord and connectivity was restored.

|          |  |            |       |      |                       |   |
|----------|--|------------|-------|------|-----------------------|---|
| 6/4/2007 | Sumter County<br>Board of<br>Education | Ticket 674 | RVann | 8.00 | Network<br>Technician | Y |
|----------|--|------------|-------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** User reported connectivity issue in Room 122 at Kinterbish Junior High School, troubleshot the issue and found that CAT5 cable was damaged, terminated CAT5 and connectivity was restored.

User reported connectivity issue in Room 130 at Kinterbish Junior High School, troubleshot the issue and found that switch located in classroom was disconnected, reconnect switch and connectivity was restored

|       |  |            |       |      |                       |   |
|-------|--|------------|-------|------|-----------------------|---|
| /2007 | Sumter County<br>Board of<br>Education | Ticket 674 | RVann | 8.00 | Network<br>Technician | Y |
|-------|--|------------|-------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Troubleshoot network connectivity at Sumter County HS in Rm. 14. Fiber cable was suspect, tested cable, cable ok, switch not functioning correctly.

Troubleshoot network connectivity at Livingston HS in JROTC room. Fiber optic cable broken. Reterminated Fiber to restore connectivity.

Troubleshoot network connectivity at Livingston Junior HS in Library. Media convertor not functioning. media convertor to be replaced.

|          |  |            |       |      |                       |   |
|----------|--|------------|-------|------|-----------------------|---|
| 6/6/2007 | Sumter County<br>Board of<br>Education | Ticket 674 | RVann | 8.00 | Network<br>Technician | Y |
|----------|--|------------|-------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Troubleshoot network connectivity at Bell Brown Center, made configuration changes to switch at bell brown center, investigatged low network connectivity at bell brown center, connected laptops to wireless access point, and troubleshot phone connectivity.

|          |  |            |       |      |                       |   |
|----------|--|------------|-------|------|-----------------------|---|
| 6/7/2007 | Sumter County<br>Board of<br>Education | Ticket 674 | RVann | 8.00 | Network<br>Technician | Y |
|----------|--|------------|-------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Ran 2 Cat 5 drops at bell brown center, made configuration changes to switch in mdf at YWE and in reading coach's room at YWE, troubleshot slow data transfer and loss of network data on sumter-dc1.

|          |  |            |       |      |                       |   |
|----------|--|------------|-------|------|-----------------------|---|
| 6/8/2007 | Sumter County<br>Board of<br>Education | Ticket 674 | RVann | 8.00 | Network<br>Technician | Y |
|----------|--|------------|-------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Troubleshot connectivity to Okitada ML network printer and server, connected device's to the internet in library at LHS, troubleshot web vpn access for teacher(g. jones)

|           |  |            |       |      |                       |   |
|-----------|--|------------|-------|------|-----------------------|---|
| 6/11/2007 | Sumter County<br>Board of<br>Education | Ticket 674 | RVann | 8.00 | Network<br>Technician | Y |
|-----------|--|------------|-------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Troubleshot network connectivity at KJHS in mdf, problem resolved.

|           |  |            |       |      |                       |   |
|-----------|--|------------|-------|------|-----------------------|---|
| 6/12/2007 | Sumter County<br>Board of<br>Education | Ticket 674 | RVann | 8.00 | Network<br>Technician | Y |
|-----------|--|------------|-------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** User reported connectivity issue in Room 125 at North Sumter Junior High School, troubleshot the issue and found that port on switch was shut, configured switch port to no shut and connectivity was restored.

User reported connectivity issue in Room 126 at North Sumter Junior High School, troubleshot the issue and found that CAT 5 cable was not connected to switch, reconnected CAT5 cable to switch and connectivity was restored.

|           |  |            |       |      |                       |   |
|-----------|--|------------|-------|------|-----------------------|---|
| 6/13/2007 | Sumter County<br>Board of<br>Education | Ticket 674 | RVann | 8.00 | Network<br>Technician | Y |
|-----------|--|------------|-------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** worked with Cisco after hours on problem with phones dropping from the callmanager via meetingplace

|           |  |            |       |      |                       |   |
|-----------|--|------------|-------|------|-----------------------|---|
| 6/13/2007 | Sumter County<br>Board of<br>Education | Ticket 674 | RVann | 8.00 | Network<br>Technician | Y |
|-----------|--|------------|-------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** User reported connectivity issue in Library at Livingston Junior High School, troubleshot the issue and found that cable was not connected to Hub, created patch chord and connected to switch in room and connectivity was restored.

User reported connectivity issue in Room 124 at Livingston Junior High School, troubleshot the issue and found that patch chord was damaged; replaced cable and connectivity was restored.

