

EMERGENCY PLAN OF
Germantown Telephone Company, Inc. dba GTel, an Archtop Fiber
Company

Including its affiliates
Valstar, Inc. dba GTel
Hilltop Communications, Inc.
GTC Wireless, Inc.
Germantown Cellular, Inc.

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I. INTRODUCTION

This Emergency Plan sets forth Germantown Telephone Company, Inc.'s (GTel) operational plan in the event of a Major Service Interruption. It generally describes what the Company's staff should do in responding to, preparing for, and reporting a Major Service Interruption. This Emergency Restoration Plan is to address any type of emergency or major subscriber outage. Outages may be categorized as three (3) basic types: Level 1, Level 2, and Level 3.

The objective of this plan is to efficiently restore service in a cost effective and timely fashion. This objective is true for Level 1, Level 2, and Level 3 emergencies.

The response is the same for Level 1, Level 2, and Level 3 emergencies and restoration has the same level of urgency. The only difference is the number and origin of resources used for each type of emergency.

Following this introductory section will be a detailed description of the steps that will be taken for these emergencies.

II. DEFINITION OF MAJOR SERVICE INTERRUPTION

A. Major Service Outage

A major service outage is defined as any of the following conditions associated with wired, Internet Protocol-enabled (IP-enabled) or traditional circuit-switched, voice, data, broadband, or cable services provided by telecommunications service providers. It also includes both physical and cyber incidents that affect the provider's networks, facilities, services, or operations.

1. A service problem or newsworthy event caused by, for example, a major storm, flood, fire, job action, sabotage, civil unrest, death, a cyber or physical security breach at a service provider's building(s), or another event.
2. A service problem affecting public access to the 911 Selective Router or technological equivalent, administrative or direct CAMA trunking to the PSAP operating within the jurisdictional boundaries of the outage, operator services, Telephone Relay Service, police, fire departments, or emergency medical services.
3. A service problem that disrupts the delivery of Emergency Alert System (EAS), providing emergency information to the public.
4. A major network node and/or telecommunications traffic concentration point (e.g., head-end, central office, toll office, packet switch, router) failure lasting more than five minutes.
5. Any failure (e.g., outside plant cable damage, extensive network congestion, or call blockage) affecting 1,000 or more subscribers.
6. A service problem affecting a public transportation terminal, hospital, police, fire, governmental entities, national defense installation, large residential and commercial building complex, or other major customer, such as a utility or other Telecom service provider.

B. Storm/Emergency Classifications

1. LEVEL 1

A Level 1 Emergency will be declared when 50 to 100 customers have their service affected in some way. It is estimated that all services can be restored within 48 hours after commercial power is restored. A LEVEL ONE Emergency will also be declared when over 100 customers have their service affected but can be restored within 24 hours after commercial power is restored (e.g., a fiber cut, pole/lines down, tree/limb contact, very few broken poles, few sections of mainline fiber down, etc.).

2. LEVEL 2

A Level 2 Emergency will be declared when over 100 customers have their service affected in some way. It is estimated that it will take 1-3 days, after commercial power is restored to

fully restore all services and typically outside forces will be required to restore service. (e.g., more significant tree damage; numerous wire sections down; some broken poles, etc.)

3. LEVEL 3

A Level 3 Emergency will be declared when over 500 customers have their service affected in some way. It is estimated that it will take 3-4 days, after commercial power is restored, to fully restore all services. Outside forces will be required to restore service. (e.g., State of Emergency declared; severe tree damage; many broken poles, downed mainline fiber, and damaged equipment, etc.)

III. COMPANY MANAGEMENT & KEY PERSONNEL

(see Section VIII for current contact information for each role)

A. Vice President – Operations, Archtop Fiber and Affiliates:

The Vice President – Operations is currently responsible for the overall operation of the plan.

B. Director of Operations, Archtop Fiber and Affiliates:

The Director of Operations manages the day-to-day operation of the plan. This responsibility includes ensuring that essential management and staff as designated by the Company are adequately trained and prepared to execute the plan, notifying essential management and staff of emergencies, monitoring restoral efforts, and evaluating the Company's response. D of O will file the Company's Emergency Plan with the Secretary of the State of New York's Department of Public Service and ensure that the Emergency Plan is current along with reporting Major Service Interruptions, providing ongoing status reports and a closing report as required by the Office of Telecommunications and as set forth in Section V of this plan.

C. Manager – Systems Operations, Archtop Fiber, and Affiliates:

The Director – Network Operations is responsible for GTel's core data network and maintaining a high level of reliability for its customers. The Systems Operations Manager leads a team of professionals, including a Systems Engineer Developer and a Network Engineer, who offer extensive knowledge and support in maintaining all network systems. The Systems Operations Manager's responsibilities include deploying the technical staff for all levels of technical network outages and determining what is needed to restore operations, including maintaining a record of Major Service Interruptions. The Systems Operations Manager will contact any external network vendors if required for any redundancy requirement. The Systems Operations Manager will notify the Customer Experience Supervisor of the status of any emergency network repairs and restoration.

D. Customer Experience Supervisor:

The Customer Experience Supervisor is responsible for daily interactions and monitoring of customer accounts. They manage a team of three CS Representatives. During an emergency, they will coordinate with the D of O and Technical Operations Supervisor to maintain

oversight of the impact on customers and estimated restoral times. They will work with the Marketing Department to align and send Company messages regarding the emergency and its status. They will act as the Emergency Information Spokesperson who is responsible for notifying appropriate media and any priority restoral customers affected by a prolonged major service interruption, including anchor institutions, priority businesses and vital service customers.

E. Controller

The Controller manages all accounting and financial operations of the Company. They review, analyze, and interpret financial data. They prepare various financial statements and reports. They will oversee the daily activities of the Accounting Staff. They work closely with the Warehouse & Facilities Manager to contact vendors or outside resources, as needed. They oversee processing payments to outside vendors and contractors. They assist and complete regulatory reporting requirements and manage corporate credit card accounts.

F. Technical Operations Supervisor

The Technical Operations Supervisor is responsible for all outside plant operations and personnel. They will manage and monitor necessary personnel involved in daily dispatch tasks and perform duties to monitor workflow in the resolution of any emergency situations. They work closely with the Customer Experience Supervisor and Dispatch department to prioritize all work, conduct meetings with all involved personnel prior to work shifts and cover safety problems/practices with all OSP employees. They will plan for transportation, if necessary, for the Company workforce and equipment. They work with appropriate personnel to ensure needed supplies are available and arrange for the transport of the supplies to ensure continuous work effort. In emergency situations, they will act as the leading Incident Commander (see section VI).

G. The Company

GTel is an Independent Local Exchange Carrier (ILEC) operating multiple FTTX networks including Small Business GPON, Residential GPON, and Commercial Active Ethernet. Services offered include Small Business GPON – 50 Mbps to 1 Gbps, Residential GPON – 50 Mbps to 1 Gbps, and Active Ethernet – 500 Mbps to 1 Gbps.

GTel's ILEC, CLEC and Video territory is in southern Columbia County, bordering the Hudson River. GTel currently serves over 1,500 ILEC voice subscribers, over 160 CLEC voice subscribers, over 2,700 broadband subscribers, and over 550 IPTV subscribers. GTel has on-call staff 24/7/365 to cover various roles of maintenance and restoration.

IV. TRAINING AND ADVANCED PREPARATION

A. Training

Appropriate GTel supervisor/managers listed in Section III will be responsible for training internal staff. Emergency Training for new hires will be part of the orientation process, if applicable. GTel management staff work closely together to ensure that all training is completed by the necessary staff and the topics covered are justified based on previous situations and possible future events. No external utility or State agencies are involved in routine training.

B. Customer Service Department

1. It is the goal of the Customer Service Department to provide the highest quality of service to customers. The Customer Service Department will process orders and assist customers by providing solutions to fulfill their service requirements in the fastest and most efficient manner.
2. This policy will establish steps required to provide services necessary to fulfill the obligations of the Customer Service Department in the event of a disaster or other event which disrupts the established flow of service. This policy provides emergency contact telephone numbers for Customer Service employees, restaurants, hotels, motels, and B&B's as of 1/1/2024.
3. To ensure the economic well-being of our customers, the Company will make every effort to contact, restore and maintain service to top priority customers. These include the Company itself, local, county and state officials, anchor institutions, local warming/cooling stations, etc. A list of top priority customers may fluctuate, and the Customer Service Department will provide a new list upon request. The Customer Service Department can provide a list of 24/7 customers, should any exist.
4. The Company will maintain a record of all subscribers requiring special attention based on priority qualifications including Federal, state, and local police departments, fire departments, EMS units, essential healthcare providers, or other organizations necessary for the public health, safety, and maintenance of law and order. A current list of priority customers will be generated at the onset of the emergency through the current customer care and billing system. See Section VI for more information on priority customer identification.

Coordination with the Customer Service Department by all other departments will be required when hotel rooms or food services are required during a disaster or other service affecting event. The Customer Service Department can assist by ordering food or making room reservations should any personnel or outside contractors require accommodation.

C. Planning and Preparation

1. GTel completes monthly checks on generators and back-up batteries at the Central Office and remote concentrator sites. GTel representatives attend routine safety training, which generally includes ladder safety, working around electrical utilities, traffic control and bucket safety. All outside technicians are certified in flagging. Due to the nature of the business, car accidents involving poles and/or fiber facilities happen throughout the year and the same emergency procedures are used for these and are part of the ongoing training program. Several GTel employees are active members of local fire departments. Extensive training is required to maintain an active status.
2. Equipment and facilities are maintained by GTel's stringent maintenance schedules. Schedules are followed by employees and/or vendors to maintain network equipment and outside plant facilities in a manner that ensures such equipment and facilities are minimally susceptible to Major Service Interruptions.
3. GTel prepares when a potential service-affecting storm is coming based on local news or weather reports. Key personnel will evaluate the need to increase Company purchasing card limits for key storm response personnel. Customers are notified via social media, website updates, and email/text blasts. Materials, supplies, fuel, etc. are checked prior to the event. All personnel are notified via phone, messaging, and/or email and are placed on standby.
4. The Company will make every effort to ensure customers have access to any of the Company facilities by providing safe access. This will be accomplished by making sure all driveways and sidewalks are free of ice, snow and other foreign objects that may provide a hazard to access our facilities. The Company will provide personal mobile device charging stations and access to heat/air conditioning, and water to customers at the Main Office location.
5. GTel has procedures in place for handling the extraordinary volume of incoming customer calls that are normally placed during emergency events. These include auto-attendant messages and call routing to necessary departments/employees, remote staff with laptops, cell phones, and office SIP phones to communicate with customers.
6. GTel's customer care and billing system can group and identify affected service locations based on the type, location, and size of the outage. Once identified, the system can alert customers within the affected areas of the outage and report estimated restoration times. GTel is in constant contact with the State and local utility providers as restoration efforts continue.
7. GTel has a limited construction crew on site for rebuilding or replacing plant facilities. GTel has agreements in place with regional telecommunications facility contractors that can arrive within two hours of contact.

8. GTel has at its local warehouse a stockpile of emergency restoration tools and supplies including portable generators, ready to deploy as needed. GTel has staff available to constantly update customers on the status of any outage or emergency. The Company uses several methods of communication both during and after-hours to keep customers informed. These include website banners/updates, social media, direct messaging, SmartHub Customer Portal alerts, email blasts, text messages, and a 24/7 Technical Support call center.

9. GTel has CSR, Dispatch, and Support staff who take their laptops, cell phones, and office SIP phones home for emergency situations to be available to answer customer questions or concerns.

10. If a disaster occurs at the video Headend, GTel has mutual relationships with surrounding local cable companies to get video signal from their source, if needed, to restore services while repairs are being made to our Headend facility. We have relationships with outside contractors available to assist our staff, and dependent on the size of the service interruption, to restore services quickly.

11. Responses to storms or emergency situations throughout the year are routinely reviewed for efficiency and effectiveness. Procedures and contact names and methods are updated, as needed.

12. After-hours and Weekend Response: Major Service Interruptions that occur outside normal business hours should be reported promptly by telephone to 844-537-4835 to the 24/7 answering service which will notify emergency staff of any major interruptions. The answering service notifies standby staff once an outage is reported with at least 5 outage reports in a certain area or will contact immediately for wires down, special TV events, or if we are contacted directly by any local government officials and/or the NYS DPS. During major emergency outages, GTel has remote staff where constant communication is available with customers and emergency service facilities online. The call center has a rotation of staff to handle emergencies 24/7.

V. NOTIFICATION & ASSESSMENT

A. Notification of Staff & Subscribers

1. GTel will notify all Company personnel required to respond when a service interruption occurs. Processes and procedures are documented and distributed to all staff and reviewed regularly for efficiency and effectiveness.

2. Major Service Interruptions that occur during normal business hours should be reported promptly by telephone to the Customer Service Department at 844-537-4835, via GTel's SmartHub Customer Portal, or via E-mail to questions@gtel.net.

3. Depending upon the type and location of the Major Service Interruption, the individual initially notified above will contact the appropriate Company personnel in critical positions and external entities and will coordinate the necessary steps that should be taken to minimize the service interruption and help speed the restoration of services.

4. GTel continually monitors current and expected weather conditions that may disrupt services and notifies all staff of any upcoming potential service interruptions. Social media accounts, website updates, and E-mail/text messages are used to notify customers of potential outages. In anticipation of major storms that can produce service outages, key personnel will reschedule regular work for the days of the storm to allow for all staff to be available to restore services. The same individuals notified in Section III should be notified to address imminent dangers such as approaching storms, flooding, etc. that have the potential to cause a Major Service Interruption.

