

MacMichael, Mary

From: Weeks, George J.
Sent: Wednesday, February 21, 2018 12:17 PM
To: MacMichael, Mary
Cc: Henry, Scott
Subject: RE: Finale erate approval

Telecommunications Vendors

Recommend Board approval of the following telecommunication vendors for the 2018-2019 school year for the district to qualify for e-rate funds:

- Approval 3 year contract with Windstream for Internet Service and Voice Services (via GigE Internet circuit, SIP Trunks and POTS lines for alarms) for the district. This replaces existing services currently provided by LSI.
- Approval of High Speed Comcast Line (via Windstream) replace the existing Comcast Internet service at Beach. This is a new, higher speed circuit.
- Verizon Wireless for district cellular services (extension of existing state contract)

*Informational Note: Approval of vendors is for erate application processing and funding qualification which is due by March 12th. As presented it represents about a \$450 increase per month, however the bulk of the Internet services for both Windstream and Comcast circuits are offset by erate reimbursements of 60%. Cellular and other voice services are no longer refunded by erate after a 5 year scale down.

This erate approval has historically been turned in just prior to the board meeting in February due to the timing of erate processes. We are generally not ready for approval at the January meeting and the March meeting is usually too late. We also did not know which of the 3 options we were going to pick.

- Option 1 was replacing the services provided by LSI with Windstream and the services provided by Comcast and VZW remained the same. No Cost changes.
- Option 2 was replacing the services provided by LSI and Comcast with Windstream and increasing the bandwidth from Comcast and adding a redundancy through Windstream and the VZW remains the same. Monthly increase of about \$450 before erate eligibility.
- Option 3 was replacing the services provided by LSI and Comcast with dual GigE fiber circuits from Windstream effectively doubling our capacity and providing true redundancy and backup in the event of a failure. VZW remained the same. This option DOUBLED our costs to \$7200 month before erate eligibility.

All options were discussed with Scott Henry and this morning budget projections confirmed we could proceed with option 2.

~~~~~  
George J. Weeks  
Director of Technology

