

Sub- Contractor

Legal Name	Business Address
Astound Broadband	200 Paul Ave, San Francisco, CA 94124
Charter	400 Washington Blvd. Stamford, CT 06902
Chelan County Public Utility District	1034 E Woodin Ave, Chelan, WA 98816
City of Anacortes	904 6th St., Anacortes, WA 98221
City of Spokane	808 W. Spokane Falls Blvd, Spokane, WA 99201
Comcast Business	1 Comcast Ctr, Philadelphia, Pennsylvania, 19103
Douglas County Public Utility District	1151 Valley Mall Pkwy, East Wenatchee, WA 98802
Franklin Public Utility District	1411 W. Clark Street Pasco, WA 99301
Grant Public Utility District	PO Box 1519, Moses Lake, WA 98837
Kitsap Public Utility District	1431 Finn Hill Rd, Poulsbo, WA 98370
Lumen Technologies	100 Centurylink Dr, Monroe, LA 71203
Silver Star Communications	180 N Main St, Thayne, WY 83127
Zayo Group Holdings	1821 30th Street, Boulder, Colorado, 80301
Ziplay Fiber	PO Box 1127, Everett, WA 98206

State of Organization	Phone and Email	Services/Role
CA	(800) 427-8686	Vendor
CT	(833) 267-6097	Vendor
WA	(509) 682-2581	Vendor
WA	(360) 293-1909	Vendor
WA	(509) 755-2489	Vendor
PA	(215) 286-1700	Vendor
WA	(509) 884-7191	Vendor
WA	(509) 547-5591	Vendor
WA	(509) 766-2505	Vendor
WA	(360) 779-7656	Vendor
LA	(800) 244-1111	Vendor
WY	(307) 883-2411	Vendor
CO	(866) 364-6033	Vendor
WA	(866) 699-4759	Vendor

Bidder's Profile

Competitive Solicitation:	No. <u>RFP24-005</u>
Bidder:	Northwest Open Access Network Type/print full legal name of Bidder

BIDDER INFORMATION	
<p>Legal name of Bidder:</p> <p>Address of Bidder:</p> <p><i>Note:</i> This must match information from Bidder's Washington Business License.</p>	<p>Business Name Northwest Open Access Network</p> <p>Address 7195 Wagner Way, Ste 104</p> <p>City, State, Zip Code Gig Harbor, WA 98335</p>
<p>Bidder's Washington State Department of Revenue Registration Number/Unified Business Identifier (UBI) Number:</p> <p><i>Note:</i> A nine digit UBI number is assigned to each registered businesses in Washington.</p>	602011446
<p>Taxpayer Identification No. (TIN):</p> <p><i>Note:</i> Your TIN will be either a number issued by the IRS (e.g., Employer Identification Number, Federal Tax Identification Number) or a number issued by the Social Security Administration (i.e., your Social Security Number). If your TIN is a SSN, state that fact, but do NOT provide the SSN.</p>	<div style="background-color: black; width: 100px; height: 20px;"></div>
<p>Is your firm certified as a minority or woman owned business with the Washington State Office of Minority & Women's Business Enterprises (OMWBE)?</p>	<p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If yes, provide Bidder's MWBE certification no.:</p>

BIDDER INFORMATION	
<p>Is your firm a self-certified Washington Small Business?</p> <p><i>Note: See Attachment A2 – Bidder’s Certification for criteria to qualify as a Washington Small Business</i></p> <p><i>Note: Regardless of size, a qualifying business must be owned and operated independently from all other businesses. In regard to size, the gross revenue thresholds, as reported on Bidder’s tax returns, are as follows:</i></p> <ul style="list-style-type: none"> ▪ Microbusiness: Annual gross revenue of less than one million dollars. ▪ Minibusines: Annual gross revenue of more than one million dollars, but less than three million dollars. ▪ Small Business: Annual gross revenue of less than seven million dollars over each of the three prior consecutive years. 	<p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If yes, provide the location for Bidder’s principal place of business:</p> <p>If yes, what is your business size (based on annual gross revenue)?</p> <p>Microbusiness <input type="checkbox"/></p> <p>Minibusines <input type="checkbox"/></p> <p>Small Business <input type="checkbox"/></p>
<p>Is your firm certified as a Veteran-Owned Business with the Washington State Department of Veteran Affairs?</p> <p><i>Note: See Attachment A2 – Bidder’s Certification for criteria to qualify as a Certified Veteran-Owned Business.</i></p>	<p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If yes, provide Bidder’s WDVA certification no.</p> <p>_____.</p>

