Consolidated Questions: Door-to-Door Sales Services RFP 2026SALES-001

1. **Do you have an RFP form to fill out? Or, do I need to create my own with the requirements listed in the file above?**

   Prepare your own proposal using the Proposal Guidelines and Submission Requirements. Include your mandatory compliance response, an Appendix B sample reporting package, a primary contact, and the reporting owner. Email it to jerwin@utopiafiber.com by Friday, December 4, 2026 at 5:00 p.m. Mountain Time. Use "Door-to-Door Sales Proposal RFP # 2026SALES-001" as the email subject.

2. **What experience can a new LLC document through its field leads?**

   Include your field leads' relevant experience, their roles, team sizes and results, and references who can verify that work. Identify which organization performed each project. Appendix A evaluates company background and experience separately from personnel and staffing. Include the LLC's own relevant experience and references where available.

3. **Can an awarded contractor use an approved paid field subcontractor?**

   The RFP contemplates subcontracting. Identify any proposed subcontractors, their field roles and your plan for supervision, compliance and reporting. The awarded contractor is responsible for its representatives' and subcontractors' compliance. Each representative must complete UTOPIA's individual readiness steps, hold required city licenses, and receive authorization before canvassing. The RFP leaves firm-level approval procedures to be confirmed.

4. **What insurance or bond requirements apply?**

   The RFP does not specify insurance limits, bonding, indemnification terms or a Utah registration deadline. Disclose any related assumptions that affect your proposal. January 22, 2027 is the deadline to finalize and sign contracts.

5. **Can UTOPIA share a draft agreement covering payment timing, reversal rules, and travel or lodging provisions?**

   The RFP does not include a draft agreement. Any draft agreement made available before the proposal deadline should be distributed through the solicitation for all respondents to review. Include proposed payment timing and reversals in your commission model. The RFP does not specify separate travel or lodging reimbursement. Explain how your proposed price accounts for these expenses.

6. **What is the anticipated number of available serviceable addresses in each region during the initial 2027 rollout?**

   The RFP does not publish initial serviceable address counts by region. It describes the Utah residential footprint and anticipates progressive city releases. Prepare forecasts by proposed region, identify the assumptions behind your staffing and volume estimates, and allow for phased address availability.

7. **Are contractors permitted to deploy qualified local subcontractor teams under their direct management?**

   The RFP contemplates subcontracting. Identify any proposed subcontractors, their field roles and your plan for supervision, compliance and reporting. The awarded contractor is responsible for its representatives' and subcontractors' compliance. Each representative must complete UTOPIA's individual readiness steps, hold required city licenses, and receive authorization before canvassing. The RFP leaves firm-level approval procedures to be confirmed.

8. **Is UTOPIA considering commission payments upon completed installation, or are alternative payment milestones acceptable?**

   Section 3 allows respondents to propose a commission trigger at sale, completed installation, a defined period after installation, or another clearly defined event. No single trigger is prescribed. Specify the qualifying event, verification source, proposed invoice and payment timing, and reversal rules. Explain how the structure supports retention, sales consistency, accurate disclosures and customer experience.

9. **Will UTOPIA provide guidance on municipal solicitor licensing and approved territory release schedules?**

   Each representative must obtain a valid solicitor license for each city in which the representative will sell. UTOPIA must have and verify the applicable license on file before granting SalesRabbit access. Use each city's current requirements for fees, processing times, background checks and permitted hours. The RFP identifies no exemptions. Obtain UTOPIA authorization for each released territory before canvassing. City release schedules are subject to operational planning and readiness. Assigned territories are confirmed after contract execution.

10. **Are there minimum staffing or production expectations for contractors proposing all three regions?**

    The RFP does not specify minimum staffing or production by contractor or region. The program goal is 10,000 additional residential subscribers. For each region proposed, show headcount, supervision, weekly capacity, licensing and training lead time, expected production, and how the team will scale as cities are released.

11. **The RFP states UTOPIA expects to release segments progressively through 2027, generally one city at a time within each region. Which city does UTOPIA expect to release first in each region, and on what date? Is any city expected to be released for the February 1, 2027 start?**

    The RFP does not designate the first city or release date in any region. February 1, 2027 is the earliest possible field start for authorized representatives after contract execution and completion of all readiness steps. It does not establish a city launch date. Build your mobilization plan around a phased rollout.