~~~~~  
GLASSBORO PUBLIC SCHOOLS
~~~~~

 Go GREEN! Please think twice before printing this e-mail.

**From:** Weeks, George J.  
**Sent:** Wednesday, February 21, 2018 11:14 AM  
**To:** MacMichael, Mary <MMacMichael@gpsd.us>  
**Cc:** Henry, Scott <shenry@gpsd.us>



## Amendment to Agreement

(Existing Service Location)

This Amendment ("AMENDMENT") is made as of this 22nd day of January, 2018 to the Service Agreement bearing an Effective Date of \_\_\_\_\_ (the "Agreement"), by and between ("Customer") and the Windstream legal entity(ies) providing the Services to Customer, as identified on Customer's bill ("Windstream").

A. Windstream and Customer hereby agree to amend the Agreement to: [check all that apply].

i. **Reconfigure services at the existing Service location, as follows:**

☐ change channel assignments between voice/data [describe change and associated charges]:

☐ change facility from one type to another (e.g., Techpath to PRI) [describe change and associated charges]:

☐ change router equipment from one type to another [describe change and associated charges]:

ii. ☐ **Add an additional facility at the existing Service location (describe):**

iii. ☐ **Add a new Service to existing location (describe):**

iv. ☐ **Modify the Term of the Agreement to end as of** \_\_\_\_\_

v. ☐ Relocate the Service location from \_\_\_\_\_ to \_\_\_\_\_  
There will be a one time non-recurring charge to Customer to relocate the facility(ies) and/or service(s) in connection with this relocation in the amount of \$ \_\_\_\_\_.

B. Attachment A to this Amendment, Quote # 1527292 which is incorporated by reference, sets forth the rates and other terms and conditions to apply to the additional facilities and/or Services ordered hereunder.

C. Except as modified by this Amendment, the terms and conditions set forth in the Agreement remain unchanged.

D. **This document may only be used for moves, adds, or changes. Under no circumstances, may Customer receive a credit of any kind through execution of this document.**

IN WITNESS WHEREOF, the undersigned have caused this Amendment to be executed by their duly authorized representative, to be effective as of the date first above written.

**WINDSTREAM**

BY: \_\_\_\_\_

NAME: \_\_\_\_\_

TITLE: \_\_\_\_\_

DATE: \_\_\_\_\_

BY: \_\_\_\_\_

NAME: \_\_\_\_\_

TITLE: \_\_\_\_\_

DATE: \_\_\_\_\_

**Attachment A to Amendment**  
**Rates for the new facilities and/or Services only**

The Rate Schedule attached hereto (if applicable) sets forth the rates that will apply to the services added pursuant to this Amendment

**Quote 1527292**

## Customer Name

|                        |                                     |                     |                           |
|------------------------|-------------------------------------|---------------------|---------------------------|
| Customer Name          | Glassboro Public Schools, #66561463 | Proposal / Quote ID | 1527292                   |
| Install Street Address | 560 JOSEPH L BOWE BLVD              | City, State, Zip    | GLASSBORO, NJ, 08028-1399 |
| Opportunity ID         | 1609891                             | Service Order Type  | Upsell                    |
| Contract Term          | 36                                  | Effective Date      | 01/22/2018                |

## Bundled Services

### Total Qty

### Price/Unit

### Total Price

## Dynamic IP Bundle

|                           |      |    |                   |
|---------------------------|------|----|-------------------|
| Ethernet                  | 1 Gb | -- | Included          |
| SIP Call Path             | 40   | -- | Included          |
| Managed Router Equipment  | --   | -- | Included          |
| Managed Router - Advanced | --   | -- | Included          |
| <b>Total Services</b>     |      |    | <b>\$1,251.00</b> |

## SD-WAN Bundle

|                              |    |    |                   |
|------------------------------|----|----|-------------------|
| Site (VCE) Equipment         | -- | -- | Included          |
| Service ( 1Gbps)             | -- | -- | Included          |
| SD-WAN Management: Concierge | -- | -- | Included          |
| <b>Total Services</b>        |    |    | <b>\$1,356.00</b> |

### Included

### Total Qty

### Price/Unit

### Total Price

## Access Loop

|                                                    |    |   |          |          |
|----------------------------------------------------|----|---|----------|----------|
| Broadband Access - Cable Charge (150 Mbps/20 Mbps) | -- | 1 | \$120.00 | \$120.00 |
|----------------------------------------------------|----|---|----------|----------|

## Common Voice Features

|                     |    |    |         |          |
|---------------------|----|----|---------|----------|
| LD Block of 1000    | -- | 10 | \$20.00 | \$200.00 |
| International Block | -- | 1  | \$0.00  | \$0.00   |
| 900/976 Block       | -- | 1  | \$0.00  | \$0.00   |

## Dynamic IP

|                                 |    |    |         |         |
|---------------------------------|----|----|---------|---------|
| Internet Charge                 | -- | 1  | \$0.00  | \$0.00  |
| FSLC Charge                     | -- | 10 | \$9.20  | \$92.00 |
