



## E-rate Category Two Eligible Services



*Proactive Management + Reactive Repair = Stable and High-performing Network*

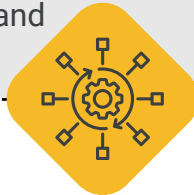
Together these two services maximize your service reimbursement eligibility

### Managed Internal Broadband Service(MIBS) on Existing District-Owned Equipment

*Proactive – monitors and manages to avoid issues  
Optimizes performance*

*Remote network management and reporting*

- Monitoring and managing wireless access points and controllers
- Network configuration and optimization
- Updating and patching eligible switches and routers
- Basic firmware and software updates for eligible equipment (including firewalls, if the firewall itself is eligible hardware)
- Network performance reporting and troubleshooting



### Basic Maintenance of Internal Connections (BMIC)

*Reactive – fixes issues as they arise*

*Maintains hardware*

*On-site or remote repair services*

- Maintenance of antennas, wiring, cabling, firewall, switches, and wireless access points.
- Repair and upkeep of eligible hardware (e.g., switches, routers, wireless access points)
- Configuration changes to eligible equipment (e.g., modifying settings, adjusting ports)

### Extended Network Management and Support (non-eligible)

- Web content filtering
- Network Activity Logging (30-day retention)
- DDoS protection or network security analytics
- Cloud-based firewall or filtering subscriptions
- VPN or remote-access management
- Maintain the server and configuration for DHCP and DNS
- Maintain VLAN Configuration

### Managed IT Services Add-On (non-eligible)

- Endpoint (device) management – laptops, tablets, and desktop computers
- Email system administration – e.g., Exchange, Gmail, Outlook 365 management
- Cloud storage / document management – e.g., Google Drive, One Drive
- Account provisioning and access control
- Software updates, security, and application patch management
- Internet Of Things support
- Technical support and basic management for essential systems



GREENBUSH

**For more information contact:**

LaDonna Hartman

ladonna.hartman@greenbush.org

O: 620-724-6281 M: 620-249-8125