12. **What release sequence and timing does UTOPIA expect for each region through 2027, and what criteria will trigger the next city's release?**

    UTOPIA expects to release cities progressively, generally one at a time within each region. The RFP does not publish a fixed sequence. Release timing may vary by region based on operational priorities, staffing readiness and capacity, sales performance, compliance, reporting quality and customer feedback.

13. **UTOPIA's 2025 Year in Review reports 9,000+ new homes able to connect in 2025. Based on that pace, we are assuming roughly 10,000 newly available residential addresses in 2027. Can UTOPIA confirm or correct that figure, and say how many total residential addresses (new and long-installed) it expects to release to contractors in 2027, by region?**

    The RFP does not forecast 10,000 newly serviceable addresses or commit to releasing a specific number of addresses in 2027. The 10,000 figure is the program goal for additional residential subscribers. The regions include both established and recently available addresses. Label any assumptions used in your forecast.

14. **How many residential addresses are in each city's release, and what is each city's current residential take rate?**

    City-level release volumes and residential take rates are not provided in the RFP. Identify any address or penetration assumptions used in your proposal and explain how staffing would change with actual released volumes.

15. **How much notice will a contractor get before a city is released? City solicitor licenses and background checks usually take several weeks per city.**

    The RFP does not specify a minimum notice period for city releases. Include city licensing and background check lead times in your mobilization plan. Each representative must hold the applicable license, have it verified and on file, and receive UTOPIA authorization before working the city.

16. **Can a contractor work more than one released city at a time within its region?**

    The RFP describes generally releasing one city at a time. Concurrent work in multiple cities is subject to the active assignments and UTOPIA's approval. Each representative must be cleared for each city worked. Propose how you would cover multiple active cities if UTOPIA authorizes overlap.

17. **Will released address lists exclude current subscribers, pending orders and addresses marked do-not-contact? Will they arrive loaded in SalesRabbit, and will they show whether each address can be installed now and whether it is underground or aerial?**

    UTOPIA will flag current subscribers and addresses marked do not contact on the released address lists. The RFP leaves the handling of pending orders, SalesRabbit preloading, and the inclusion of installation readiness and underground or aerial construction information unspecified. Describe how your team would honor contact restrictions and verify serviceability before discussing enrollment.

18. **Once a contractor's representatives are authorized, will UTOPIA commit to a minimum volume of released addresses or a minimum notice period?**

    The RFP establishes neither a minimum released address volume nor a guaranteed notice period. Propose a staffing model that can adjust to changes in release dates and volume.

19. **Do Bountiful Fiber addresses (operated through the partnership with Bountiful City) follow the same branding, cart, ISP lineup, commission and reporting rules as the other member cities? Is Santa Clara included in the 2027 releases?**

    Bountiful Fiber is listed in the Central region through UTOPIA's operational partnership with Bountiful City. Santa Clara is listed in the South region. Inclusion in a region does not establish a city release date. Use only the approved materials and process for the assigned network. The RFP does not specify Bountiful-specific differences in branding, cart, ISP choices, compensation or reporting.

20. **How many contractors does UTOPIA expect to award per region? Will more than one contractor ever work the same city or address list at the same time?**

    The RFP anticipates multiple awards and allows one or more proposers to cover the regions. It does not fix the number of awardees per region or guarantee exclusivity. Contractors may work only the cities and address lists UTOPIA authorizes. The RFP does not prescribe concurrent assignments to the same addresses.

21. **UTOPIA's February 10, 2025 board minutes note door-to-door sales in West Valley City. Is a Direct-to-Door contractor working any UTOPIA cities now, and will those cities be in the 2027 releases?**

    The RFP does not provide a current contractor deployment roster or a committed 2027 city release list. Past activity in West Valley City does not establish a future release. Base your proposal on the published regional scope and identify any assumptions about existing coverage.

22. Can UTOPIA share baseline results from its Direct-to-Door sales since 2024 (conversion, cancellations, complaints) by city?