|  |  |            |        |      |                       |   |
|--|--|------------|--------|------|-----------------------|---|
| 6/14/2007  | Sumter County<br>Board of<br>Education | Ticket 674 | RVann  | 2.50 | Network<br>Technician | Y |
| <p><b>Type:</b> Break-fix</p> <p><b>Summary:</b> Year 9 Erate Basic Maintenance - FRN#1437711</p> <p><b>Notes:</b> changed configuration on 7750 and moved it to a new vlan, changed config on all voice gateways in the school system. Changed config all the DHCP scopes to the new ip address of the callmanager. Also made lease DHCP modifications because they had two DHCP servers with the same scopes and they were also set to 2 hour lease times which was causing phones and computer to ask for an ip address ev hour which was possibly causing the network problems with the phones rebooting every so often.</p> |  |            |        |      |                       |   |
| 6/14/2007  | Sumter County<br>Board of<br>Education | Ticket 674 | RVann  | 8.00 | Network<br>Technician | Y |
| <p><b>Type:</b> Break-fix</p> <p><b>Summary:</b> Year 9 Erate Basic Maintenance - FRN#1437711</p> <p><b>Notes:</b> Setup DEVICES and enabled access to LAN and Internet for those DEVICES at NSJHS in computer lab, updated DHCP server at NSJHS, a troubleshot VPN connectivity to server(problem resolved after following up with the user).</p>   |  |            |        |      |                       |   |
| 6/15/2007  | Sumter County<br>Board of<br>Education | Ticket 674 | QMinor | 6.00 | Network<br>Technician | Y |
| <p><b>Type:</b> Break-fix</p> <p><b>Summary:</b> Year 9 Erate Basic Maintenance - FRN#1437711</p> <p><b>Notes:</b> made configuration changes to enable unity to communicate with callmanager again and worked on moving phones over to the new via</p>  |  |            |        |      |                       |   |
| 6/15/2007  | Sumter County<br>Board of<br>Education | Ticket 674 | RVann  | 8.00 | Network<br>Technician | Y |
| <p><b>Type:</b> Break-fix</p> <p><b>Summary:</b> Year 9 Erate Basic Maintenance - FRN#1437711</p> <p><b>Notes:</b> Troubleshot network connectivity in room 106 at KJHS(problem resolved after replacing fiber patch cord), troubleshot connectivity to Ck kJHS and nsjhs(problem resolved), connected laptops to internet via wireless, and setup DEVICES in library at Y.W.E.</p>  |  |            |        |      |                       |   |
| 6/18/2007  | Sumter County<br>Board of<br>Education | Ticket 674 | QMinor | 9.00 | Network<br>Technician | Y |
| <p><b>Type:</b> Break-fix</p> <p><b>Summary:</b> Year 9 Erate Basic Maintenance - FRN#1437711</p> <p><b>Notes:</b> went to sumpter county and moved dhcp scopes to better use their servers in the server farm. Made configuration changes at the head and made sure all issues with phones rebooting were resloved</p>  |  |            |        |      |                       |   |
| 6/18/2007  | Sumter County<br>Board of<br>Education | Ticket 674 | RVann  | 8.00 | Network<br>Technician | Y |

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Made updates to extension 1301, 1302, and 1306 on call manager and on unity voice mail server, troubleshot and resolved connectivity sumter-srv3(error:connection failed),

|           |  |            |        |      |                       |   |
|-----------|--|------------|--------|------|-----------------------|---|
| 6/19/2007 | Sumter County<br>Board of<br>Education | Ticket 674 | QMinor | 8.00 | Network<br>Technician | Y |
|-----------|--|------------|--------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Troubleshot and resolved network connectivity issues in advanced curriculum lab at SCHS, troubleshot and resolved connectivity to Cisco 1700 at SCHS, connected DEVICES to internet at SCHS, and configured updates for server(ttc-sumter, sp2).

|           |  |            |       |      |                       |   |
|-----------|--|------------|-------|------|-----------------------|---|
| 6/20/2007 | Sumter County<br>Board of<br>Education | Ticket 674 | RVann | 8.00 | Network<br>Technician | Y |
|-----------|--|------------|-------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Troubleshot VPN connectivity to server(issue unresolved, I.E. error 2202), approved and declined updates for dhcp servers

|           |  |            |        |       |                       |   |
|-----------|--|------------|--------|-------|-----------------------|---|
| 6/21/2007 | Sumter County<br>Board of<br>Education | Ticket 674 | QMinor | 11.00 | Network<br>Technician | Y |
|-----------|--|------------|--------|-------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Troubleshot and resolved network connectivity issues at NSJHS(NSJHS's link on Cisco 2600 was down), troubleshot and resolved connectivity issues to CM(CM fallback service), and setup DEVICES at LES.

|           |  |            |       |      |                       |   |
|-----------|--|------------|-------|------|-----------------------|---|
| 6/22/2007 | Sumter County<br>Board of<br>Education | Ticket 674 | RVann | 8.00 | Network<br>Technician | Y |
|-----------|--|------------|-------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** Location Sumter Board of Education Connected DEVICES to the Internet for users at York West End Jr.High School.

Location Sumter Board of Education resolved connectivity issues for users at York West Jr. High School. Made necessary repairs to restore connectivity in the computer lab.

|           |  |            |       |      |                       |   |
|-----------|--|------------|-------|------|-----------------------|---|
| 6/22/2007 | Sumter County<br>Board of<br>Education | Ticket 674 | RVann | 8.00 | Network<br>Technician | Y |
|-----------|--|------------|-------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** checked event logs for errors since callmanager was moved to separate vlan and dhcp lease times were changed. disable more scopes c

172.30.56.15 which are no longer needed.