B. Reporting to the New York Department of Public Service

1. NYS Department of Public Service Normal business hours:

Major telecommunications service outages and incidents that occur during normal business hours are reported promptly by telephone as follows:

DPS Office of Telecommunications staff members in the Albany, NYC and Buffalo offices are available to receive service outage reports by phone and email 24 hours a day, seven days a week. Major telecommunications service outages and incidents should be reported promptly by using both the telephone and email address below.

DPS Office of Telecommunications

Outage Phone Number: 518-391-3935

Outage Email Address: telecom.outages@dps.ny.gov

2. Reporting Requirements

Initial reports should be made, ideally no later than one hour after the outage is first recognized, to a designated Department staff member via a "live" telephone conversation at the number listed above. Voice Mail or E-Mail should not be used for an initial report. Thereafter, Staff may make informal arrangements for electronic transmittal reports. However, even in these instances personal contact with Department Staff is first necessary for initial reporting of a major service outage and verified with the Director of Operations, Technical Operations Supervisor and Manager – Systems Operations on size of outage. This is followed up with texts and E-mails to all Company staff on location(s) of outages including nodes affected.

Initial reports to the Department of Public Service shall include the following critical information:

- 1) type of outage
- 2) outage location
- 3) estimated number of affected customers
- 4) time the outage began
- 5) estimated time of restoral
- 6) contact name and phone number associated with the current event
- 7) name, phone number and email of the 911 official or governmental entity that you are in contact with
- 8) any other known critical information available

If some critical information such as commercial power restoration is not known at the time of the initial report, the best estimate of restoration time should be provided.

3. Status Reports for State Commission

GTel will provide regular status reports of any ongoing major service outage. The first status report should be provided within three hours of the initial report (ideally within one hour); subsequent status reports should be provided twice a day until the situation has been stabilized, and immediately upon restoration of service to normal condition. All reports should be transmitted by telephone to the person(s) indicated above, unless otherwise requested.

4. Closing Reports

Depending on the severity of the outage and the services involved, GTel will provide more detailed information about the outage, the steps taken to restore service, and what steps can be taken to prevent future outages. Director of Operations and Sales and Customer Service Manager will contact the State DPS with the Closing Reports including number of customers affected and duration of outage.

C. Marketing Department

1. Public Relations Policy

The Chief Customer Officer, Archtop Fiber, and Affiliates will be the primary source of information in any event of magnitude. The Customer Experience Supervisor will issue statements on their behalf, and upon their approval, unless they are otherwise disposed. At that point, the Customer Experience Supervisor will confer with the Director of Operations.

2. Procedure for Implementation

- a) A prepared statement will be drafted and completed to address the specific disaster. This statement can be issued by phone if the office is under attack. A copy will be on file at the 210 Main Street, Germantown, NY location and the Company website, www.gtcl.net.
- b) A recorded advisory will be added to the Business Office's direct line at 518-537-4835 or 844-537-4835 (toll free). When customers dial in, they will initially hear the recorded message with the option to dial through to a Representative. It will be updated at regular intervals with the most up-to-date information available. Additional information will be available through the Company website and on social media.
- c) See Page 35 for sample Press Release.

VI. SERVICE RESTORATION

A. Command Center

The dispatch area of the GTel will act as the Command Center for most emergencies. The following items are required in the Command Center whether located in dispatch or some other location:

- 1) A minimum of three computer terminals able to access the Plant Records and Trouble Ticket Databases. Log On (VPN) capability must be provided so it is not necessary for a dispatch person to be on site to log onto the system.
- 2) Access to a printer, copier, scanner, and fax machine.
- 3) Access to a landline telephone with a minimum of four telephone numbers for direct inward and outward dialing.
- 4) Access to a minimum of three cell phones.
- 5) Wall size maps of the area affected by the Emergency.
- 6) Smaller maps of the area affected by the emergency for distribution to field personnel.
- 7) Two copies of the Emergency Restoration Manual.
- 8) A whiteboard or easel with chart paper and appropriate markers.
- 9) Power back-up for computers, printers, etc.
- 10) A portable scanner to monitor fire, police, and other emergency services within the area.

B. First Responders

1. A First Responder is a person that is assigned the task of evaluating a site with service interruption. This person may be an on-call person or a dispatch person who first realizes that a service problem has reached a level of outages that requires additional attention, not normal to the day-to-day operations. This could include a single business and/or service that we provide that could affect the welfare of the community.

2. The First Responder is to perform a site survey. The purpose of the survey is to determine what services are affected and/or how many people are without service.
3. The First Responder should contact the Incident Commander (Technical Operations Supervisor) and report the status of the emergency, services affected and number of people without service. If the Incident Commander cannot be contacted, the First Responder should contact the following appropriate personnel for assistance:
 - a) Director of Operations – if unavailable, then contact the Vice President - Operations
 - b) Vice President - Operations – if unavailable, then contact the System Operations Manager
 - c) System Operations Manager – if unavailable, then contact the President and COO of Archtop Fiber and Affiliates

C. Incident Commander

1. The Incident Commander has complete responsibility for all operations, personnel, and equipment when the emergency is declared. Any task or duty that is not assigned is the responsibility of the Incident Commander. It is the ultimate responsibility of the Incident Commander to resolve the emergency.
2. The Incident Commander confirms and declares the Level of Emergency.
3. If necessary, the Incident Commander assigns a person to perform the duties of an Assistant Incident Commander.
4. If necessary, the Incident Commander assigns a person to perform the duties of a Dispatch in Charge person.
5. The Incident Commander assigns all necessary personnel to perform duties to resolve the emergency. They assign and prioritize all daily work, conduct meetings with all involved personnel prior to work shifts, and cover safety problems/practices with all employees. They plan for transportation, if necessary, for the workforce and equipment. They work with appropriate personnel to ensure needed supplies are available and arrange for the transport of supplies, if necessary, to ensure continuous work efforts.
6. Priority Restorations: The Incident Commander assigns priority of restoration based on the type, location, and size of the emergency. Following is a recommended prioritization:
 - a) The Company
 - b) Telecommunications Service Priority customers
 - c) Government, Police, Fire Departments
 - d) Lifeline, special needs, vital service customers
 - e) Other utilities
 - f) Support other utilities to correct unsafe conditions

7. The Incident Commander requests and coordinates outside resources, if required. They will ensure all records and reports are updated and completed following the emergency. They will communicate work order and job numbers assigned to storm response work in coordination with the GTel Controller, Dispatch, and D of O.

D. Assistant Incident Commander

The Assistant Incident Commander (if requested by Incident Commander) will assist the Incident Commander with any duties necessary that could be time consuming or intensive in effort. This could include but is not limited to:

- 1) Contacting and directing resources (personnel and equipment). This could include additional supplies or personnel needed for the next day operations.
- 2) Planning for hotel and restaurant for out-of-town employees, if necessary.
- 3) Ensuring proper Safety Procedures are considered and followed by all personnel. They have the authority to stop any operation that they believe is unsafe. The Incident Commander will be notified of all changes and unsafe conditions.
- 4) Contacting and coordinating outside assistance. This may include local fire departments, D.E.C., D.O.T., local town departments, outside contractors, etc.
- 5) Shift scheduling of all personnel responding to the emergency. When considering shift scheduling, it is necessary to consider safety issues, and an evaluation of the length of time a repair will take. Normal day-to-day schedules and commitments also need to be evaluated and altered if required. Travel and sleep time need to be considered to ensure safety.
- 6) Maintaining supplies needed for the emergency, including repair of equipment, material, fuel, and other supplies needed to respond to the emergency.
- 7) Serving as the back-up to the Incident Commander when they are unavailable.

E. Dispatch in Charge

The Dispatch in Charge person will lead the dispatch operation as it relates to the emergency. This person will report to the Incident Commander. Responsibilities include but are not limited to:

- 1) Evaluating and reporting trouble ticket counts and status to the Incident Commander every two hours or more frequently as developments warrant.
- 2) Reporting any new developments that relate to the emergency to the Incident Commander.
- 3) If instructed by the Incident Commander, contacting Customers or agencies to provide the status of the repairs associated with the emergency.

F. Emergency Information Spokesperson

The Emergency Information Spokesperson is responsible for notifying appropriate media and any priority restoral customers affected by a prolonged major service interruption. In the event these priority subscribers are affected by a prolonged major service interruption, the following procedures will be followed:

- 1) If the subscriber is totally isolated (loss of local and toll service) a Company Representative will be dispatched immediately to the subscriber premises, if possible.
- 2) If the service interruption does not affect local service, but isolates the exchange toll facilities, a Company Representative, if necessary, will be dispatched to the affected central office or remote to call the priority restoral customers.
- 3) When service has been restored, they will coordinate placement of calls to the same list of subscribers previously notified.
- 4) A list of priority restoral customers will be provided by the Customer Service Department, upon request.

G. Restoration Procedures

1. The on-call Technician will assess the initial damage and contact the Technical Operations Supervisor who will then contact additional Hybrid Techs (restoration team) to respond, if necessary. They will advise the team of any emergency facilities that are a priority to repair, any materials or equipment needed, required facilities record reports, etc.
2. The Technical Operations Supervisor will assess the damage and call in a construction contractor, if needed. Assessment is also made at this time with utility companies involved to have an idea of power restoration time and timeframe before GTel facilities can be repaired. GTel has a good working relationship with all local utility companies and can, in most circumstances, prepare for Company repairs while the utility companies are working on power restoration.
3. Generators will be deployed as needed. The Technical Operations Supervisor will contact the Customer Experience Supervisor and Dispatch, reporting back estimated time of restoration as it progresses.
4. Administrative staff will contact state and local officials advising of outages and estimated time of repair.
5. Administrative staff will supervise time, contracts, cost, and claims activities. They will resolve problems, as necessary, and provide backup coverage for all functions when needed.
6. Marketing and Customer Service will update and monitor social media posts, direct messaging, webpage updates, and SmartHub messaging to ensure accurate and timely customer communication.

VII. CREDIT FOR SERVICE INTERRUPTIONS

A. When a service outage affecting 100 or more subscribers exists due to a particular service interruption cause, the service provider shall issue a credit allowance as follows:

- 1.** If a service interruption continues for 24 hours or more, 1/30th of the monthly rate for all services and facilities furnished and billed by the service provider are rendered useless or substantially impaired for each 24 hours (or fraction thereof).
- 2.** If a service interruption is for less than 24 hours, and if credit is requested by the subscriber on the grounds that service for the day was substantially impaired by such interruption or interruptions, then, a credit allowance will be issued for that day at 1/30th of the monthly rate.
- 3.** If the service provider reasonably determines that the interruption was in part caused by the loss of commercial power to the service provider's network, the credit allowance period will begin 24 hours after commercial power is restored, except where such power is provided by the consumer.
- 4.** This section shall not apply to commercial customers who receive service pursuant to a negotiated agreement that includes a customer credit provision for service interruptions.

VIII. CURRENT EMPLOYEE CONTACT INFORMATION

(With current title)

- **Vice President – Operations, Archtop Fiber, and Affiliates** – Kathy Kirchner at 406-690-3205 or kkirchner@archtopfiber.com
- **Director – Network Operations, Archtop Fiber, and Affiliates** – Mike Sargent at 603-203-1691 or msargent@archtopfiber.com
- **Director of Operations, Archtop Fiber, and Affiliates** – Brandon Taylor at 863-444-7177 or btaylor@archtopfiber.com
- **Controller** – Karen Borovich at 518-567-1279 or karen.borovich@gtelcorp.com
- **Manager – Systems Operations** – Ben Matthews at 845-594-3634 or ben.matthews@gtelcorp.com
- **Systems Engineering Developer** – Devin Overington at 518-751-6261 or devin.overington@gtelcorp.com
- **Dispatch** – Emily Magsamen at 609-802-2944 or emagsamen@archtopfiber.com
- **Warehouse and Facilities Manager** – Damion Kalimeras at 518-567-4029 or damion.kalimeras@gtelcorp.com
- **Technical Operations Supervisor** – Alejo Arriaga Ponce at 845-372-8531 or aarriaga@archtopfiber.com
- **Lead Hybrid Technician** – Nick Sherman at 518-751-0085 or nicholas.sherman@gtelcorp.com
- **Hybrid Tech** – Lance Kriz at 518-567-3000 or lance.kriz@gtelcorp.com
- **Hybrid Tech** – Brody Rothvoss at 518-751-0373 or brody.rothvoss@gtelcorp.com
- **Customer Experience Supervisor** – Emily Magsamen at 609-802-2944 or emagsamen@archtopfiber.com
- **CSR** – Jenn Niebling at jennifer.niebling@gtelcorp.com
- **CSR** – Nick Comesanas at ncomesanas@archtopfiber.com
- **CSR** – Richard Murphy at rmurphy@archtopfiber.com

- **Group contacts that flow to multiple employees:**
 - dispatch@gtelcorp.com
 - questions@gtel.net
 - networkops@gtelcorp.com
 - repair@gtelcorp.com (goes to on-call tech and others)
 - managers@gtelcorp.com

IX. PERSONNEL (BY DEPARTMENT)

The Director of Operations, Archtop Fiber, and Affiliates works closely with all departments to ensure efficient repair and restoral of services, accurate and timely communication with customers, and appropriate notifications to government and local entities during and after emergency situations. They ensure that essential management and staff, as designated by the Company, are adequately trained, and prepared for daily service and repair operations. They will act as Incident Commander in the event the Technical Operations Supervisor is unavailable.

The Director of Network Operations, Archtop Fiber and Affiliates and the Manager – Systems Operations are responsible for the safety of the network employees, ensuring they have all necessary materials to complete required repairs, while maintaining the safety of those around them. They can serve as liaison between field crews and Incident Commander. They are also responsible for monitoring system alarms to aid in the restoration of vital facilities and remote equipment.

