



County of Huerfano

Sep 05, 2024-Dec 04, 2024

Prepared by Francis Conway



Why Granite

We are laser-focused on helping businesses simplify the increasingly complex task of managing voice, cellular, data and networking to deliver secure, reliable, flexible and cost-efficient communications. With our coast-to-coast providers.

- **A single point of contact for service and maintenance**
- **Dedicated relationship management with clear escalation paths supported by 24/7 US-based customer service**
- **Consolidated billing customized to your accounting needs**
- **An intuitive portal that provides a centralized view of circuits, bills, network traffic and service ticket**

From design and implementation to monitoring and management, we offer a full suite of managed solutions and a scalable support model to maintain your data, cellular and telephony infrastructure nationwide. Our 24/7 Network Operations Center provides continuous monitoring to ensure reliability and quality for all our customers. We earn our customers' loyalty every day through relentless commitment to delivering value exceeding expectations.

The Granite Advantage

We offer coast-to-coast coverage for voice, data and mobile, eliminating the challenges of dealing with multiple providers. Granite provides a single point of contact for moves, adds, changes, maintenance and customer service, and a single bill to simplify your accounting. Whether your company needs voice, broadband, customized internet options, or integrated mobile solutions, Granite delivers outstanding service and cost-effective solutions.

Services	Granite Price		Per Site
1 DIA 1 edgeboot	\$793.65 Monthly	\$9,523.80 Yearly	\$793.65 Avg Spend Per Site

- **ONE** Monthly customized bill
- **ONE** Premier support team, with clear escalations
- **ONE** Online portal offering a consolidated view of your bills, circuits and any service tickets
- **ONE** US-based customer service team, available 24/7

About Granite

Granite delivers advanced communications and technology solutions to businesses and government agencies throughout the United States and Canada. The \$1.8 billion company serves more than two-thirds of Fortune 100 companies and has 1.75 million voice and data lines under management, supporting more than 650,000 locations. Founded in 2002, Granite has grown to be one of the largest competitive telecommunications carriers in the U.S. by simplifying sourcing and management of voice, data and cellular service with a single point of contact and consolidated invoicing for all locations nationwide. Today, Granite supports customers with a wide range of services, including access, UCaaS, mobile voice and data, and MSP solutions for SD-WAN, monitoring and network management. Granite employs more than 2,250 people at its headquarters in Quincy, Massachusetts, and 11 regional offices nationwide. For more information, visit www.granitenet.com.



Summary #: Recurring Charges

Services	QTY	Granite Monthly Total	Granite Annual Total
DIA	1	\$758.66	\$9,103.92
edgeboot	1	\$34.99	\$419.88
Total	2	\$793.65	\$9,523.80

Summary of Products By Address

Addresses	DIA	edgeboot	Granite Total
401 Main St Suite 310,, Walsenburg, CO, 81089	\$758.66	\$34.99	\$793.65
Total	\$758.66	\$34.99	\$793.65

Detailed Services and Charges by Address

Location Name - 401 Main St Suite 310,, Walsenburg, CO, 81089

Product	Access Type	QTY/Port QTY	Service MRC	Port MRC	Feature MRC	EQUIP MRC	Total MRC
edgeboot	-	1	\$34.99	\$0.00	-	-	\$34.99
DIA	GE	1	\$700.00	-	\$0.00	\$0.00	\$758.66
Total		2	\$734.99	\$0.00	\$0.00	\$0.00	\$793.65

Dash indicates no surcharges are quoted for this product.

Detailed Services and Charges by Product

edgeboot

Location	PORT QTY	Provider	Term	Service MRC	Port MRC	Total MRC
401 Main St Suite 310,, Walsenburg, CO, 81089	1	Granite	3 Years	\$34.99	\$0.00	\$34.99
Total						\$34.99

Customer may elect to self-install; proposal includes Granite Installation for edgeboot product. Each edgeboot device comes standard with 1 Port, each additional Port will be \$5.99 per Port. Devices can have up to 9 total Ports.

