



## INFORMATION AND TECHNOLOGY

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July 2, 2008

Kelley Boan  
SW Region Manager  
Conterra Ultra Broadband  
2101 Rexford Rd.  
Suite 200E  
Charlotte, NC 28211

Dear Mr. Boan,

I want to express my pleasure with the work that Conterra Ultra Broadband has done in constructing the wireless wide area network for Amphitheater Public Schools. Your company did a fantastic job of connecting the District's 20 schools and overcoming all the challenges that go along with such a complex project. My staff and I appreciate the quality of work and professionalism demonstrated by Conterra.

Our appreciation with Conterra started from the moment we received your proposal to our bid. The members of the evaluation committee were very impressed with the documents submitted. Your proposal was well organized, comprehensive, and answered every condition of the bid in detail. Additionally, Conterra was the only company to meet the District's requirement of building a network to transmit data and traditional T-1 voice signals simultaneously. Six competing companies also submitted proposals, but only Conterra Ultra Broadband returned with a complete solution.

The project management was also outstanding. Keith Stines did an excellent job of leading the design and implementation process. Mr. Stines and his engineering staff were carefully to design a network that met the District's technical needs and at the same addressed any issues that impacted our community. He listened to the District's concerns and made several changes to the network design that accommodated these concerns. Mr. Stines and the engineering department designed a network that prevailed over several challenges including network size, complexity, and terrain. They should be commended for their work.

Conterra also did an excellent job of managing their subcontractors. The network was implemented during school year and not once was the day-to-day operations of the schools

disrupted. Everyone that worked on the installation of the network was informative and always willing to go above and beyond to see that the work was completed in a timely manner. They were always willing to explain to me and my staff all aspects of construction and answer any questions. I received several compliments on the work done during installation.

Conterra built a wide area network that is both efficient and reliable. Their solution of using a licensed microwave system has resolved the District's needs of increasing data bandwidth while still providing telephone services to schools. When work was completed and turned over to the District, we experienced minimal problems as we changed over from the old wide area network to the new one. Connectivity was established immediately and the wide area network links have been stable. Since the cut over, any issues with the microwave system have been resolved immediately. The Conterra technician, Steve Goodwin, assigned to our account has been a pleasure to work with. Following the method of operation demonstrated by everyone at Conterra, Mr. Goodwin is friendly, efficient, resourceful, and knowledgeable.

Lastly, I want to express my appreciation of Laura McMichael and you. Ms. McMichael has been invaluable when it comes to addressing any issues or questions with E-Rate funding. Mr. Boan, you have also been instrumental in assisting me. You have never been too busy to help with any request I may have.

The District's entire experience Conterra has been magnificent. There were reservations when we first looked at Conterra since the company had more of a presence in the eastern part of the country. After dealing with Conterra for over a year, I can confidently say that Amphitheater Public Schools made the right decision in choosing Conterra Ultra Broadband to help build our new wireless wide area network. I have spoken highly to my peers in other school districts about the quality of your products and services.

My thanks go to everyone at Conterra Ultra Broadband for their continued support and assistance.

Sincerely,

A handwritten signature in cursive script that reads "David".

David Fernandez  
Executive Director of Technology  
Amphitheater Public Schools