|  |  |            |         |      |                       |   |
|--|--|------------|---------|------|-----------------------|---|
| 6/22/2007  | Sumter County<br>Board of<br>Education | Ticket 674 | RVann   | 8.00 | Network<br>Technician | Y |
| <b>Type:</b> Break-fix   |  |            |         |      |                       |   |
| <b>Summary:</b> Year 9 Erate Basic Maintenance - FRN#1437711   |  |            |         |      |                       |   |
| <b>Notes:</b> User reported connectivity issue in Room 123 at North Sumter Junior High School, troubleshot the issue and found that user had accidentally unplugged switch, reconnect the switch and connectivity was restored..                           |  |            |         |      |                       |   |
| 6/25/2007  | Sumter County<br>Board of<br>Education | Ticket 674 | RVann   | 8.00 | Network<br>Technician | Y |
| <b>Type:</b> Break-fix   |  |            |         |      |                       |   |
| <b>Summary:</b> Year 9 Erate Basic Maintenance - FRN#1437711   |  |            |         |      |                       |   |
| <b>Notes:</b> Connected new DEVICES to internet at LHS, troubleshot and resolved network connectivity issue in classroom(C. Bolden) at LHS, troubleshot access to VPN(S.stanton), and updated Baseline security for sumter-dc1.                            |  |            |         |      |                       |   |
| 6/26/2007  | Sumter County<br>Board of<br>Education | Ticket 674 | MMurray | 8.00 | Network<br>Technician | Y |
| <b>Type:</b> Break-fix   |  |            |         |      |                       |   |
| <b>Summary:</b> Year 9 Erate Basic Maintenance - FRN#1437711   |  |            |         |      |                       |   |
| <b>Notes:</b> Replaced NIC card in two DEVICES at NSJHS in classrooms(2, 6), troubleshot and resolved network connectivity issues at Bell Brown Technical center, and reinstated connectivity to CM, and connected DEVICES to internet at LJHS in library. |  |            |         |      |                       |   |
| 6/27/2007  | Sumter County<br>Board of<br>Education | Ticket 674 | QMinor  | 4.00 | Network<br>Technician | Y |
| <b>Type:</b> Break-fix   |  |            |         |      |                       |   |
| <b>Summary:</b> Year 9 Erate Basic Maintenance - FRN#1437711   |  |            |         |      |                       |   |
| <b>Notes:</b> Began resolving issues with devices getting to internet at NSJHS, LHS, SCHS, LES, YWE, and KJHS. Troubleshot access to sumter-sus at   |  |            |         |      |                       |   |
| 6/28/2007  | Sumter County<br>Board of<br>Education | Ticket 674 | RVann   | 8.00 | Network<br>Technician | Y |
| <b>Type:</b> Break-fix   |  |            |         |      |                       |   |
| <b>Summary:</b> Year 9 Erate Basic Maintenance - FRN#1437711   |  |            |         |      |                       |   |
| <b>Notes:</b> User reported connectivity issue in Room 127 at Livingston Elementary School, troubleshot the issue and found that CAT 5 cable was disconnected from DEVICE, reconnect cable and connectivity was restored                                   |  |            |         |      |                       |   |
| 6/29/2007  | Sumter County<br>Board of<br>Education | Ticket 674 | RVann   | 8.00 | Network<br>Technician | Y |
| <b>Type:</b> Break-fix   |  |            |         |      |                       |   |

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** User reported connectivity issue in Room 117 at Livingston Elementary School, troubleshot this issue and found that CAT5 cable was disconnected from switch, reconnected cable and connectivity was restored.  
Location Sumter County Board of Education Resolved network connection problem at the MDF at Bell Brown Tech Center . Troubleshot : data transfer to clients in oom 5 which was limiting Internet connectivity.

|           |  |            |       |      |                       |   |
|-----------|--|------------|-------|------|-----------------------|---|
| 6/29/2007 | Sumter County<br>Board of<br>Education | Ticket 674 | RVann | 8.00 | Network<br>Technician | Y |
|-----------|--|------------|-------|------|-----------------------|---|

**Type:** Break-fix

**Summary:** Year 9 Erate Basic Maintenance - FRN#1437711

**Notes:** User reported connectivity issue in Room 138 at York West End Junior High School, troubleshot the issue and found that switch was disconnected, reconnect switch and connectivity was restored.

User reported connectivity issue in Room 128 at York West End Junior High School, troubleshot the issue and found CAT5 was not connected to DEVICE; connected cable and connectivity was restored.

# **EXHIBIT 3**

**SUMTER COUNTY SCHOOLS  
INTERNAL CONNECTIONS YEAR 7 ERATE BID  
BID OPENING DATE: THURSDAY, NOVEMBER 20, 2003**

**I. MISCELLANEOUS**

- A. Specifications are not intended to eliminate any reputable manufacturer, brand or bidder. Reference to manufacturers, brand names, supplier's catalog numbers, etc., is intended to set quality standards and does NOT exclude bids from others as long as quality standards are met. Pictures, descriptions and specifications shall accompany all bids.
- B. If a bid differs in any way from the bid specifications, the bidder must list the differences on the bid proposal form telling exactly where and how the bid deviates from said specifications. If no exceptions are listed on the bid, it will be presumed the bidder proposes to meet the specifications in every respect; and if awarded the contract, performance on this basis will be required.
- C. It is the bidder's responsibility to comply with all local, state and federal laws as they apply to this bid.
- D. Sumter County Schools is exempted from all sales and use taxes under the provisions of Title 40, Chapter 23, Section 4 (15), Code of Alabama, 1975.
- E. Bid price is to be all inclusive with no further charges made against the Sumter County Board of Education. Contract will be awarded for a 36 month period (July 1, 2004 – June 30, 2007) per approval of E-rate funding on an annual basis. Sumter County Schools reserves the right to extend the period of this bid up to two (2) additional years beyond the bid expiration date, provided the vendor can continue to supply the bid items at the original bid price. This will be done only if Sumter County Schools and the vendor agree to the extension.
- F. Vendor must be a valid E-Rate provider with an approved SPIN provided with the bid. Sumter County Schools will review all proposals for service utilizing guidelines outlined by the Alabama State Bid Law and USAC-SLD E-Rate funding.
- G. **If the bid amount is \$10,000.00 or more a certified check or bid bond, payable to the Sumter County Board Of Education in the amount not less than five percent of the amount of the bid but in no event more than \$10,000, must accompany the bidders proposal. Said bond will remain in effect until the contract is completed.**
- H. The Sumter County Board of Education is an equal educational opportunity agency and prohibits discrimination in any of its educational programs, including employment, on the basis of sex, race, religion, national origin, color, age or any handicapping condition. The Board of Education complies fully with the provisions of Title IX of the Education Amendments of 1972, Section 504 of the Rehabilitation Act of 1973, and the appropriate Department of Education regulations.
- I. Vendors **MUST** submit five references for quality of services with the bid. Resumes for all Tech Support, Cabling and Engineering personnel. The Vendor must have a Registered Communications Distribution Designer, who will be ultimately responsible for this project. All cable personnel must be either a BICSI Technician or installer.