DIA

Location	QTY	Term	Access Type	Provider	Bandwidth	Circuit	IP	Equipment	CSR	Total MRC
401 Main St Suite 310,, Walsenburg, CO, 81089	1	3 Years	GE	Level 3 (TWT)	200 MBPS	\$700.00	\$0.00	\$0.00	\$58.66	\$758.66
Total										\$758.66

Billing starts once DIA circuit loop is dropped. Installation and construction charges may be quoted separately (if applicable) at an appropriate time. Fixed wireless access is likely another option. If wireline access is not available or the costs of wireline is too high or commitment too long, consider a fixed wireless solution. Wireless technologies and costs have improved significantly. Talk with your Granite Rep to explore wireless options.

Non-Recurring Charges

Product	Access Type	QTY	Charge Description	Model	Total Amount
edgeboot	-	1	SERVICE ACTIVATION	-	\$199.99
Total		1			\$199.99

THIS QUOTE IS AN ESTIMATE. Pricing is subject to change and is intended to be used for analysis purposes only. Applicable taxes, surcharges, fees, shipping, and delivery may not be included. All services are subject to the Terms and Conditions of Service set forth at <http://granitenet.com/legal> (as such may be modified from time to time). This Quote contains confidential and proprietary information.



Note: In the event that an underlying carrier or supplier substantially alters the amounts charged to Granite for any Services being provided to the Customer, Granite reserves the right to propose different rates to the Customer.



GOVERNMENT ACCOUNT FORM AND LETTER OF AGENCY

Sales Rep:

Order Date: September 5, 2024

MULTI-SERVICES

CUSTOMER INFORMATION

Company/Business Name ("Customer"):

Billing Telephone Number:

Designated Contact:

Contact Phone Number:

Service Address (Street/Suite): See **Appendix A-1**, or as otherwise provided.

Mailing/Billing Address (Street/Suite):

City:

State/Zip Code:

Additional Comments/Notes (if any):

AGREEMENT AND AUTHORIZATION

By signing this Government Account Form and Letter of Agency ("LOA"), Customer (a) engages Granite Telecommunications, LLC and/or its affiliates ("Granite") to provide Services as set forth in **Appendix A** and **Appendix A-1**, attached hereto and incorporated herein, and such other Services as Customer may order from time to time and (b) authorizes and appoints Granite to act as its agent solely for the purposes of handling all arrangements for establishing, converting, ordering, changing and/or maintaining such Services, and to take such other actions as are reasonably necessary to provide such Services and as Customer may request from time to time. Customer directs its current service provider(s), if any, to work with Granite to affect these changes.

The Terms and Conditions of Service as set forth at <http://granitenet.com/Legal> (as such may be modified from time to time, the "Terms of Service") govern, including, without limitation, the additional terms and conditions of service applicable to a specific service. Should there be a conflict of terms between the Terms of Service and any government issued terms, the Terms of Service shall control to the fullest extent allowed under applicable law. Capitalized terms not defined in this LOA shall have the meaning set forth in the Terms of Service.

Services shall have an initial minimum Service Term as set forth in the Terms of Service, or such longer term as set forth in the Service Order Documents or other writing accepted by Granite, beginning from the Service Start Date of each specific Service. Early Termination Fees may apply if specific Services are terminated prior to the end of their initial minimum Service Term or renewal Service Term. Customer acknowledges and agrees that if Customer uses "customer provided bandwidth" (CPB) or "over the top" connectivity it will result in "best efforts" Services, which limitations are set forth in the Terms of Service. This LOA is confidential and may not be disclosed to third parties.

SIGNATURE

The undersigned is authorized to sign on behalf of Customer and Customer agrees to be bound by the Terms of Service. This LOA is effective as of the date of execution below.

Customer

By: _____

Print Name: _____

Title: _____

Date: _____

Signing this Account Form and Letter of Agency will result in a change of service provider(s).