The Systems Engineering Developer installs and maintains special equipment related to Internet, telephone, and video services, and special access circuits. They will repair Central Office switches and associated network equipment. They will interface with customers and employees to give technical support for system problems. They perform additions and changes to the customer databases and systems software.

The Technical Operations Supervisor is to serve as the liaison between the field crews and the Director of Operations and Dispatch Department. They perform field surveys and provide updates regarding the progress of restoral. They move materials to the field crews and inform the D of O of materials shortages. They supervise outside contractors and are responsible for line crew safety at the job site. They report materials used or removed, maintain inventories of materials, and help lay out new construction or necessary repairs. They work with Dispatch to assign Hybrid Technicians to appropriate installation/repair duties. They inform D of O of Hybrid Technician assignments and progress.

The Hybrid Techs are responsible for replacing/repairing poles, fiber, anchors, drops to subscriber homes, tree removal, and work zone safety. They are also responsible for repairing fiber damage, such as splicing breaks, as well as analyzing and repairing facilities to customer homes. If work is required outside of their capabilities, outside contractors can be contacted.

The Warehouse and Facilities Manager performs shipping and receiving for the Company. They receive requests for supplies and maintain inventories for daily operation and emergencies for the Company. They work with the Incident Commander to provide necessary equipment and supplies for Combo Techs, field crews and outside contractors. They perform routine and unplanned maintenance and inspections of all facilities in cooperation with state and local building codes and requirements. They receive requests for repairs and maintenance and oversee the completion of these work orders in a reasonably timely manner.

The Dispatcher is responsible for updating trouble reports and work order assignments and updating changes in records, as received. They also answer phone calls from the field for the Company. They can generate trouble tickets, assess the nature of problems, and dispatch Hybrid Technicians, as appropriate. They can perform framework in the CO, such as line transfers and troubleshooting. They perform service order workflow for any tasks assigned. They maintain the plant record system, inputting new records once service order tasks are complete and update records to reflect any changes in facilities and/or corrections to record errors.

The Controller manages all accounting and financial operations of the Company. They will work closely with the Technical Operations Supervisor and D of O during regular and emergency situations to ensure appropriate accounting practices, accurate purchase order entry, and Company asset management. They oversee Company payroll, cash flow, and corporate accounts. They may work closely with the Warehouse & Facilities Manager to contact vendors or outside resources, as needed. They assist and complete Company regulatory reporting requirements.

The Customer Experience Supervisor is responsible for coordinating key department personnel and monitoring call volume. They will work with the Marketing Department to provide periodic updates to subscribers via social media, e-mail/text blasts and website changes by getting periodic updates from the Incident Commander. They are also responsible for assisting with answering phone calls from customers.

The Customer Service Representatives (CSR) answer phone calls to the Business Office and assist customers during initial troubleshooting or notifications. They generate trouble tickets and assess the nature of problems. They perform updates to necessary systems including switch/provisioning records. They perform service order entries in iVUE SIS, INOC, APMAX, Metaswitch, etc., based on the appropriate request. They close trouble tickets as they are cleared. They prepare service orders if a trouble repair generates any equipment change, billing, record update, etc.

X. LOCAL RESTAURANTS & FOOD ESTABLISHMENTS

- **Otto's Market** – 215 Main St., Germantown, NY 12526 - 518-537-7200
- **Gaskins** - 2 Church Ave., Germantown, NY 12526 - 518-537-2107
- **Palatine Park Pizza** – 85 Palatine Park Rd., Germantown, NY 12526 - 518-537-6262
- **Cue 2 Go** – 230 County Route 6, Germantown, NY 12526 – 518-537-7246
- **Valley Harvest** (seasonal) - 6 Palatine Park Road., Germantown, NY 12526 - 518-537-6266
- **Gulf Germantown** – 4297 Route 9G, Germantown, NY 12526 - 518-537-6863
- **Xtra Mart Germantown** - 4281 Route 9G, Germantown, NY 12526 - 518-537-6210
- **Stewart's Germantown** – 4294 Route 9G, Germantown, NY 12526 - 518-943-8316
- **Universal Bar & Café**– 220 Main St., Germantown, NY 12526 - 518-537-7722
- **Jaeger Haus** - 5084 NY-9G, Tivoli, NY 12583 – 845-757-1011
- **Sante Fe Tivoli** – 52 Broadway, Tivoli, NY 12583 – 845-757-4100
- **Broadway Pizza** - 49 Broadway, Tivoli, NY 12583 - 845-757-2000
- **Traghaven Whiskey Pub & Co** - 66 Broadway, Tivoli, NY 12583 – 845-757-3777
- **Tivoli Bread & Baking** – 75 Broadway, Tivoli, NY 12583 – 845-757-2253
- **Four Brothers Pizza Inn** - 3803 NY-9G, Rhinebeck, NY 12572 – 845-876-3131
- **CJ's Italian Restaurant** – 353 Old Post Rd., Rhinebeck, NY 12572 – 845-876-7711
- **Jade Palace** – 6797 US-9, Rhinebeck, NY 12572 – 845-876-3499
- **Del's Roadside** – 6780 Albany Post Rd., Rhinebeck, NY 12572 – 845-516-4800
- **Two Brothers Pizza 2** – 6565 Spring Brook Ave., Rhinebeck, NY 12572 – 845-876-3435
- **Columbia Ice & Cold Storage** – State Route 9, Hudson, NY 12534 – 518-851-7085
- **West Taghkanic Diner** – 1016 Route 82, Ancram, NY 12502 - 518-851-3333
- **Martindale Chief Diner** – 1000 NY Route 23, Craryville, NY 12521 – 518-851-2525
- **JoJo's Pizzeria** – 1015 Route 82, Ancram, NY 12502 – 518-851-6567

XI. LOCAL HOSPITALS & URGENT CARE FACILITIES

- **Northern Dutchess Hospital** – 6511 Spring Brook Ave, Rhinebeck, NY 12572 - 845-876-3001
- **Vassar Brothers Medical Center** – 45 Reade Place, Poughkeepsie, NY 12601 – 845-454-8500
- **Columbia Memorial Hospital** – 71 Prospect Ave, Hudson, NY 12534 - 518-828-7601
- **Optum Urgent Care** – 6734 Route 9, Rhinebeck, NY 12572 – 844-484-6564
- **Rapid Care** – Ocean State Job Lots Plaza 2827 Route 9, Valatie, NY 12184 – 518-758-4300
- **Rapid Care** – 10 Grandview Ave., Catskill, NY 12414 – 518-943-9100
- **WellNow Urgent Care** – 446 Fairview Ave., Hudson, NY 12534 – 518-267-3496
- **Albany Memorial Hospital** – 600 Northern Blvd., Albany, NY 12204 – 518-471-3221
- **Albany Medical Center** – 43 New Scotland Ave, Albany, NY 12208 – 518-262-3125
- **St. Peter’s Hospital** – 315 S Manning Blvd, Albany, NY 12208 – 518-525-1500
- **Health Alliance Hospital** – 105 Mary’s Ave, Kingston, NY 12401 - 845-338-2500
- **Berkshire Medical Center** – 75 North St., Pittsfield, MA, 01201 – 413-447-2000

XII. LOCAL HOTELS/MOTELS/B&B's

- **The Central House** (B&B) Main Street Germantown, NY 518-537-7722
- **Hotel Tivoli** 53 Broadway, Tivoli, NY 12583 845-757-2100
- **The Suminski Innski** 8 Friendship St., Tivoli, NY 12583 845-757-5005
- **The Grand Dutchess** 7571 Old Post Rd., Red Hook, NY 12571 845-758-5818
- **Red Hook Country Inn** 7460 S Broadway, Red Hook, NY 12571 845-750-5290
- **Rhinebeck Motel** 6938 US-9, Rhinebeck, NY 12572 845-876-5900
- **Delamater Inn** 25 Garden St., Rhinebeck, NY 12572 845-876-7080
- **Beekman Arms** 6387 Mill St., Rhinebeck, NY 12572 845-876-7077
- **Mirabeau Inn & Spa** 46 W. Market St., Rhinebeck, NY 12572 877-647-2328
- **The Gables of Rhinebeck** 6358 Mill St., Rhinebeck, NY 12572 845-613-9955
- **Rhinebeck Village Inn** 6260 US-9, Rhinebeck, NY 12572 845-876-7000
- **St. Charles Hotel** 16 Park Pl., Hudson, NY 12534 518-822-9900
- **Hudson Whaler** 542 Warren St., Hudson, NY 12534 518-217-4334
- **The Wick** 41 Cross St., Hudson, NY 12534 518-929-6825
- **Hudson Mariner** 26 Warren St., Hudson, NY 12534 518-254-8766
- **The Merchant House** 20 S. Front St., Hudson, NY 12534 518-828-1635
- **Rivertown Lodge** 731 Warren St., Hudson, NY 12534 518-512-0954
- **Holiday Inn Express** 9W Coxsackie, NY 518-719-1999
- **Best Western** 9W Coxsackie, NY 518-731-8100
- **Holiday Inn Express & Suites** 1835 Ulster Ave., Lake Katrine, NY 845-336-6200

XIII. [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

XIV. CONTRACTORS/VENDORS

Fiber Construction/Splicing:

- **Schupp's Construction** – George Schupp george@schupps.com 518-424-8761 (M)
 - **Secondary contact** – Mike Nasca mike@schupps.com 518-229-3598 (M)
- **Proline** – Ron Greek ron.greek@corp.midtel.com 585-333-2627 (M)
- **Henkel's & McCoy** – Roberta Westfall rwestfall@henkels.com 607-434-4315 (M)
- **Syracuse Utilities** – Shawn Scorzelli shawn.scorzelli@syracuseutilities.com 315-256-6570 (M)

Forestry:

- **Columbia Tree Care** – Collin Brown columbiatreeexperts@gmail.com 518-598-7267
- **Sweet Tree Service** – sweettreehudson@gmail.com 518-822-8733
- **Everhart Tree Care** – Bob Everhart sales@everharttreecare.com 518-822-9154

Propane Providers:

- **Suburban Propane** 845-331-4957 Account Number 2030-466624
 - 301 Main Street Germantown (garage/headend)
 - 10 Ridge Road Elizaville (Gallatin remote)
 - 2251 Route 9 Germantown (Blue Stores Remote)
 - 1216 County Route 6 Clermont (Clermont/4 Corners Remote)
 - 3282 County Route 8 Ancram (East Gallatin Remote)
- **Suburban Propane** 845-331-4957 Account Number 2030-466640
 - 4871 Route 9G Germantown (North Germantown Remote)
 - 3694 Route 9G Germantown (Jacksons Remote)

Heating Oil/Diesel for Generator:

- **Valley Oil Account Number** 109112 518-851-3921
 - Heating Oil 210 Main Street Germantown
 - Diesel Fuel for generator 210 Main Street
- **Valley Oil Account Number** 109396 518-851-3921
 - Heating Oil 301 Main Street Germantown
- **Valley Oil Account Number** 109118 518-851-3921
 - Heating Oil 207 Maple Avenue Germantown

HVAC Repairs:

- **Kool-Temp Heating & Cooling, Inc.** 518-731-6878
 - Account 101589

Local Hardware Stores:

- **Williams Lumber** Hudson NY 581-851-3641 Customer Number 36359
- **Williams Lumber** Red Hook NY 845-758-5615 Customer Number 36359

Generator Repairs:

- **Stewart & Stevenson Power** Account Number 198552
 - 24-Hour Emergency Number – 518-452-0000

DC Power and Battery Systems:

- J&M Schaefer Jason Dann 315-569-3372 (M)

Plumbing/Heating/Electrical:

- Healey Electric 914-906-4940 (M)
- Mac Electric (845) 532-8211 (M) macelectric07@gmail.com
- Chris Grover Electrical (518) 567-3463 (M)
- Steve & Weber Plumbing & Heating 518-663-6207
- Dave's Plumbing & Heating 518-537-4074

Doors/Cameras/Security System:

- Johnson Controls - 24-Hour 800-289-2647 Account Number 100206540-AD
 - Option 1 Alarm Event Information
 - Option 2 Place System on Test
 - Option 3 Technical Support
 - Option 4 Data Changes
 - Service requests can also email workorder@tyco.com
 - Company confirmation password: canoe
- Verkada (cameras and doors) – Support - 650-514-2500 or support@verkada.com

Fire Extinguishers/Halon Systems/Pull Stations:

- Sanders Fire & Safety 518-665-0040 Jason Daus Senior Operations Manager

Snow Removal:

- Rifenburgh Landscaping (518) 751-8232
- Upstate Lawn Care - Rich Jennings – 518-929-4287
- Curt's Lawn & Excavating 518-537-6671
- Hegarty Landscaping – 518-944-1163
- Bruce Potts – 518-965-6041

Small Equipment Repair:

- Equipment Doctor Jason Hapeman 518-965-0289 Client ID 321
- Keil Equipment – 518-537-6221
- Conway's Lawn & Power Equipment – 845-758-8134
- Williams Lumber Rhinebeck 845-876-7011
- Williams Lumber Hudson 518-851-3641

XV. ESSENTIAL OSP EQUIPMENT LIST

Field Vehicles

- 2015 Ford F450 Bucket Truck
- 2016 Ford F450 Bucket Truck
- 2017 Ford F450 Bucket Truck
- 2015 Ford F150 Utility truck
- 2004 Ford F350 Dump Truck

Field Trailers

- 1 2006 Enclosed Fiber Splicing Trailer
- 1 Cable Reel Trailer
- 1 Utility Pole Transport Trailer

Splicing & Testing

- 3 Fiber Optic Fusion Splicers
- 2 EXFO OTDR Test Units
- 1 Ground Splicing Tent

