

CONNECTING THE COMMONWEALTH

December 24, 2015

Mr. Chris Lynch  
Director, New Business Development  
Matrix Design Group, Inc.  
11 Melanie Lane, Unit 14  
East Hanover, NJ 07936

Dear Mr. Lynch,

We appreciate the response and supplementation information submitted by Matrix Design Group, Inc. (“Matrix”) to RFQ No. 2015-MBI-03 (Request for Qualifications for Cable System Extensions).

The Massachusetts Technology Collaborative (“MassTech”), through its Massachusetts Broadband Institute (“MBI”), has reviewed the information that you have provided and designated Matrix as an eligible entity for program participation. We are now seeking additional information that is necessary to conclude the due diligence phase of the Cable Extension Program (the “Program”), and would also like to advise you about anticipated next steps.

**Information Requested:**

We request that Matrix provide the following information:

**Operation and Sustainability**

- 1) Describe the specific inputs necessary for operating and providing services in Montague and Hardwick, including capabilities and assets that will be leveraged. Please also provide a staffing model (distinguishing existing and added staff by position), identify insourced and outsourced components, and list firms that will assume outsourced responsibilities. Please address inputs for the following business aspects:
  - Administration/ Overhead
  - Presales
  - Sign-up
  - Installation and On-site Support
  - Provisioning

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- Providing Service
  - Billing
  - Support
- 2) Provide examples of other systems where you have and/or currently operate a similar fiber to the home consumer broadband network? What are your qualifications to provide network operator services? What are your qualifications to provide ISP services?
  - 3) How does Matrix propose to service the Hardwick and Montague communities? In particular, does Matrix have personnel located in the area to construct, maintain and operate a consumer-oriented broadband network? How will Matrix provide installation and break-fix services for last mile service? What personnel will Matrix deploy to provide tree trimming, repairs and restoration service?
  - 4) Please provide reference networks where Matrix maintained and operated a last mile consumer-oriented broadband service?
  - 5) Please identify any consumer-oriented broadband service for which Matrix operates a network operating center (NOC). Please describe the capabilities and assets that will be leveraged for NOC facilities in this project.
  - 6) Please provide examples of existing pricing/packaging/promotions that you have in market for similar customer segments? What commitment, if any, Matrix will make with respect to future pricing of services to residential dwellings in Hardwick and Montague? Does Matrix expect that pricing for its services to consumers will be subject to regulatory review?
  - 7) Please provide Matrix's forecast of required ongoing capital investments to sustain such a network? How do you propose to provide customer premise equipment?

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### Coverage

- 8) For the Towns of Hardwick and Montague, please provide the following maps or data indicating the location and proposed reach of fiber routes, including connectivity to existing networks (e.g. MassBroadband 123):
- A graphic street-level coverage map and accompanying electronic database (in CSV or Excel format) defining the portion of each street passed by the fiber route, with starting and ending lat/long coordinates for each street, or
  - A line dataset (in GIS or CAD format) showing the portion of each street passed by the fiber route.

**Please provide the information requested above not later than 5:00 p.m. on January 15, 2016.**

Please be advised that we intend to make this information publicly available by posting it on the MBI website.

### Next Steps:

After we finalize the due diligence evaluation of each respondent to the RFQ, we intend to proceed with negotiations, as appropriate, to allocate and award grant funds to expand residential broadband access in the eligible communities. The preliminary framework outlined in the attachment to this letter describes initial parameters for the next phase of engagement. The framework lists initial categories of information that we expect to need as part of a formal proposal. It is not intended to be an exhaustive delineation of all information that we will need to make grant award decisions. We anticipate that the proposal process will be iterative in nature and we look forward to discussing this process with you and exploring opportunities to generate the best possible outcomes for the target towns.

We would like to schedule a meeting to discuss the attached data framework and will reach out to you to schedule that very soon.

Sincerely,



Eric Nakajima  
Director, Massachusetts Broadband Institute

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**Preliminary Data Framework for Initial Proposal Submission**

- 1) For the Towns of Hardwick and Montague, please provide a proposed aggregate construction budget for the project, which proposed budget will be presented in the following tabular form:

Key Activities	Total	Matrix Portion	MBI Portion
Planning	\$	\$	\$
Make Ready	\$	\$	\$
Ordering/Materials	\$	\$	\$
Construction	\$	\$	\$
Activation & Proofing	\$	\$	\$
Other	\$	\$	\$
Total	\$	\$	\$

Note: The proposed aggregate construction budgets should be designed to achieve at least 96% coverage for residential dwellings in each town, as described in item 2 below.

- 2) For the Towns of Hardwick and Montague, please provide the following data for each residential dwelling and commercial building in the town that is presently serviceable and each residential dwelling and commercial building that will be serviceable by the proposed cable extension project, which data should demonstrate at least 96% coverage for residential dwellings in each town:

- An electronic database (Excel format) comprising the following fields:
  - i. Street Number
  - ii. Street Name
  - iii. Town
  - iv. Zip+4
  - v. Dwelling Type (0=Commercial, 1=Single Family, 2=Multi-family, 3=Gov't)
  - vi. Lat/Long coordinates (est.)
  - vii. Cable Drop Distance (est.) (feet)
  - viii. Currently Serviceable (Y/N); or
- A point dataset (in GIS format) for each residential dwelling or commercial building containing the attribute fields listed above for each point.

For purposes of the foregoing, a residential dwelling or commercial property will be deemed serviceable if (i) for a dwelling or commercial building that is (or will be) located within 200 feet of any distribution cable (fiber) comprising part of Matrix's network, a fiber drop will be

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installed to customer at no charge for construction other than any standard (fixed) “installation” fee charged to all customers, in accordance with Matrix’s standard offer, or (ii) for a dwelling or commercial building that is (or will be) located more than 200 feet from any distribution cable comprising the cable extension, a distribution cable comprising part of Matrix’s network passes within 200 feet of the entry point of a utility easement onto the property on which such dwelling is located.

- 3) Please describe Matrix’s approach, as specific as reasonably possible, to updating or upgrading fiber, electronics, and other components on the proposed networks such that customers can be assured of adequate access to bandwidth services, and towns can be assured of the long term health of network assets over a twenty year period. Please identify the source of funding for updates and upgrades.