- J. The final awarding of this bid will be made by the Board of Education based on a recommendation from the Superintendent. The Superintendent will base her recommendation on consultation with the Technology Coordinator.
- K. Bids may be hand carried or mailed; however, it is the responsibility of bidders to assure that bids are received not later than 11:00 on 20 November 2003. All bids MUST be in a sealed envelope to: Sumter County Schools, PO Box 10, Livingston, Alabama 35470. If hand delivered: Sumter County Schools, Hwy 28 to Country Club Road, Livingston, Alabama 35470. Each bid must be submitted on the proposal Forms furnished by the Sumter County Schools at Livingston, Alabama. Bids submitted in any other manner will not be accepted. The following information MUST appear on the outside of the bid envelope:

**Bid # Y7-INTERNAL (Bid Opening Date: 20 November 2003 @ 11:00)**

**Bids received after this time will not be considered.**

**The Sumter County Schools reserves the right to reject any and all bids and to award the bid based on what is determined to be in the best interests of the Sumter County Schools.**

|             |  |
|-------------|--|
| <b>II.</b>  | <b>REQUEST FOR PROPOSAL</b>  |
|             | <p>USAC-SLD E-Rate Funding Year 7<br/> Contact: Carlton Brooks, Technology Coordinator<br/> Address all inquiries concerning this solicitation through e-mail to <a href="mailto:cbrooks@sumterk12.org">cbrooks@sumterk12.org</a>.</p>   |
|             | <p><b>1. Internal Connections</b><br/> Sumter County Schools has a local area network (LAN) within each school where all classrooms can communicate. The current configuration consists of CAT5 cabling to each classroom and a combination of hubs and switches in the MDFs. Proposed configurations must provide Sumter County Schools with LANS that meets specified requirements within the RFP.</p>   |
| <b>III.</b> | <b>SPECIFICATIONS</b>  |
|             | <p><b>2.</b> Vendor must provide 6 strand multimode fiber connectivity from a MDF to each classroom in each of our locations. Vendor must also provide CAT5 cabling to all offices and (2) CAT5 drops within each classroom. The connection from the MDF to each classroom must be switched 100Mbps. Each school will have at least one computer lab. The vendor will be required to install (24) CAT5 drops within each computer lab and a 24 port 10/100 switch with a Gig fiber uplink back to the MDF. Sumter County Schools prefers a Cisco solution, all solutions will be considered. Preferred MDF switches (Cisco Catalyst 4006, Cisco Catalyst 3550) preferred classroom switches (Cisco 29408-TF) Preferred lab switches (Cisco Catalyst 2950G-24). Vendor <b>MUST</b> provide a wall mount lockable enclosure for switch in classroom to be mounted. Vendor <b>MUST</b> provide a 84" enclosed cabinet for all MDFs. Vendor <b>MUST</b> provide a wall mount cabinet in all computer labs.</p> |
|             | <p><b>2.</b> Total Number of Classrooms: 200 – Kinterbish Junior High School (28 Classrooms + 10 Office drops + 2 Computer Labs) - Livingston High School (22 Classrooms + 5 Office drops + 2 Computer Labs) – Livingston Junior High School (60 Classrooms +10 Office drops + 3 Computer Labs) – North Sumter Junior High School (20 Classrooms + 10 Office drops + 2 Computer Labs) – York West End Junior High School (40 Classrooms + 10 Office drops + 2 Computer Labs) – Sumter County High School (30 Classrooms + 10 Office drops + 3 Computer Labs) – Sumter County BOE (25 Office Drops) – Sumter County Alternative School 10 Office drops) Sumter County Vocational School (15 Office drops 2 Computer Labs) Sumter County Material Center (20 Office drops) .</p>   |
|             | <p><b>3.</b> All horizontal wiring installed under this contract will meet EIA/TIA-568-A (Commercial Building Telecommunications Cabling Standard) specifications for end-to-end link performance. Vendor will adhere to EIA-TIA-569 (Commercial Building Standard for Telecommunications Pathways and Spaces) when routing horizontal or vertical cabling within buildings. Any inter-building wiring installed will meet the criteria in EIA/TIA-569 for underground or aerial pathways, including the design of manholes, handholes, and entrance facilities. All fiber optic cabling will also be installed to meet or exceed TIA/EIA-568-A performance standards. Vendor <b>MUST</b> provide a 1 year warranty on all labor. Vendor <b>MUST</b> provide a 25 year warranty on all cabling and components.</p>   |
|             | <p><b>4.</b> Vendor <b>MUST</b> submit Cisco or equivalent certifications with bid. Vendor <b>MUST</b>: Have been established in business for three years</p>  |

|  |   |
|--|---|
|  | <p>Have verifiable accounts of similar size and complexity</p> <p>Have appropriate certification for installing and terminating category 5E and multimode fiber cables</p> <p>Have a minimum \$1,000,000 in liability insurance</p> <p>Service personnel within 50 miles of Sumter County</p>   |
|  | <p>6. All pricing must include installation and setup fees. When installation is complete, vendor's connectivity equipment must be ready to connect to the Sumter County Schools WAN network.</p>   |
|  | <p>7. Vendor must provide a proposal for E-rate eligible Technical Support Services for:</p> <ul style="list-style-type: none"> <li>a. Servers (DHCP, DNS, Email, Terminal, Web)</li> <li>b. Cabling (CAT5, Coax, Fiber and all cabling materials)</li> <li>c. Electronics (All Switches, hubs, media converters, routers, NIC cards)</li> <li>d. Internet Access (LAN / WAN troubleshooting)</li> <li>e. Distance Learning Components</li> </ul> |
|  | <p>8. Vendor must provide toll free technical support Monday-Friday 9:00 a.m. to 5:00 p.m. as a minimum. Provide Single Toll Free Number to report all problems.</p>  |
|  | <p>9. All cable installation work MUST be performed after normal school hours. Access will be provided.</p>   |
|  | <p>10. Vendor MUST submit a bid for a Dell Server at each school location = Total (9).</p>  |
|  | <p>11. Vendor may request an on-site pre-bid inspection meeting arranged through Carlton Brooks. All questions MUST be submitted in writing to Carlton Brooks prior to November 7, 2003. Email Address: <a href="mailto:cbrooks@sumterk12.org">cbrooks@sumterk12.org</a></p>  |
|  | <p>12. Vendor MUST submit an individual detailed BOM / quote for each school.</p>   |