The RFP does not include city-level conversion, cancellation or complaint history. For the sample reporting package, use your own historical data or clearly labeled illustrative data without identifiable customer details. Identify the data and assumptions used for your forecasts.

23. Is the 10,000-subscriber goal divided among awardees? Is there an expected volume, minimum or rep count for each contractor or region?

The RFP does not allocate the program goal among awardees. The RFP does not specify minimum staffing or production by contractor or region. The program goal is 10,000 additional residential subscribers. For each region proposed, show headcount, supervision, weekly capacity, licensing and training lead time, expected production, and how the team will scale as cities are released. UTOPIA will work with selected contractors to establish area assignments and coverage expectations.

24. Does the 10,000-subscriber goal count new subscribers signed or net growth after disconnects? What was UTOPIA's residential disconnect rate in 2025?

The RFP describes the 10,000 figure as additional new residential subscribers and does not define whether it is measured at signing, installation, activation or as net growth after disconnects. It does not publish a 2025 residential disconnect rate. State the stage and period used for each proposed target.

25. What installation capacity does UTOPIA plan by region and month in 2027? Should contractors pace weekly sales to that capacity?

The RFP does not provide 2027 installation capacity by region or month. Historical installation times in the RFP are not capacity commitments. Explain how you would adjust weekly sales forecasts to UTOPIA's approved scheduling capacity and communicate accurate installation expectations to customers.

26. If UTOPIA reallocates territory, how much notice will the contractor get? Do commissions and clawback terms on orders already placed stay with the original contractor?

The Territory Assignment and Reallocation provision does not set a minimum notice period. The RFP does not specify commission attribution or clawback treatment for open orders after a reassignment. Identify your proposed handoff, attribution and reversal rules, including how orders already placed would be tracked.

27. Will UTOPIA share a draft contract before December 4?

The RFP does not include a draft agreement. Any draft agreement made available before the proposal deadline should be distributed through the solicitation for all respondents to review.

28. What is the contract term? Is there a renewal option and termination for convenience, and with what notice?

The RFP does not specify a service term, renewal options, termination for convenience or associated notice periods. January 22, 2027 is the contract signing deadline. State any term assumptions that affect your pricing or staffing.

29. What insurance, indemnification, bonding and Utah registration requirements will the contract include? Must registration be complete before the January 22 signing?

The RFP does not specify insurance limits, bonding, indemnification terms or a Utah registration deadline. Disclose any related assumptions that affect your proposal. January 22, 2027 is the deadline to finalize and sign contracts.

30. Are subcontractors (partner sales groups working under the contractor) permitted? Do they need UTOPIA's approval?

The RFP contemplates subcontracting. Identify any proposed subcontractors, their field roles and your plan for supervision, compliance and reporting. The awarded contractor is responsible for its representatives' and subcontractors' compliance. Each representative must complete UTOPIA's individual readiness steps, hold required city licenses, and receive authorization before canvassing. The RFP leaves firm-level approval procedures to be confirmed.

31. How will Pricing and compensation (20%) be scored: on cost per sale, on how well the structure meets the Section 3 incentive goals, or both?

Appendix A assigns 20 percent to pricing and compensation. Evaluators give that category one score from 0 to 10 based on the published criteria. Explain both the total cost per qualifying sale and how your proposed incentives support long-term commitment, retention, consistent volume, accurate disclosures and customer experience. Section 3 gives an expected overall range of $350 to $600 per sale, including escalators, and permits consideration of proposals outside that range. Neither cost nor incentive design has a separately published subscore.

32. Does UTOPIA plan interviews or presentations before the January 8 award? Is there a page limit or file format requirement, and may the sample Monday package be sent as an .xlsx attachment?

The RFP does not announce interviews or presentations, a page limit, or a required proposal file format. Submit the proposal electronically using the specified email and subject line. Appendix B calls for an editable spreadsheet or UTOPIA-approved structured report. An editable .xlsx sample is consistent with that format.

33. Which customers count as a new subscriber for commission: a household with no current UTOPIA service only, or also a former subscriber who reconnects? Do ISP switches, speed changes or add-ons by existing subscribers count?

