

Customer 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 Spectrum Enterprise Commercial Terms of Service posted to the Spectrum Enterprise website, <https://enterprise.spectrum.com/> (or successor url) or, if applicable, an existing services agreement mutually executed by the parties (each, as appropriate, a "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.

Account Executive: John Watson

Phone: 5129095561 ext:

Cell Phone:

Email: john.watson@charter.com

Order # 12043529

Customer Information: Customer Code		
Business Name	BURNET COUNTY - WRRS	Customer Type:
Billing Address		
Attention To:		Account Number
220 South Pierce Street ATTN: Jim Barho Burnet TX 78611		
Billing Contact	Billing Contact Phone	Billing Contact Email Address
Jim Barho	(512) 750-0507	jimbarho@gmail.com
Authorized Contact		
Authorized Contact	Authorized Contact Phone	Authorized Contact Email Address
Jim Barho	(512) 750-0507	jimbarho@gmail.com
Technical Contact		
Technical Contact	Technical Contact Phone	Technical Contact Email Address

New and Revised Services and Monthly Charges At 4400 US 281 , Burnet TX 78611

Description	Quantity	Sales Price	Monthly Recurring Total	Contract Term
EPL Intrastate 50 Mbps	1	\$430.00	\$430.00	60 Months
Ethernet Spoke	1	\$0.00	\$0.00	60 Months
*Total			\$430.00	
*Prices do not include taxes and fees.				

New and Revised Services and Monthly Charges At 5010 Old Manor Rd , Austin TX 78723

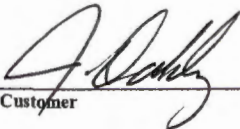
Description	Quantity	Sales Price	Monthly Recurring Total	Contract Term
EPL Intrastate 50 Mbps	1	\$430.00	\$430.00	60 Months
Ethernet EPL HUB	1	\$0.00	\$0.00	60 Months
*Total			\$430.00	
*Prices do not include taxes and fees.				

Special Terms

Electronic Signature Disclosure

By signing and accepting below you are acknowledging that you have read and agree to the terms and conditions outlined in this document.

Authorized Signature for Customer



Printed Name and Title

James Oakley County Judge

Date Signed

7/28/20



SPECTRUM ENTERPRISE SERVICE AGREEMENT

The customer identified below ("Customer") hereby acknowledges and agrees to the Commercial Terms of Service available at <https://enterprise.spectrum.com/> ("Terms of Service"), which are incorporated herein by this reference, with respect to any service order(s) placed by Customer and accepted by Spectrum hereafter (each, a "Service Order"), which together with this agreement 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 Contact Information

Spectrum Enterprise
12405 Powerscourt Drive
St. Louis, MO 63131

Contact: John Watson

Telephone: 5129095561

Email: john.watson@charter.com

Customer Information

Customer Name (Exact Legal Name): BURNET COUNTY - WRRS			Main Tel. No.:	
Billing Address: 220 South Pierce Street	Suite: ATTN:	City: Burnet	State: TX	Zip Code: 78611
Billing Contact Name: Jim Barho	Tel.No.: (512) 750-0507		E-mail: jimbarho@gmail.com	
Authorized Contact Name: Jim Barho	Tel.No.: (512) 750-0507		E-mail: jimbarho@gmail.com	

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.

Customer: BURNET COUNTY - WRRS

By: *James Oakley*

Name (printed): James Oakley

Title: County Judge

Date: 7/28/20

Spectrum Enterprise Trunking Service Level Agreement

This document outlines the Service Level Agreement ("SLA") for SIP Trunking Service and PRI Service (the "Service").

This SLA is a part of, and is hereby incorporated by reference into, the Spectrum Enterprise Service Agreement (including the terms and conditions, attachments, and Service Orders described therein, the "Agreement"). To the extent any provision of this SLA conflicts with the Agreement, this SLA shall control. This SLA document applies only to services provided over Spectrum's own network ("On-Net") and not any portion that is provided by a third party. All SLA Targets in the table below are measured at the individual circuit or Service level, and any applicable credits are issued only for the affected On-Net circuit or Service (the "Affected Service"). Capitalized words used, but not defined herein, shall have the meanings given to them in the Agreement.

I. SLA Targets for On-Net Services:

Service Availability	Mean Time To Restore ("MTTR")
99.99%	Priority 1 Outages within 4 hours

II. Priority Classification:

A "Service Disruption" is defined as an outage, disruption, or severe degradation, other than an Excluded Disruption, that interferes with the ability of a Service to complete inbound and/or outbound voice calls. The Service Disruption period begins when Customer reports a Service Disruption using Spectrum's trouble ticketing system by contacting Customer Care, Spectrum acknowledges receipt of such trouble ticket, Spectrum validates that the Service is affected, and Customer releases the Service for testing. The Service Disruption ends when the Affected Service has been restored.

"Service Degradation" means a degradation of the Service that is not a Service Disruption or a result of an Excluded Disruption, but Customer's use of the Service is impacted.

"Excluded Disruption" means (i) planned outages, (ii) routine or urgent maintenance, (iii) time when Spectrum is unable to gain access to Customer's premises to troubleshoot, repair or replace equipment or the Service, (iv) service problems resulting from acts or omissions of Customer or Customer's representatives or agents, (v) Customer equipment failures, (vi) Customer is not prepared to release the Service for testing, and (vii) Force Majeure Events.

