



## Cable ONE, Inc Company Profile

Cable ONE began in 1986 as a small cable television company. We have now grown to the 10th largest traditional cable company nationwide offering our consumers a wide range of the latest products such as High-Definition programming, Internet service, dedicated fiber solutions and phone service with unlimited long distance calling.

The corporate headquarters and NOC for Cable ONE is located in Phoenix AZ, however, the majority of our over 2000 associates work in our local cable offices including a local presence in Gila County.

Cable ONE became a publicly traded company (NYSE: CABO) in July 2015. Cable ONE's 2015 fiscal year gross earnings were \$383.2 million dollars.

## Description of Procedures

### - Description of Bandwidth Upgrade Requests

- Contact your Business Account Executive 2 with Cable One to request an increase to your current bandwidth.
- BAE2 will provide an Addendum describing any accompanying changes in MRC and Bandwidth with terms dictating this is in line with the current agreement.
- Upon signature from the customer, send Addendum to BAE2 who will in turn provide to the Implementation Engineer.
- Once received by Implementation Engineer, Addendum will be sent over for countersignature and a ticket request for bandwidth increase to an existing circuit will be submitted.
- Ticket number will be provide to Cable One BAE2 who will provide to the customer.
- Ticket requests for bandwidth increase up to 1 GB (without going over) are generally processed within 24-48 hours.
- Ticket requests for bandwidth beyond 1 GB will require a project to be created and new equipment to be installed at customer premise. Turnaround time is approximately 30-45 days.

### - Description of Help Desk Procedures

- Our Business NOC creates tickets for each call and/or issue. The ticket number is provided to the subscriber upon request and remain open until the issues is resolved, or closed after no reply on multiple customer contact attempts with verification of the issue being resolved.

### - Description of Service Response Procedures

- Monday to Friday (8:30 pm): 30 minutes is the goal response time for customer issues/tickets.
- ON CALL Hours (8:30 pm Friday to 8:30 pm Sunday): 4 hours or less is the goal response time for customer issues/tickets.

### - Description of Business NOC

- Dedicated support team for Cable One Business Fiber customers. Staffed 24 hours a day, 7 days a week, with ON CALL availability on Saturday and Sunday.



## Cable ONE Dedicated Fiber Service Level Agreement

99.99%

EXCLUDING EVENTS BEYOND CABLE ONE'S CONTROL, CABLE ONE REPRESENTS THAT IT WILL MAINTAIN 99.99% SERVICE AVAILABILITY. THE AVAILABILITY OF SERVICE IS MEASURED BY SERVICE DOWNTIME ("SERVICE DOWNTIME" OR "DOWNTIME"). SERVICE DOWNTIME SHALL MEAN TIME WHEN SUBSCRIBER IS NOT ABLE TO TRANSMIT AND RECEIVE DATA THROUGH SUBSCRIBER'S ACTIVE CABLE ONE PORT(S). SERVICE DOWNTIME BEGINS WHEN SUBSCRIBER REPORTS THE DOWNTIME TO CABLE ONE AND A TROUBLE TICKET IS OPENED. SERVICE DOWNTIME ENDS WHEN SUBSCRIBER'S SERVICE HAS BEEN RESTORED AND THE TROUBLE TICKET HAS BEEN CLOSED BY CABLE ONE.

CABLE ONE WILL ALLOW A PRO-RATED CREDIT AGAINST FUTURE PAYMENT FOR SERVICE DOWNTIME AS SET FORTH BELOW, EXCEPT AS SPECIFIED IN "EXCEPTIONS TO CREDIT ALLOWANCES".

LENGTH OF SERVICE INTERRUPTION  
LESS THAN 1 HOUR  
1 HOUR UP TO AND INCLUDING 4 HOURS  
4 HOURS UP TO AND INCLUDING 8 HOURS  
8 HOURS UP TO AND INCLUDING 12 HOURS  
12 HOURS UP TO AND INCLUDING 24 HOURS  
24 HOURS UP TO AND INCLUDING 48 HOURS

THE TOTAL NUMBER OF CREDIT ALLOWANCES PER MONTH SHALL NEVER EXCEED THE MONTHLY CHARGE FOR THE AFFECTED SERVICE. SERVICE DOWNTIME CANNOT BE AGGREGATED FOR THE PURPOSES OF DETERMINING THE CREDIT ALLOWANCE.