CONTRACT MANAGEMENT POINTS OF CONTACT	
<p>Authorized Representative</p> <p>Name: <u>Mike Henson</u></p> <p>Email: <u>mike.henson@noanet.net</u></p> <p>Phone: <u>360-815-4630</u></p>	<p>Contract Administrator</p> <p>Name: <u>Keisha Scott</u></p> <p>Email: <u>keisha.scott@noanet.net</u></p> <p>Phone: <u>206-462-0030</u></p>

If applicable, identify any subcontractors who will perform services in fulfillment of contract requirements. State the nature of services to be performed and include a federal tax identification number (TIN) for each subcontractor. If TIN is a SSN, only provide the last four (4) digits. If a subcontractor is a certified minority or woman-owned business, small business or Veteran owned indicate that socio-economic status in the table below. Expand the table below as needed.

The bidder, by including subcontractor(s) as part of your signed proposal, agrees to assume responsibility for contract obligations and any liability for all actions of such subcontractors. The Washington Military Department reserves the right to approve or disapprove any subcontractor.

SUB CONTACTOR (IF NECESSARY)			
Legal Name and TIN#	Address	Phone and E-mail	Services/Role
Please find a list of sub-contractors attached. File name: "NoaNet - Attachment A3 - Bidder's Profile - Sub-Contractors"			

REFERENCES

Provide a minimum of three (3) commercial or government references for which bidder has delivered goods and/or services similar in scope as described in the Competitive Solicitation.

REFERENCE 1	
Company Name:	<u>Jamestown Networks - JNET</u>
Contact:	<u>Samantha Benedict</u>
Phone:	<u>360-582-5793</u>
Email:	<u>sbenedict@jamestowntribe.org</u>
REFERENCE 2	
Company Name:	<u>Comtech Telecommunications Corp</u>
Contact:	<u>Greg Pittsford</u>
Phone:	<u>206-792-2238</u>
Email:	<u>Greg.Pittsford@comtech.com</u>
REFERENCE 3	
Company Name:	<u>Hanford Mission Integration Solutions</u>
Contact:	<u>Joann Carter</u>
Phone:	<u>509-372-0050</u>
Email:	<u>joann_carter@rl.gov</u>

Return this Bidder's Profile to Procurement Coordinator at:
contracts.office@mil.wa.gov

Performance Requirements

Competitive Solicitation:	No. RFP24-005
Bidder:	<u>Northwest Open Access Network</u> Type/print full legal name of bidder company

Instructions:

Bidders submitting a proposal must complete and submit an Attachment C for evaluation purposes.

Performance Requirements: Bidder must respond to each requirement as noted in the instructions below.

1. Review all requirements, priorities and provided definitions:
 - Mandatory Pass/Fail (M): Minimum requirement; Bidder that does not meet this requirement will not be considered any further.
 - Mandatory Scored (MS): Critical requirement; evaluators will score based on the degree to which Bidder's response meets the requirement.
 - Desirable Scored (DS): Desirable requirement; evaluators will score based on the degree to which Bidder's response meets the requirement.
2. Using the ***Bidder Meets Requirement*** column, Bidder must select either a "Yes" or "No" to indicate the Bidder's ability to meet the requirement. **Any entry that is not either a "Yes" or "No", may be deemed non-responsive and will not be considered any further.**
3. Bidder must respond in the ***Written Response*** column for every requirement that indicates a "Written Response Required". **Written responses must not reference any material present elsewhere. The written response shall be considered complete and stand on its own merits or may be deemed non-responsive.**