**Certify Solution by checking the appropriate box below:**

| <b>No.</b> | <b>Specifications</b>  | <b>YES</b> | <b>NO</b> |
|------------|--|------------|-----------|
|            | Vendor <b>MUST</b> provide Bid Bond.   |            |           |
| 2.         | All pricing must include installation and setup fees. When installation is complete, vendor's connectivity equipment must be ready to connect to the existing Sumter County Schools network without Sumter County personnel having to do anything. |            |           |
| 3.         | Vendor must be a valid E-Rate provider with an approved SPIN provided with the bid.  |            |           |
| 4.         | Five references for quality of services must be provided with bid.   |            |           |

NAME OF FIRM: \_\_\_\_\_

NAME (TYPE OR PRINT): \_\_\_\_\_

**SUMTER COUNTY SCHOOLS  
INTERNAL CONNECTIONS BID  
BID DATE: THURSDAY, NOVEMBER 20, 2003 @ 11:00**

**NAME OF FIRM:** \_\_\_\_\_

**ADDRESS OF FIRM:** \_\_\_\_\_

\_\_\_\_\_

**NAME (TYPE OR PRINT):** \_\_\_\_\_

**AUTHORIZED SIGNATURE:** \_\_\_\_\_

**DATE:** \_\_\_\_\_ **TELEPHONE: (\_\_\_\_) \_\_\_\_\_**



**EXCEPTIONS TO SPECIFICATIONS AND/OR COMMENTS**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

# **EXHIBIT 2**



Universal Service Administrative Company  
Schools & Libraries Division

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**Administrator's Decision on Appeal – Funding Year 2006-2007**

March 31, 2011

Quincy Minor  
Information Transport Solutions, Inc.  
335 Jeanette Barrett Industrial Blvd.  
Wetumpka, AL 36092

Re: Applicant Name: SUMTER COUNTY SCHOOL DISTRICT  
Billed Entity Number: 127982  
Form 471 Application Number: 522125  
Funding Request Number(s): 1437711  
Your Correspondence Dated: January 12, 2011

After thorough review and investigation of all relevant facts, the Schools and Libraries Division (SLD) of the Universal Service Administrative Company (USAC) has made its decision in regard to your appeal of USAC's Funding Year 2006 Notification of Improperly Disbursed Funds Letter for the Application Number indicated above. This letter explains the basis of USAC's decision. The date of this letter begins the 60 day time period for appealing this decision to the Federal Communications Commission (FCC). If your Letter of Appeal included more than one Application Number, please note that you will receive a separate letter for each application.

Funding Request Number(s): 1437711  
Decision on Appeal: **Denied**  
Explanation:

- According to our records, Information Transport Solutions maintenance support was provided on an as needed basis and a technician is on site as necessary to resolve trouble tickets. Per the FCC Third Report and Order (FCC 03-323) defining the eligible Basic Maintenance of Internal Connections: "On-site technical support is not necessary to the operation of the internal connection network when off-site technical support can provide basic maintenance on an as-needed basis". The auditor's assessment of the size of the applicant, number of assets maintained, competitive bids received, maintenance logs and the resulting determination of reasonable technical support needs deemed three days per week as a reasonable level of service. By reducing the commitment and recovering the difference for the excess basic maintenance services provided by a full-time (on-site)

technician, the commitment for this funding request was properly adjusted to provide discounts for 3 days/week of (off site) technical support on an as-needed basis. USAC will seek recovery of \$57,240.00 of improperly disbursed funds from the service provider. You have failed to provide documentation or persuasive information to conclude that USAC erred in its initial decision. Consequently, your appeal is denied.

- Your Form 471 application included costs for the following ineligible products and/or services: excessive basic maintenance of internal connections. FCC Rules provide that funding may be approved only for eligible products and services. 47 C.F.R. secs. 54.502, 54.503. The USAC website contains a list of eligible products and services. See the website, [www.usac.org/sl](http://www.usac.org/sl), Eligible Services List. FCC Rules further require that if 30% or more of the applicant's funding request includes ineligible products and/or services, then the funding request must be denied, otherwise the funding request will be reduced accordingly. 47 C.F.R. sec. 54.504(d).

If your appeal has been denied in full, partially approved, dismissed, or canceled, you may file an appeal with the FCC. You should refer to CC Docket No. 02-6 on the first page of your appeal to the FCC. Your appeal must be received or postmarked within 60 days of the date on this letter. Failure to meet this requirement will result in automatic dismissal of your appeal. If you are submitting your appeal via United States Postal Service, send to: FCC, Office of the Secretary, 445 12th Street SW, Washington, DC 20554. Further information and options for filing an appeal directly with the FCC can be found in the "Appeals Procedure" posted in the Reference Area of the SLD section of the USAC website or by contacting the Client Service Bureau. We strongly recommend that you use the electronic filing options.

We thank you for your continued support, patience and cooperation during the appeal process.

