

## List of Vendor and Regional Supports for Transition to Online (updated 11/02/21)

### Vendor Supports for Transition to Online

- Provides virtual support to districts or campuses that have questions related to online testing setup or online test administration. Local Education Agencies (LEAs) can also call the Helpdesk for office hour supports, such as getting further guidance on optimizing network capacities.
- The helpdesk is open from 7:00 AM to 7:00 PM, Monday through Friday, and can be reached by phone, 1-833-601-8821, or email, [TexasTestingSupport@cambiumassessment.com](mailto:TexasTestingSupport@cambiumassessment.com). There is staff dedicated to supporting districts with any questions about online testing.

### Regional Supports for Transition to Online

Region	Contact	Description of supports specific to transition to online
1	<p>Ali Kolahdouz, Chief Technology Officer</p> <ul style="list-style-type: none"> <li>• <a href="mailto:akolahdouz@esc1.net">akolahdouz@esc1.net</a></li> <li>• 956-984-6063</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">ORION</a> is an E-Rate consortia that negotiates favorable volume pricing (includes LEA and libraries).</li> <li>• ORION is also a fiber optic network that implements a leased lit-fiber network (70% districts each have access to 10 Gbps internet).</li> <li>• Currently exploring peering with major content and assessment providers to further reduce potential issues during transition to electronic testing.</li> <li>• Tech support form is linked here: <a href="https://esc1orion.net/support/">https://esc1orion.net/support/</a></li> </ul>
2	<p>Doug Toulman, Administrator, IT Services</p> <ul style="list-style-type: none"> <li>• <a href="mailto:doug.tolman@esc2.us">doug.tolman@esc2.us</a></li> <li>• 361-561-8656</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Management Information Systems (MIS)</a> provides CoBeNet and Direct Internet Access services for LEAs and nonprofit organizations.</li> <li>• CoBeNet includes internet access, caching and web content filtering, customizable web content filtering and reporting, firewall security, Broadband connectivity and troubleshooting, priority traffic filtering, Router Lease Program, and technical support and training.</li> </ul>
3	<p>Fidel Medrano, Infrastructure and Network Services Coordinator</p> <ul style="list-style-type: none"> <li>• 361-573-0731 Ext. 208</li> <li>• Contact: <a href="https://www.esc3.net/cms/module/selectsurvey/TakeSurvey.aspx?SurveyID=443">https://www.esc3.net/cms/module/selectsurvey/TakeSurvey.aspx?SurveyID=443</a></li> </ul> <p>Tony Pompa, School Business Specialist</p> <ul style="list-style-type: none"> <li>• 361-573-0731 ext. 253</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Region 3 E-Rate services</a> offers E-Rate support for districts for Category 1 and 2 funds.</li> <li>• Region 3 network specialists will provide assistance and support in the areas of network consulting and basic network diagnosis for the edge router.</li> <li>• There is a regional network that provides districts support in building effective and efficient technology infrastructures. Other services to districts and campuses include – regional firewall protection, bandwidth management and monitoring, upstream connectivity and support management (up to 10G core bandwidth provided by TETN plus), and much more.</li> <li>• ESC staff will provide support via telephone, email, online, and remote access. On-site assistance billed separately.</li> </ul>
4	<p>Kenneth Benavides, Director, IT Services</p> <ul style="list-style-type: none"> <li>• <a href="mailto:kenneth.benavides@esc4.net">kenneth.benavides@esc4.net</a></li> <li>• 713-744-6834</li> </ul>	<ul style="list-style-type: none"> <li>• Provides consultation services for E-Rate and grants.</li> <li>• Plan to provide training on using devices remotely.</li> </ul>
5	<p>Kyle Fisher, Director, Network Operations and Facilities</p> <ul style="list-style-type: none"> <li>• <a href="mailto:Kfisher@esc5.net">Kfisher@esc5.net</a></li> <li>• 409-951-1732</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Region 5 Technology Services</a> provides management and maintenance of network infrastructure to operationalize the LAN/WAN networks. They also provide technology audits and network consultation.</li> <li>• Purchasing available for district connectivity in bulk.</li> </ul>