EXCEPTIONS TO CREDIT ALLOWANCES  
SERVICE DOWNTIME SHALL NOT QUALIFY FOR THE REMEDIES OUTLINED ABOVE IF SUCH DOWNTIME IS A RESULT OF: (1) FORCE MAJEURE EVENTS, (2) ACTS OF GOD, (3) SCHEDULED MAINTENANCE EVENTS, (4) THE ACTIONS OR OMISSIONS OF SUBSCRIBER OR PERSONS ACTING ON BEHALF OF SUBSCRIBER, INCLUDING EMPLOYEES, AGENTS AND CONTRACTORS (5) THE FAILURE OF HARDWARE, EQUIPMENT, CIRCUITS, APPLICATIONS OR SYSTEMS NOT OWNED OR CONTROLLED BY CABLE ONE, (6) CABLE ONE'S INABILITY TO CONTACT SUBSCRIBER OR CABLE ONE'S LACK OF ACCESS TO SUBSCRIBER'S PREMISE AS A RESULT OF SUBSCRIBER'S LIMITED AVAILABILITY, (7) CABLE ONE'S TERMINATION OF SERVICE FOR CAUSE INCLUDING MATERIAL BREACH AND SUBSCRIBERS USE OF SERVICE IN UNLAWFUL MANNER OR IN VIOLATION OF CABLE ONE'S ACCEPTABLE USE POLICY.

REQUEST FOR PROPOSALS NO. 080116  
WAN AND INTERNET SERVICES

**QUALIFICATION AND CERTIFICATION FORM**

**EXHIBIT "D" Bidder Qualifications and Certification**

This exhibit shall serve as a requirement to enable the evaluation team to assess the qualifications of Service Providers under consideration for final award.

The information may or may not be a determining factor in award.

**Contract Number 080116 WAN and Internet Services**

The applicant submitting this Proposal warrants the following:

1. Name, Physical Address, E-Mail Address and Telephone Number of Principal Service Provider:

Cable One, Inc

210 East Earll Dr

Phoenix, AZ 85012

2. Has Service Provider (under its present or any previous name) ever failed to complete a contract?  
       Yes   X   No. If "Yes", give details, including the date, the contracting agency, and the reasons Service Provider failed to perform in the narrative part of this Contract.
3. Has Service Provider (under its present or any previous name) ever been disbarred or prohibited from competing for a contract?        Yes   X   No. If "Yes", give details, including the date, the contracting agency, the reasons for the Service Providers disqualification, and whether this disqualification remains in effect in the narrative part of this Contract.
4. Has a contracting agency ever terminated a contract with the Service Provider prior to contract expiration date (under your Service Provider's present or any previous name)?        Yes   X   No. If "Yes", give details including the date, the contracting agency, and the reasons Service Provider was terminated in the narrative part of this Contract.
5. **SERVICE PROVIDER MUST ALSO PROVIDE AT LEAST THE FOLLOWING INFORMATION ALONG WITH THEIR PROPOSAL SUBMITTAL:**
- a. A brief history of the Company.
  - b. A Cost Proposal shall be submitted on the Price Sheet, attached herein and made a full part of this contract by this reference.
  - c. A list of previous and current customers, which are considered identical or similar to the Scope of Services described herein, shall be submitted on the Reference List, attached herein and made a full part of this contract by this reference.
  - d. List the specific qualifications the Service Provider has in supplying the specified services.
  - e. A list of any subcontractor Providers (if applicable) to be used in performing the service must accompany the Proposal.
  - f. Sealed list of "equipment used" in performing the services must accompany proposal submitted by Service Provider.
  - g. Gila County reserves the right to request additional information.

REQUEST FOR PROPOSALS NO. 080116  
WAN AND INTERNET SERVICES

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6. Service Provider Experience Modifier (e-mod) Rating in Arizona: N/A  
(If Applicable)  
A method the National Council on Compensation Insurance (NCCI) uses to measure a business' computed loss ratio and determine a factor, which when multiplied by premium, can reward policyholders with lower losses. E-mod rate may be a determining factor in bid award.
7. Current Service Provider Business License Number: N/A  
(If Applicable)
8. Service Provider must provide copies of all required Arizona Certifications and Licenses in performing the scope of services provided in this request for proposals.

  
\_\_\_\_\_  
Signature of Authorized Representative

Mike Bowker  
\_\_\_\_\_  
Printed Name

Senior VP  
\_\_\_\_\_  
Title

**REQUEST FOR PROPOSALS NO. 080116  
WAN AND INTERNET SERVICES**

**PRICE EVALUATION FORM**

**PROJECT NAME:**            Bundled Internet Access

**RFP Reference**            WAN & Internet Services

The County shall use the price(s) shown below to determine the Bidder's evaluation score for all "Cost" related evaluation criteria.

