



# Service Order Form

BILLING INFORMATION		
<b>Customer Name</b>		<b>Sales Representative</b>
CITY OF BAY ST LOUIS		Roger Hicks
<b>Billing Address</b>		<b>Tax ID</b>
688 HIGHWAY 90		646000139
<b>City, State</b>	<b>Zip Code</b>	<b>Billing Contact Phone</b>
BAY ST LOUIS, MS	39520	2284665451
<b>Billing Contact Name</b>		<b>Billing Contact E-mail</b>
Dana Feuerstein		dfeuerstein@baystlouis-ms.gov
<b>Technical Contact</b>		<b>Technical Contact Phone</b>
Michael Reso		2282630687
<b>Technical Contact Email</b>		
mreso@baystlouis-ms.gov		

Customer acknowledges that it is purchasing or changing the products and services listed on Exhibit A under that certain State of MS Contract No: 5000 and that the terms and conditions of such contract shall apply hereto.

<b>Client Authorized Signature</b>	<b>Date</b>
<b>Client Name</b>	<b>Client Title</b>

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## Exhibit A – Product and Services

MPLS					
Locations	Product/Speed	Service Type	Billing Frequency	Monthly Cost	Upfront
Police Station: 547 MAIN ST, BAY ST LOUIS, MS, 39520	State Contract MPLS Point to Point VPRN (layer 3) 2 Mbps x 2 Mbps w/o Voice	New	Monthly	\$220.00	\$0.00
<b>Totals:</b>				\$220.00	\$0.00

Item	Description	Service Type	Quantity	Billing Frequency	Monthly Per Unit	Monthly Cost	Upfront
<b>Location Totals:</b>						0	0

Summary			
Location			Total Upfront
547 MAIN ST, BAY ST LOUIS, MS 39520			\$0.00

Monthly Billing Frequency Summary	
Location	Total
CITY OF BAY ST LOUIS	\$220.00
<b>Monthly Total:</b>	\$220.00

All Locations Totals	Monthly Cost	Total Upfront
	\$220.00	\$0.00

Equipment that is not managed or owned by C Spire Business is the responsibility of the Customer and may result in an impact to service quality. C Spire Business support does not cover Customer-managed equipment. C Spire Business may provide professional services for configuration changes or troubleshooting for an additional fee, or can develop a proposal for replacement with managed infrastructure.

Cable drops, if required, can be quoted as an additional engagement.

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## C Spire Contract 5000 Installation Information & Acknowledgments

C Spire is building a custom designed and engineered circuit to provide high speed fiber optic services and/or Voice over Internet Protocol (VoIP) service to your business. Installation/deployment costs to deliver C Spire fiber are significant and based on the completion of the tasks bulleted below. The deployment timelines below are based on Contract 5000 commitments, but it should be understood that those timelines can be impacted by customer readiness.

### Standard Deployment Steps - Voice Only Service

- **Deployment Timeline** - Implementations require availability of adequate Internet bandwidth, appropriate cabling (drops), and operational consent of the customer ("Customer Readiness"). C Spire's installation Interval SLA begins once Customer Readiness is completed. C Spire will commit to install new VoIP equipment within twenty-one (21) days following notice of Customer Readiness, and will port numbers on the earliest date thereafter as permitted by the current vendor.
- **Site Survey** – A C Spire technician will schedule a visit to determine wiring, call flow, phone numbers and verify acceptable internet bandwidth to support VoIP service.
- **Customer Premise Equipment Configuration** – Design and build routers and switches for installation.
- **Phone Installation** – A scheduled day to install phones and other needed equipment.
- **Phone Number Port** – Moving phone numbers from current carrier to C Spire. After C Spire phones are installed, porting is estimated to complete within 15 days for non-complex accounts and 30 days for complex accounts.

### Standard Deployment Steps - Fiber Optic Circuits/Transport

- **Estimated Fiber Deployment Date** - 85 calendar days or less from order acceptance by C Spire for those sites that already have facilities in or on premise. For sites that do not meet those criteria, a service inquiry will be required to determine construction requirements and a target date will be provided once that process is completed.
- **Field Survey** – An engineer will determine the best route to customer premise and determine verification of conduit, easements, right of ways, etc.
- **Engineering Drawings** – CAD drawings for construction and permit application with city, county, DOT, etc.
- **Permitting** – Working with agencies to approve construction
- **Construction** – Trench or bore fiber optic cable
- **Fiber Splice** – Connectivity of fiber to C Spire's network/customer premise
- **Engineering/Field Services** – Program and deploy electronics for service

**Circumstances that may cause delays to fiber deployment:**

- delay by governing city/state organizations for permit approval
- obtaining required permits to cross rivers or railroad tracks (up to 1 year)
- obtaining required permits to cross federal interstate routes
- delays due to long periods of bad weather delaying physical construction.

**Payment**

- Customer acknowledges that once services are turned up that they will process payment for the specified services within 45 days of receipt of the invoice from C Spire.

**Term of Contract 5000**

- Contract 5000 is in effect through the close of business June 30, 2028, with the option for a two year extension to June 30, 2030.
- Price Redetermination will be at regular intervals throughout the contract to negotiate pricing that is deemed to no longer be competitive with the then current market.
- Government and education customers choosing to use Contract 5000 may order new services at any time during the term specified above and may leave the contract at any time during the term by providing 90 days written notice to C Spire.

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Customer Name

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Date

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Customer Signature