The RFP's goal is to add new residential subscribers. It does not define how reconnects, ISP switches, speed changes or add-ons affect commission eligibility. State which events your pricing assumes are commissionable, identify those events separately, and explain how you would prevent duplicate credit.

34. Does UTOPIA prefer a commission trigger (sale, completed install, or a period after install), or will it evaluate each proposed trigger on its merits?

Section 3 allows respondents to propose a commission trigger at sale, completed installation, a defined period after installation, or another clearly defined event. No single trigger is prescribed. Specify the qualifying event, verification source, proposed invoice and payment timing, and reversal rules. Explain how the structure supports retention, sales consistency, accurate disclosures and customer experience.

35. The Sold stage requires a "required signed agreement." What is that agreement, and how is it signed: in the cart, by e-signature or on paper?

Appendix B defines Sold as a valid executed customer enrollment supported by the required signed agreement. The RFP describes enrollment through UTOPIA's website shopping cart but does not identify the agreement or specify the signature method. For the sample, distinguish an executed enrollment from an incomplete cart or verbal commitment.

36. How are cart orders credited to a contractor and rep (rep code, link or SalesRabbit match)? If a resident a rep visited later orders on their own, does the contractor get credit?

The RFP does not specify the order attribution mechanism or credit for a later self-service order. Use SalesRabbit for all visit dispositions. Describe the rep-to-order matching, attribution window and duplicate-credit controls your proposed commission model needs.

37. How often can UTOPIA's accounts payable pay commissions (weekly, bi-weekly or monthly), and what invoice format does it need?

The RFP does not prescribe a pay schedule or invoice format. Include your proposed invoice frequency, payment timing, qualifying event, supporting order identifiers, commission calculation and adjustments. These terms are subject to agreement during contracting.

38. If commissions are standardized across awardees, when does that happen, and how is "approval by all participants" decided? Could an agreed rate change after the contract is signed?

Section 3 states that if there are multiple awardees, commission structures will be standardized subject to review and approval by all participants. The RFP does not define the approval mechanics or establish a post-signature rate change process. Identify the pricing terms and assumptions your offer depends on. The executed agreement will govern rates and any changes.

39. Will UTOPIA share install dates, cancellations and cancellation reasons with contractors each week?

The RFP provides for UTOPIA-approved access or extracts from data sources it maintains. It does not commit to weekly delivery of installation dates, cancellations or cancellation reasons. Contractors must reconcile their reporting to approved sources and explain gaps and discrepancies.

40. What does "subject to UTOPIA confirmation of current offerings before issue" in the commission guidelines mean? Will UTOPIA run promotions in 2027 that reps may present, and how will offer changes reach contractors?

The reference to confirmation of current offerings concerns the products and offers UTOPIA approves for the program. It does not announce a 2027 promotion. Representatives may use only UTOPIA-approved offers, comparisons and materials. Identify any offer or package assumptions that affect your pricing.

41. Does UTOPIA have each member city's solicitor licensing requirements, fees, processing times and permitted knocking hours? Do any member cities exempt UTOPIA representatives?

Each representative must obtain a valid solicitor license for each city in which the representative will sell. UTOPIA must have and verify the applicable license on file before granting SalesRabbit access. Use each city's current requirements for fees, processing times, background checks and permitted hours. The RFP identifies no exemptions. Obtain UTOPIA authorization for each released territory before canvassing.

42. Is the January 25 to 29 training in person, and where? How often will UTOPIA train reps hired after launch?

The RFP schedules initial training for January 25 through 29, 2027, subject to timely contract execution. The venue, delivery format and recurring training cadence are not specified. Each later hire must complete UTOPIA-specific training and onboarding and receive authorization before selling.

43. After a rep's city license is on file, how long does UTOPIA take to verify it, authorize the rep and grant SalesRabbit access?

The RFP does not set a turnaround time for license verification, representative authorization or SalesRabbit access. Submit complete license records and account information early enough to support your ramp plan. SalesRabbit access may be granted only after UTOPIA verifies the applicable license is on file.

44. Is there a limit on SalesRabbit accounts per contractor, and any cost to the contractor?

UTOPIA provides individual authorized SalesRabbit accounts. The RFP does not state an account cap or contractor fee. Include your expected active headcount, account needs and process for reporting roster changes.