CUSTOMER DISCLOSURES

Customer acknowledges and agrees that certain Services (which for purposes of this Customer Disclosure, includes, but is not limited to, Hosted PBX, SIP Trunking, SIP PRI, Hosted Voice, Virtual Auto Attendant and Virtual Voicemail Services), ordered through Granite may not operate in the same manner as traditional wireline phone service and that the following terms and conditions apply with respect to such Internet-Based Services: (a) such services are designed only for use with a compatible PBX or similar advanced telephone system; (b) such services only support Granite's local, intralata toll, interstate long distance and international voice services; (c) a qualified vendor must install the equipment and service at Customer's sole expense and Granite will not process any order without a qualified vendor involved in the installation process; and (d) Granite requires that Customer provide a complete list of all phone numbers to be ported, any numbers omitted from the list may result in those numbers not being ported at the time of circuit turn-up. Granite will attempt to retrieve CSRs from the existing carrier(s) but cannot guarantee its ability to obtain such CSRs. Customer agrees to provide Granite with complete CSRs, if requested.

CUSTOMER ACKNOWLEDGES AND AGREES THAT CERTAIN VOICE SERVICES ARE SUBJECT TO CERTAIN LAWS, RULES AND REGULATIONS WHICH MAY REQUIRE CUSTOMER ACTION AND THE ADDITION OF CERTAIN FEATURES INCLUDING BUT NOT LIMITED TO E911 DIALING WITHOUT A PRE-FIX, OUTBOUND NOTIFICATIONS FOR E911 AND DISPATCHABLE LOCATION REGISTRATION. CUSTOMER ACKNOWLEDGES THAT IT IS FULLY RESPONSIBLE FOR COMPLIANCE WITH END USER LAWS, RULES AND REGULATIONS APPLICABLE TO SUCH VOICE SERVICES AS MAY BE AMENDED FROM TIME TO TIME. CUSTOMER ACKNOWLEDGES AND AGREES THAT SOME OF THE SERVICES PROVIDED BY GRANITE ARE INTERNET-BASED SERVICES AND THAT 911 SERVICES ON INTERNET-BASED SERVICES ARE DIFFERENT THAN THAT OF TRADITIONAL WIRELINE SERVICE. FOR BASIC 911 OR E911 TO BE ACCURATELY ROUTED TO THE APPROPRIATE EMERGENCY RESPONDER, CUSTOMER MUST PROVIDE GRANITE WITH THE TELEPHONE NUMBER(S) ASSOCIATED WITH SUCH INTERNET-BASED SERVICES FOR THE REGISTERED ADDRESS.

CUSTOMER ACKNOWLEDGES THAT INTERNET-BASED SERVICES PROVIDED BY GRANITE MAY NOT SUPPORT BASIC 911 OR E911 DIALING IN THE SAME MANNER AS TRADITIONAL WIRELINE PHONE SERVICE. CUSTOMER AGREES TO INFORM THIRD PARTIES OF THE POTENTIAL COMPLICATIONS ARISING FROM BASIC 911 OR E911 DIALING. SPECIFICALLY, CUSTOMER ACKNOWLEDGES AND AGREES TO INFORM ALL EMPLOYEES, GUESTS, AND OTHER THIRD PERSONS WHO MAY USE SUCH INTERNET-BASED SERVICES THAT BASIC 911 AND E911 SERVICES WILL NOT FUNCTION IN THE CASE OF A SERVICE FAILURE FOR ANY OF THE FOLLOWING REASONS: (A) POWER FAILURES; (B) SUSPENDED OR TERMINATED INTERNET ACCESS SERVICE; (C) SUSPENSION OF SERVICES DUE TO BILLING ISSUES; AND/OR (D) ANY OTHER SERVICE OUTAGES NOT DESCRIBED HEREIN. CUSTOMER FURTHER ACKNOWLEDGES AND AGREES THAT FAILURE TO PROVIDE A CORRECT PHYSICAL ADDRESS IN THE REQUISITE FORMAT MAY CAUSE ALL BASIC 911 OR E911 CALLS TO BE ROUTED TO THE INCORRECT LOCAL EMERGENCY SERVICE PROVIDER. FURTHERMORE, CUSTOMER RECOGNIZES THAT USE OF SUCH INTERNET-BASED SERVICES FROM A LOCATION OTHER THAN THE LOCATION TO WHICH SUCH SERVICE WAS ORDERED, I.E., THE "REGISTERED ADDRESS," MAY RESULT IN BASIC 911 OR E911 CALLS BEING ROUTED TO THE INCORRECT LOCAL EMERGENCY SERVICE PROVIDER.