		<ul style="list-style-type: none"> <li>Contracts and individualized/customized packages are now available to include remote and/or onsite support. These services can be on an as-needed or contract basis.</li> <li>Helpdesk support can be reached here: <a href="mailto:helpdesk@esc5.net">helpdesk@esc5.net</a></li> </ul>
6	<p>Robert Wyatt, Network Systems Manager</p> <ul style="list-style-type: none"> <li><a href="mailto:rwyatt@esc6.net">rwyatt@esc6.net</a></li> <li>936-435-8276</li> </ul>	<ul style="list-style-type: none"> <li>Provides internet services to schools, as well as Public DNS hosting in the package.</li> <li>Provides on-site <a href="#">technology assessments</a>, including interview, discovery, report writing, and delivery.</li> <li>Provides assistance with acquiring bandwidth and fiber through internet services program.</li> <li>Provides wireless network management services, technical interview services, and web filtering services.</li> <li><a href="#">SUPERNet Consortium</a> serves some districts in Region 6.</li> </ul>
7	<p>Steve Vaughn, Director, Technology</p> <ul style="list-style-type: none"> <li><a href="mailto:svaughn@esc7.net">svaughn@esc7.net</a></li> <li>903-988-6922</li> </ul>	<ul style="list-style-type: none"> <li><a href="#">Prime IT Foundation</a> provides network/server infrastructure maintenance and monitoring and network design and implementation, among other services. Rates and services can be found on the website.</li> <li>Plan to provide information and advice to help district improve bandwidth, given experience with telecom providers in the region.</li> <li><a href="#">SUPERNet Consortium</a> serves some districts in Region 6.</li> </ul>
8	<p>Brent Baker, Director, Technology Services</p> <ul style="list-style-type: none"> <li><a href="mailto:bbaker@reg8.net">bbaker@reg8.net</a></li> <li>903-575-2760</li> </ul>	<ul style="list-style-type: none"> <li><i>Contact ESC directly</i></li> </ul>
9	<p>Brett Thomas, Director of Technology Services</p> <ul style="list-style-type: none"> <li><a href="mailto:Brett.thomas@esc9.net">Brett.thomas@esc9.net</a></li> <li>940-322-6928</li> </ul>	<ul style="list-style-type: none"> <li><a href="#">Net 9</a> provides content-filtered internet access and web hosting.</li> <li>Offers services to assist LEAs with maintenance of internal network connections, including LAN connection and general network maintenance (Category 2).</li> <li>Services are daily rate for on-site assistance and hourly rate for remote assistance and includes network troubleshooting, network device installation, installation of network equipment, and service support/installation.</li> </ul>
10	<p>Chad Branum, Chief Technology Officer</p> <ul style="list-style-type: none"> <li><a href="mailto:Chad.branum@region10.org">Chad.branum@region10.org</a></li> <li>972-348-1170</li> </ul>	<ul style="list-style-type: none"> <li><a href="#">Fiber 10 Network Consortium</a> is a large-scale, carrier-class network that serves 70 LEAs and gives access to high-speed, high-bandwidth connectivity services over a new, dedicated, and cost effective fiber network. There is a 10Gb of internet access per district connection and members received opportunities to participate in shared network services, flexible agreement terms. Offers high-speed buildout to rural areas for equitable access. Majority districts already in consortium or have plans to migrate. Region 10 handles all administrative side of E-Rate for Category 1 for all member districts.</li> <li>Collaboration for E-Rate for special discounts (layering on DDOS, firewall, web filtering, VoIP).</li> <li>Collaboration on sharing of services, disaster recovery, etc.</li> <li>Offers technology assessments for districts that need to optimize their internal connections.</li> </ul>
11	<p>Tom Call, Director of IT</p> <ul style="list-style-type: none"> <li><a href="mailto:tcall@esc11.net">tcall@esc11.net</a></li> <li>817-740-7704</li> </ul>	<ul style="list-style-type: none"> <li><a href="#">FIBER11</a> is a large-scale, carrier-class network created by the ESC Region 11 Consortium, allowing member districts to access high-speed, high-bandwidth connectivity services over a brand new,</li> </ul>