PERFORMANCE REQUIREMENTS AND FACTORS

REQ ID	Performance Requirement and Stated Business Need	Points Available	Priority	Bidder's Compliance	Written Response
1.	Install/Provide Internet connection to 28 sites statewide via carrier fiber. ISP connection must be a dedicated, non-shared bandwidth. One site (Thurston County) will need OSP fiber installed at last mile. All other sites have last mile carrier fiber installed.	Pass/Fail	M	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	NoaNet will install dedicated internet access via fiber optic cable to each of the 28 sites. In some instances, NoaNet will contract with a type II provider for the local access. The NoaNet OSP team will contract to have fiber installed at the Thurston County site. NoaNet's core internet service provides redundant internet transit feeds across our Statewide network from Seattle, Portland, and Spokane.
2.	Contractor technicians must be able to access Military installations. Required; Current Federally recognized ID (passport, Real ID, Military CAC), current vehicle registration, proof of insurance.	Pass/Fail	M	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	NoaNet currently provides services to military bases, police, and fire agencies within the state. Our technicians have the required credentials to access these locations. They carry current insurance, vehicle registration and valid federal identification. NoaNet technicians also carry homeland security identification papers for emergency responses in which we are prioritized to be in critical areas for emergency response.
3.	Vendor will provide one managed Cisco gateway router per site.	Pass/Fail	M	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Yes, as required
4.	Vendor must be able to respond to outages in 24 hours of being notified. 99.9% up time or better.	15	DS	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	NoaNet has a 24/7/365 Network Operations Center that monitors the service, SLA goals include 15-minutes from alarm to time to ticket, 2-hours from time to ticket to dispatch, and a MTTR target of 6-hours. Our statewide network uptime average is 99.99%. For the Next Generation 911 network NoaNet supports the uptime average is 99.999%.
5.	Vendor can provide a dedicated account team for the duration of the contract.	10	DS	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	NoaNet will provide a dedicated account team familiar with Federal and Statewide contracts that includes an Account Manager, an Order Fulfillment Specialist, Outside Plant, Network Engineers, Field

PERFORMANCE REQUIREMENTS AND FACTORS

REQ ID	Performance Requirement and Stated Business Need	Points Available	Priority	Bidder's Compliance	Written Response
					Technicians and Network Operating Center staff. Please see "...Additional Documentation" for review of escalation list.

Return this attachment to Procurement Coordinator at:
contracts.office@mil.wa.gov

Vendor Name; Northwest Open Access Network (NoaNet)

Site Name	Site Address	City	Zip	BW (MBPS)	Port
Wenatchee Airport	1 Campbell Park Way	East Wenatchee	98802	50	1G
Walla Walla	113 S Colville St	Walla Walla	99362	50	1G
Bremerton RC	1207 Carver St	Bremerton	98312	50	1G
Wenatchee	1230 5th St	Wenatchee	98801	50	1G
Pasco	127 W Clark St	Pasco	99301	50	1G
Marysville AFRC	13613 40th Ave NE	Marysville	98271	50	1G
Fairchild AFB	1415 W El Paso Ave	Fairchild AFB	99011	200	1G
Vancouver AFRC	15005 NE 65th St	Vancouver	98682	50	1G
Snohomish	1501 Ave D	Snohomish	98290	50	1G
Seattle Armory	1601 W Armory Way	Seattle	98119	200	1G
Spokane RC	1629 North Rebecca St	Spokane	99217	1000	10G
Redmond	17230 NE 95th St	Redmond	98052	50	1G
Sedro Wooley	1805 Thompson Dr	Sedro Woolley	98284	50	1G
Montesano	21 Clemons Rd N	Montesano	98563	50	1G
Anacortes	2219 M Ave	Anacortes	98221	50	1G
Kent	24410 Military Rd S	Kent	98032	50	1G
Yakima RC	2501 Airport Ln	Yakima	98903	50	1G
Tri-Cities RC	2655 1st St	Richland	99354	50	1G
Centralia	309 Byrd St	Centralia	98531	50	1G
Ephrata	426 A St SE	Ephrata	98823	50	1G
Buckley	455 N River Ave	Buckley	98321	50	1G
Moses Lake	6500 32nd Ave NE	Moses lake	98837	50	1G
Grandview	800 Wallace Way	Grandview	98930	50	1G
Longview	819 Vandercook Way	Longview	98632	50	1G
Thurston County RC	8303 Kimmie St SW	Tumwater	98512	100	1G
Geiger Field	8700 W Electric Ave	Spokane	99224	50	1G
YTC	970 Firing Center Rd	Yakima	98901	500	1G
Camp Murray/JBLM	19 Aviation Dr	Camp Murray	98430	5000	10G
					Totals

