

Charter Internet Segregation

Hi Chris,

Thank you for reaching out. I did see your call come in but am currently on a conference call. With that said, I can multi-task while listening. I pulled out the account number that you provided. The current internet at that location is (600M x 35M) for \$199 per month w/ a Static IP for \$19.99. That particular speed/bandwidth is no longer available as Spectrum restructured the offerings. Below are the options that you would be most interested in.

- Enterprise Internet (500M x 35M): \$200 MRC (Monthly Recurring Charge) [\$2,400/yr.]
- Enterprise Internet (1G x 50M): \$250 MRC [\$3,000/yr.]
- Static IP for either Option: \$19.99
- One time Installation Charge: \$100

The differences between the internet that is currently in place and Enterprise Internet are:

- Enterprise Internet is not throttled
 - The current Internet is throttled when there is traffic congestion
- Enterprise Internet has a 99.99% uptime guarantee w/ a 6 hr. SLA (Internet Service Level Agreement)
 - The current Internet has no uptime guarantee or SLA

Once a decision is made, I just need to know which option you selected, if there is a static IP needed, and who would sign the service order. The service order would be sent via DocuSign. Once that is executed, we will schedule the installation.

Please let me know if you have any additional questions.

Thanks,

Gerry Wergin

Strategic Account Specialist – Gov/Ed

853 McIntosh St

Wausau, WI 54403

(715) 803-2014

Gerald.Wergin@charter.com