**Instructions**

1. Bidders shall provide a line item price for the "Recurring Price", and if applicable the "One-Time Price" for each of the site(s) listed below,
2. Bidder shall provide a description and line item price for any "Additional" price elements that are not included in the "Recurring Price" and "One-Time Price" totals that are included in the Service Provider's bid.
- 3.

**Recurring Price**

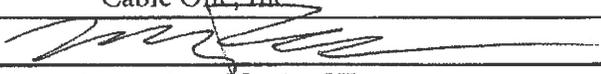
Service	Speed	Monthly Recurring Price	Contract Term		"Recurring Price"	
			(Months)		Total	
Internet Access (Bandwidth)	200Mbps	\$ 1800	X	36	X	\$ 64800
WAN Connection (Circuit)	250Mbps	\$ 2680	X	36	X	\$ 96480
		\$	X		X	\$
<b>"Recurring Price" Sub-Total</b>						<b>\$ 161280</b>

**One-Time Price**

Service	Speed	Monthly Recurring Price	Contract Term		"One-Time Price"	
			(Months)		Total	
Internet Access (Bandwidth)		\$ 0	X		X	\$ 0
WAN Connection (Circuit)		\$ 0	X		X	\$ 0
		\$	X		X	\$
<b>"One-Time" Sub-Total</b>						<b>\$ 0</b>

**Additional (including "Growth Clause")**

Service	Description	"Recurring Price" Total
Internet Access (Bandwidth)	/27 Static Block	\$ 120.00
WAN Connection (Circuit)		\$
		\$
"Additional" Price Sub-Total		\$ 120.00

Bidder's Name Cable One, Inc  
 Signature  Date 9/8/2016  
 Name/Title Mike Bowker / Senior VP

**ALTERNATE PRICE EVALUATION FORM**

**PROJECT NAME:** Bundled Internet Access

**RFP Reference** WAN & Internet Services

**Alternate Price Description:** 200Mbps Internet Access / 500Mbps WAN Connection

**Recurring Price**

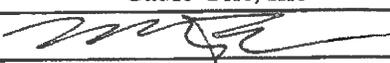
Service	Speed	Monthly Recurring Price	Contract Term		"Recurring Price"	
			(Months)		Total	
Internet Access (Bandwidth)	200Mbps	\$ 1800	X	36	X	\$ 64800
WAN Connection (Circuit)	500Mbps	\$ 3480	X	36	X	\$ 125280
		\$	X		X	\$
<b>"Recurring Price" Sub-Total</b>						<b>\$ 190080</b>

**One-Time Price**

Service	Speed	Monthly Recurring Price	Contract Term		"One-Time Price"	
			(Months)		Total	
Internet Access (Bandwidth)		\$ 0	X		X	\$ 0
WAN Connection (Circuit)		\$ 0	X		X	\$ 0
		\$	X		X	\$
<b>"One-Time" Sub-Total</b>						<b>\$ 0</b>

**Additional (including "Growth Clause")**

Service	Description	"Recurring Price"
		Total
Internet Access (Bandwidth)	/27 Static Block	\$ 120.00
WAN Connection (Circuit)		\$
		\$
<b>"Additional" Price Sub-Total</b>		<b>\$ 120.00</b>

**Bidder's Name** Cable One, Inc  
**Signature**  **Date** 9/8/2016  
**Name/Title** Mike Bowker / Senior VP

REQUEST FOR PROPOSALS NO. 080116  
WAN AND INTERNET SERVICES

**REFERENCES LIST**

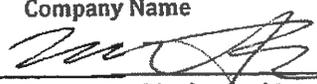
**References**

Please list a minimum of three (3) references for contracts of similar size and scope as this Request for Proposals during the past twenty-four (24) months, in or as close to Gila County as possible. Bidder may attach further reference information as necessary.