Spectrum classifies Service problems as follows:

Priority	Criteria
Priority 1	Each a "Priority 1 Outage": - Service Disruption resulting in a total loss of Service; or - Service Degradation to the point where Customer is unable to use the Service and is prepared to release it for immediate testing.
Priority 2	Service Degradation where Customer is able to use the Service and is not prepared to release it for immediate testing.
Priority 3	- A service problem that does not impact the Service; or - A single non-circuit or trunk specific quality of Service inquiry.

III. Service Availability

"Service Availability" is calculated as a percentage and is the total number of minutes in a calendar month less the number of minutes that the On-Net Service is unavailable due to a Priority 1 Outage ("Downtime"), divided by the total number of minutes in a calendar month.

IV. Mean Time to Restore ("MTTR")

The MTTR measurement for Priority 1 Outages is the average time to restore Priority 1 Outages during a calendar month, and is calculated as the cumulative length of time it takes Spectrum to restore an On-Net Service following a Priority 1 Outage in a calendar month, divided by the corresponding number of trouble tickets for Priority 1 Outages opened during the calendar month for the On-Net Service.

MTTR per calendar month is calculated as follows:	
Cumulative length of time to restore Priority 1 Outage(s) per On-Net Service	
Total number of Priority 1 Outage trouble tickets per On-Net Service	

V. Network Maintenance

Maintenance Notice:

Customer understands that, from time to time, Spectrum will perform network maintenance for network improvements and preventive maintenance. In some cases, Spectrum will need to perform urgent network maintenance, which will usually be conducted within the routine maintenance windows. Spectrum will use reasonable efforts to provide advance notice of the approximate time, duration, and reason for any urgent maintenance outside of the routine maintenance windows.

Maintenance Windows:

Routine maintenance may be performed Monday – Friday, 12 a.m. – 6 a.m. Local Time.

VI. Remedies

Service Credits:

If the actual performance of an On-Net Service during any calendar month is less than the SLA Targets and Customer is in compliance with the terms of the Agreement and this SLA, then Customer may request a Service Credit equal to the corresponding percentage of monthly Service Charges for the Affected Service as set forth in the table below. Any Service Credit to be applied will be off-set against amounts due from Customer to Spectrum in the billing cycle following the date Spectrum makes its credit determination. Service Credit requests must be submitted to Spectrum within 30 days of the calendar month in which the SLA Target was missed. Spectrum will exercise commercially reasonable efforts to respond to such Service Credit requests within thirty (30) days of receipt thereof.

Service Availability		Mean Time To Restore ("MTTR")	
Downtime	Service Credit	MTTR	Service Credit
>15 minutes ≤ 24 hours	4%	> 4 hours ≤ 7:59:59 hours	4%
>24 hours	33.3%	≥ 8 hours	33.3%

Customer may request only one SLA Service Credit per month for the Affected Service. Should one event impact more than one SLA hereunder, Customer shall receive the single highest of the qualifying Service Credits only. Except as set forth below, the Service Credit described in this SLA shall constitute Customer's sole and exclusive remedy, and Spectrum's sole and exclusive liability, with respect to any missed SLA Targets. Service Credits hereunder shall not exceed four (4) months of Customer's applicable monthly Service Charges during any calendar year.

Chronic Priority 1 Outages:

If Customer experiences and reports three (3) separate Priority 1 Outages that are eligible for Service Credits in three (3) consecutive calendar months, then Customer may terminate the Affected Service without charge or liability by providing at least thirty (30) days written notice to Spectrum; provided, however, that (i) Customer may only terminate the Affected Service; (ii) Customer must exercise its rights to terminate the Affected Service by providing written notice to Spectrum within thirty (30) days after the event giving rise to Customer's termination right; (iii) Customer shall have paid Spectrum all amounts due at the time of such termination for all Services provided by Spectrum pursuant to the Agreement; and (iv) the foregoing termination right provides the sole and exclusive remedy of Customer and the sole and exclusive liability of Spectrum for chronic Priority 1 Outages and Customer shall not be eligible for any additional credits. Termination will be effective forty-five (45) days after Spectrum's receipt of such written notice of termination.

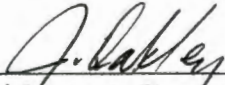
Ethernet Intrastate-Only Traffic Certification

Customer Name (Legal Entity): BURNET COUNTY - WRRS
Federal Tax ID: *****0454
Billing Address: 220 South Pierce Street
Burnet TX 78611

Spectrum, which includes Charter Communications Operating, LLC and its subsidiaries providing the Services, ("Spectrum") presumes that at least 10% of the traffic carried on the WAN/Ethernet services that we provide to you over any circuit will be interstate in nature, and that each such circuit therefore may be treated as jurisdictionally interstate in its entirety. If you expect that **10% or less** of the traffic to be carried over any circuit will be **interstate** in nature, please complete the certification form below to identify the relevant circuit(s) and specify the expected jurisdictional allocation of your traffic associated with such circuit(s). Please note that all Internet-related traffic is presumptively interstate. Also, please note that **you must refresh this certification annually and whenever there is a material change in the actual or expected jurisdictional nature of your traffic**. In the event that you fail to refresh this certification in accordance with procedures specified by Spectrum, Spectrum reserves the right to again presume that at least 10% of the traffic carried over each circuit is interstate in nature and calculate the fees and taxes applicable to that usage accordingly.

CERTIFICATION

I, _____, certify that the traffic carried by Spectrum in its provision of Ethernet services on the circuits **listed on the attached Business Service Order** is jurisdictionally intrastate and **will contain no more than 10% interstate traffic**.

 7/28/20
(Authorized Customer Signature) (Date Signed)

James Oakley County Judge
(Printed Name) (Title)

Authorized Contact Information:

Phone: (512) 750-0507

Email: jimbarho@gmail.com