45. Does UTOPIA set its own background check standard, or is each city's requirement enough?

The RFP requires each representative to comply with the city's licensing requirements and obtain UTOPIA authorization before selling. It does not describe a separate UTOPIA background check standard. Describe your screening process and how you track city-specific clearance.

46. What will UTOPIA supply to each rep (ID badges, apparel, leave-behinds, the approved ISP comparison), at what cost, and with what lead time? Can a contractor submit its own training modules, such as streaming TV education, for UTOPIA approval?

The RFP provides for UTOPIA-branded marketing materials and UTOPIA-specific training. It does not itemize badges, apparel, leave-behinds or ISP comparisons, or specify cost and lead times. Identify any supplemental materials or training you propose. Customer-facing material and comparisons must be approved by UTOPIA, and supplemental training cannot substitute for individual UTOPIA training.

47. The RFP asks bidders to accept requirements B1 through B10, but Appendix B as published doesn't number them and ends at the funnel stages; the evaluation section also refers to a network target report, complaint dashboard and source reconciliation. Please list B1 through B10 and confirm whether Appendix B has further pages. The Scheduled stage definition is also partly unreadable in the PDF; please restate it.

The issued RFP has 12 pages, and Appendix B ends with the Installed stage. The Evaluation Criteria reference B1 through B10 and reporting requirements for network targets, complaints and source reconciliation. The issued RFP omits the numbered customer standards and does not specify the complete reporting requirements for those items. Scheduled means an order with an installation appointment confirmed through UTOPIA's approved process.

The proposed standards below would apply before the customer signs up and are subject to confirmation in a UTOPIA addendum. Respondents should use the issued solicitation and any published addendum when preparing their compliance responses.

B1. Make clear that the customer is purchasing a service or product.

B2. Explain that UTOPIA Fiber and the internet service provider are separate entities.

B3. Explain the customer's choice among participating internet service providers.

B4. Confirm that the customer knows and is comfortable with the provider selected.

B5. Explain bandwidth choices and confirm that the customer understands and is comfortable with the selected speed.

B6. Confirm whether the order includes add-ons, such as voice service.

B7. Explain the total amount due, including the separate UTOPIA Fiber and provider charges.

B8. Explain eligibility and terms for any promotion selected.

B9. Explain that customers receive separate bills and how to pay UTOPIA Fiber through Xpress Bill Pay and the provider directly.

B10. Explain that billing begins after installation and verification of connectivity at the selected speed.

48. What data will UTOPIA provide for weekly reconciliation (cart orders with ISP and speed chosen, scheduler, CRM installs), and how often?

The RFP provides for approved access or extracts from UTOPIA-maintained sources. Contractors remain responsible for their Monday reports and reconciliation. Appendix B calls for approval of source mapping during onboarding. It does not guarantee specific cart, scheduler or CRM feeds or a delivery cadence.

49. How will customer complaints about reps reach the contractor, and what does UTOPIA count as a complaint?

Customers and residents typically report concerns to UTOPIA Customer Service. UTOPIA will share complaints involving a contractor's representatives with that contractor in a weekly report. For reporting purposes, a complaint is a reported concern about a representative or a door-to-door sales interaction. Track general service inquiries separately.

Include complaints shared by UTOPIA and any your team receives directly in the updated complaint and feedback register submitted with the Monday package. For the sample, show how you would record each complaint, track its status and corrective action, and review it at the monthly management meeting.

50. Will UTOPIA notify residents (mailers, door hangers, city communications) before contractors start in a city?

The RFP does not commit to advance mailers, door hangers or city announcements. Identify any resident outreach you recommend and how you would coordinate it with UTOPIA. Use only UTOPIA-approved materials and communications for assigned territories.

51. Are apartments and other multi-unit buildings in scope? If so, does UTOPIA arrange property access?

The RFP covers UTOPIA-authorized residential territories and address-level service availability. It does not specify which multifamily properties will be released or commit UTOPIA to arranging access. Identify any multifamily assumptions and explain how your team would verify serviceability, assignment and required property access before canvassing.