1. Company Name: Yavapai Prescott Indian Tribe  
Contact: Chad Dixson  
Phone: 928-515-7110 Address: 530 E Merritt, Prescott, AZ 86301  
Job Length of Time: \_\_\_\_\_ Months \_\_\_\_\_ Years  
Job Description: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

2. Company Name: Miami Unified School District 40  
Contact: Sean McDonald  
Phone: 928-425-3271 x1102 Address: 4639 Ragus Rd, Miami, AZ 85539  
Job Length of Time: \_\_\_\_\_ Months \_\_\_\_\_ Years  
Job Description: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

3. Company Name: Safford USD  
Contact: Duane Richins  
Phone: 928-348-7015 Address: 734 W. 11th St, Safford, AZ 85546  
Job Length of Time: \_\_\_\_\_ Months \_\_\_\_\_ Years  
Job Description: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Cable One, Inc  
Company Name  
  
Signature of Authorized Representative  
Senior VP  
Title



**CERTIFICATION: INTENTIONS CONCERNING SUBCONTRACTING**

At the time of the submission of bids for Request for Proposals No. 080116, WAN and Internet Services, my intention concerning subcontracting a portion of the work is as indicated below.

In indicating that it is my intention to subcontract a portion of the work, this will acknowledge that such subcontractor will be identified and approved by the Facilities Manager prior to award of the contract; and that documentation, such as copies of letters, requests for quotations, quotations, etc., substantiating the actions taken and the responses to such actions is on file and available for review.

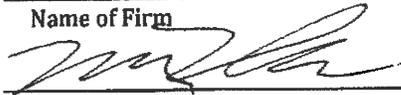
A list of any subcontractor (if applicable) to be used in performing the service must accompany the Proposal response. The list must include the subcontractor Providers name, address, and phone number.

Any subcontractor not listed with the bid must be approved by the County Facilities Manager prior to providing any work pursuant to this contract. Further, Service Provider warrants that all subcontractor will comply with all terms and conditions of this contract including but not limited to all insurance and worker's compensation coverage provisions of this contract. The County reserves the right to terminate the contract if the Service Provider fails to comply with the provisions of this certification.

- It is my intention to subcontract a portion of the work.
- It is not my intention to subcontract a portion of the work.

Cable One

\_\_\_\_\_  
Name of Firm



\_\_\_\_\_  
By: (Signature)

Senior VP

\_\_\_\_\_  
Title

**LEGAL ARIZONA WORKERS ACT COMPLIANCE**

Service Provider hereby warrants that it will at all times during the term of this Contract comply with all federal immigration laws applicable to Service Provider's employment of its employees, and with the requirements of A.R.S. § 23-214 (A) (together the "State and Federal Immigration Laws"). Service Provider shall further ensure that each subcontractor Provider who performs any work for Service Provider under this contract likewise complies with the State and Federal Immigration Laws.

County shall have the right at any time to inspect the books and records of Service Provider and any subcontractor in order to verify such party's compliance with the State and Federal Immigration Laws.

Any breach of Service Provider's or any subcontractor warranty of compliance with the State and Federal Immigration Laws, or of any other provision of this section, shall be deemed to be a material breach of this Contract subjecting Service Provider to penalties up to and including suspension or termination of this Contract. If the breach is by a subcontractor Provider, and the subcontract is suspended or terminated as a result, Service Provider shall be required to take such steps as may be necessary to either self-perform the services that would have been provided under the subcontract or retain a replacement subcontractor as soon as possible so as not to delay delivery of services.

Service Provider shall advise each subcontractor of County's rights, and the subcontractor Provider's obligations, under this Article by including a provision in each subcontract substantially in the following form: "Subcontractor Provider hereby warrants that it will at all times during the term of this contract comply with all federal immigration laws applicable to Subcontractor employees, and with the requirements of A.R.S. § 23-214 (A). Subcontractor further agrees that County may inspect the Subcontractor books and records to insure that Subcontractor is in compliance with these requirements. Any breach of this paragraph by Subcontractor will be deemed to be a material breach of this contract subjecting Subcontractor to penalties up to and including suspension or termination of this contract."

Any additional costs attributable directly or indirectly to remedial action under this Article shall be the responsibility of Service Provider.



\_\_\_\_\_  
Signature of Authorized Representative

Mike Bowker  
\_\_\_\_\_  
Printed Name

Senior VP  
\_\_\_\_\_  
Title



REQUEST FOR PROPOSALS NO. 080116  
WAN AND INTERNET SERVICES

**OFFER AND ACCEPTANCE**

**TO GILA COUNTY:**

The undersigned hereby offers and agrees to furnish the material or service in compliance with all terms and conditions, instruction, specifications, and any amendments contained in this Request for Proposal document.

Signature also certifies the Service Providers bid proposal is genuine, and is not in any way collusive or a sham; that the bid proposal is not made with the intent to restrict or prohibit competition; that the Service Provider submitting the proposal has not revealed the contents of the proposal to, or in any way colluded with, any other Service Provider which may compete for the contract; and that no other Service Provider which may compete for the contract has revealed the contents of a proposal to, or in any way colluded with, the Service Provider submitting this proposal.