	<p>Juan Escobar, Sr. Network Engineer</p> <ul style="list-style-type: none"> <li>• <a href="mailto:jescoabar@esc11.net">jescoabar@esc11.net</a></li> <li>• 817-740-7634</li> </ul>	<p>dedicated, and cost-effective fiber network. The network holds a 200 Gb connection to the internet.</p> <ul style="list-style-type: none"> <li>• The consortium consists of ESC Region 11, over 60 school districts and public/private charter schools in our region. This collaborative effort gives the region a competitive price advantage as well as E-Rate and special construction discounts from USAC and the TEA. There are also services to assist schools with grant applications.</li> </ul>
12	<p>Ed Newman, Director, Technology Services</p> <ul style="list-style-type: none"> <li>• <a href="mailto:Enewman@esc12.net">Enewman@esc12.net</a></li> <li>• 254-297-1260</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">EDLINK12</a> provides internet Access service to any Texas ISD or education support nonprofit organization. Supports include basic internet access, telephone support, on-site support, firewall, and DNS. All services are E-Rate eligible. Other offerings, such as cybersecurity and certified technician services are also available on the website.</li> <li>• The <a href="#">ESC Region 12 Technology Foundation</a> is a 501(c)3 nonprofit organization formed in 2012 as part of a vision to continually leverage resources and drive more money to students and teachers in the classroom, where it matters most.</li> <li>• Region 12's <a href="#">E-Rate Consulting Services</a> can be leveraged across Texas, regardless of region. There are varying <a href="#">levels of service</a> that can be provided, depending on a district's needs.</li> </ul> <p><b>The complimentary Helpdesk is a free service that is offered to all E-Rate applicants and service providers across the state of Texas. Basic phone and email support is provided. Contact the Helpdesk at the following number: 254-297-2927</b></p>
13	<p>Paul Chavez, Associate Director, Information Technology</p> <ul style="list-style-type: none"> <li>• <a href="mailto:Paul.chavez@esc13.texed.net">Paul.chavez@esc13.texed.net</a></li> <li>• 512-919-5303</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Texas Education Network</a> (TXED) Internet Services is a wide area network that provides direct high-speed internet access, school technical support, network monitoring and troubleshooting to minimize downtime, etc.</li> <li>• Services are provided in hourly packages, and many technical support services can be eligible for E-Rate Category 2 reimbursement.</li> <li>• Provides forum for districts to share ideas and discuss best practices among tech directors.</li> </ul>
14	<p>Mike Wetsel, WTCC Administrator</p> <ul style="list-style-type: none"> <li>• 325-675-8662</li> <li>• <a href="mailto:mwetsel@esc14.net">mwetsel@esc14.net</a></li> </ul>	<ul style="list-style-type: none"> <li>• The <a href="#">West Texas Telecommunications Consortium</a> (WTCC) provides internet (at least 1 gig to every district), IP voice, IP video, technical support, and training.</li> <li>• Can assist with advising district contracted vendors, such as Category 2 writing, VLAN, wireless, and networking equipment.</li> <li>• Have an E-Rate consultant on staff that works with all districts in network, handles E-Rate for monthly bandwidth subscription and can help districts with other Category 1 and 2 filing.</li> </ul>
15	<p>Randon Lance, Director of Network Services</p> <ul style="list-style-type: none"> <li>• <a href="mailto:randon.lance@esc15.net">randon.lance@esc15.net</a></li> <li>• 325-658-6571 x4081</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">NETXV Network Services</a> offers NETXV Fiber Plus, which provides high speed internet access to member districts. All districts in Region 15 have access to fiber.</li> <li>• NETXV tech support, including remote and on-site support, network set up and maintenance, and tech infrastructure audits, are available based on hour packages.</li> <li>• Other services include cybersecurity, tech support, and E-Rate guidance (no registered consultant), among others.</li> </ul>