52. The RFP states UTOPIA may accelerate releases based on contractor readiness and capacity, sales performance, compliance, reporting quality and customer feedback. If a contractor completes coverage of a released city and meets UTOPIA's quality measures, will UTOPIA release that region's next city early on request? How will readiness for the next release be measured?

Contractors may request an earlier release. UTOPIA may accelerate or delay releases based on readiness and capacity, performance, compliance, reporting, customer feedback and operational priorities. An early release request should document current coverage, quality results and staff readiness for the next city. The RFP does not establish an automatic release trigger or numerical threshold.

53. The RFP states UTOPIA may reallocate territory among contractors based on contractor performance, sales results and territory coverage. What measures and review frequency will UTOPIA use for reallocation? Can a contractor that is outperforming request additional cities or regions, including territory assigned to another contractor that is not covering it?

The RFP allows UTOPIA to reallocate all or part of a territory based on performance, sales results, coverage, operational needs and other business considerations. Monday reports and monthly reviews provide regular evidence, but no fixed reallocation schedule or threshold is specified. A contractor may propose additional coverage, including an area assigned elsewhere. Any change requires UTOPIA approval.

54. Mandatory requirements B1 through B10: The evaluation section makes acceptance of B1 through B10 a pass/fail requirement, but those items do not appear to be defined or attached in the published RFP. Could you please provide them, along with any other mandatory terms proposers must expressly accept?

The Evaluation Criteria section references B1 through B10, and the issued RFP does not include their text. See Question 47 for the proposed customer disclosure standards and the Appendix B clarification. The issued RFP also requires ISP neutrality, approved UTOPIA branding and materials, individual training and onboarding, UTOPIA authorization, verified city licenses on file before SalesRabbit access, complete door dispositions, and the reporting and complaint controls described in the RFP. Address the applicable mandatory requirements in the compliance response and expressly identify exceptions.

55. Commission trigger and payment timing: When does a sale become payable (signed enrollment, confirmed installation appointment, verified installation in UTOPIA's CRM, or a set period after installation)? What are the expected invoicing and payment terms?

Section 3 invites proposers to define the event that earns commission and the evidence that verifies it. A proposer may use a sale, installation, a specified period after installation, or another milestone. The RFP sets no invoicing frequency, payment deadlines, or payout cadence. Describe the proposed milestone, supporting records, invoice schedule, and requested payment terms. The signed agreement will govern payment.

56. Cancellations and clawbacks: Which events would trigger a clawback or non-payment, and over what window? If an installation is delayed beyond the typical timeline and the customer cancels, would that affect contractor compensation?

Section 3 permits proposed clawbacks. The RFP sets no cancellation window, clawback schedule, or payment rule for a cancellation after a delayed installation. Define which events result in nonpayment or a reversal, the applicable time window and evidence, and how the model treats customer withdrawals after delays outside the contractor's control. The signed agreement will govern any approved adjustments.

57. Serviceability data: Will UTOPIA preload SalesRabbit with address-level lists of serviceable, unconnected homes for each released city, and how often will that data be updated?

The RFP limits work to UTOPIA-authorized territories and requires representatives to record every door visited in SalesRabbit. It does not specify address-list preloading, which address statuses are included, or an update cadence. Describe how your team would verify serviceability and territory eligibility before canvassing.

58. Territory and city releases: When a city is released to a contractor, will that contractor have exclusive access to those addresses during the release period? Can UTOPIA share the anticipated 2027 city-release sequence by region?

The RFP gives no guarantee of exclusivity or continued assignment. Work only in territories authorized by UTOPIA. UTOPIA expects to release cities in phases, generally one at a time within each region, and may adjust assignments and timing. The RFP does not publish a 2027 city-by-city sequence. Describe how your deployment plan would accommodate changes.

59. **The 10,000-customer goal: Is the 10,000 new residential customer goal a combined target across all awardees or a per-contractor target? Are there minimum monthly volume or coverage requirements, and how would they be adjusted if city releases are delayed?**

The RFP sets a program-wide goal of 10,000 additional new residential subscribers across the service footprint. It gives no per-awardee or regional allocation, monthly quota, or minimum staffing level. UTOPIA will work with selected contractors on coverage expectations and assignments. Propose a staffing ramp and production forecast based on the expected release of cities in phases, including how staffing, volume, and coverage would be adjusted if a release is delayed.