Construction Equipment

- 1987 Vermeer LM35 Vibratory Plow/Trencher
- 1995 Freightliner FL70 Digger Truck

XVI. INSURANCE CONTACTS

- **Unitel (Agency) (Customer ID 00057440)**
 - Tracy Alexander 1-402-434-7200 tabbott@unitelinsurance.com
- **Acadia Insurance Company (Policies)**
 - 24 Hour Claims 1-800-773-4300
 - Commercial General Liability Policy RUP3280058
 - Automobile Liability Policy RUP3280058
 - Umbrella Liability Policy RUP3280058
- **Leavitt Group Insurance Advisors (Broker)**
 - Michelle Bivens 1-800-211-2508 michelle-bivens@leavitt.com
- **The Hartford Business Service Center 1-800-327-3636**
 - Workers Compensation Policy 34WEC BB0NXT

XVII. 2024 OUTREACH & EDUCATION PLAN DOCUMENTS

WEBSITE, SOCIAL MEDIA & MOBILE APPLICATIONS

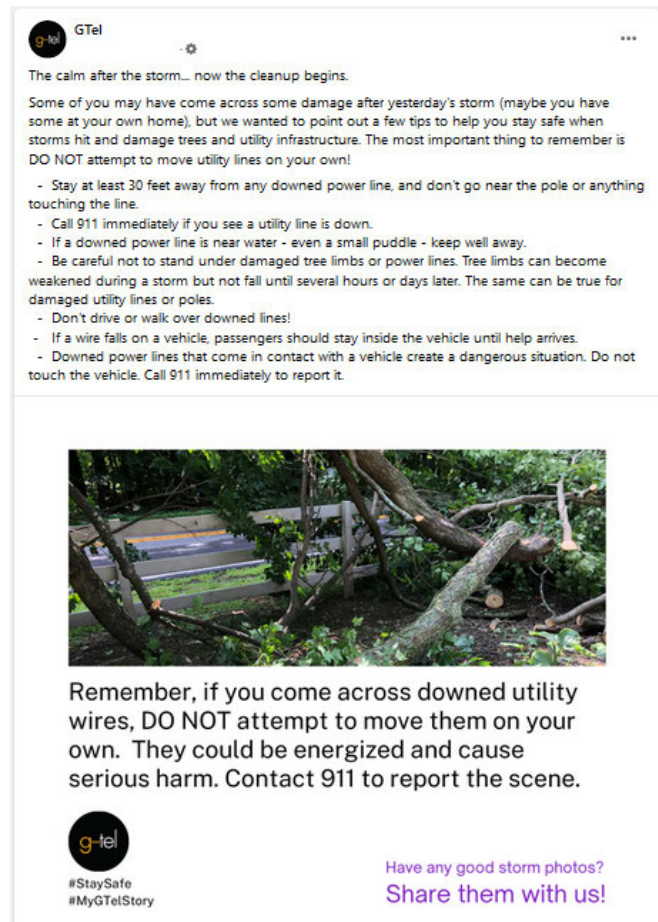
Please describe how the utility uses its website, social media, and Mobile Applications as part of its overall O&E plan.

Provide a List of Tools and Samples of Webpages/social media Pages/E-Mail Blasts

- www.GTel.net website
- SmartHub Customer Portal – Report an Outage, Receive Updates & Resolution ETAs
- Text messaging via SmartHub Notifications
- Facebook, Instagram, Twitter and LinkedIn accounts
- Facebook and Instagram Direct Messaging
- Email blast messaging about topics such as: storm preparedness and safety; monthly billing; Planned or Emergency Outage notifications, Outage Updates

Samples:

Facebook Posts:



Outage Email Notification:



Scheduled Maintenance Outage

April 26, 2023

9am - 12pm

We will be performing maintenance in your area that will impact your service between the hours of 9am and 12pm on Wednesday, April 26th.

We understand that there is never a good time to interrupt your services. After all, we depend on high-speed internet for work, communication, and entertainment as much as you do! With that in mind, we work very hard to limit your downtime as much as possible. While we give you a planned 9am - 12pm window, we only anticipate individual customers to be down for a short period of time during that window.

Once the planned maintenance is complete, you shouldn't have any difficulties connecting to your home network. If you do experience any difficulties accessing your GTel services, make sure your devices' connections and settings remain as they were prior to the scheduled maintenance outage. Your device may require you to sign-in to your Wi-Fi or you may need to "power cycle" your equipment after an outage. Of course, if you have any issues whatsoever, our customer service agents and technical support specialists are always standing by to help you.

Visit our website for more information about the importance of scheduled maintenance and outages.

Thank you for your patience,

GTel

[Learn More »](#)



210 Main Street Germantown NY, 12526

You are receiving this email because you have registered your email address with GTel Smarthub. Make sure our messages get to your Inbox (and not your spam or junk folders). [Privacy Policy](#) | [Unsubscribe](#)

SmartHub Mobile App (Device View):

8:35



Contact Us

CONTACT INFORMATION

GTel
210 Main Street
Germantown, NY 12526
questions@gtel.net
[\(518\) 537-4835](tel:(518)537-4835)

Location

Report Outage/Issue

Track Issue Status

Home

Bill & Pay

22 Notifications

Contact Us

Settings

SmartHub Customer Portal – Report/Track Issue Feature



Log Out | Home | Help | [Pay Now »](#) | [Report Outage/Issue »](#)

Home | My Services | Billing & Payments - | My Profile - | Notifications - | Contact Us - | Search | Have a Question? Get Help. »

[Contact Us](#)
[Report Outage/Issue](#)
[Track Issue Status](#)
[Location](#)

DID YOU KNOW...
G-Tel has the only 100% Fiber network in Columbia County!
You're part of something pretty cool!
Follow us on Facebook, Twitter, and YouTube to stay up to date with G-Tel Fiber!
[Learn More](#)

Report Outage/Issue

Report a problem with any of your services or submit a general inquiry.

[Communications Issue](#) | [Other Issues/General Inquiry](#)

Report A Communications Issue

Complete the sections below if you are having an issue with any of your communications services. Fields marked with a * are required.

Communications Issue Information

Account *

297395 - 295 MAIN - (518)537-7100

Brittany Duheene

Service Address *

295 MAIN

Service Type *

Internet - 999-100-1453

Issue *

Broken Utility Pole

Comments Describing Issue:

[Cancel](#) | [Continue](#)

Contact Settings

HELP & SUPPORT

Need some help? We've all been there. That's why we made our support simple. Go through basic troubleshooting below and give us a call if you require further assistance. It's that easy!

G-Tel has been commended for excellence in customer service by the NYS Department of Public Service for 27 consecutive years. If you're having trouble with your services, we apologize and would like to get you back up and running as quickly as possible! Please follow our basic troubleshooting guide below to get started. We've built this guide to help walk you through some of the most common issues we see. If you have any questions, please don't hesitate to contact us.

If you require further support, our 24/7 help line is always available at **(866) 380-8324**

What service do you need help with?


Internet


Telephone


Television

Resources

g-tel Office & Emergency Numbers



customer information



Main Street - RD, Box 188
Germantown, New York 12526

Office Hours:
Monday, Tuesday, Thursday, Friday
8:00 a.m. to 4:30 p.m.

President:
Bruce Bohnsack
Germantown
(518)537-4835

Wednesday:
9:00 a.m. to 4:30 p.m.

Service Calls:
Business Office
.....Dial (518)537-Gtel (4835)
Repair Service
.....Dial (518)537-Help (4357)
After Office Hours and
Weekends.....Dial (518)537-Help (4357)

TELEPHONE COMPLAINTS
Please contact our business office at 537-4835. A representative will assist you with any problems. If you feel the problem needs further attention, ask to speak with the Commercial Manager. If the telephone company fails to resolve a service or billing complaint within a reasonable period of time, customers may contact the New York Department of Public Service (DPS) by writing to: Three Empire State Plaza, Albany, New York 12223 or by calling 1 + 800-342-3377 or online at www.dps.ny.gov/complaints.

ELECTRIC, GAS & PRIVATE WATER COMPANY COMPLAINTS

If an electric, gas or private water company fails to resolve a service or billing complaint within a reasonable period of time, customers may contact the New York Department of Public Service (DPS) by writing to: Three Empire State Plaza, Albany, New York 12223, calling 1 + 800-342-3377 or online at www.dps.ny.gov/complaints.

EMERGENCY NUMBER FOR THE REFUSAL OR IMPROPER DISCONNECTION OF ELECTRIC OR GAS SERVICE

1 + 800-342-3355

ANNOYANCE CALLS

If you receive a malicious or annoying phone call hang up. Don't keep talking. That is what the caller wants. If the calls persist, please contact the Telephone Business Office. We will work closely with you and police officials to catch offenders.

It is a crime under both Federal and New York law to make a telephone call for annoying or harassing purposes or, in the case of the Federal law, to knowingly permit a telephone under one's control to be used for such purposes. This includes calls in which the caller remains silent, as well as those in which the offender is threatening or obscene. The penalty under the State law can be imprisonment for one year and a \$1,000 fine, and, under the federal law imprisonment for six months and a \$500 fine.

Connecting Communities

3

Repair Service



customer information

To Report A Problem With Your Telephone Service

Call our repair service
(24 hour number).....518-537-4357

Why Won't My Phone Work?

That depends on whether the problem is in your telephone set, the wiring inside your home or office, or in the outside lines and switching equipment that Gtel uses to provide you with service. Simple tests can help you determine whether or not to call Gtel repair for assistance, see below for further instructions.

How To Troubleshoot

These tests can help you determine why your phone isn't working:

- (1) Check to see if all your telephones are plugged in and the handset is hung up properly.
- (2) Perform a visual inspection of all exposed wiring and connections for damaged or loose connections.
- (3) If you have phone accessories - such as answering machines, speaker phones, cordless phones, security system or night bells - make sure that equipment is working.

ing. If your telephone service works without any of the added equipment, the problem may be with the accessories.

- (4) If you have only one phone and it unplugs, take it to a friend's home or office and plug it in. If it doesn't work there, you probably have a phone equipment problem.
- (5) If you have two or more phones, unplug all of them. Then try each one - one at a time - in each phone jack or outlet. If one phone doesn't work anywhere, you probably have a phone equipment problem. If none of the phones work in a particular jack, you may have a jack problem.

Our Repair Service Center Can Help Isolate The Problem

When you call our Repair Center with a service problem, we'll do our best to locate and clear the trouble. In some cases, we cannot identify the problem without sending a repair technician to your home or office. There may be a charge for this repair visit. We have a trip charge that is applied when our repair technician makes a trip to your house or office, at your request, and finds the only trouble with your telephone service is due to a problem in your personally owned equipment, including jacks and inside wiring. The trip charge is for travel costs; it is not a repair charge. Repair of your equipment or wiring is available at time and material rates.

If the trouble is found to be in our lines or switching equipment, we will take quick action to correct the problem at no charge.



Connecting Communities

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g-tel Repair Service



customer information

If The Problem Is In Your Jack Or The Wire That Runs Through Your Home Or Office

You have three options:

- (1) Hire Gtel to repair your inside wiring. Call 518-537-4835. If you subscribe to our optional Whole-Home Network Care Plan, we will repair your jack or inside wiring at no charge. If you don't subscribe, we will be happy to repair the problem at our standard labor and material rates.
- (2) Hire any independent contractor or home repair expert to repair your jack or inside wiring.
- (3) You can repair the problem yourself.

If The Problem Is In Gtel's Outside Lines Or Switching Equipment

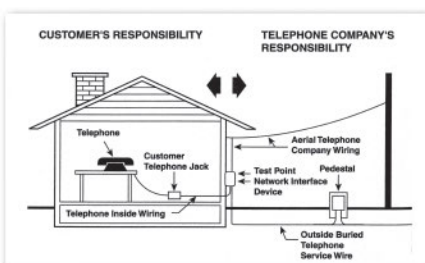
We will take quick action to correct the problem, at no charge.

If The Problem Is In Your Telephone Set

Follow the instruction on your warranty or contact your equipment retailer. Gtel cannot repair your telephone equipment.

Telephone Responsibility?

We know this can sometimes be confusing; to help clarify we have included the diagram below to illustrate where Gtel's responsibility ends and where your responsibility begins. If you have further questions, please contact our Repair Service Center at 518-537-4357.



Connecting Communities

9

Got questions?

Customer Service & Billing
Monday, Tuesday, Thursday & Friday
8 am - 4:30 pm
Wednesday 9 am - 4:30 pm

Telephone or Video Trouble Support
518-537-HELP (4357)
24 hours a day, 7 days a week

Internet Technical Support
1-866-380-TECH (8324)

Closed Captioned Concerns
Call 518-537-4835, fax 518-537-6700, or you can email your closed caption concerns or complaints to questions@gtel.net. All calls and inquiries will be addressed within 24-hours.



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Sample Press Release

Re: Emergency Outage

For Immediate Release

Contact: Emily Magsamen

Phone: 844-537-4835

Email: emagsamen@archtopfiber.com

GERMANTOWN - The Germantown Telephone Company, Inc. (GTel) provider of local telephone, Internet and Video services to the southern Columbia County communities of Germantown, Clermont, Livingston, Gallatin, and Taghkanic reports an outage of service in the following exchanges; _____

_____. “We have crews on the job now, working to restore service as quickly as possible,” reports President and COO. “At this time, we estimate the damage will be repaired by _____ barring any unforeseen circumstances.”

Our call-in center is active at 844-537-4835. Customers or other interested parties may dial in and listen to a recorded message posted at regular intervals with the most up-to-date information we can provide. Additional information will be available through our website, www.gtel.net, and on social media.