CUSTOMER IS REQUIRED TO REGISTER THE PHYSICAL LOCATION OF THEIR EQUIPMENT (I.E., IP PHONE, SOFTPHONE, DIGITAL TELEPHONE ADAPTER OR VIDEOPHONE, ETC.) WITH GRANITE AND AGREES TO UPDATE, AND PROVIDE PRIOR WRITTEN NOTICE TO, GRANITE OF THE LOCATION OF SUCH EQUIPMENT WHENEVER THE PHYSICAL LOCATION OF SERVICE FOR A PARTICULAR TELEPHONE NUMBER CHANGES.

TO THE EXTENT THAT GRANITE PROVIDES INTERNET-BASED SERVICES WHICH CUSTOMER UTILIZES FOR TRANSMISSION OF ALARM SYSTEM SIGNALS, CUSTOMER ACKNOWLEDGES THAT GRANITE IS NOT RESPONSIBLE FOR THE FUNCTIONALITY OF SUCH ALARM SYSTEMS AND SIGNALS. CUSTOMER UNDERSTANDS THAT INTERNET-BASED SERVICES ARE NOT INFALLIBLE. CUSTOMER SPECIFICALLY ACKNOWLEDGES THAT GRANITE DOES NOT REPRESENT OR WARRANT THAT THE TRANSMISSION OF ALARM SIGNALS WILL NOT BE INTERRUPTED, CIRCUMVENTED OR COMPROMISED. IF INTERNET BASED SERVICES ARE NOT OPERATIVE, NO ALARM SIGNALS CAN BE RECEIVED BY THE MONITORING STATION. CUSTOMER UNDERSTANDS THAT INTERNET-BASED SERVICES MAY BE IMPAIRED OR INTERRUPTED BY ATMOSPHERIC CONDITIONS, INCLUDING ELECTRICAL STORMS, POWER FAILURES OR OTHER CONDITIONS AND EVENTS BEYOND GRANITE'S CONTROL. THE USE OF INTERNET-BASED SERVICES MAY PREVENT FROM THE TRANSMISSION OF ALARM SIGNALS AT ANY TIME, AND/OR INTERFERE WITH THE TELEPHONE LINE-SEIZURE FEATURES OF CUSTOMER'S ALARM SYSTEM. IN THE EVENT CUSTOMER ELECTS TO USE INTERNET-BASED SERVICES FOR ALARM LINES; CUSTOMER IS RESPONSIBLE FOR HAVING THESE SERVICES TESTED BY AN AUTHORIZED ALARM INSPECTION COMPANY TO ENSURE SIGNAL TRANSMISSION FEATURES ARE OPERATIONAL. THESE FEATURES INCLUDE BUT ARE NOT LIMITED TO PROPER FUNCTIONING OF LINE SEIZURE AND THE SUCCESSFUL TRANSMISSION OF SIGNALS TO THE MONITORING STATION. CUSTOMER ACCEPTS FULL RESPONSIBILITY FOR ALARM SYSTEM COMPLIANCE WITH THE AUTHORITY HAVING JURISDICTION.

CUSTOMER ACKNOWLEDGES AND AGREES THAT CUSTOMER SHALL BEAR THE SOLE RESPONSIBILITY OF INFORMING THIRD PARTIES OF POTENTIAL CALL RECORDING USING THE INTERNET-BASED SERVICES.