60. **Current program and historical results: Will any current door-to-door contractor continue under this RFP? To help proposers staff and price realistically, could UTOPIA share recent funnel rates (doors to conversations, sold, scheduled, and installed) and cancellation or complaint rates?**

The RFP does not identify a current contractor that will continue under this solicitation or publish historical funnel, cancellation, or complaint rates. For the required sample reporting package, use your own historical data or clearly labeled illustrative data without identifiable customer details. State the assumptions you use for staffing, production, and pricing.

61. **Solicitor licensing: Who is responsible for city solicitor license fees and renewals? Could UTOPIA share typical fees and processing times for the listed cities, and may representatives complete the January training before licenses are issued?**

Each representative must hold a current solicitor license for each city where they sell. Contractors must keep license records current and suspend work in any city when the applicable license expires or becomes invalid. The RFP does not allocate fees or provide processing estimates. Check current requirements and fees with each city and show how you plan to manage licensing and renewals. The published license gate applies before SalesRabbit access and fieldwork. Confirm training and system-access logistics with UTOPIA if licenses are still pending during the January 25 through 29 training window.

62. **SalesRabbit and tools: Please confirm UTOPIA covers SalesRabbit license costs. Who supplies mobile devices? May the contractor use its own GPS verification and quality-control tools alongside SalesRabbit, provided every door is dispositioned in SalesRabbit?**

UTOPIA will provide individual, authorized SalesRabbit accounts and cover the license costs. Contractors are responsible for supplying mobile devices. Identify any proposed GPS verification or quality-control tool, explain how it would work alongside SalesRabbit, and describe what data it would collect. Supplemental tools are subject to UTOPIA review. Representatives must record approved statuses and notes for every door visit in SalesRabbit.

63. **ISP neutrality and compensation: Should compensation be identical regardless of the ISP or speed tier a customer selects? If a customer later switches ISPs, would that affect contractor pay?**

Representatives must present all residential ISPs available at an address equally and independently. Proposed compensation must support that requirement. Section 3 allows a base commission that varies by speed and also permits a speed-neutral model. Disclose all fees, incentives, and ISP affiliations that could affect neutrality, and explain how the model protects customer choice. The RFP does not prescribe how a later ISP switch affects contractor compensation. Describe any proposed treatment in your model.

64. Standardized commissions: If multiple firms are selected, when will commission structures be standardized, and will that be finalized before contracts are signed on January 22, 2027?

If there are multiple awardees, the RFP calls for standardized commission structures subject to review and approval by all participants. The RFP does not set a separate standardization date or approval procedure. January 22, 2027 at 5:00 p.m. Mountain Time is the deadline to finalize and sign contracts. Propose a complete commission model and identify any assumptions that could affect your acceptance of final terms.

65. Contract terms: The RFP does not state contract length, renewal options, or insurance, bonding, and indemnification requirements. What should proposers assume for each?

The issued RFP does not specify a contract term, renewal options, insurance limits, bonding, or indemnification. State any assumptions that affect pricing or deployment and identify any exceptions. The executed agreement will govern these terms.

66. How many homes has UTOPIA Fiber passed in each city in its network?

The RFP reports approximately 170,000 residential doors for its Utah footprint and provides the cities by region. It does not publish city-by-city homes-passed counts. State the geographic and address-volume assumptions behind your staffing and pricing. Plan to verify which addresses are authorized and serviceable before fieldwork.

67. How many active residential subscribers does UTOPIA Fiber have in each city in its network?

The RFP reports more than 60,000 residential customers for the Utah footprint. It does not publish city-level active subscriber counts. Distinguish existing subscribers and eligible sales addresses in any staffing or production assumptions.