XIX. EMERGENCY CONTACT LISTINGS

STATE LEVEL CONTACTS

Entity	Department	Contact	Role	Email/Website	Phone Number
Department of Public Service - DPS	DPS - OREP	Kevin Wisely	Director OREP/ DPS ESF Coordinator	Kevin.Wisely@dps.ny.gov	(518) 560-0042
	DPS - OREP	Christian Bonvin	Deputy Director OREP	Christian.Bonvin@dps.ny.gov	(518) 852-5618
	DPS – OT Telecom Outage Hotline			telecom.outages@dps.ny.gov	(518) 391-3935
Department of Homeland Security and Emergency Services - DHSES	NYS Watch Center			NY.StateWatchCenter@dhSES.ny.gov	(518) 292-2200
	Headquarters Operations			OEOperationsDL@dhSES.ny.gov	(518) 292-1198
NYS Police	Troop & Zone Locations & Contacts			https://troopers.ny.gov/troop-location-information	
	Troop K Headquarters	Major Kathryne Rohde	Troop Commander		845-677-7300
NYS Department of Transportation - DOT	DOT Locations and contacts			https://www.dot.ny.gov/regional-offices	
	Region 8 Director	Lance MacMillan, PE	Regional Director	845-431-5750	
NYS Dig Safe	UDig NY Admin	Administrative Line		www.udignyny.org	315-437-7394
	UDig Reports				800-962-7962
	UDig NY	Location Request			811
NYS Thruway Authority	Road Conditions				1-800-847-8929 or Dial 511
	Thruway Emergencies (accidents, disabled vehicles, police emergencies)				1-800-842-2233

COUNTY LEVEL CONTACTS

County	Department	Contact	Role	Email/Website	Phone Number
Columbia County	County Clerk	Holly Tanner	County Clerk	Holly.tanner@columbiacountyny.com	518-828-3339
	County Executive	Matt Murell	County Board of Supervisors Chairman	Matt.murell@columbiacountyny.com	518-828-6196
	Highway Division	Anthony DeMarco	Superintendent of Highways	Anthony.demarco@columbiacountyny.com	518-828-7011
	Department of Human Services	Main Office			518-828-9446
	Department of Health	Jack Mabb	Director		518-828-3358 (Emergency or After-hours 518-828-3344)
	911	Robert Lopez	Director	Robert.lopez@columbiacountyny.com	518-828-1263
	Emergency Management Office	David Harrison Jr.	Director	David.harrison@columbiacountyny.com	518-828-1212
	Emergency Medical Services	PJ Keeler	EMS Coordinator	info@ccemscoordinator.com	518-822-8610 x2
	Fire Emergency	George Keeler	Fire Coordinator	Firecoordinator@columbiacountyny.com	518-822-8610 x1
	Sheriff's Office	Donald J. Krapf	Sheriff		518-828-0601
		Law Enforcement Dispatch Emergency			518-828-3344
		Law Enforcement Non-Emergency			518-828-0601

TOWN LEVEL CONTACTS

Entity		Contact	Role	Email/Website	Phone Number
Town of Clermont	Town Hall	Tracey Gallant	Town Clerk	townclerkclermontny@gmail.com	518-537-6868
		Raymond Staats	Town Supervisor	raymondstaats@yahoo.com	518-537-5526
	Highway Department	Tyler Case	Highway Superintendent		518-537-6869
	Fire Department	Chief Collin Brown	Station 1		518-537-6811
		Contact Bruce Potts	Station 2		518-537-6333
Town of Germantown	Town Hall	Joyce Vale	Town Clerk	townclerk@germantownny.org	518-537-6687 x1002
		David Helsley	Town Supervisor	townboard@germantownny.org	518-537-6687 x1001
	Department of Public Works	Anthony Cidras	Highway Superintendent	highway@germantownny.org	518-537-6686
	Fire Department	Chief Douglas Pearson	Chief		518-537-6685
Town of Livingston	Town Hall	Tammy Molinski	Town Clerk	livingstontownclerk@yahoo.com	518-851-9441 x310
		James Guzzi	Town Supervisor	livingstonsupervisor@yahoo.com	518-851-9441 x311
	Highway Department	David Lyons	Highway Superintendent	livhighway@yahoo.com	518-851-7519
	Fire Department				518-851-9777
Town of Gallatin	Town Hall	Lisa Deleeuw	Town Clerk	gallatinclerk@yahoo.com	518-398-7519
		John Reilly	Town Supervisor	gallatinsuper@icloud.com	212-518-7839
	Highway Department	Jack Gomm	Highway Superintendent	gallatinhwy@gmail.com	518-851-2508
	Fire Department			(covered by Taghkanic)	518-851-5931
Town of Taghkanic	Town Hall	Cheryl Rogers	Town Clerk	Crogers42857@gmail.com	518-851-7161 518-851-7638 x2
		Ryan Skoda	Town Supervisor	Skod14@yahoo.com	518-774-1085
	Highway Department	Robert Burns	Highway Superintendent	taghkanichighway@yahoo.com	518-851-7806 518-851-7638 x5
	Fire Department				518-851-5931

PRINT & MEDIA CONTACTS

Company	Department	Contact	Role	Email	Phone
Daily Freeman	Customer Service			news@freemanonline.com	888-699-7699
Columbia-Greene Media	The Register Star	Mary Dempsey	Rep/Contact Info		518-828-1616
iHeart Radio				www.iheart.com	727-310-2585
Local News10 WTEN	Tip Line				518-436-1010
	News			news@news10.com	518-436-4822
	News Fax Line				518-426-4792
Local News13 WNYT	News Room				800-999-9698
	News Room Fax				518-434-0659
Local News6 WRGB	Main Phone			news@wrgb.com	518-346-6666
	News Tip Line				518-381-4988
	News Director				518-381-4909

REGIONAL INDUSTRY CONTACTS & SERVICE PROVIDERS

Company	Department	Contact	Role	Email	Phone
ISPN		Charlie Brenneman	Tech Management	charlie@ispn.net	913-307-5093
State Telephone		Mark Evans	VP	mevans@statetel.com	518-731-6128
		Tim Muldoon	Network Engineer	tmuldoon@statetel.com	518-229-6168
		Ed Burgett	CO Engineer		518-573-2198
		Robert Holmes	Ops Manager	homer@statetel.com	
Delhi Telephone (DTC)		Jason Miller	VP/GM	jason@delhitel.com	607-746-1524
		Dan Mostert	Network Manager	dan@delhitel.com	607-746-1552
Pattersonville Telephone (PTC)		Nicole Rodriguez	President	nrodriguez@ptcconnect.net	518-887-2121
		Shawn Getter	CO Engineer	shawn@ptcconnect.net	518-887-2111
		Mark Duchesne	OSP	mrd@ptcconnect.net	518-887-2121
Middleburgh Telephone (MidTel)		Jim Becker	President	Jim.becker@corp.midtel.com	518-827-5211
Margaretville Telephone (MTC)		Glen Faulkner	President/GM	gfaulkner@mtctel.com	845-586-4702

Oneida County Telephone		Jim McCarthy	President	jmccarthy@northland.net	315-865-5201
INOC	Main Line				518-689-4350
		Jim Becker	President	Jim.becker@corp.midtel.com	518-689-4560
		Abby Horn	GM	ahorn@inoc.net	518-689-4353
		Robert Blayzor	Technical Support	rblayzor@inoc.net	518-689-4352
NYSTA		Craig Miller	President	cmiller@nysta.com	518-331-9329
		Carol Hill		chill@nysta.com	
NYSEG	Joint Use of Plant NY	Laura Read	Supervisor		607-237-5037
National Grid		Zach Zerniak	Foreman		518-603-3869
Central Hudson					845-452-2700
Verizon		Rich Fredrickson	Construction Foreman		607-222-5535
MidHudson Cable	24/7 Trouble Reporting				800-342-5400
	Catskill Mountain Construction Co.	Tom Colangelo	Operations Manager Foreman		203-206-8139
		Michael Guerrieri	Headend Engineer/Tech Ops Manager		518-451-6520
		Joe Camadine	CTO		518-573-8101
	Call Center	Leah Taylor	Office Manager		518-929-3464
	Dispatch	Dave Reilly/Julia Ruzzi	Supervisor		518-378-5907
Frontier	Report Damages				877-486-5667
Consolidated Communications	Report Damages				844-968-7224
Proline Construction		Ronald Greek		Ron.greek@corp.mitel.com	585-333-2627 or 845-586-6226
Syracuse Utilities		Matt Scorzelli		Matt.scorzelli@syracuseutilities.com	315-676-2021

NETWORK, SYSTEMS, AND ENGINEERING CONTACTS

Company	Department	Contact	Role	Email	Phone
VERIZON	T-1 & Special Circuits				866-846-0118
	Circuit Provisioning, Translation				888-483-9856
	E911 Trunk Service Unit	Option 6, then Option 3			877-733-5250
	911 Trouble Ticket Status				866-846-3492
	911 Application Services				800-773-7911
	Albany Tandem				646-733-1300
E911	Verizon	Barbara Breslin			518-369-2467
	Greene County	Randy Omerod			518-622-3643 518-337-3712 (m)
Calix	24/7 Support				877-766-3500
		Steve Abraham		Steve.abraham@calix.com	
Adtran	24/7 Support				800-726-8663
Metaswitch	General Support				510-748-8230
	1 st Emergency Contact (8am-5:30pm M-F)	Chris McCaul	CSE	Chris.mccaul@metaswitch.com	415-692-7537
		Tom Jackson	CSE	Tom.jackson@metaswitch.com	415-692-7127
	2 nd Emergency Contact	Reston Office			703-480-0500
	3 rd Emergency Contact	Alameda Office			415-644-5263
	4 th Emergency Contact	Critical 24/7 Support			800-308-8772
	After-Hours Team				866-514-3036 510-217-4517
ION	Emergency Contact				844-722-5546
National Transport	T1 Contact				972-615-8229
Telco Bridges	TDM Trunks				866-438-4703
FirstLight Fiber	NOC Center			noc@firstlight.net	833-484-0404
Crown Castle Fiber	NOC Center				888-632-0931
Windstream					800-600-5050
Vantage Point					605-995-1777
		Keven Kloehn		Kevin.kloehn@vantagepnt.com	414-801-1424
VIDEO CHANNELS & OTHER SERVICES	Vubiquity			noc@vubiquity.com	818-526-5240
	Innovative			support@innovsys.com	605-333-4609

	Warner Media				212-512-5666
	Bally Sports (YES Network)				833-549-2011
	Weather Channel				800-554-7354
	MLB Network				877-652-6380
	AMT				945-247-5711
	WISI			support@wisi.tv	
	Monroe Digital Alert System (EAS)				585-765-2254
	News Nation	Support Hotline			773-883-3177
NISC	Technical Support	Company ID #34537			866-999-6472
		Kathy Sweatman	Regional Rep	Kathy.sweatman@nisc.coop	866-999-6472

MATERIAL/EQUIPMENT VENDORS

Company	Department	Contact	Role	Email	Phone
Graybar		Angela Dotson		Angela.dotson@graybar.com	704-602-7008
		Bryan Preacher		Bryan.preacher@graybar.com	
Power & Tel		Craig Tilkin		Craig.tilkin@ptsupply.com	901-866-3127
Calix		Casey Roach		Casey.roche@calix.com	678-699-1503
		George Santos		George.santos@calix.com	707-766-3143
AMT		Scott Shreve		sshreve@amt.com	954-427-5711
Adams Cable		George Dean		gdean@adamscableequipment.com	913-888-5100
Logic Networks LLC		Chris Gavitt		chris@lndcllc.com	813-773-0625
Ghekko Networks		TJ Desmarais		tj@ghekko.com	727-201-1686
Goldfield		John Poulin		jpoulin@goldtelecom.com	
		Eric Falck		efalck@goldtelecom.com	515-825-3400

Germantown Telephone Co., Inc.
Vendor Contact List

Appendix E

VENDOR	CONTACT	EMAIL	COMMENT	PHONE
GRAYBAR	ANGELA DOTSON	Angela.Dotson@graybar.com	MAIN CONTACT	(704) 602-7008
	BRYAN PREACHER	Bryan.Preacher@graybar.com		
POWER AND TEL	CRAIG TILKIN	craig.tilkin@ptsupply.com	MAIN CONTACT	(901) 866-3127
	CASEY ROACH	Casey.Roche@calix.com	MAIN CONTACT	(678) 699-1503
CALIX	GEORGE SANTOS	George.Santos@calix.com		(707) 766-3143
AMT	SCOTT SHREVE	sshreve@AMT.com	MAIN CONTACT	(954) 427-5711
ADAMS CABLE	GEORGE DEAN	gdean@adamscableequipment.com	MAIN CONTACT	(913) 888-5100
LOGIC NETWORKS LLC	CHRIS GAVITT	chris@lndcllc.com	MAIN CONTACT	(813) 773-0625
GHEKKO NETWORKS INC.	T.J. DESMARAI	tj@ghekkco.com	MAIN CONTACT	(727) 201-1686
	JOHN POULIN	jpoulin@goldtelecom.com		
GOLDFIELD	ERIC FALCK	efalck@goldtelecom.com	MAIN CONTACT	(515) 825-3400

