Spectrum BUSINESS®

SERVICE ORDER

THIS SERVICE ORDER ("Service Order") is executed and effective upon the date of the signature set forth in the signature block below ("Effective Date") and is by and between Charter Communications Operating, LLC on behalf of those operating subsidiaries providing the Service(s) hereunder ("Spectrum") and Customer (as shown below), and is governed by and subject to the applicable Spectrum Business - Enterprise Commercial Terms of Service posted at https://enterprise.spectrum.com/legal/terms-and-conditions.html (or successor URL) or, if applicable, an existing service agreement executed by the parties (each, as appropriate, the "Service Agreement"). Except as specifically modified herein, all other terms and conditions of the Service Agreement shall remain unamended and in full force and effect.

Spectrum Contact Information
Contact: Kelly Gowans
Telephone: 4694709922
Email: kelly.gowans@spectrum.com

Customer Information		
Customer Name BURNET COUNTY JAIL		Order # 15750009
Address 900 County Ln Burnet TX 78611		
Telephone (512) 756-0172		Email: mkimbler@burnetsheriff.com
Contact Name Matt Kimbler	Telephone (512) 756-0172	Email: mkimbler@burnetsheriff.com
Billing Address 900 County Ln Burnet TX 78611		
Billing Contact Name	Telephone	Email:

NEW AND REVISED SERVICES AT 900 County Ln , Burnet TX 78611

Service Description	Order Term	Quantity	Monthly Recurring Charge(s)	Total Monthly Recurring Charge(s)
Fiber Connect Deluxe	36 Months	60	$8.00	$480.00
Svc Charge-Per Rm	36 Months	60	$17.55	$1,053.00
TOTAL				$1,533.00

ONE TIME CHARGE(S) AT 900 County Ln , Burnet TX 78611

Service Description	Quantity	One Time Charge(s)	Total One Time Charge(s)
Installation Fee (NRC)	1	$0.00	$0.00
Demarc Wiring Service	1	$500.00	$500.00
Demarc Wiring Service - Promotion	1	($500.00)	($500.00)
TOTAL			$0.00

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1. **TOTAL CHARGE(S). Total monthly recurring charges and total one-time charges are due in accordance with the monthly invoice.**
2. **TAXES.** Plus applicable taxes, fees, and surcharges as presented on the respective invoice(s).
3. **SPECIAL TERMS.**

By signing below, the signatory represents they are duly authorized to execute this Service Order

Customer

Signature: _____

Printed Name: _____

Title: _____

Date: _____

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SPECTRUM BUSINESS

AGREEMENT FOR ENTERPRISE SERVICES

The customer identified below ("Customer") hereby acknowledges and agrees to the Commercial Terms of Service available at https://enterprise.spectrum.com/legal/terms-and-conditions.html (or subsequent URL) ("Terms of Service"),which is incorporated herein by reference, with respect to any service order(s) placed by Customer and accepted by Spectrum hereafter (each, a "Service Order"), which together with this document constitute the "Service Agreement" by and between the Customer and Charter Communications Operating, LLC on behalf of those operating subsidiaries providing the service(s) hereunder ("Spectrum").

Spectrum Sales Contact Information
Spectrum Account Executive: Kelly Gowans Office: 4694709922 Mobile: Email: kelly.gowans@spectrum.com

Customer Information				
Customer Name (Exact Legal Name): BURNET COUNTY JAIL				
Street Address: 900 County Ln	Suite:	City: Burnet	State: TX	Zip: 78611
Customer's Main Tel. No.: (512) 756-0172				
Customer Contact Name: Matt Kimbler	E-mail: mkimbler@burnetsheriff.com		Tel No: (512) 756-0172	
Billing Address: 900 County Ln	Suite:	City: Burnet	State: TX	Zip: 78611
Billing Contact Name:	E-mail:		Tel No:	

Agreement

BY EXECUTING THIS SERVICE AGREEMENT BELOW, CUSTOMER ACKNOWLEDGES THAT: (1) CUSTOMER ACCEPTS AND AGREES TO BE BOUND BY THE TERMS OF SERVICE, INCLUDING THE ARBITRATION SECTION THEREOF, WHICH PROVIDES THAT THE PARTIES DESIRE TO RESOLVE ANY CONTROVERSY OR CLAIM ARISING OUT OF OR RELATING TO THE SERVICE AGREEMENT THROUGH ARBITRATION; AND (2) BY AGREEING TO ARBITRATION, CUSTOMER IS GIVING UP VARIOUS RIGHTS, INCLUDING THE RIGHT TO TRIAL BY JURY AND TO BRING CLAIMS AS CLASS ACTIONS.

Authorized Signature for Customer
Customer: BURNET COUNTY JAIL
By:
Name:
Title:
Date:

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Spectrum Business – for enterprise Services
pre-service installation guide

Welcome, and thank you for choosing Spectrum Business. After you sign your service order, our teams will keep you updated on the status of your order. In the meantime, this document will help you understand what happens as you progress toward the service installation process.

Feel free to reach out to your sales contact if you have questions or need additional information. When installation begins, however, you'll have a dedicated project manager who'll partner with you as your main point of contact for a successful installation.

Client project milestones

1. Sign service order.
2. If necessary, work with our internal teams to provide any additional information or forms required to finalize your order.
3. Your Spectrum Enterprise project manager will contact you to introduce themselves and discuss next steps.

Spectrum Business project milestones

1. Sales team submits signed service order to Order Management team.
2. Internal teams gather any additional information that's required to finalize your order.
3. Dedicated project manager contacts you to discuss next steps.

Spectrum Business pre-service installation details

Let's look at more details about the milestones we'll reach before your service installation process begins.

Milestones

1. Sign service order

   First, we'll finalize and sign your service order together. We are unable to proceed until the service order is signed, so if you have any concerns or questions about your order, please reach out to your sales contact right away.

2. Finalize order

   Our internal teams will make sure we have all of the information we need to begin the installation process. This stage can take one to two weeks to complete. During this time, we may be in touch to get additional information and required forms.

   If your order includes voice services, this would be a good time to engage your vendor. If you're transferring phone numbers from your current vendor to your Spectrum Enterprise account, we'll need a complete list of the numbers you're transferring. Your vendor can help you pull these from your phone server. We also request your vendor be available to participate in cutover activities on the day of activation. Your project manager will work closely with you and your vendor throughout the implementation process, and schedule the cutover once the service is ready.

3. Connect with project manager

   As we're finalizing your order, your dedicated project manager will be in touch about next steps. Your project manager will be your primary point of contact during service installation, however, you may hear from additional team members throughout the process.

   You will be invited to an introduction call where your project manager will review your order and the installation process in more detail. During this meeting, we will agree to a call and reporting schedule to ensure a smooth and efficient installation.

Additional disclaimer pending - does not apply for coax or upgrades.

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