Note; Please explain miscellaneous costs on separate addendum.

ISP MRC 36 Month				
Renewal Option	ISP NRC	Equipment MRC	Equipment NRC	MISC NRC
\$175.00	\$ -	\$ -	\$ -	\$ -
\$225.00	\$ -	\$ -	\$ -	\$ -
\$225.00	\$ -	\$ -	\$ -	\$ -
\$225.00	\$ -	\$ -	\$ -	\$ -
\$175.00	\$ -	\$ -	\$ -	\$ -
\$600.00	\$ -	\$ -	\$ -	\$ -
\$225.00	\$ -	\$ -	\$ -	\$ -
\$610.00	\$ -	\$ -	\$ -	\$ -
\$355.00	\$ -	\$ -	\$ -	\$ -
\$1,175.00	\$ -	\$ -	\$ -	\$ -
\$1,225.00	\$ -	\$ -	\$ -	\$ -
\$625.00	\$ -	\$ -	\$ -	\$ -
\$625.00	\$ -	\$ -	\$ -	\$ -
\$650.00	\$ -	\$ -	\$ -	\$ -
\$125.00	\$ -	\$ -	\$ -	\$ -
\$650.00	\$ -	\$ -	\$ -	\$ -
\$650.00	\$ -	\$ -	\$ -	\$ -
\$400.00	\$ -	\$ -	\$ -	\$ -
\$650.00	\$ -	\$ -	\$ -	\$ -
\$375.00	\$ -	\$ -	\$ -	\$ -
\$1,325.00	\$ -	\$ -	\$ -	\$ -
\$375.00	\$ -	\$ -	\$ -	\$ -
\$630.00	\$ -	\$ -	\$ -	\$ -
\$564.00	\$ -	\$ -	\$ -	\$ -
\$1,250.00	\$ -	\$ -	\$ -	\$ -
\$650.00	\$ -	\$ -	\$ -	\$ -
\$800.00	\$ -	\$ -	\$ -	\$ -
\$525.00	\$ -	\$ -	\$ -	\$ -
\$ 16,084.00	\$ -	\$ -	\$ -	\$ -



State of Washington Military Department

Information Technology Department
RFP24-005

Workplan and Schedule for Installation,
Past Projects & Resumes of Key Personnel

Overview

PROJECT PLAN

NoaNet will execute all project plan activities in accordance with the requirements specified in RFP24-005, as detailed in the relevant project description and scope of work.

The core teams entrusted with the responsibility for this project plan comprise:

- Order Fulfillment & Project Manager
- OSP & Engineering Team
- Operations & Implementation Team

For additional insight into the roles and responsibilities of these teams, please refer to the resources outlined in the work plan section.

RESOURCES FOR WORK PLAN

This work plan outlines the key responsibilities for each team involved in the project, ensuring a systematic and efficient implementation of 50Mbps Internet service to all 28 sites.

Order Fulfillment & Project Manager:

- Coordinate with the client to gather detailed site-specific requirements.
- Initiate procurement processes for necessary equipment and materials.
- Develop a comprehensive project timeline, including milestones and deadlines.
- Assign tasks and responsibilities to OSP / Engineering and Operations / Implementation teams.
- Monitor progress and ensure adherence to the project schedule.
- Communicate project updates and status reports to the client.
- Handle any change requests and ensure proper documentation.
- Act as the primary point of contact for the client throughout the project.
- Track order from contract date to fulfillment and billing.