	PART	VENDOR	DESCRIPTION	MANUFACTURER	MANUFACTURER #	QUANTITY PER UNIT	NOTES
INSTALL HARDWARE	J HOOK	GRAYBAR	DRIVE HOOK 5/16" x 3 1/2"	MSI	J3318	EA	
	P HOOK	GRAYBAR	HOOK 3 3/4" P TYPE HOUSE	BELDEN	31-00809	EA (BX OF 100)	
	SPAN CLAMP	GRAYBAR	CLAMP E-SPAN 1/4-7/16 STRAND	MSI	SI-0024	EA	
	THIMBLE EYE	GRAYBAR	5/8-11 THIMBLEYE EYENUT	MSI	J6510	EA (50 PER BX)	
	2 PAIR SNUBBER	GRAYBAR	2 PR DROP W CLMP MTL	MSI	2PRMS	EA (25 PER BX)	ORDER MIN 500
	FIBER SNUBBER	GRAYBAR	FIBER DROP CLAMP SS	MSI	SI-0972SBL	EA (25 PER BX)	NOT PREFEERED
BOLTS	DEAD END	GRAYBAR	5056T	MSI	5056T	EA	
	10"	GRAYBAR	MACHINE BOLT, STEEL, 10 IN.	MSI	J8810	EA(50 PER BX)	
	12"	GRAYBAR	MACHINE BOLT, STEEL, 12 IN.	MSI	J8812	EA (50 PER BX)	
	14"	GRAYBAR	MACHINE BOLT, STEEL, 14 IN.	MSI	J8814	EA (25 PER BX)	
	16"	GRAYBAR	MACHINE BOLT, STEEL, 16 IN.	MSI	J8816	EA (25 PER BX)	
	18"	GRAYBAR	MACHINE BOLT, STEEL, 18 IN.	MSI	J8818	EA (25 PER BX)	
	STRAIGHT THIMBLE EYE BOLT 12"	GRAYBAR	THIMBLE EYE BOLT, STEEL, 12 IN.	MSI	J8052	EA (25 PER BX)	
	STRAIGHT THIMBLE EYE BOLT 14"	GRAYBAR	THIMBLE EYE BOLT, STEEL, 14 IN.	MSI	J8053	EA (25 PER BX)	
	STRAIGHT THIMBLE EYE BOLT 16"	GRAYBAR	THIMBLE EYE BOLT, STEEL, 16 IN.	MSI	J8054	EA (25 PER BX)	
	STRAIGHT THIMBLE EYE BOLT 18"	GRAYBAR	THIMBLE EYE BOLT, STEEL, 18 IN.	MSI	J8055	EA (25 PER BX)	
	45° THIMBLE EYE BOLT 14"	GRAYBAR	ANGLE THIMBLE EYE BOLT, 14 IN.	MSI	J8153	EA (25 PER BX)	
	DOUBLE ARMING BOLT 14"	GRAYBAR	DOUBLE ARMING BOLT, 14 IN.	MSI	J8864	EA (25 PER BX)	
AERIAL	STRAIGHT CLAMPS	GRAYBAR	CABLE SUSPENSION CLAMP	MSI	J1096	EA (25 PER BX)	
	CORNER CLAMPS	GRAYBAR	CURVED CABLE SUSPENSION CLAMP	MSI	J7901A	EA (25 PER BX)	
	CORNER ATTACHMENT	GRAYBAR	CORNER ATTACHMENT CLAMP, IRON	MACLEAN POWER	P294	EA (25 PER BX)	
	WASHER FLAT	GRAYBAR	WASHER STEEL 2 IN	MSI	J1074	EA (25 PER BX)	MIN ORDER 300
	WASHER CURVED	GRAYBAR	WASHER STEEL 2-1/2 IN	MSI	J6822	EA (25 PER BX)	MIN ORDER 150
	5/8" SQUARENUT	GRAYBAR	SQUARE NUT, STEEL, 5/8 IN	MSI	J8563	EA (25 PER BX)	MIN ORDER 500
	1/4" STRANDLINK (PICKLE)	GRAYBAR	STRANDLINK, STEEL GUY WIRE, 1/4IN.	MACLEAN POWER	5000	EA (25 PER BX)	MIN ORDER 50
	5/16" STRANDLINK (PICKLE)	GRAYBAR	STRANDLINK, STEEL GUY WIRE, 5/16IN.	MACLEAN POWER	5001	EA (25 PER BX)	MIN ORDER 50
	5/16" X 1/4" STRANDLINK REDUCER	GRAYBAR	GUY WIRE REDUCER, STEEL, 5/16X1/4IN STRAND	MACLEAN POWER	5087	EA (25 PER BX)	
	LASHING WIRE	GRAYBAR	LASHING WIRE	CENTURY WIRE	.045SS430ACW	EA COIL (6 PER BX)	
	LASHING WIRE CLAMP (BUGNUT)	GRAYBAR	WIRE CLAMP	MACLEAN POWER	SI-2175	EA	MIN ORDER 400
	1/4" STRANDVISE (DEADEND)	GRAYBAR	1/4 SHORT MECH GUY	MSI	5100	EA	MIN ORDER 50
	5/16" STRANDVISE (DEADEND)	GRAYBAR	STRANDVISE CONNECTOR, 9.88IN	MSI	5101	EA	MIN ORDER 50
	GUY HOOK (HOGS HEAD)	GRAYBAR	GUY HOOK, IRON, 11/16IN DIA	MACLEAN POWER	P135AXW	EA	
	1/4" PREFORM	GRAYBAR	DEADEND GRIP 1/4 IN	MSI	DE-S1104	EA	
	5/16" PREFORM	GRAYBAR	DEADEND, 5/16 IN.	MSI	DE-S1106	EA	MIN ORDER 60
	1/4" STRAND SPLICE	GRAYBAR	STRAND SPLICE 1/4 IN.	PREFORMED	GLS-2104	EA	
	5/16" STRAND SPLICE	GRAYBAR	STRAND SPLICE 5/16"	PREFORMED	GLS-2106	EA	
	EXTENSION BOLT	GRAYBAR	CABLE EXTENSION BOLT 5/8" X 7"	ALLIED BOLT	2070	EA (BX OF 50)	
	MULTI PURPOSE MOUNT	GRAYBAR	MULTIPURPOSE MOUNTING BRACKET	MACLEAN POWER	MBB-1511-H	EA	
	ANCHOR ROD WITH EYENUT	GRAYBAR	5/8" DIAMETER ROD WITH TRIPLE EYENUT	MACLEAN POWER	D62T	EA	MIN ORDER 5
	ANCHOR TRIPLE EYENUT	GRAYBAR	TRIPLE EYENUT, HOT DIP GALVANIZED, 5/8 IN	HUBBELL POWER	12593	EA (BX OF 20)	
	2 1/4" SOCKET DRIVE ANCHOR	GRAYBAR	2-1/4" TURBO DRIVE SOCKET ANCHORS 5/8"	MACLEAN POWER	TD225-82	EA (BX OF 4)	
	AUXILARY ANCHOR ROD EYE CLAMP	GRAYBAR	AUXILARY ANCHOR ROD EYE CLAMP	MSI	AE155	EA (BX OF 20)	
	GUY GUARD	GRAYBAR	GUY GUARD	MSI	J5718	EA (BX OF 25)	
	DELTEC STRAP	GRAYBAR	DELTEC ACETAL PLASTIC CABLE STRAP, 50FT REEL	ABB	CSS-50R	EA	
	DELTEC LOCKING HEAD	GRAYBAR	DELTEC ACETAL PLASTIC HEAD W/ INTEGRAL MARINE GRADE SILICON BRONZE LOCKING DEVICE	ABB	CSS-LH	EA	
	SPACERS	GRAYBAR	DE TCP360 SPACER CABLE MODULAR	ABB	TCP-360	PACK OF 100	MIN 5
	FIBER OPTIC ANGLE BRACKET	GRAYBAR	ANGLE BRACKET 24 IN	MSI	G1MDA124DF	EA (MIN 4)	
	CABLE EXTENSION BRACKET	GRAYBAR	CABLE EXTENSION BRACKET	MACLEAN POWER	J7921	EA	
UNDERGROUND	FIBER TAGS	GRAYBAR	ACP DN-345 7" X 7" ORANGE AERIAL CABLE MARKER WITH "CAUTION FIBER OPTIC CABLE GTEL 518-537-4835" IMPRINT	UNKWN	DN-34S	EA (BX OF 700)	
	GROUND RODS	GRAYBAR	GROUND ROD, COPPER-BONDED, POINTED, 8FT X 3/4	ERICO	613480	EA (PACK OF 5)	
	KUL BONDING CLAMP	GRAYBAR	BONDING CLAMP, TIN PLATED, COPPER ALLOY	MSI	SI-2174	EA	MULTIPLE OF 100
	LAG SCREW	GRAYBAR	SQUARE LAG SCREW, 4 IN, 2.63 IN THREAD, 1/2 IN DIA	MSI	J8754P	EA	MULTIPLE OF 200
	MULE TAPE	GRAYBAR	POLYESTER MULETAPE, 3/4IN OD, 2500LB, 3000FT REEL	NEPTCO	WP2500P	EA	

FOC MARKERS	GRAYBAR	72" ORANGE TRIVIEW TEST STATION WITH (3) STANDARD FIBER OPTIC 811 DECALS AND GROUND ISOLATION LEVER AND CAP LOCK, LETTERS AND NUMBERS, ***EA CHARACTER SOLD IN QTY OF 25, EM2525 SCREW ON RING TERMINAL	RHINO	TVTI720B-EM9125-OR	EA	
CHARLES PEDESTAL	GRAYBAR	FIBER INTERCONNECT PEDESTAL, 6IN W	CHARLES	CFDP206-EPS	EA	
PEDESTAL	ADAMS CABLE	EMPTY 8IN DIA	ACE	ODBD4	EA	
PEDESTAL 10 IN	ADAMS CABLE	BD05 OPTICAL PEDESTAL, 10IN WITH INTERNAL FIBER BOX C	ACE	ODBD05	EA	LAST PRICED, HAVE NOT ORDERED THESE
TRACER WIRE	P&T	WIRE TST600W ORG TRACE SAFE 5000 FT/REEL	NEPTCO	61861	EA	
HDPE COUPLER ORANGE 2IN.	GRAYBAR	HDPE COUPLER ORANGE 2IN.	DURA-LINE	20001847	EA	MULTIPLE OF 15
1.25IN. REVERSE THREAD ALUM COUPLER	P&T	COUPLER 1-1/4" REVERSE THREADED	NORTH COAST CONDUIT	AS 1.660	EA	MULTIPLE OF 100
CORNING GROUND KIT	GRAYBAR	OPTISHEATH, SCA SERIES, GROUNDING HARDWARE	CORNING	SCA-KT-GND	EA	
GROUND ROD CLAMP	GRAYBAR	3/4" ACORN NUT	ERICO	CP34	EA	
SPLIT BOLTS	GRAYBAR	SPLIT BOLT CONNECTOR	MSI	SI-2006	EA	MIN ORDER 800
METER BOX CLAMP	GRAYBAR	METER BOX CLAMP	MSI	SI-2167-SLM	EA	MULTIPLE OF 600
BARE COPPER	GRAYBAR	BARE COPPER WIRE, CUT REEL, COPPER SOLID, 8 AWG	GRAYBAR	BARE-CU-SD-8-SOL-CUT REEL	PER FT	
FIBER CAUTION TAPE	GRAYBAR	FIBER DETECTABLE TAPE, CAUTION BURIED FIBER LINE, 3IN X 1000FT	LH DOTTIE	DU10		
COPPER COMPRESSION TAP CONN.	GRAYBAR	COMPRESSION CONNECTOR, STRANDED COPPER	THOMAS AND BETTS BLACKBURN	CF44-1		
TRACE SAFE W/ INLINE BUTT SPLICE	GRAYBAR	CONNECTOR, END TO END TRACE SAFE CONNECTOR	NEPTCO	TS-19-IL-C/PN 55564	EA	MULTIPLE OF 10
TRACE SAFE W/ LOCATE CLIP	GRAYBAR	TRACE SAFE W/ LOCATE CLIP	NEPTCO	TS-19-IL-C/PN 56348	EA	MULTIPLE OF 10
DUCT SEAL	GRAYBAR	PANDUIT OIL BASED DUCT SEALING COMPOUND, 1LB	PANDUIT	DS1	EA	
EXTRAS		1/4" STRAND			PER FT	
		5/16" STRAND			PER FT	
		1 1/4" INTERDUCT			PER FT	
		2" INTERDUCT				
		MAXCELL				
SMALL HANDHOLE		24"X36"X24" POLYMER CONCRETE HANDHOLE AND TIER 15 RATED LID WITH "G-TEL" LOGO AND (2) CABLE RACKS ON EACH OF THE LONG SIDES				
LARGE HAND HOLE		36"X48"X36" POLYMER CONCRETE HANDHOLE AND TIER 15 RATED LID WITH "G-TEL" LOGO AND (2) CABLE RACKS ON EACH OF THE LONG SIDES				
2" RISER		2" RISER GUARD	MACLEAN	J987	EA	MULTIPLE OF 5
2" RISER STRAP		2" RISER GUARD STRAP	MACLEAN	J996	EA	MULTIPLE OF 200
1/4" X 2-1/2" LAG SCREW		1/4" X 2-1/2" LAG SCREW	MACLEAN	J8722	EA	MULTIPLE OF 1000

