

This Service Order (this “Service Order”) is entered into as of the date of last signature below (the “Effective Date”), by and between ASTOUND BUSINESS SOLUTIONS, LLC, a Delaware limited liability company, acting on behalf of itself and as agent for its Affiliates (collectively, “Provider”), and the customer specified below (“Customer”). This Service Order is made pursuant to and will be governed by that certain Master Services Agreement for Enterprise Services (the “MSA”) executed separately between Provider and Customer. All capitalized terms used but not defined in this Service Order shall have the meanings given to them in the MSA. Affiliates of Astound Business Solutions, LLC include, but are not limited to (i) RCN Telecom Services, LLC, (ii) Grande Communications Networks, LLC, and (iii) Wave Business Solutions, LLC.

CUSTOMER	DBA	CUSTOMER CONTACT NAME	CUSTOMER CONTACT INFO
Town of Prosper		Leigh Johnson	Office: 972-569-1150 Mobile: Email: ljohnson@prospertx.gov
CUSTOMER BILLING ADDRESS		ALTERNATIVE CUSTOMER CONTACT	ALTERNATIVE CUSTOMER CONTACT INFO
			Office: Mobile: Email:
CUSTOMER ACCOUNT NUMBER	SERVICE ORDER REFERENCE NUMBER		ACCOUNT SALES REP
0 -	OP357144		Chris Cox - 772618

INITIAL SERVICE TERM	SEGMENT
96 months	Enterprise

Provider shall provide to Customer the services set forth below (each, a “Service”), at the location(s) set forth below (each, a “Service Site”), in exchange for the one-time, non-recurring installation charge (“NRC”), and the monthly recurring service charges (“MRC”) set forth below:

PRODUCT LINE ITEM	Z-LOC ADDRESS (PRIMARY)	Z-LOC DEMARC	A-LOC ADDRESS	A-LOC DEMARC	UNITS	MRC / UNIT	TOTAL MRC	NRC / UNIT	TOTAL NRC
E-LAN 1 Gb	, , ,	Cust Prem	N/A		1	\$1,035.00	\$1,035.00	\$0.00	\$0.00
E-LAN 1 Gb	1140 S Teel Pkwy , Prosper, TX 75078, USA	Cust Prem	N/A	Cust Prem	1	\$695.00	\$695.00	\$0.00	\$0.00
E-LAN 1 Gb	1500 E 1st St , Prosper, TX 75078, USA	Cust Prem	N/A	Cust Prem	1	\$695.00	\$695.00	\$0.00	\$0.00
/29 Static IP Block (5 Usable)	250 W 1st St , Prosper, TX 75078, USA	Cust Prem	N/A		1	\$30.00	\$30.00	\$0.00	\$0.00

DIA 5 Gb	250 W 1st St , Prosper, TX 75078, USA	Cust Prem	N/A		1	\$2,295.00	\$2,295.00	\$0.00	\$0.00	
E-LAN 1 Gb	250 W 1st St , Prosper, TX 75078, USA	Cust Prem	N/A		1	\$695.00	\$695.00	\$0.00	\$0.00	
<i>NOTE: If the Demarcation Point listed above for a Service Site is the MPOE, then Customer is responsible for providing any necessary demarc extension / additional inside wiring to reach the Customer's premises/suite.</i>							TOTALS	\$5,445.00		\$0.00

Note: The charges listed above do not include applicable taxes, fees and surcharges.

NOTES									
Grande Communications Networks LLC - Vendor Contract 230105 (Technology Solutions Products and Services)									
The Town of Prosper may renegotiate this agreement for a lower monthly cost to \$3000 monthly after 60 months of this agreement.									

Important Notice Regarding E911 Service. The telephone Services provided hereunder are provided by Provider's Internet Protocol voice network (aka "VoIP"). Federal Communications Commission rules require that providers of VoIP phone services remind customers of these important E911 facts: (i) Provider needs a correct service site address in order to deliver accurate location information to E911; (ii) If you move your VoIP phone equipment to a different physical address, you must call Provider immediately to update the location information, otherwise E911 will not have your correct location information on file; (iii) VoIP services operate using the standard electrical power provided to the service site, so unless you have arranged for a back-up power supply, the Services will be unavailable during a power outage; (iv) You may not be able to make E911 calls if there is a power outage, network outage or other technical problems, or if your phone service is terminated or suspended. **By signing below Customer indicates that Customer has read and understands this notice regarding E911 service.**

The submission of this Service Order to Customer by Provider does not constitute an offer. Instead, this Service Order will become effective only when both parties have signed it. The date this Service Order is signed by the last party to sign it (as indicated by the date associated with that party's signature) will be deemed the Effective Date of this Service Order.

Authorized Customer Signature

Printed Name

Title

Date Signed

Delina Anderson

Authorized Provider Signature

Delina Anderson

Printed Name

Director

Title

08/17/2023

Date Signed