OSP & Engineering Team:

- Conduct site surveys to assess the existing infrastructure.
- Design network configurations for each of the 28 sites, ensuring optimal performance.
- Prepare detailed engineering plans, including cabling and equipment placement.
- Procure required hardware and ensure its compatibility with the network.

- Collaborate with the Order Fulfillment / Project Manager to address any technical issues.
- Oversee the installation and configuration of network equipment.
- Perform testing and quality assurance to verify network functionality.
- Provide technical support during the implementation phase.
- Document all engineering changes and configurations for future reference.

Implementation & Operations Team:

- Execute physical installation of network equipment at 28 sites.
- Configure routers, switches, and access points according to engineering plans.
- Establish connectivity and conduct initial testing for Internet service.
- Ensure proper power and environmental conditions for equipment.
- Coordinate with local site contacts for access and approvals.
- Provide on-site support for any unforeseen technical challenges.
- Conduct training for site personnel on basic troubleshooting and maintenance.
- Maintain clear records of installation, testing, and deployment activities.
- Report any operational issues to the Order Fulfillment / Project Manager for resolution.

Schedule for Installation

This schedule outlines the sequential steps involved in processing onnet, offnet, and onnet services with construction orders, ensuring clear and efficient execution of each process. Additionally, a kick-off meeting with relevant players will be held to discuss roles responsibilities, and processes, and weekly calls to discuss status will be scheduled to ensure effective communication throughout the project.

ONNET SERVICES (30 Day Install)

- Account Manager processes the order in NoaNet's CRM.
- Sales order generated in CRM.
- Sales order assigned to Order Fulfillment Specialist.
- Fulfillment Specialist issues an FOC (firm order commitment date) for 10 business days.
- Order assigned to Operations for equipment installation, if needed.
- Operations provisions the service.
- Operations arranges for service installation.

OFFNET SERVICES (30 to 90 day Install)

- Account Manager processes the order in NoaNet's CRM.

- Sales order generated in CRM.
- Sales order assigned to Order Fulfillment Specialist.
- Fulfillment Specialist contacts subcontractor for a contract.
- Subcontractor provides a contract.
- Contract assigned to Project Manager (PM) with the subcontracting company.
- PM issues a FOC for the tail circuit installation date.
- NoaNet provides an FOC to the State for 10 business days.
- Subcontractor or tail circuit provider installs the service.
- Order assigned to Operations for equipment installation, if applicable.
- Operations provisions the service.
- Operations arranges for service installation.

ONNET SERVICES WITH CONSTRUCTION (30 to 120 Day Install)

- Account Manager processes the order in NoaNet's CRM.
- Sales order generated in CRM.
- Sales order assigned to Order Fulfillment Specialist.
- Fulfillment Specialist assigns to OSP for required work (designs, permits, work orders, etc.).
- OSP completes required construction work.
- Order Specialist issues an FOC (firm order commitment date) for 10 business days.
- Order assigned to Operations for equipment installation, if needed.
- Operations provisions the service.
- Operations arranges for service installation.

Experience

Below please find projects of similar or like experience for your review.

COMTECH TELECOMMUNICATIONS CORP

NoaNet successfully implemented a statewide NG911 (Next Generation 911) solution, providing essential services to facilitate the routing of emergency calls within the state of Washington. This NG911 implementation encompassed the establishment of services and infrastructure necessary for both the reception (ingress) and transmission (egress) of emergency calls, as well as the associated data.

1. **NG911 Implementation:** NG911 is a modernized emergency communications system designed to enhance the capabilities of traditional 911 services. It allows for the

transmission of not only voice calls but also various forms of data, such as text messages, images, and videos, to emergency service providers. This ensures that public safety agencies receive a broader range of information during emergencies, leading to more efficient and effective responses.

