

Anaptyx CivicConnect - Technical FAQ for IT Directors

For Municipal IT - Network, Security, Operations & BEAD Compliance Details

1. Architecture & Staffing Impact

Q: Does this touch our internal network?

A: No. CivicConnect is deployed as a physically/logically isolated overlay. Dedicated VLANs/VRF, separate public IP space, no routing into municipal LAN. Requires only 1x L2 handoff at PoP or 1x 1G+ backhaul circuit.

Q: What does our team actually have to do?

A: Initial: 60-min design review + approve mounting locations. Ongoing: View dashboard. Optional monthly 15-min ops review. Everything else - provisioning, RADIUS, patches, RF tuning - is us. Average customer IT time: 22 min/month.

Q: How do you handle support?

A: Tier 1-3 included. Public user helpdesk is 100% us (QR code + 800 number on splash). Municipal NOC line is separate. 24x7 monitoring with <15 min MTTA, <4 hr MTTR SLA.

2. Security

Q: Security model?

A: WPA3-Enterprise / OWE for open, client isolation, L2/L3 ACLs, IDS/IPS at edge, auto CVE patching within 48h. SOC 2 Type II, annual pen test available under NDA. All logs forwarded to SIEM via syslog if requested.

Q: Data privacy / CALEA / content filtering?

A: No PII stored beyond anonymized session logs for BEAD. CIPA-compliant DNS filtering included. CALEA-ready intercept point if required by city. No traffic inspection of municipal data.

3. Zero Upfront - What IT needs to know

Q: Hardware lifecycle?

A: We own hardware during term. Includes Wi-Fi 6E outdoor APs, cabinets, UPS, mounting. 5-year refresh cycle included. RMA spares stocked within 50 miles of city.

Q: Power / mounting?

A: Uses existing streetlight/traffic poles. Average draw <45W per AP. We provide PE-stamped drawings and coordinate with utility. No new electrical service in 90% of sites.

4. 10-Year BEAD Compliance

Q: Exact BEAD reporting you cover?

A: Quarterly: FCC Broadband Data Collection availability, verified speed/latency via MBA-style whitebox tests, uptime %, low-cost plan availability logs, Letter of Credit compliance evidence package, Build America Buy America (BABA) documentation for hardware.

Q: What if we fail an audit?

A: We contractually indemnify for compliance documentation failures attributable to our service. We maintain 10-year immutable logs in WORM storage. We have passed SC Broadband Office audit template already.

Q: Post-BEAD ownership?

A: At year 10, you receive quitclaim to all installed infrastructure at no cost, with as-builts and admin creds. Can renew managed service at reduced rate.

Quick Close Sheet for IT Director Pushback

Objection	What They Mean	Battle Response
We don't want to manage helpdesk	Helpdesk is nightmare	You won't. Public helpdesk is 100% Anaptyx via QR/800#. Zero tickets
We can't take on more security	Fear of lateral movement	Show isolation diagram. Offer 30-min security review + SOC 2 letter.
We don't have budget for CAPEX	CAPEX freeze	There is no CAPEX. It's OPEX, BEAD-eligible. We show procurement