

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: Francisco Castillo
 Phone: 210-722-8082 ext:
 Cell Phone: 210-722-8082
 Email: francisco.castillo@charter.com

Order # 12221653

Customer Information: Customer Code 0000		
Business Name	Hidalgo County	Customer Type:
Billing Address		
Attention To:		Account Number
100 N Closner Blvd Edinburg TX 78539		
Billing Contact	Billing Contact Phone	Billing Contact Email Address
Noah Lopez	(956) 292-7010	noah.lopez@co.hidalgo.tx.us
Authorized Contact	Authorized Contact Phone	Authorized Contact Email Address
Noah Lopez	(956) 292-7010	noah.lopez@co.hidalgo.tx.us
Technical Contact	Technical Contact Phone	Technical Contact Email Address

Voice Service Order Information 100 N Closner Blvd Edinburg TX 78539		
Current LEC	LEC BTN	Porting Required

Trunk Service Order Information For 100 N Closner Blvd Edinburg TX 78539					
Current LEC	Current IXC	LEC BTN(S)	E-911 Location 1	E-911 Location 2	E-911 Location 3

Current Services and Monthly charges At 100 N Closner Blvd , Edinburg TX 78539				
Description	Quantity	Sales Price	Monthly Recurring Total	
NS PRI - Full	4	\$475.00	\$1,900.00	
Voice Term - 3 YR	4	\$0.00	\$0.00	
NS DID Block (100)	9	\$15.00	\$135.00	
NS TRUNK 20,000 MOU	1	\$340.00	\$340.00	
*Total			\$2,375.00	
*Prices do not include taxes and fees.				

New and Revised Services and Monthly Charges At 100 N Closner Blvd , Edinburg TX 78539				
Description	Quantity	Sales Price	Monthly Recurring Total	Contract Term
10,000 Minutes	1	\$0.00	\$0.00	12 Months
DID Block 100 Numbers	2	\$0.00	\$0.00	12 Months
Enterprise Trunking 23	2	\$375.00	\$750.00	12 Months
*Total			\$750.00	
*Prices do not include taxes and fees.				

One Time fees At 100 N Closner Blvd , Edinburg TX 78539			
Description	Quantity	Sales Price	Total
PRI Installation (Fiber)	1	\$250.00	\$250.00
Total			\$250.00
*Prices do not include taxes and fees.			

Special Terms

Any additional domestic and international long distance calls exceeding the minutes of use package will be charged at the rates listed at www.enterprise.spectrum.com. Toll Free calls exceeding the minutes of use package will be charged at the toll free rate plan associated with the toll free number.

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

Date Signed



Spectrum™ Business Voice Service E911 Acknowledgment

Customer Name: Hidalgo County

Billing Address: 100 N Closner Blvd Edinburg TX 78539

Please confirm that you understand this important information regarding E911 access and Spectrum Business Voice service.¹

Spectrum Business Voice service customer premise equipment (“CPE”) is electrically powered and, in the event of a power outage or Spectrum network failure, E911 services may be unavailable.

When you dial 911, your service address is automatically provided to an emergency services provider. Spectrum Business Voice service CPE must not be moved to a new service address without first contacting Spectrum to identify your new service location. If you move the Spectrum Business Voice service CPE to a new service address without authorization and dial 911, you will need to provide your address to the 911 operator or your call may be misdirected to the wrong location or wrong emergency provider.

During the first 72 hours after initiating service or advising us of an address change, if you dial 911, you must provide your new service address to the emergency operator. This is necessary to ensure emergency services are dispatched to your new service address because the emergency operator may not have the new service address in their records. In some locations, depending on the equipment used by local governments to provide 911 service, you will always need to convey the 911 service location information to the emergency operator.

You must ensure that all alarm, security, medical and/or other monitoring systems and services are tested to validate proper operation after Spectrum Business Voice service is installed.

By signing my name below, I acknowledge that I have received and understand this Acknowledgement and agree to the obligations described above.

(Authorized Customer Signature) (Date Signed)

(Printed Name) (Title)

¹ “Spectrum” refers to Charter Communications Operating, LLC and its subsidiaries providing you the Services.



Spectrum™ Business Voice and Trunk Services E911 Acknowledgment

Customer Name: Hidalgo County

Billing Address: 100 N Closner Blvd Edinburg TX 78539

Please confirm that you understand this important information regarding E911 access and Spectrum Business Voice and Trunk Service.¹

The customer premises equipment (“CPE”) used for Spectrum Business Voice and Trunk Service (“Spectrum Business CPE”) is electrically powered and, in the event of a power outage or Spectrum network failure, E911 services may be unavailable.

When you dial 911, your service address is automatically provided to an emergency services provider. Spectrum Business CPE must not be moved to a new service address without first contacting Spectrum to identify your new service location. If you move the Spectrum Business CPE to a new service address without authorization and dial 911, you will need to provide your address to the 911 operator or your call may be misdirected to the wrong location or wrong emergency provider.

During the first 72 hours after initiating service or advising us of an address change, if you dial 911, you must provide your new service address to the emergency operator. This is necessary to ensure emergency services are dispatched to your new service address because the emergency operator may not have the new service address in their records. In some locations, depending on the equipment used by local governments to provide 911 service, you will always need to convey the 911 service location information to the emergency operator.

You agree to specifically advise each end user of Spectrum Business Voice and Trunk Service, prominently and using the highlighted language provided above, of the circumstances under which E911 service may not be available through Spectrum Business Voice and Trunk Service. You also agree to distribute E911 Safety Stickers, as supplied by Spectrum, to all end users of the Spectrum Business Voice and Trunk Service and instruct each end user to place an E911 Safety Sticker on or near any telephone or other voice-enabled equipment used in conjunction with the service.

You must ensure that all alarm, security, medical and/or other monitoring systems and services are tested to validate proper operation after Spectrum Business Voice and Trunk Service is installed. You will not activate Custom Caller ID for Trunks unless the customer-defined telephone number is active and assigned to you and you employ a customer premises equipment solution that ensures that outbound emergency/911 calls are routed to an

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appropriate public safety answering point or other responding agency based on the caller's location, in a manner consistent with applicable law.

By signing my name below, I acknowledge that the Customer has received and understands this Notice and Acknowledgement and agrees to the obligations described above.

(Authorized Customer Signature)

(Date Signed)

(Printed Name)

(Title)