



Spectrum Enterprise AGENT ORDERS - CONTACTS

Enterprise Order Submission Template (Fiber/Hybrid Orders)	
TYPE OF ORDER: NEW	Master Agent: Telarus
Customer Name: City of Mount Pleasant	Selling Agent: Platinum Network Solutions, Inc.
Opportunity Number:	Decision Maker(Authorized Billing Contact):
Site Survey Number:	Plant Type Delivery: Fiber
Existing Account #: (MACD / UPGRADES)	
Right of Entry Contact (Autobuild or OtherAddressable Locations Only)	Michael Haywood - 931-379-7717 Ext 105 - mhaywood@mtpleasant-tn.gov
Construction Contact/Client Project Manager	Michael Haywood - 931-379-7717 Ext 105 - mhaywood@mtpleasant-tn.gov
Install Contact	Michael Haywood - 931-379-7717 Ext 105 - mhaywood@mtpleasant-tn.gov
Technical Contact	Michael Haywood - 931-379-7717 Ext 105 - mhaywood@mtpleasant-tn.gov Zach Wilson - 470.427.2755 - zwilson@platinumns.com
Have you attached this contract to the opportunity in Salesforce Portal ? If no, please upload and attach prior to sending this email.	Yes



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: Telephone: Email Address:

Customer Information				
Customer Name (Exact Legal Name): City of Mount Pleasant				
Street Address: 1158 N Main Street	Suite:	City: Mount Pleasant	State: TN	Zip Code: 38474
Customer's Main Tel No.: 931-379-7717		Fax No.:		
Customer Contact Name: Mayor Bill White	Tel No.: 931-379-7717	E-mail: Mayor@mtpleasant-tn.gov		
Billing Address: 100 Public Square	Suite:	City: Mount Pleasant	State: TN	Zip Code: 38474
Billing Contact Name: Sonya Anderson	Tel No.: 931-379-7717 Ext 129	E-mail: accountspayable@mtpleasant-tn.gov		

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: City of Mount Pleasant	Charter Communications Operating, LLC
By:	By: Charter Communications, Inc. its Manager
Name (printed):	Name (printed):
Title:	Title:
Date:	Date:

					TOTAL	\$	-	\$	-	

1. **TOTAL Monthly Recurring Charges**

\$	425.00
----	--------

Total One Time Charges

\$	-
----	---

Charges are due in accordance with monthly invoice

2. **TAXES.** Prices for Services do not include taxes, surcharges, or other fees.

3. **NO UNTRUE STATEMENTS.** Customer represents and warrants to Spectrum that neither this Service Order, nor any other information, including without limitation, any schedules or drawings furnished to Spectrum contains any untrue or incorrect statement of material fact or omits or fails to state a material fact.

4. **SPECIAL TERMS**
(If Applicable)

The Parties have caused their duly authorized representatives to execute this Service Order.

CUSTOMER

City of Mount Pleasant

Charter Communications Operating, LLC
By: Charter Communications, Inc., its Manager

By: _____ By: _____
Name: _____ Name: _____
Title: _____ Title: _____
Date: _____ Date: _____

Dedicated Fiber Internet Services	
Customer / Company NAME	<input style="width: 95%;" type="text" value="City of Mount Pleasant"/>
Configuration	<input checked="" type="checkbox"/> LAN connect to Client Router (Spectrum uses IP from allocated block for gateway) <input type="checkbox"/> Routed - Spectrum adds /30 Glue (WAN) IP and allocated IP block chosen <input type="checkbox"/> BGP *Requires BGP Questionnaire/Form
# of IP Addresses Requested	<input type="checkbox"/> /30=1 <input checked="" type="checkbox"/> 29=5 <input type="checkbox"/> /28=13 <input type="checkbox"/> /27=29 <input type="checkbox"/> /26=61 <input type="checkbox"/> /25=125 <input type="checkbox"/> /24=253 <input type="checkbox"/> Other <input style="width: 50px;" type="text"/>
If /28 or higher, approval necessary including IPJ form and IP assignments	
Dmarc Address (Suite, Floor, Room)	CPE UNI Handoff Type
<input style="width: 95%;" type="text" value="1158 N Main Street Mount Pleasant, TN 38474"/>	<input type="checkbox"/> Copper/RJ45-Electrical <input type="checkbox"/> Optical Singlemode (SMF) <input type="checkbox"/> Optical Multimode (MMF)
COLO? YorN <input style="width: 100px;" type="text"/> <input type="checkbox"/> Optical ONLY *Electrical requires pre-approval	SC <input type="checkbox"/>
*If No CPE Handoff Checked, Default will be COPPER up to 1G	
**If Optical Handoff, default connector is LC unless SC box checked	
Customer need Firewall or Managed Services? <input type="checkbox"/> * Spectrum offers Managed Router (Basic), Managed Security Services (Advanced), MNE (Managed Network Edge, Cisco Meraki with Client Portal), and ENE (Enterprise Network Edge, FortiCloud with Portal)	
SLA: 100.00% 45ms	