



NORTHLAND BUSINESS CLASS SERVICES
Service Order Agreement

Account: _____

CUSTOMER INFORMATION

Company Name: Burnet County

Billing Address: 1601 E Polk

Burnet Texas 78611

SS#/FEIN#: _____

ORDER TYPE

New _____

Renew _____

Change _____

CONTACTS	Name	Email	Mobile	Office	Fax
Customer Contact	Ben Tarbet	techsup@burnetcountytexas.org		512-175-5286	
Northland Contact	Larson Lloyd	Larson@northlandco.com		830-201-2204	
Site					
Technical	Casey Hibler	chibler@northlandco.com		830-201-2205	
Billing					
Other					

SERVICES & FEES	Description	Monthly Recurring Fee*	Non-Recurring Charge*
Broadband Business Internet	150Mbps x 150Mbps	\$875.00	
Business Class Voice			
Ethernet Fiber Solutions			
☐ See attached Business Services & Fees Schedule		\$0.00	\$0.00
TOTAL		\$875.00	\$0.00
		*exclusive of Taxes and Fees	

DEMARICATION POINTS

Location 1

1601 E. Polk Burnet Texas 78611

Location 2

SPECIAL TERMS AND CONDITIONS

INITIAL TERM

3 years

Requested DUE DATE

06/27/2018

TERM The Initial Term of this Service Order Agreement shall begin on the date installation is completed and shall continue for the Initial Term indicated herein. Upon expiration of the Initial Term, this Service Order Agreement shall continue on a month-to-month basis at Northland's then-current Monthly Service Fees until such time as either party terminates this Service Order Agreement by giving thirty (30) days' prior written notice of termination. This Service Order Agreement is not effective until accepted by Northland.

ENTIRE AGREEMENT The terms and conditions set forth herein, together with Northland Communications Business Class Services Terms and Conditions (the "Terms and Conditions") which are available at www.yournorthland.com and are incorporated as though fully set forth herein, comprise the entire agreement between the parties. In the event of any conflict between the terms and conditions of this Service Order Agreement and the Terms and Conditions, the Terms and Conditions shall prevail. All terms not otherwise defined herein will have the same meaning ascribed to them in the Terms and Conditions. This Service Order Agreement may not be amended except by a written agreement signed by both parties.

E911 NOTICE Northland's digital phone service (the "Phone Service") may have the E911 limitations specified below:

- In order for your 911 calls to be properly directed to emergency services, Northland must have your correct address. If you move your Northland Phone Service to a different address without Northland's approval, (i) 911 calls may be directed to the wrong emergency authority, (ii) 911 calls may transmit the wrong address, and (iii) the Phone Service (including 911) may fail altogether.
- The Phone Service uses the electrical power in your home or place of business. If there is an electrical power outage, 911 calling may be interrupted if the battery back-up, if any, in the associated multimedia terminal adapter is not installed, fails or is exhausted after several hours.
- Calls, including calls to 911, may not be completed if there is a problem with network facilities, including network congestion, network/equipment/power failure or another technical problem.
- Prior to changing your physical address, you must call your local Northland office and provide your new physical address. Northland will need several business days to update your physical address in the E911 system.

USE OF THE PHONE SERVICE AFTER DELIVERY OF THIS DOCUMENT CONSTITUTES YOUR ACKNOWLEDGMENT OF THE E911 NOTICE ABOVE.

Agreed:

Burnet County

By: _____

Printed Name: _____

Title: _____

Accepted this _____ Day of _____, 20__

Northland _____

By: _____

Title: _____