CUSTOMER ACKNOWLEDGES AND AGREES THAT NEITHER GRANITE, ITS PROVIDERS, NOR ANY OTHER THIRD PARTIES INVOLVED IN THE ROUTING, HANDLING, DELIVERY, OR ANSWERING OF EMERGENCY SERVICES OR IN RESPONDING TO EMERGENCY CALLS, NOR THEIR RESPECTIVE MEMBERS, MANAGERS, DIRECTORS, OFFICERS, EMPLOYEES OR AGENTS, MAY BE HELD LIABLE FOR ANY CLAIM, DAMAGE, LOSS, FINE, PENALTY OR COST (INCLUDING, WITHOUT LIMITATION, ATTORNEY'S FEES) AND CUSTOMER HEREBY WAIVES ANY AND ALL SUCH CLAIMS OR CAUSES OF ACTION, ARISING FROM OR RELATING TO THE PROVISION OF ALL TYPES OF EMERGENCY SERVICES TO CUSTOMER. CUSTOMER INDEMNIFIES AND HOLDS GRANITE HARMLESS FROM ANY CLAIM OR ACTION FOR ANY CALLER PLACING SUCH A CALL WITHOUT REGARD TO WHETHER THE CALLER IS AN EMPLOYEE OF CUSTOMER OR OTHERWISE. CUSTOMER ACKNOWLEDGES AND AGREES TO HOLD HARMLESS AND INDEMNIFY GRANITE FROM ANY CLAIM OR ACTION ARISING OUT OF MISROUTES OF ANY 911 CALLS, OR WHETHER LOCAL EMERGENCY RESPONSE CENTERS OR NATIONAL EMERGENCY CALLING CENTERS ANSWER A 911 CALL OR HOW THE 911 CALLS ARE HANDLED BY ANY EMERGENCY OPERATOR INCLUDING OPERATORS OF THE NATIONAL CALL CENTER. THESE LIMITATIONS APPLY TO ALL CLAIMS REGARDLESS OF WHETHER THEY ARE BASED ON BREACH OF CONTRACT, BREACH OF WARRANTY, PRODUCT LIABILITY, TORT AND/OR ANY OTHER THEORIES OF LIABILITY.

Initialed by Authorized Signer

Appendix A
Services Selected
(Select one or more of the below Services)

Voice Services (POTs, Long Distance, Local and LD T1 and PRI)

Broadband Services

Access Services (e.g., MPLS and Dedicated Internet Access Services)

VoIP Services (Hosted PBX, SIP Trunking, SIP PRI, Hosted Voice, Voice over Cable, Virtual Auto Attendant, Operator Connect for Microsoft Teams and Virtual Voicemail Services)

Mobility Services (Mobility Data and Mobility Voice)

Granite Grid Services

Conferencing Services (Audio Conferencing and Web Conferencing)

Granite Guardian Services (i.e., managed services including SD-WAN, edgeboot)

Analog Replacement Services (e.g., EPIK)

Granite Switched Ethernet (GSE) Services

Other Services (List):



**GOVERNMENT ACCOUNT FORM
AND LETTER OF AGENCY**

Sales Rep: JJ Conway

MULTI-SERVICES

Order Date:

CUSTOMER INFORMATION

Government Entity Name ("Customer"): Town of Manteo

Billing Telephone Number:

Designated Contact:

Contact Phone Number:

Service Address (Street/Suite): See **Appendix A-1**

Mailing/Billing Address (Street/Suite):

City:

State/Zip Code:

Additional Comments/Notes (if any):

AGREEMENT AND AUTHORIZATION

By signing this Government Account Form and Letter of Agency ("LOA"), Customer hereby (a) engages Granite Telecommunications, LLC and/or its affiliates ("Granite") to provide Services as set forth in **Appendix A**, attached hereto and incorporated herein, and such other Services as Customer may order from time to time after the date hereof and (b) authorizes and appoints Granite to act as its agent solely for the purposes of handling all arrangements for establishing, converting, ordering, changing and/or maintaining such Services, and to take such other actions as are reasonably necessary to provide such Services and as Customer may request from time to time. Customer directs its current service provider(s), if any, to work with Granite to affect these changes.