2. **Statewide Coverage:** NoaNet's NG911 implementation covered the entire state of Washington. This expansive coverage was essential to ensure that residents, regardless of their location within the state, had access to the advanced NG911 capabilities.
3. **Ingress and Egress Services:** In the context of NG911, "ingress" refers to the process of receiving emergency calls and related data from various sources, such as mobile devices, landlines, and IP-based systems. "Egress" involves the transmission of these emergency calls and data to the appropriate public safety answering points (PSAPs) and emergency responders.
4. **Approximately 400 Circuits:** NoaNet established and managed approximately 400 circuits as part of this NG911 implementation. Each location served as redundant and diverse circuit access. These circuits served as the communication pathways for emergency calls and data to flow between the public, NG911 infrastructure, and the designated emergency response agencies.
5. **Enhancing Emergency Response:** The NG911 system significantly improved the state's emergency response capabilities by enabling quicker access to critical information, enhancing coordination among agencies, and allowing for more versatile communication methods. This was especially valuable in situations where traditional voice calls alone might not provide sufficient information to respond effectively, such as incidents involving individuals with speech or hearing impairments or those requiring immediate visual evidence, like accidents or crimes in progress.

NoaNet's installation of NG911 statewide services in Washington involved setting up a comprehensive system that allowed for the reception and transmission of emergency calls and data across the entire state. This initiative was crucial in modernizing emergency services, ensuring public safety, and enabling more effective emergency responses.

CELLULAR SERVICE

NoaNet plays a pivotal role in the telecommunications landscape of Washington State by delivering essential telecommunication services to a vast network of over 1,000 cell towers. This comprehensive network infrastructure serves as the backbone for cellular communications and mobile data services across the entire state. To provide a more detailed understanding, let's delve into the implications of this statement:

1. **Telecommunication Services:** NoaNet offers a wide range of telecommunication services, which encompass the transmission of voice, data, and other forms of communication. These services are vital for enabling seamless and reliable communication not only for individuals but also for businesses and critical public services.
2. **Cell Towers:** Cell towers, also known as cell sites or base stations, are critical components of wireless communication networks. They act as relay points for mobile devices (e.g., cell phones, tablets) to connect to the broader telecommunications infrastructure. Each cell tower covers a specific geographic area or cell, and collectively, they create a cellular network that spans the entire state.
3. **State of Washington:** The extensive coverage of NoaNet's telecommunication services extends across the entire state of Washington into every County. This coverage ensures that both urban and rural areas have access to reliable cellular connectivity, supporting a wide range of activities from voice calls to mobile internet access.
4. **Over 1,000 Cell Towers:** NoaNet's significant footprint in the telecommunications sector is highlighted by its management and provision of services to a network of more than 1,000 cell towers. These towers are strategically distributed throughout the state to provide comprehensive coverage, even in remote or less densely populated regions.
5. **Enhancing Connectivity:** The provision of telecommunication services to this extensive network of cell towers contributes to enhancing connectivity for residents, businesses, and public services. It enables people to stay connected, access information, and communicate effectively, which is especially crucial in emergencies and for supporting the state's economy and infrastructure.
6. **Supporting Mobile Data Services:** In addition to voice communication, these cell towers play a vital role in delivering mobile data services. This includes internet access, email, messaging, and various mobile applications that rely on data connectivity. It supports the growing demand for mobile data and ensures that people have access to information and services on the go.
7. **Business and Public Services:** NoaNet's telecommunication services to cell towers benefit a wide range of stakeholders. Businesses rely on reliable cellular connectivity for operations and customer interactions, while public services such as emergency responders, law enforcement, and healthcare providers depend on it to fulfill their critical roles.

NoaNet's provision of telecommunication services to over 1,000 cell towers across Washington State demonstrates its substantial role in facilitating communication and connectivity throughout the region. This expansive network is vital for both personal and professional use, contributing to the state's technological infrastructure and overall well-being.

K-20 and WaTech

NoaNet plays an integral role in routinely providing essential K-20 and WaTech services for carrier customers which includes internet and transport services statewide.