**Service Provider Submitting Proposal:**

Cable One  
Company Name  
727 Paxton Ave  
Address  
Globe AZ 85501  
City State Zip  
  
Signature of Person Authorized to Sign  
Mike Bowker  
Printed Name  
Senior VP  
Title

**For Clarification of this Offer. Contact:**

Name: Rudy Gutierrez  
Title: Business Account Executive II  
Phone No.: 928-710-7871  
Fax: 928-443-3304  
Email: rudy.gutierrez@cableone.biz

**ACCEPTANCE OF OFFER**

*(For Gila County use only)*

The Service Provider is now bound to provide the materials or services listed in RFP No.: 080116 including all terms and conditions, specifications, amendments, etc. and the Service Provider's Offer as accepted by County/public entity. The contract shall henceforth be referenced to as Contract No. 080116.

**GILA COUNTY BOARD OF SUPERVISORS**

**ATTEST**

Awarded this \_\_\_\_\_ day of \_\_\_\_\_, 2016

Marian Sheppard, Clerk of the Board

Michael A. Pastor, Chairman, Board of Supervisors

**APPROVED AS TO FORM**

Bryan B. Chambers, Deputy County Attorney/Civil  
Bureau Chief  
for Bradley D. Beauchamp, County Attorney

EXHIBIT "D"

Form **W-9**  
(Rev. December 2014)  
Department of the Treasury  
Internal Revenue Service

**Request for Taxpayer  
Identification Number and Certification**

Give Form to the  
requester. Do not  
send to the IRS.

1 Name (as shown on your Income tax return). Name is required on this line; do not leave this line blank.  
**Cable One, Inc.**

2 Business name/disregarded entity name, if different from above

3 Check appropriate box for federal tax classification; check only one of the following seven boxes:  
 Individual/sole proprietor or single-member LLC  
 C Corporation  
 S Corporation  
 Partnership  
 Trust/estate  
 Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=partnership) ▶ \_\_\_\_\_  
 Note. For a single-member LLC that is disregarded, do not check LLC; check the appropriate box in the line above for the tax classification of the single-member owner.  
 Other (see instructions) ▶ \_\_\_\_\_

4 Exemptions (codes apply only to certain entities, not individuals; see Instructions on page 3):  
Exempt payee code (if any) \_\_\_\_\_  
Exemption from FATCA reporting code (if any) \_\_\_\_\_  
*(Applies to accounts maintained outside the U.S.)*

5 Address (number, street, and apt. or suite no.)  
**210 East Earl Drive**

6 City, state, and ZIP code  
**Phoenix, AZ 85012**

7 List account number(s) here (optional)

Requester's name and address (optional)

Print or type  
See Specific Instructions on page 2.

**Part I Taxpayer Identification Number (TIN)**

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

Social security number

			-			-			
--	--	--	---	--	--	---	--	--	--

or  
Employer identification number

1	3	-	3	0	6	0	0	8	3
---	---	---	---	---	---	---	---	---	---

**Note.** If the account is in more than one name, see the instructions for line 1 and the chart on page 4 for guidelines on whose number to enter.

**Part II Certification**

Under penalties of perjury, I certify that:

- The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
- I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
- I am a U.S. citizen or other U.S. person (defined below); and
- The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

**Certification instructions.** You must cross out Item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, Item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions on page 3.

Sign Here Signature of U.S. person ▶ *Patricia Baldwin* Date ▶ *1/4/2016*

**General Instructions**

Section references are to the Internal Revenue Code unless otherwise noted.

**Future developments.** Information about developments affecting Form W-9 (such as legislation enacted after we release it) is at [www.irs.gov/ir9](http://www.irs.gov/ir9).

**Purpose of Form**

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following:

- Form 1099-INT (interest earned or paid)
- Form 1099-DIV (dividends, including those from stocks or mutual funds)
- Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
- Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
- Form 1099-S (proceeds from real estate transactions)
- Form 1099-K (merchant card and third party network transactions)

- Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
- Form 1099-C (canceled debt)
- Form 1099-A (acquisition or abandonment of secured property)

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See *What is backup withholding?* on page 2.

By signing the filled-out form, you:

- Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
- Certify that you are not subject to backup withholding, or
- Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income, and
- Certify that FATCA code(s) entered on this form (if any) indicating that you are exempt from the FATCA reporting, is correct. See *What is FATCA reporting?* on page 2 for further information.