Schools and Libraries Division  
Universal Service Administrative Company

cc: Ray Evans

# **EXHIBIT 3**

April 19, 2011

Paul C. Besozzi  
Direct: 202-457-5292  
pbesozzi@pattonboggs.com

**VIA ELECTRONIC FILING**

Ms. Marlene H. Dortch  
Secretary  
Federal Communications Commission  
445 12th Street SW  
Washington, DC 20554

**Re: Appeal of USAC Decision On Appeal of Notification of Improperly Disbursed Funds  
in CC Docket No. 02-6**

|                                   |                               |
|-----------------------------------|-------------------------------|
| <b>Applicant Name:</b>            | SUMTER COUNTY SCHOOL DISTRICT |
| <b>Billed Entity Number:</b>      | 127982                        |
| <b>Funding Year</b>               | 2006                          |
| <b>Form 471 App. Number:</b>      | 522125                        |
| <b>Funding Request Number(s):</b> | 1437711                       |

Dear Ms. Dortch:

Information Transport Solutions, Inc. (“ITS”), acting through counsel and pursuant to Sections 54.719-54.721 of the Commission’s rules<sup>1</sup>, hereby timely files this Request for Review (“Appeal”). The Appeal requests Commission review of the adverse decision of the Administrator of the Universal Service Administrative Company (“USAC”) reducing the funding request enumerated above for Funding Year 2006 and seeking recovery of previously disbursed E-rate support funds.<sup>2</sup>

More specifically, on March 31, 2011, USAC’s Schools and Libraries Division (“SLD”) issued a decision denying an appeal filed by ITS with USAC. In that decision USAC held that adjustment of the funding request was proper because of an auditor determination that a lower level of Basic Maintenance of Internal Connections (“BMIC”) was a reasonable level of service and excessive BMIC was an ineligible product or service under the E-rate Program Rules. The USAC appeal

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<sup>1</sup> 47 C.F.R. §§ 54.719-54.721.

<sup>2</sup> Administrator’s Decision on Appeal - Funding Year 2006 – 2007, Information Transport Solutions, Inc. (March 31, 2011), attached as Exhibit 1.

Ms. Marlene H. Dortch  
April 19, 2011  
Page 2

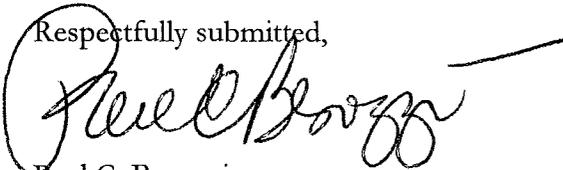
denial reiterated a prior USAC decision requiring the applicant to return previously disbursed funds made available pursuant to the referenced Funding Request Number.

ITS is aggrieved by USAC's March 31, 2011, decision and submits that for various reasons outlined in its original appeal to USAC, including the fact that an auditor's *post facto* judgment should not be determinative of eligibility, the latest USAC decision is unwarranted and unjustified under the rules, policies and requirements concerning eligible services governing the E-rate Program that were applicable to the referenced Form 471 Application and Funding Request Number.

ITS is filing this Appeal well prior to the 60-day appeal period prescribed by the Commission's rules for appeal to the Commission because USAC, on April 1, the day after the date of its decision on appeal, issued a Demand Payment Letter requiring payment of the amount sought to be recovered, with such payment due in 30 days (e.g., by May 1, 2011), even though the period for filing an FCC appeal will not expire until May 30, 2011.<sup>3</sup> In the past USAC staff has informed the undersigned counsel that the only way to forestall the further implementation of USAC's collection process was to file an appeal with the Commission, even though there remained significant time before the end of the 60-day appeal deadline.

ITS will supplement this Appeal with a full discussion of the facts, ITS' position thereon and supporting arguments.

Respectfully submitted,



Paul C. Besozzi  
*Counsel to Information Transport Solutions, Inc.*

cc: Quincy P. Minor

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<sup>3</sup> A copy of the Demand Payment Letter is attached as Exhibit 2.

# **EXHIBIT 1**



**Universal Service Administrative Company**  
Schools & Libraries Division

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**Administrator's Decision on Appeal – Funding Year 2006-2007**

March 31, 2011

Quincy Minor  
Information Transport Solutions, Inc.  
335 Jeanette Barrett Industrial Blvd.  
Wetumpka, AL 36092

Re: Applicant Name: SUMTER COUNTY SCHOOL DISTRICT  
Billed Entity Number: 127982  
Form 471 Application Number: 522125  
Funding Request Number(s): 1437711  
Your Correspondence Dated: January 12, 2011

After thorough review and investigation of all relevant facts, the Schools and Libraries Division (SLD) of the Universal Service Administrative Company (USAC) has made its decision in regard to your appeal of USAC's Funding Year 2006 Notification of Improperly Disbursed Funds Letter for the Application Number indicated above. This letter explains the basis of USAC's decision. The date of this letter begins the 60 day time period for appealing this decision to the Federal Communications Commission (FCC). If your Letter of Appeal included more than one Application Number, please note that you will receive a separate letter for each application.

Funding Request Number(s): 1437711  
**Decision on Appeal:** **Denied**  
**Explanation:**

- According to our records, Information Transport Solutions maintenance support was provided on an as needed basis and a technician is on site as necessary to resolve trouble tickets. Per the FCC Third Report and Order (FCC 03-323) defining the eligible Basic Maintenance of Internal Connections: "On-site technical support is not necessary to the operation of the internal connection network when off-site technical support can provide basic maintenance on an as-needed basis". The auditor's assessment of the size of the applicant, number of assets maintained, competitive bids received, maintenance logs and the resulting determination of reasonable technical support needs deemed three days per week as a reasonable level of service. By reducing the commitment and recovering the difference for the excess basic maintenance services provided by a full-time (on-site)

technician, the commitment for this funding request was properly adjusted to provide discounts for 3 days/week of (off site) technical support on an as-needed basis. USAC will seek recovery of \$57,240.00 of improperly disbursed funds from the service provider. You have failed to provide documentation or persuasive information to conclude that USAC erred in its initial decision. Consequently, your appeal is denied.