	PART	VENDOR	DESCRIPTION	MANUFACTURER	MANUFACTURER #	QUANTITY PER UNIT	NOTES
REPAIR AND INSTALL	GATOR	GRAYBAR	FDSC-GATOR-12F-T	COMMSCOPE	MR3919-000	EA (10 PER BX)	
	NEW GATOR	GRAYBAR	SRC100 FLAT DROP 12 SPLICE CASE	COMMSCOPE	SRC3-U5A1B1BB000	EA (10 PER BX)	
	COYOTE	GRAYBAR	DROP TERMINATION CLOSURE	PREFORMED LN	COYDTC-001	EA (8 PER BX)	
	MST CONNECTOR	GRAYBAR	OPTITAP FIELD-INSTALLABLE CONNECTOR ROC	CORNING OPTICAL	OSNP-FIOT-ROC-Z	EA (25 PER BX)	
	HOUSE CONNECTOR KIT	GRAYBAR	OPTISNAP SC CONN SM APC 900UM ORGANIZER	CORNING OPTICAL	OSNP-SCA-900-Z	EA (25 PER BX)	
	PIGTAILS	FS	1M 1M (3FT) SC APC SIMPLEX OS2 SINGLE MODE PVC (OFNR) 0.9MM FIBER OPTIC PIGTAIL	FS	42472	EA (BG OF 10)	
	SHRINK TUBES	GRAYBAR	HEAT SHRINK FUSION SPLICE SLEEVE, SINGLE FIBER, 60MM LENGTH	CORNING OPTICAL	2806031-01	EA (BG OF 50)	
	KIMTECH WIPES	GRAYBAR	KIMWIPES, UNSCENTED, DELICATE TASK WIPERS, WHITE, 8.4L X 4.4W IN	KIMBERLY CLARK	412-34155	EA (BX OF 280)	
TERMINALS	SQUEEKYKLEEN	GRAYBAR	16OZ SQUEEKYKLEEN TELCOM CLEANER FLIPTOP	AMERICAN POLYWATER	TC-16LF	EA (16OZ BOTTLE)	MIN 12
	ISOPROPYL ALCOHOL	GRAYBAR	1 GAL TYPE FO ALCOHOL FIBER CLEANER	AMERICAN POLYWATER	FO-128	EA (1 GAL)	
	SHORT END CAP NAP	GRAYBAR	OPTISHEATH AERIAL TERMINAL, DIRECT FUSION SPLICING	CORNING	SCA-9T24-LRS	EA	
	SHORT 4 PORT NAP	GRAYBAR	OPTISHEATH AERIAL TERMINAL, SINGLE FUSION SPLICE	CORNING	SCA-9T24-046CPR-SL	EA	
	SHORT 6 PORT NAP	GRAYBAR	OPTISHEATH AERIAL TERMINAL	CORNING	SCA-9T24-066CPR-SL	EA	
	LONG END CAP NAP	GRAYBAR	9IN X 34IN AERIAL TERMINAL	CORNING	SCA-9T34-LRS	EA	
	LONG 6 PORT NAP	GRAYBAR	OPTISHEATH, CONNECTOR ADAPTER, 6-ADAPTER, RIGHT END CAP	CORNING	SCA-9T34-066CPR-SL	EA	
	TYCO D CASE	GRAYBAR	COMMSCOPE D CASE	COMMSCOPE	FOSC450-D6-NT-0-D0V	EA	
TRAYS	TYCO B CASE	P&T	COMMSCOPE B CASE	COMMSCOPE	FOSC450-B6-6-NT-0-B3V		
	24 COUNT TRAY	GRAYBAR	SPLICE CLOSURE FIBER, 24 SINGLE FIBER SPLICE	CORNING	SCF-ST-126	EA (BX OF 20)	
	48 COUNT TRAY	GRAYBAR	SPLICE CLOSURE FIBER, 48 SINGLE FIBER SPLICE	CORNING	SCF-ST-077	EA (BX OF 20)	
	D CASE TRAY	GRAYBAR	COMMSCOPE 72 KIT TRAY	COMMSCOPE	FOSC-ACC-D-TRAY-72-KIT	EA	
OTHER	B CASE TRAY	P&T	COMMSCOPE 24 FIBER SPLICE TRAY	COMMSCOPE	FOSC-ACC-B-TRAY-24	EA	
			FLEXNAP, MOUNTING BRACKET FOR AERIAL STRAND				
	MST BRACKETS	GRAYBAR	APPLICATION, 4, 6, AND 8 PORT, MULTI-PORT	CORNING	MOB-KT-AHD	EA	
	STRAIN RELIEF KIT	GRAYBAR	EXPRESS CABLE PORT STRAIN-RELIEF KIT FOR AERIAL TERMINAL	CORNING	SCA-KT-9EXP	EA (BX OF 2)	
	DROP RELIEF KIT	GRAYBAR	OPTISHEATH, SCA STRAIN-RELIEF KIT	CORNING	SCA-KT-9CBL-11	EA (BX OF 25)	
	AERIAL CLAMP HARDWARE	GRAYBAR	FOSC AERIAL CLAMP HARDWARE KIT	COMMSCOPE	FOSC-ACC-AERIAL CLAMPS	EA	MULTIPLES OF 10
	4 PORT NAP END	GRAYBAR	4 PORT NAP END	CORNING	SCA-KT9-046CPR	EA	
	6 PORT NAP END	GRAYBAR	6 PORT NAP END	CORNING	SCA-KT-066CPR	EA	
	4 PORT NAP PIGTAILS	GRAYBAR	4 PORT NAP PIGTAILS	CORNING	KA004404R411.5	EA	
	6 PORT NAP PIGTAILS	GRAYBAR	6 PORT NAP PIGTAILS	CORNING	KA004406R411.5	EA	
	SEAL CASE	GRAYBAR	FAK-MULDRP-45-SEAL-FLAT4	COMMSCOPE	CZ3388-000	EA(BX OF 10)	

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Appendix E

	PART	VENDOR	DESCRIPTION	MANUFACTURER	MANUFACTURER #	QUANTITY PER UNIT	NOTES
CORNING PRETERMS	100'	GRAYBAR	OPTITAPDRP	CORNING	434401EBPTR100F-P	EA	
	150'	GRAYBAR	OPTITAP TO SC/APC 150FT	CORNING	434401EBPTR150F-P	EA	
	200'	GRAYBAR	OPTITAP TO SC/APC 200FT	CORNING	434401EBPTR200F-P	EA	
	250'	GRAYBAR	OPTITAP TO SC/APC 250FT	CORNING	434401EBPTR250F-P	EA	
	300'	GRAYBAR	OPTITAP TO SC/APC 300FT	CORNING	434401EBPTR300F-P	EA	
	350'	GRAYBAR	OPTITP ROCDROP SCAP PGTL TONE 350FT PE	CORNING	434401EBPTR350F	EA	
	400'	GRAYBAR	OPTITP ROCDROP SCAP PGTL TONE 400FT PE	CORNING	434401EBPTR400F	EA	
FIBER REELS	ROC DROP	GRAYBAR	ROC DROP TONEABLE W/ FAT	CORNING	001EB1-14700DF9	2000' REEL	
	UG TONEABLE 2 FIBER	ADAMS CABLE	CORNING 2 TONEABLE	CORNING	002ZB1-14122A20	PER FT	
	UG TONEABLE 6 FIBER	ADAMS CABLE	CORNING 6 TONEABLE	CORNING	006ZB1-14122A20	PER FT	
	FIGURE 8 2 FIBER	GRAYBAR	002 FIBERS REDUCE WATER PEAK SMF G.652D FIG 8 FTTP PVC JKT 300LBS TENSILE PFM GEL FILLED TUBE WOOD REEL	SUPERIOR ESSEX	57002323Q	PER FT	
	FIGURE 8 4 FIBER	GRAYBAR	004 FIBERS REDUCE WATER PEAK SMF G.652D FIG 8 FTTP PVC JKT 300LBS TENSILE PFM GEL FILLED TUBE WOOD REEL	SUPERIOR ESSEX	57004323Q	PER FT	
	FIGURE 8 6 FIBER	GRAYBAR	006 FIBERS REDUCE WATER PEAK SMF G.652D FIG 8 FTTP PVC JKT 300LBS TENSILE PFM GEL FILLED TUBE WOOD REEL	SUPERIOR ESSEX	57006323Q	PER FT	
4 PORT MST'S	50'	GRAYBAR	OPTI SHEATH, MULTI PORT TERMINAL, STUBBED 4 PORT, SINGLE MODE SC APC CONNECTOR	CORNING	MOB-0444(FD)(TD)050FW-P	EA	
	100'	GRAYBAR	OPTI SHEATH, MULTI PORT TERMINAL, STUBBED 4 PORT, SINGLE MODE SC APC CONNECTOR	CORNING	MOB-0444(FD)(TD)100FW-P	EA	
	150'	GRAYBAR	OPTI SHEATH, MULTI PORT TERMINAL, STUBBED 4 PORT, SINGLE MODE SC APC CONNECTOR	CORNING	MOB-0444(FD)(TD)150FW-P	EA	
	200'	GRAYBAR	OPTI SHEATH, MULTI PORT TERMINAL, STUBBED 4 PORT, SINGLE MODE SC APC CONNECTOR	CORNING	MOB-0444(FD)(TD)200FW-P	EA	
	250'	GRAYBAR	OPTI SHEATH, MULTI PORT TERMINAL, STUBBED 4 PORT, SINGLE MODE SC APC CONNECTOR	CORNING	MOB-0444(FD)(TD)250FW-P	EA	
	300'	GRAYBAR	OPTI SHEATH, MULTI PORT TERMINAL, STUBBED 4 PORT, SINGLE MODE SC APC CONNECTOR	CORNING	MOB-0444(FD)(TD)300FW-P	EA	
	1200'	GRAYBAR	OPTI SHEATH, MULTI PORT TERMINAL, STUBBED 4 PORT, SINGLE MODE SC APC CONNECTOR	CORNING	MOB-0444(FD)(TD)C00FW-P	EA	
	1500'	GRAYBAR	OPTI SHEATH, MULTI PORT TERMINAL, STUBBED 4 PORT, SINGLE MODE SC APC CONNECTOR	CORNING	MOB-0444(FD)(TD)F00FW-P	EA	
	2000'	GRAYBAR	OPTI SHEATH, MULTI PORT TERMINAL, STUBBED 4 PORT, SINGLE MODE SC APC CONNECTOR	CORNING	MOB-0444(FD)(TD)L00FW-P	EA	
6 PORT MST'S	50'	GRAYBAR	OPTI SHEATH, MULTI PORT TERMINAL, STUBBED 6 PORT, SINGLE MODE SC APC CONNECTOR	CORNING	MOB-0644(FD)(TD)050FW-P	EA	
	100'	GRAYBAR	OPTI SHEATH, MULTI PORT TERMINAL, STUBBED 6 PORT, SINGLE MODE SC APC CONNECTOR	CORNING	MOB-0644(FD)(TD)100FW-P	EA	
	150'	GRAYBAR	OPTI SHEATH, MULTI PORT TERMINAL, STUBBED 6 PORT, SINGLE MODE SC APC CONNECTOR	CORNING	MOB-0644(FD)(TD)150FW-P	EA	
	200'	GRAYBAR	OPTI SHEATH, MULTI PORT TERMINAL, STUBBED 6 PORT, SINGLE MODE SC APC CONNECTOR	CORNING	MOB-0644(FD)(TD)200FW-P	EA	
	250'	GRAYBAR	OPTI SHEATH, MULTI PORT TERMINAL, STUBBED 6 PORT, SINGLE MODE SC APC CONNECTOR	CORNING	MOB-0644(FD)(TD)250FW-P	EA	
8 PORT MST'S	50'	GRAYBAR	OPTI SHEATH, MULTI PORT TERMINAL, STUBBED 8 PORT, SINGLE MODE SC APC CONNECTOR	CORNING	MOB-0844(FD)(TD)050FW-P	EA	
	100'	GRAYBAR	OPTI SHEATH, MULTI PORT TERMINAL, STUBBED 8 PORT, SINGLE MODE SC APC CONNECTOR	CORNING	MOB-0844(FD)(TD)100FW-P	EA	
	150'	GRAYBAR	OPTI SHEATH, MULTI PORT TERMINAL, STUBBED 8 PORT, SINGLE MODE SC APC CONNECTOR	CORNING	MOB-0844(FD)(TD)150FW-P	EA	
	200'	GRAYBAR	OPTI SHEATH, MULTI PORT TERMINAL, STUBBED 8 PORT, SINGLE MODE SC APC CONNECTOR	CORNING	MOB-0844(FD)(TD)200FW-P	EA	
12 PORT MST'S	50'	GRAYBAR	OPTI SHEATH, MULTI PORT TERMINAL, STUBBED 12 PORT, SINGLE MODE SC APC CONNECTOR	CORNING	MOB-1244(FD)(TD)050FW-P	EA	