68. Do any cities in the UTOPIA Fiber network have installation fees or other substantial upfront charges?

UTOPIA Fiber and Bountiful Fiber publish no charge for standard residential installation. Woodland Hills publishes a $1,500 prepay option for the fiber line, payable to Woodland Hills under its purchase agreement. Verify the terms that apply at the address before quoting costs, including any nonstandard work, equipment, or optional services. See the UTOPIA Fiber FAQ (https://www.utopiafiber.com/faqs/), Bountiful Fiber FAQ (https://mybountifulfiber.com/faqs/), and Woodland Hills residential pricing (https://www.utopiafiber.com/woodland-hills-residential-pricing/).

69. For each city in the UTOPIA Fiber network, how long have the homes passed been released for service on average?

The RFP says each region includes both established and recently available addresses. It does not give an average elapsed time since homes became serviceable in each city. Describe any assumptions about how long addresses have been serviceable and how that affects your plan.

70. In each city in the UTOPIA Fiber network, how many homes were newly passed and how many subscribers were newly added in the past year?

The RFP does not publish city-level counts for homes newly passed or subscribers newly added in the past year. State any assumptions for the market you propose to serve, and keep new serviceable addresses separate from new customer subscriptions in the forecast.

71. How many additional homes passed in each city are projected to be released in 2027?

The RFP does not provide 2027 city-by-city address projections. The sales program will release territories in phases, with timing and coverage subject to adjustment. Homes newly made serviceable and addresses released for sales are different measures because a sales release can include existing serviceable addresses. Use clearly identified planning assumptions.

72. Subscriber target. Can you confirm the program's subscriber goal? We want our staffing ramp to match it.

The RFP sets a program-wide goal of 10,000 additional new residential subscribers across the service footprint. It gives no per-awardee or regional allocation, monthly quota, or minimum staffing level. UTOPIA will work with selected contractors on coverage expectations and assignments. Propose a staffing ramp and production forecast based on the expected release of cities in phases, including how staffing, volume, and coverage would be adjusted if a release is delayed.

73. Commission timing. Will commissions be paid on sale, on verified install, or after a set period, and how often will payouts run?

Section 3 invites proposers to define the event that earns commission and the evidence that verifies it. A proposer may use a sale, installation, a specified period after installation, or another milestone. The RFP sets no invoicing frequency, payment deadlines, or payout cadence. Describe the proposed milestone, supporting records, invoice schedule, and requested payment terms. The signed agreement will govern payment.

74. Mandatory requirements. The RFP refers to items B1 through B10. Could you send those so we can respond to each one?

The Evaluation Criteria section references B1 through B10, and the issued RFP does not include their text. See Question 47 for the proposed customer disclosure standards and the Appendix B clarification. The issued RFP also requires ISP neutrality, approved UTOPIA branding and materials, individual training and onboarding, UTOPIA authorization, verified city licenses on file before SalesRabbit access, complete door dispositions, and the reporting and complaint controls described in the RFP. Address the applicable mandatory requirements in the compliance response and expressly identify exceptions.

75. Insurance and term. What coverage limits and contract length should we plan for?

The issued RFP does not specify a contract term, renewal options, insurance limits, bonding, or indemnification. State any assumptions that affect pricing or deployment and identify any exceptions. The executed agreement will govern these terms.

76. Licensing. Does UTOPIA have a preferred process with member cities for solicitor licenses, or does each contractor handle it alone?

Each representative must obtain and maintain a valid solicitor license for each city where they sell. Contractors must submit copies to UTOPIA, which verifies them before granting SalesRabbit access. Representatives must also complete UTOPIA onboarding and receive authorization before canvassing. The RFP does not establish a centralized city application process. Plan to account for each city's processing times.

77. City release order. Do you know which cities in the Central and South regions open first?

The RFP identifies the cities in the Central and South regions and anticipates phased releases, generally one city at a time within each region. It does not identify the first city in either region. UTOPIA will confirm assigned territories after contract execution. February 1, 2027 is the earliest possible field start for authorized representatives after all readiness prerequisites are met.

78. Business service. Is there a path for us to bring business customers onto the network, either through this program or by working with your business providers directly?

This solicitation covers residential fiber sales. Refer business service inquiries to UTOPIA Fiber's Business Services team at (801) 613-3836 or through https://www.utopiafiber.com/contact/. A separate arrangement with a business ISP would be outside this solicitation. Disclose any ISP affiliations or financial arrangements that could affect the impartiality of your residential sales work.