- Your Form 471 application included costs for the following ineligible products and/or services: excessive basic maintenance of internal connections. FCC Rules provide that funding may be approved only for eligible products and services. 47 C.F.R. secs. 54.502, 54.503. The USAC website contains a list of eligible products and services. See the website, [www.usac.org/sl](http://www.usac.org/sl), Eligible Services List. FCC Rules further require that if 30% or more of the applicant's funding request includes ineligible products and/or services, then the funding request must be denied, otherwise the funding request will be reduced accordingly. 47 C.F.R. sec. 54.504(d).

If your appeal has been denied in full, partially approved, dismissed, or canceled, you may file an appeal with the FCC. You should refer to CC Docket No. 02-6 on the first page of your appeal to the FCC. Your appeal must be received or postmarked within 60 days of the date on this letter. Failure to meet this requirement will result in automatic dismissal of your appeal. If you are submitting your appeal via United States Postal Service, send to: FCC, Office of the Secretary, 445 12th Street SW, Washington, DC 20554. Further information and options for filing an appeal directly with the FCC can be found in the "Appeals Procedure" posted in the Reference Area of the SLD section of the USAC website or by contacting the Client Service Bureau. We strongly recommend that you use the electronic filing options.

We thank you for your continued support, patience and cooperation during the appeal process.

Schools and Libraries Division  
Universal Service Administrative Company

cc: Ray Evans

# **EXHIBIT 2**



Demand Payment Letter

Funding Year 2006: July 1, 2006 - June 30, 2007

April 1, 2011

**Tomi Selby**  
Information Transport Solutions, Inc.  
335 Jeanette Barrett Industrial Blvd.  
Wetumpka, AL 36092

Re: SPIN: 143008119  
Service Provider Name: Information Transport Solutions, Inc.  
Form 471 Application Number: 522125  
Funding Year: 2006  
FCC Registration Number:  
Applicant Name: SUMTER COUNTY SCHOOL DISTRICT  
Billed Entity Number: 127982  
Applicant Contact Person: Ray Evans  
Payment Due By: 5/1/2011

You were recently sent a Notification of Improperly Disbursed Funds Recovery Letter informing you of the need to recover funds from you for the Funding Request Number(s) (FRNs) listed on the Funding Disbursement Recovery Report of that letter. A copy of that Report is also attached to this letter.

The balance of this debt is due within 30 days from the date of this letter. Failure to pay the debt within 30 days from the date of this letter could result in interest, late payment fees, administrative charges, and implementation of the "Red Light Rule." The FCC's Red Light Rule requires USAC to dismiss pending FCC Form 471 applications if the entity responsible for paying the outstanding debt has not paid the debt, or otherwise made satisfactory arrangements to pay the debt within 30 days of the notice provided by USAC. For more information on the Red Light Rule, please see "Red Light Frequently Asked Questions (FAQs)" posted on the FCC website at [http://www.fcc.gov/debt\\_collection/faq.html](http://www.fcc.gov/debt_collection/faq.html).

If the Universal Service Administrative Company (USAC) has determined that both the applicant and the service provider are responsible for a Program rule violation, then, pursuant to the Order on Reconsideration and Fourth Report and Order (FCC 04-181), USAC will seek recovery of the improperly disbursed amount from BOTH parties and will continue to seek recovery until either or both parties have fully paid the debt. If the USAC has determined that both the applicant and the service provider are responsible for a Program rule violation, this was indicated in the Disbursed Funds Recovery Explanation on the Funding Disbursement Recovery Report.

If USAC is attempting to collect all or part of the debt from both the applicant and the service provider, then you should work with the applicant to determine who will be repaying the debt to avoid duplicate payment.

Please note, however, that the debt is the responsibility of both the applicant and service provider. Therefore, you are responsible for ensuring that the debt is paid in a timely manner.

Please remit payment for the full "Funds to be Recovered from Service Provider" amount shown in the Report. To ensure that your payment is properly credited, please include a copy of the Report with your check. Make your check payable to the Universal Service Administrative Company (USAC).

If sending payment by U. S. Postal Service or major courier service (e.g. Airborne, Federal Express, and UPS) please send check payments to:

Bank of America  
c/o Universal Service Administrative Company (105056)  
1075 Loop Road  
Atlanta, GA 30337  
Phone 404-209-6377

If you are located in the Atlanta area and use a local messenger rather than a major courier service, please address and deliver the package to:

Universal Service Administrative Company  
P.O. Box 105056  
Atlanta, GA 30348-5056  
Phone 404-209-6377

Local messenger service should deliver to the Lockbox Receiving Window at the above address.

Payment is due within 30 days from the date of this letter.

Complete Program information is posted to the SLD section of the USAC website at [www.usac.org/s1/](http://www.usac.org/s1/). You may also contact the SLD Client Service Bureau by email using the "Submit a Question" link on the SLD website, by fax at 1-888-276-8736 or by phone at 1-888-203-8100.