1. **K-20 and WaTech Services:** NoaNet offers services specifically tailored to meet the needs of K-20 institutions and WaTech (Washington Technology Solutions). These services encompass a wide range of telecommunications solutions designed to support educational institutions, government agencies, and other entities involved in public education and technology infrastructure.
2. **Carrier Customers:** NoaNet serves as a service provider to various carrier customers. Carrier customers are telecommunications companies and service providers that rely on NoaNet's infrastructure and services to extend their network reach, provide connectivity, and offer services to end-users.
3. **Internet and Transport Services:** NoaNet delivers two key types of services, which are crucial components of modern telecommunications:
 - **Internet Services:** NoaNet provides internet connectivity, ensuring that carrier customers have access to high-speed, reliable internet connections. These services enable users, including educational institutions and government entities, to access online resources, conduct research, and communicate effectively. NoaNet's Internet service peers with major networks at key internet exchanges and provides diverse internet feeds from Seattle, Portland, and the East Coast via Spokane. This creates a redundant network avoiding loss of connectivity should one location experience an outage.
 - **Transport Services:** Transport services involve the transmission of data between different points within a network or between networks. In this context, NoaNet offers transport services that facilitate the seamless flow of data, enabling carrier customers to connect various locations, exchange information, and deliver services to end-users.
4. **Statewide Coverage:** NoaNet's services are not limited to a specific region or locality within Washington State. Instead, they extend statewide, covering diverse geographic areas. This extensive coverage ensures that educational institutions, government agencies, and businesses across the entire state can access the internet and transport services they require.

5. **Supporting Education and Technology:** K-20 services are tailored to meet the unique needs of educational institutions, ranging from kindergarten to higher education (K-20). These services are essential for facilitating online learning, providing access to educational resources, and supporting the modern educational environment.
6. **Government and Technology Services:** WaTech services are targeted at government agencies and organizations responsible for managing technology solutions at the state level. These services support efficient and secure government operations, data management, and information sharing.
7. **Collaborative Efforts:** NoaNet's partnership with carrier customers underscores its commitment to collaborating with industry stakeholders. By providing critical services, NoaNet enables carrier customers to deliver value-added solutions to end-users, contributing to the growth and development of the telecommunications ecosystem in Washington.

In summary, NoaNet's routine provision of K-20 and WaTech services for carrier customers across Washington State reflects its pivotal role in enhancing connectivity, supporting education, and facilitating technological advancements. These services are essential for enabling communication, collaboration, and access to information for educational and government entities throughout the state.

Resumes / Bios

Keisha Scott, Senior Account Manager

Keisha Scott has enjoyed a successful career in the telecommunications industry, marked by continuous growth and significant achievements.

She commenced her journey as a Strategic Account Manager at Electric Lightwave in April 2002, where she led special projects, managed client relationships, and identified new sales opportunities for an impressive 16 years.

In November 2007, Keisha's career took her to Integra, where she assumed the role of Wholesale Service Manager II. Over a decade, she expertly managed high-revenue Wholesale customers, ensuring their satisfaction and overseeing complex order management.

Between 2013 and 2018, Keisha held the position of Sell Through Support Manager at Electric Lightwave. During this five-year period, she managed account strategies, upsold services, and expertly handled inventory for network interfaces.

In March 2017, Keisha joined Zayo Group as a Program Manager for Strategic Accounts. Here, she provided invaluable guidance to internal teams, represented customer needs, and conducted Quarterly Business Reviews.

Keisha excelled as a Senior Strategic Account Manager at Threshold Communications for two years. Her role involved partnering with internal teams, cultivating client relationships, and expertly managing project life cycles.

Keisha's next role was at Astound Business Solutions, where she served as an Associate Strategic Account Manager for two years. Here, she developed account strategies and ensured exceptional customer experiences.

At NoaNet, Keisha held two positions. She began as a Broadband Account Manager in August 2022, demonstrating her exceptional support, fostering strong client relationships, and contributing to business growth. Her dedication and achievements led to a well-deserved promotion to Senior Account Manager January 2023 which includes staff supervisory duties.

Throughout her career, Keisha Scott consistently delivered exceptional results in the telecommunications industry, earning recognition for her expertise and dedication.

Amy Smith, Order Fulfillment Specialist

Amy Smith boasts a rich and diverse career journey marked by her unwavering dedication to customer service and her adeptness in the telecommunications industry. Her professional odyssey began with TCI Cable in 1993, where she embarked on a remarkable six-year tenure.