	PART	VENDOR	DESCRIPTION	MANUFACTURER	MANUFACTURER #	QUANTITY PER UNIT	NOTES
HOUSINGS	TII BOX (1 PORT)	GRAYBAR	TII ONE PORT DEMARK	TII NTWRK TE	506F-01-01-01-C	EA (5 PER BX)	
	TII 2 PORT INSERT	GRAYBAR	FIBER ADAPTER PLATE W/2 SC-APC ADAPTERS	TII NTWRK TE	FP01-01-02	EA	
	TII BOX (6 PORT)	GRAYBAR	FET 506F 6 SC/APC 900UM PIGTAIL AND SPLC	TII NTWRK TE	FET2G-06RSA9	EA (5 PER BX)	
	TII 6 PORT INSERT W/ PIGTAILS	GRAYBAR	CONVERSION KIT 506F TO FET2G; 6 PORT PATCH PANEL SC-APC ADAPTERS; 900UM PIGTAILS	TII NTWRK TE	FP2G-06RSA9	EA(10 PER BX)	
	ONT HOUSING	GOLDFIELD	ENVIRONMENTAL HOUSING FOR CALIX ONT'S FNI-NG1-U1010	N/A	830100-B	EA (10 PER BX)	
	SMALL PRIMEX HOUSING	GOLDFIELD	FIBER TERMINATION BOX	PRIMEX	P250FCC2		
CABLE	CAT 5E	GRAYBAR	CATEGORY 5E CMR/CMX OUTDOOR SUNLIGHT CABLE, GREY, 1000FT BOX	SUPERIOR ESSEX	5E-SWP-PV4P24-GY-P-ESS-100	EA (1000' PER BX)	
	UG CAT 5E	GRAYBAR	OSP BROADBAND CATEGORY 5E COATED ALUMINUM CABLE, BLACK	SUPERIOR ESSEX	5EBSWF-4P24-R-04-001-054	EA (1000' PER REEL)	
	25' INTERIOR FIBER	GRAYBAR	MICRODROP OFNR SC-APC/SC-APC 25FT.	TII NTWRK TE	Z1K9R8-SASA025F	EA	
	50' INTERIOR FIBER	GRAYBAR	MICRODROP OFNR SC-APC/SC-APC 50FT.	TII NTWRK TE	Z1K9R8-SASA050F	EA	
	75' INTERIOR FIBER	GRAYBAR	MICRODROP OFNR SC-APC/SC-APC 75FT.	TII NTWRK TE	Z1K9R8-SASA075F	EA	
	100' INTERIOR FIBER	GRAYBAR	MICRODROP OFNR SC-APC/SC-APC 100FT.	TII NTWRK TE	Z1K9R8-SASA100F	EA	
	FIBER PATCH CABLE	FS	3M (10FT) SC APC SIMPLEX OS2 SINGLE MODE INDOOR PVC	FS	41654	EA (BG OF 10)	
	MEDIA CONVERTER PATCH CABLE	FS	CUSTOMIZED OS2 SINGLE MODE LC/SC SHORT BOOT FIBER OPTIC PATCH CABLE	FS	62905	EA	
	ETHERNET PATCH CABLE	ADAMS CABLE	CATV - 7' PATCH GRAY CABLES	ADAMS CABLE	XPCSU-03584	EA	PART NUMBER VARIES
		FS	7' CAT5E SNAGLESS SHIELDED (FTP) PVC CMX ETHERNET NETWORK PATCH CABLE, BLUE	FS	70584	EA (BG OF 10)	
	POWER WIRE	GRAYBAR	PR7CT-2-10 PRECISION REEL CABLE UL 7C 2624AWG UNSHEILED MULTICONDUCTOR	PRECISION REEL CABLE	PR7CT-2-10	EA (500' PER REEL)	
	GROUND WIRE	P&T	WIRE#12 500' SOL BLK GRD	KRIS-TECH	12-GWP SOLID PVC BLK	EA (500' PER BX)	
	2 WAY SPLITTER	FS	1 X 2 PLC FIBER SPLITTER, MINI MODULE, 900UM, SC/APC, SINGLEMODE	FS	12493	EA	
	4 WAY SPLITTER	FS	1 X 4 PLC FIBER SPLITTER, MINI MODULE, 900UM, SC/APC, SINGLEMODE	FS	12492	EA	
JACKS/WALL PLATES	CATV PUNCH DOWN	GRAYBAR	SPEEDSTAR CAT5E JACK	PRIMEX	2-7001	EA	
		P&T	JACK DATA CAT5E MODULAR 8 POS 8 COND	PRIMEX	2-7001	EA	
	STICKY JACK	P&T	HOUSING 2PORT SURFACE MT WHT	PRIMEX	STAR558-85	EA	
	FIBER JACK	GRAYBAR	1 PORT SC-APC PATCH PANEL, INTERNAL METAL FLANGE SHUTTER AND WALLPLATE	TII	CCP5R1SSNP	EA	
	FIBER JACK INSERT	P&T	STAR ADAPTER SC W/ TRAP DOOR	SUTTLE	STAR500SCGR-T-85	EA	
	FACE PLATE 1 PORT WHITE	GRAYBAR	Smooth Faceplate, Thermoplastic, Flush Mount, 1 Port, White, 4.57 x 2.81 x 0.2 in., One Gang Bracket	PRIMEX	2-2501-85	EA	
	FACE PLATE 2 PORT WHITE	GRAYBAR	Smooth Faceplate, Thermoplastic, Flush Mount, 2 Port, White, 4.57 x 2.81 x 0.2 in., One Gang Bracket	PRIMEX	2-2502-85	EA	
	FACE PLATE 3 PORT WHITE	GRAYBAR	Smooth Faceplate, Thermoplastic, Flush Mount, 3 Port, White, 4.57 x 2.81 x 0.2 in., One Gang Bracket	PRIMEX	2-2503-85	EA	
	FACE PLATE 4 PORT WHITE	GRAYBAR	Smooth Faceplate, Thermoplastic, Flush Mount, 4 Port, White, 4.57 x 2.81 x 0.2 in., One Gang Bracket	PRIMEX	2-2504-85	EA	
	FACE PLATE 1 PORT TAN	GRAYBAR	Smooth Faceplate, Thermoplastic, Flush Mount, 1 Port, Ivory, 4.57 x 2.81 x 0.2 in., One Gang Bracket	PRIMEX	2-2501-52	EA	
	FACE PLATE 2 PORT TAN	GRAYBAR	Smooth Faceplate, Thermoplastic, Flush Mount, 2 Port, Ivory, 4.57 x 2.81 x 0.2 in., One Gang Bracket	PRIMEX	2-2502-52	EA	
	FACE PLATE 3 PORT TAN	GRAYBAR	Smooth Faceplate, Thermoplastic, Flush Mount, 3 Port, Ivory, 4.57 x 2.81 x 0.2 in., One Gang Bracket	PRIMEX	2-2503-52	EA	
	FACE PLATE 4 PORT TAN	GRAYBAR	Smooth Faceplate, Thermoplastic, Flush Mount, 4 Port, Ivory, 4.57 x 2.81 x 0.2 in., One Gang Bracket	PRIMEX	2-2504-52	EA	
	PHONE STICKY JACK	GRAYBAR	626A2 4 CON SFC MNT JACK	LEVITON ELECTRICAL	4625A-24I	EA	
	PHONE FACE PLATE 1 PORT WHITE	GRAYBAR	FLUSH MOUNT PHONE WALL JACK, 4-CONDUCTOR, WHITE	ALLEN TEL	AT216-4-15	EA	
	PHONE FACE PLATE 2 PORT WHITE	GRAYBAR	FLUSH MOUNT PHONE WALL JACK, 8-CONDUCTOR, WHITE	ALLEN TEL	AT217-8-15	EA	
	PHONE FACE PLATE 1 PORT TAN	GRAYBAR	FLUSH MOUNT PHONE WALL JACK, 4-CONDUCTOR, IVORY	ALLEN TEL	AT216-4-15	EA	
	PHONE FACE PLATE 2 PORT TAN	GRAYBAR	FLUSH MOUNT PHONE WALL JACK, 8-CONDUCTOR, IVORY	ALLEN TEL	AT217-8	EA	
MISC	101B	POWER & TEL	BLOCK WIRE TERMINAL	CORNING	60-295-10	EA	
	PHONE BLOCK	GRAYBAR	SEALED WIRE TERMINATION BLOCK 1 IN/11 OUT	TII	68M-1	EA	
	UY2 (SCOTCH LOCK)	GRAYBAR	UY2(BX) 26-19 AWG 2 WIRE BUTT CONN	CORNING	UY2-BOX	EA (100 PER BX)	ORDER OF 12
	UR2 (SCOTCH LOCK)	GRAYBAR	UR2(BX) 19-26 AWG BUTT CONN	CORNING	UR2-BOX	EA (100 PER BX)	ORDER OF 12
	ELECTRICAL TAPE	GRAYBAR	88T-0.75X60 (3/4X60) VINYL Tape	CORNING	80610938187	EA (100 PER BX)	
	SILVER CLIPS	GRAYBAR	RG59 U CABLE CLIP ALUMINUM 500/PACK	ALLIED BOLT	4060	EA (500 PER BX)	MIN ORDER 2000 (4 BOXES)
	INTERIOR FIBER CLIPS	GRAYBAR	CLIP SCREW TYPE PEELABLE DROP WITH SCREW	TII	HW-CLIP-02	EA (100 PER PACK)	MIN ORDER 30 PACKS
	FLAGS	GRAYBAR	STD FLAG 2.5INX3.5IN21L	BLACKBURN MFG. CO	231W-ORANGE	EA (BX OF 1000)	
	ORANGE PAINT	WILLIAMS, AMAZON, GRAYBAR	UPSIDE DOWN MARKING PAINT ORG FLUORESCENT	CRC CHEMICAL	18208	EA (BX OF 12)	LAST ORDER AMAZON (BX OF 12, 59.98)
	BEE SPRAY	WILLIAMS, AMAZON, GRAYBAR	14OZ WASP KILLER	CRC CHEMICAL	14010	EA (BX OF 12)	LAST ORDER AMAZON (BX OF 12, 29.52)
AMAZON	RJ11 CONNECTORS	AMAZON	RJ11 6P4C PLUG FLAT STRANDED	AMAZON	N/A	EA (50 PER BAG)	
	RJ45 CONNECTORS	AMAZON	RJ45 CONNECTORS	AMAZON	N/A	EA (100 PER BAG)	
	SILICONE	AMAZON	CRC RTV SILICONE ADHESIVE/SEALANTS- 6.5OZ CLEAR (SET OF 12)	CRC	N/A	EA (BX OF 12)	
	ZIP TIES	AMAZON	TR INDUSTRIAL MULTI-PURPOSE UV RESISTANT BLACK CABLE TIES, 8 INCHES, 100 PACK	AMAZON	N/A	EA (100 PER BAG)	
WILLIAMS	PULL STRING	AMAZON	GREENLEE 430 TOOL, 6500-FOOT, GREEN	AMAZON	N/A	EA (5 GAL BUCKET)	
	STAPLES	WILLIAMS	NM CABLE STAPLES WOOD 1/2"	WILLIAMS	N/A	EA (BX OF 100)	
	DRYWALL SCREWS SHORT	WILLIAMS	1-1/4" DRYWALL SCREWS	WILLIAMS	N/A	EA (BX OF 1000)	
	DRYWALL SCREWS LONG	WILLIAMS	GRIPRITE 3" DRYWALL SCREWS	WILLIAMS	N/A	EA (25LB BX)	
	SPRAY FOAM	WILLIAMS	TOUCH N FOAM	WILLIAMS	N/A	EA	
	CONDUIT	WILLIAMS	1/2" PVC 10'	WILLIAMS	N/A	EA	
	CONDUIT CLAMPS	WILLIAMS	2 HOLE CONDUIT STRAP	WILLIAMS	19412	EA (BX OF 100)	

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Appendix E

	PART	VENDOR	DESCRIPTION	MANUFACTURER	MANUFACTURER #	QUANTITY PER UNIT	NOTES
ONT'S	803G	CALIX	803 GIGAPoint , 1GE, 1 POTS-AM TYPE A POWER ADAPTER	CALIX	000-00951	EA	
	844G	CALIX	844G-1 GIGACENTER, 2 POTS, 4 GE, DUAL WIFI, 1USB-UPS POWER INTERFACE	CALIX	100-04011	EA	
	711GE	CALIX	711GE ONT, 2 POTS, 2 GE-CE	CALIX	100-05159	EA	
	717GE	CALIX	717GE ONT, 4 POTS, 4 GE-CE	CALIX	100-05162	EA	
	716GE	CALIX	716GE-1 INDOOR ONT, 2 POTS, 4 GE-02	CALIX	100-05170	EA	
	812G	CALIX	812G-1 GIGAHUB 2 POTS, 4 GE-AM TYPE A POWER ADAPTER W/ 8 PIN CONNECTOR	CALIX	000-00901	EA	
MODEMS	GIGASPIRE	CALIX	GS4220E, GE WAN, 4 GE LAN, DUAL BAND WI-FI 6	CALIX	000-01175	EA	
	844E GC	CALIX	844E-1, 2 POTS, 4 GE, DUAL WIFI, 1 USB-AM, TYPE A POWER ADAPTER	CALIX	000-00866	EA	
STB	KAMAI 7XM	AMT	KAMAI 7XM/MOCA/1 GB SDRAM/8GB INAND/NOVA RC/HDMI/USPSU	KAMAI	KAMAI7XM	EA (10 PER BX)	
	BIG BUTTON REMOTE	AMT	3:1 REMOTE; BIG BUTToN	N/A	UR3L-SR4M	EA (50 PER BX)	
MISC							
	5 PORT SWITCH	B & H	TP-LINK TL-SG105 5-PORT 10/100/1000 MB/S DESKTOP SWITCH	TP-LINK	N/A	EA	
	8 PORT SWITCH	B & H	TP-LINK TL-SG108 8-PORT 10/100/1000 MB/S DESKTOP SWITCH	TP-LINK	N/A	EA	
	POWERLINE	B & H	TP-LINK TL-PA7010 KIT AV1000 GIGABIT POWERLINE STARTER KIT	TP-LINK	N/A	PAIR	
	MOCA	AMT	MOCA 2.5 COAX NETWORK ADAPTER	ACTIONTEC	KB-M3-01L	EA	
	BATTERY BACKUP	GRAYBAR	MICRO UPS 12V 36W L-ION BATTERY PACK	PRECISION REEL CABLE	PP36L-12U	EA	
	BATTERY	P&T	BATTERY PACK ONLY L-ION	PRECISION REEL CABLE	PP36L-12EX	EA	
	BATTERY TO 803G PLUG	GRAYBAR	BATTERY BACKUP TO 803G PLUG	PRECISION REEL CABLE	PP7P5525-2	EA	
	MEDIA CONVERTER	FS	FIBER MEDIA CONVERTER UMC-GA1F1T	FS	96396	EA	
	PURPLE SFP	FS	SFP-GE-BX	FS	75336	EA	
	BLUE SFP	FS	GENERIC COMPATIBLE 1000BASE-BX BIDI SFP 1310NM- TX/1490NM-RX 10KM DOM LC SMF TRANSCEIVER MODULE	FS	75335	EA	
	GIGASPIRE MOUNTS	CALIX	WALL MOUNT BRACKET FOR GS4227E	CALIX	100-05467	EA	