<p><b>16</b></p>	<p>Michael Keough, Chief Technology Officer</p> <ul style="list-style-type: none"> <li>• <a href="mailto:Michael.keough@esc16.net">Michael.keough@esc16.net</a></li> <li>• 806-677-5260</li> </ul> <p>Technology Services</p> <ul style="list-style-type: none"> <li>• 806-677-5262</li> </ul>	<ul style="list-style-type: none"> <li>• As an ISP, <a href="#">Region 16</a> provides resilient internet access, hosts next-generation firewall services, email services, internet content filtering, SPAM filtering, encrypted email services, network monitoring, and management.</li> <li>• Technology Services Division provides support for internal and external clients as it strives to support state and regional objectives. Consultation, training, and continuing technical support are offered to LEAs for local area networks, including the Internet and videoconferencing. Additionally, Technology Services manages and maintains a wide area network that offers video and data connectivity. Assistance is also given in acquisition and implementation of telecommunications through various avenues including grant writing and management.</li> <li>• Could also help with redundant internet connections.</li> <li>• Helpdesk support can be reached here: 806-677-5559</li> </ul>
<p><b>17</b></p>	<p>Todd Davis, Coordinator of Technology</p> <ul style="list-style-type: none"> <li>• <a href="mailto:todd@esc17.net">todd@esc17.net</a></li> <li>• 806-281-5887</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Region 17 Technology</a> supports in networking and network consulting and E-Rate eligible resources. It also provides economy of scale through central management of routers and firewalls.</li> <li>• Leads a consortium of districts that purchase 1 gig fiber network from local telecommunication company (ESC serves as the ISP).</li> <li>• Provides free technology resources, such as peer review of district technology plans.</li> </ul>
<p><b>18</b></p>	<p>Casey Ritchie</p> <ul style="list-style-type: none"> <li>• <a href="mailto:Critchie@esc18.net">Critchie@esc18.net</a></li> <li>• 432-567-3250</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">EDLINK18</a> is an E-Rate consortium for internet and WAN. Membership fee includes internet, firewall, internet filtering services, and an in-house E-Rate consultant.</li> <li>• Fiber ranges from 1-10 Gbps per district, and there is basic network monitoring (e.g., up/down monitoring, bandwidth usage, latency reporting, and limited traffic insight).</li> <li>• Has 4 levels of support contracts ranging in number of on-site day supports. On-site work includes system and hardware set up, and technology consulting.</li> <li>• ESC18 has a purchasing co-op, but not a facilitated group purchasing</li> </ul>
<p><b>19</b></p>	<p>Angelia Haro, Director of Information &amp; Instructional Technology Service</p> <ul style="list-style-type: none"> <li>• <a href="mailto:Aharo@esc19.net">Aharo@esc19.net</a></li> <li>• 915-780-6505</li> </ul>	<ul style="list-style-type: none"> <li>• Have agreements for regional pricing.</li> <li>• Facilitates E-Rate applications, but districts apply on their own.</li> <li>• Plan to provide training and regional pricing for internet connectivity and/or purchasing of devices for transition to online.</li> </ul>
<p><b>20</b></p>	<p>Paul Patillo, Chief Technology Officer</p> <ul style="list-style-type: none"> <li>• <a href="mailto:paul.patillo@esc20.net">paul.patillo@esc20.net</a></li> <li>• 210-370-5793</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Fiber 20</a> is a consortium model (70 districts+) that participated in RFP process for fiber.</li> <li>• Goals are to close the digital divide with fiber optic connections and exceed Commissioner's 1 Mbps per student mandate (85% region has 10G connections each).</li> <li>• Offering single support path for members, equitable access to low-cost dedicated bandwidth, ability to scale bandwidth, partner with ESC and districts to share services, and long-term budgeting with fixed cost.</li> <li>• Offers 30-seat testing center.</li> </ul>

## Other Resources

- Information on consortia: <https://www.educationsuperhighway.org/upgrade/secure-funding/consortia-models/>
- E-Rate consulting resource: <https://www.fundsforlearning.com/>
- E-Rate data tool: <https://connectk12.org/>
- Connected nation: <https://connectednation.org/>
- Open-to-all purchasing co-ops/entities
  - [DIR](#) - Texas Department of Information Resources, bulk purchasing at government-negotiated rates.
  - [TIPS](#) - Interlocal Purchasing System, hosted by Region 8, who functions as the lead agency in the national operation. It is open to many types of entities, including K-12 school districts and charter schools, and membership is free.
  - [Region 4 Co-op](#) – Hosted by OMNIA Partners, nation’s largest cooperative purchasing organization that serves government agencies and educational institutions.
  - [Equalis](#) – An innovative cooperative purchasing organization, serving public and private procurement environments. It utilizes a lead agency model for competitively bid contracts.