Throughout her tenure at TCI Cable, Amy served as a Customer Service Representative. Her role involved assisting customers both over the phone and in person, where she provided invaluable guidance in setting up cable accounts, facilitating bill payments, addressing trouble calls, and facilitating upgrades and downgrades. Amy's commitment to delivering top-notch customer service was evident throughout her 7 years in this pivotal position, starting in 1993.

In 2000, Amy transitioned to a Major Account Executive role at Charter Business, a significant turning point in her career. Here, she thrived as she took on the responsibility of selling strategic communication solutions, including WAN, PRI, SIP, and Fiber Internet. Her exceptional ability to collaborate with clients and tailor solutions to meet their unique communication needs became her hallmark, earning her the admiration of customers and colleagues alike. Amy's remarkable stint with Charter Business spanned an impressive 15 years.

Building on her wealth of experience, Amy ventured into the role of Account Executive, where she deftly managed both residential and business clientele. She became the go-to expert for internet, phone, TV, and security system needs, seamlessly assisting customers in navigating the complexities of these services for a period of two years, beginning in 2015.

Amy's journey took an exciting turn when she joined NoaNet in 2017, where she has been serving as an Order Fulfillment Specialist for six years. In this role, she plays a pivotal part in

streamlining the order fulfillment process, contributing to NoaNet's reputation for excellence in service delivery.

With her extensive background in customer service, sales, and telecommunications, Amy Smith is a valued asset to the NoaNet team, consistently demonstrating her dedication to customer satisfaction and her proficiency in the industry.

Adrian Mata, Network Operations Center Supervisor

Adrian's professional journey commenced with NoaNet in 2009, marking the foundation of his remarkable career. Armed with a Bachelor of Science in Business Information Technology Management and an MBA in Business Administration, he brought a strong educational background to the table.

As a Network Analyst at NoaNet, Adrian embarked on a path of continuous growth and development, honing both his technical prowess and managerial acumen. Over the course of seven years, he dedicated himself to mastering the intricacies of telecommunications technology and operations.

In recognition of his exceptional contributions and expertise, Adrian assumed the role of Network Operations Center Supervisor at NoaNet in 2016. In this pivotal role, he shoulders the responsibility of orchestrating and communicating all network changes within NoaNet. Adrian's commitment to ensuring a world-class customer experience for NoaNet's valued clientele is unwavering.

Moreover, Adrian plays an integral part in the recruitment and mentorship of new analysts for the NOC team. He takes a hands-on approach to guide these emerging talents through the complexities of DWDM, SONET, Ethernet, MPLS, VIOP, and PON technologies and protocols. Adrian's dedication extends to aiding them in obtaining crucial certifications that further enhance their skills and expertise.

Rob Goede, OSP Manager

Rob brings more than two decades of experience to the telecommunications industry. His journey began as a central office installer at Lucent Technologies, and he quickly transitioned into the OSP as a technician in Texas, where he installed phone, internet, and cable television services. Over time, Rob shifted his focus from residential services to installing hi-cap circuits, including T1, 56k, DS3, and ISDN lines for businesses. He gained expertise in handling maintenance cuts on remote DSLAMS and other transport equipment.

Rob's career led him to Qwest Communications in Washington state, where he served as an installer before transitioning to the finance procurement side, managing material orders for Eastern Washington. After a couple of years, he returned to fieldwork, covering multiple towns as a combination tech, handling installations and cable maintenance.

With a passion for learning and growth, Rob moved to Spokane and joined a cable maintenance crew, where he honed his skills in fault locating, testing, and various job-related functions. After several more years, he discovered an interest in engineering. In 2015, he embraced a new role as an OSP Engineer 2, delving into project design, computer program management, and end-to-end project oversight.

Throughout his career, Rob has dedicated long hours to learning and adapting to industry changes. As technology evolves, he remains enthusiastic about staying up-to-date and continuing to be a valuable asset. Currently serving as the OSP Engineering Manager at NoaNet, Rob collaborates closely with a talented and cohesive team, tackling daily challenges and contributing to projects that enhance telecommunications infrastructure across the state of Washington.