Customer agrees to all of the Terms and Conditions of Service as set forth at www.granitenet.com/legal (as such may be modified from time to time, the "Terms of Service"), including, without limitation, the additional terms and conditions of service specifically applicable to a specific service.

Services under this Agreement shall be for month to month. Customer may cancel services at any time given 30 (thirty) days written notice.

The Terms of Service set forth rights and responsibilities of Customer and Granite concerning Services to be provided and in regards to other important topics. If Customer does not agree to the Terms of Service, the authorized representative of Customer should not sign this LOA. All terms and conditions of the Terms of Service are incorporated herein by reference. ***The Customer Disclosures attached hereto are an integral part of this LOA. This LOA is confidential and may not be disclosed to third parties except as required by applicable law.***

SIGNATURE

The undersigned is authorized to sign on behalf of Customer and Customer agrees to be bound by the Terms of Service. This LOA is effective as of the date of execution below.

Customer

By: _____

Print Name: _____

Title: _____

Date: _____

Signing this Government Account Form and Letter of Agency will result in a change of service provider(s).



CUSTOMER DISCLOSURES

INTERNET BASED SERVICES

Customer acknowledges and agrees that certain Internet Based Services (which for purposes of this Customer Disclosure, includes, but is not limited to, Hosted PBX, SIP Trunking, SIP PRI, Hosted Voice, Virtual Auto Attendant and Virtual Voicemail Services), ordered through Granite may not operate in the same manner as traditional wireline phone service and that the following terms and conditions apply with respect to such Internet-Based Services: (a) such services are designed only for use with a compatible PBX or similar advanced telephone system; (b) such services only support Granite’s local, intralata toll, interstate long distance and international voice services; (c) such services DO NOT support auto dialers, predictive dialers, telemarketing applications, modems, credit card process, heavy faxing lines and elevator lines (only POTS lines should be used for these purposes); (d) a qualified vendor must install the equipment and service at Customer’s sole expense and Granite will not process any order without a qualified vendor involved in the installation process; and (e) Granite requires that Customer provide a complete list of all phone numbers to be ported, any numbers omitted from the list may result in those numbers not being ported at the time of circuit turn-up. Granite will attempt to retrieve CSRs from the existing carrier(s), but cannot guarantee its ability to obtain such CSRs. Customer agrees to provide Granite with complete CSRs, if requested.

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CUSTOMER ACKNOWLEDGES AND AGREES THAT CUSTOMER SHALL BEAR THE SOLE RESPONSIBILITY OF INFORMING THIRD-PARTIES OF POTENTIAL CALL RECORDING USING THE INTERNET-BASED SERVICES.

Initialed by Authorized Signer

Appendix A

Services Selected

- Voice Services (POTs, Long Distance, Local and LD T1 and PRI) (See Note 1)
- Broadband Services
- MPLS and/or Dedicated Internet Access Services
- VoIP Services (Hosted PBX, SIP Trunking, SIP PRI, Hosted Voice, Voice over Cable, Virtual Auto Attendant and Virtual Voicemail Services)
- Mobility Services (Mobility Data and Mobility Voice)
- Granite Grid Services
- Conferencing Services (Audio Conferencing and Web Conferencing)
- Managed Services
- Monitoring Services
- Other Services (List): _____

Note 1: Unless otherwise noted herein, in addition to these rates and charges set forth in this LOA (a) certain other rates and charges may apply, as provided for by tariff, the FCC or other governmental entity, or other regulation or requirements and (b) Customer will pay to Granite all applicable taxes (including sales, use and excise taxes). In the event that Customer elects additional services, additional fees may apply. Customer acknowledges that it will be charged in accordance with the rates and plans listed on Appendix A-1, attached hereto and incorporated herein, plus any and all additional charges as may be set forth in the Terms of Service.

Note 2: See quote and other documents attached hereto as Appendix A-1 for specific details related to Services ordered.

Appendix A-1

Service Locations and Specifics
(Insert Service Locations, quantities, and the Quote)