Universal Service Administrative Company  
Schools and Libraries Division

cc: Ray Evans  
SUMTER COUNTY SCHOOL DISTRICT

Funding Disbursement Recovery Report  
Form 471 Application Number: 522125

Funding Request Number: 1437711  
Contract Number: N/A  
Services Ordered: INTERNAL CONNECTIONS MNT  
Billing Account Number: 866-K12-TECH  
Funding Commitment: \$113,400.00  
Funds Disbursed to Date: \$113,400.00  
Funds to be Recovered from Service Provider: \$57,475.00

After a thorough review, it was determined that the funding commitment for this request must be reduced by \$57,475.00. During the course of an audit it was determined that funding was provided for the following ineligible items: Basic Maintenance for a technician to be on site five (5) days per week for eight (8) hours per day. This is considered gold-plating and not basic maintenance and basic maintenance on two servers which were used for anti-virus software. The pre-discount cost associated with these items is \$63,600.00 and \$261.00, respectively. At the applicants 90 percent discount rate this resulted in an improper commitment of \$57,240.00 and \$235.00. FCC rules provide that funding may be approved only for eligible products and/or services. The USAC web site contains a list of eligible products and/or services. See the web site, [www.universalservice.org/sl/about/eligible-services-list.aspx](http://www.universalservice.org/sl/about/eligible-services-list.aspx) for the Eligible Services List. On the SPAC Form, the authorized person certifies at Item 10 that the service provider has billed its customer for services deemed eligible for support. Therefore, USAC has determined that the service provider is responsible for this rule violation. Accordingly, the commitment has been reduced by \$57,475.00 and if the recovery of improperly disbursed funds is required, USAC will seek recovery from the service provider.

PLEASE SEND A COPY OF THIS PAGE WITH YOUR  
CHECK TO ENSURE TIMELY PROCESSING

# **EXHIBIT 4**

Report of Independent Certified Public Accountants

**Sumter County Schools**

SL-2008-142

As of June 30, 2008

DRAFT

Sumter County School District  
Universal Service Administrative Company  
Federal Communications Commission

Attachment II

Detailed Information Relative to Material Noncompliance (Findings)

(presented in accordance with the standards applicable to attestation engagements contained in *Government Auditing Standards*) (continued)

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*FCC Form 470 for five years from the last day to receive services. The Technology Coordinator was able to produce a copy of the 2006 and 2007 Technology Plans during the examination and has a copy of the 2008 and 2009 plans in his Schools & Libraries Program records. Additionally, he has implemented a Documentation Retention Checklist to ensure the proper Schools & Libraries documentation is maintained by the Sumter County Schools for all applications.*

Finding No: SL2008BE142\_F02

**Condition:** The Beneficiary received basic maintenance of internal connections in excess of what was documented as necessary and eligible per the Eligible Services Listings under FRNs #1437711 and #1549662 for Funding Years 2006 and 2007, respectively. The Beneficiary received and is still receiving services from a full-time on-site technician at a rate of \$50/hour. In addition, the Beneficiary received ineligible services (listed below) from the full-time technician, as documented in the Beneficiary's technical support logs, which were not properly excluded from the request for reimbursement.

**Criteria:** Per 47 C.F.R. § 54.504, the Beneficiary shall request and funds shall be disbursed by the Universal Service Fund for only eligible goods and services.

Per 47 C.F.R. § 54.505 (a), the Beneficiary shall apply its discount percentage to the appropriate pre-discount price.

**Cause:** The Beneficiary requested and received reimbursement for ineligible services and services in excess of what would be considered appropriate for the entity according to the Eligible Services List.

**Effect:** Ineligible services received included:

- 1) Services provided to a location (Bus Station) which was not included on the FCC Form 471 and for which no equipment was listed on the Item 21 Attachment
- 2) Configuration and updating of end-user terminal operating system software (Windows)
- 3) Moving and reconfiguring equipment to provide additional network connections
- 4) Creating and resetting network end-user accounts and passwords
- 5) Performing connectivity checks and monitoring where no connectivity issues have been reported

Sumter County School District  
Universal Service Administrative Company  
Federal Communications Commission

Attachment II

Detailed Information Relative to Material Noncompliance (Findings)

(presented in accordance with the standards applicable to attestation engagements  
contained in *Government Auditing Standards*) (continued)

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The competitive bidding documentation for basic maintenance services contained reference to a bid received for services at the level of three days per week and the bid evaluation did not indicate this was insufficient. We also reviewed maintenance logs that suggested other than a need for a full-time technician and indicated that some of the services provided were ineligible. We assumed that a reasonable level of services would be three days per week. As such, the monetary effect of this matter would be determined by applying the discount rate to the variance between the undiscounted amounts submitted and the cost of the assumed reasonable level of services. We calculated the reasonable level of services as \$62,400 ( $\$50 \times 8 \text{ hours} \times 3 \text{ days per week} \times 52 \text{ weeks}$ ). For FRN #1437711, the variance is approximately \$57,240 ( $(\$126,000 - \$62,400) \times 90\%$ ). For FRN #1549662, the variance is approximately \$38,144 ( $(\$104,782 - \$62,400) \times 90\%$ ).

This condition adversely affects the Beneficiary's ability to comply with the applicable requirements of the program. Accordingly, this condition is a material weakness in internal control.

A significant deficiency is a control deficiency, or combination of control deficiencies, that adversely affects a beneficiary's ability to comply with the applicable requirements of the FCC's Title 47 C.F.R. § 54.500 through 54.523, as amended, and related FCC Orders such that there is more than a remote likelihood that a noncompliance with the aforementioned requirements that is more than inconsequential will not be prevented or detected by the beneficiary's internal controls. A material weakness is a control deficiency, or combination of control deficiencies, that results in more than a remote likelihood that material noncompliance with the aforementioned requirements will not be prevented or detected by the beneficiary's internal controls.

**Recommendation:**

The Beneficiary should obtain and review all service provider documentation for accuracy. An effective review will ensure that Universal Service Funds are being utilized only for eligible services.

The Beneficiary should review the Eligible Services List for eligible basic maintenance services and require the service provider to keep detailed records of maintenance, including the eligible product serviced, its location and the service time.

**Beneficiary Response:**