| Direct Trunk Overflow Charge    | -- | 1  | \$34.95 | \$34.95 |
| IP Addresses Block of 16 Charge | -- | 1  | \$32.00 | \$32.00 |
| 20 DID Station Numbers          | -- | 5  | \$8.00  | \$40.00 |

## Advantage Business Lines

|                                              |    |   |         |          |
|----------------------------------------------|----|---|---------|----------|
| Advantage Business Lines Charge <sup>1</sup> | -- | 8 | \$21.04 | \$168.32 |
| FSLC                                         | -- | 8 | \$9.20  | \$73.60  |

## Switched 1+

|                                                |    |   |        |         |
|------------------------------------------------|----|---|--------|---------|
| National Access Charge - Multi-Line Business * | -- | 8 | \$3.48 | \$27.84 |
|------------------------------------------------|----|---|--------|---------|

|                       |  |  |  |                 |
|-----------------------|--|--|--|-----------------|
| <b>Total Features</b> |  |  |  | <b>\$788.71</b> |
|-----------------------|--|--|--|-----------------|

## Usage Rates

### Usage Type

### Dedicated Rate

### Switched Rate

### Initial Increment

### Additional Increment

### Call Rounding

|                                        |                     |  |       |       |           |
|----------------------------------------|---------------------|--|-------|-------|-----------|
| Regional Long Distance Charges (D)     | 0.0300 <sup>1</sup> |  | 6 sec | 6 sec | 2 digit ↑ |
| In State Long Distance Charges (D)     | 0.0300 <sup>1</sup> |  | 6 sec | 6 sec | 2 digit ↑ |
| Out of State Long Distance Charges (D) | 0.0300 <sup>1</sup> |  | 6 sec | 6 sec | 2 digit ↑ |
| Local Measured Service Charges         | 0.0250 <sup>1</sup> |  |       |       |           |

| Other Charges (Non-Recurring)                 | Included | Total Qty | Price/Unit | Total Price   |
|-----------------------------------------------|----------|-----------|------------|---------------|
| <b>Access Loop</b>                            |          |           |            |               |
| Broadband Access                              | --       | 1         | \$0.00     | \$0.00        |
| <b>Access Loop</b>                            |          |           |            |               |
| Local Loop Install Charge                     | --       | 1         | \$0.00     | \$0.00        |
| <b>Dynamic IP</b>                             |          |           |            |               |
| Managed Router - Advanced Installation Charge | --       | 1         | \$0.00     | \$0.00        |
| <b>Advantage Business Lines</b>               |          |           |            |               |
| Service Order Charge                          | --       | 1         | \$0.00     | \$0.00        |
| Additional Line Install                       | --       | 7         | \$0.00     | \$0.00        |
| 1st Line Install                              | --       | 1         | \$0.00     | \$0.00        |
| <b>SD-WAN</b>                                 |          |           |            |               |
| Service ( 1Gbps)                              | --       | 1         | \$0.00     | \$0.00        |
| Site (VCE) Equipment                          | --       | 1         | \$0.00     | \$0.00        |
| <b>Total Other Charges (Non-Recurring)</b>    |          |           |            | <b>\$0.00</b> |

Rates listed within the Usage Rates section are applicable for all locations, unless otherwise noted on the individual Service Location listing in the Usage Rates sub-section.

**Notes:** 1 - Per Minute 2 - Per Call 3 - Per Minute per Participant

\* Rates are subject to change on 30 days notice via bill message on customer's invoice.

\*\* Additional charges apply for all local, long distance and 8XX features, network access charge, router maintenance, CPE maintenance and directory listings. For the current features pricing, go to <http://www.paetec.com/about-us/notice>.

\*\*\* Amounts listed are reasonable approximations based on initial proposal. Actual amounts shall depend on final lease amount set forth in the Customer's Lease Agreement.

‡ Local Usage is an additional charge in CA, DC, MA, MD, NH, NJ, NY, PA and RI and will be billed at the current tariffed rate. Rates are subject to change on 30 days notice via bill message on customer's invoice.

† Each call is billed to two decimal places and rounds the billed amount for each call up to the nearest whole cent.

| Customer Name          |                                      |                     |                       |
|------------------------|--------------------------------------|---------------------|-----------------------|
| Customer Name          | Glassboro Public Schools, #204934870 | Proposal / Quote ID | 1527292               |
| Install Street Address | 7 MANCUSO LN                         | City, State, Zip    | GLASSBORO, NJ, 08028- |
| Opportunity ID         | 1609891                              | Service Order Type  | Upsell                |
| Contract Term          | 36                                   | Effective Date      | 01/22/2018            |

|                                                | Included | Total Qty | Price/Unit | Total Price    |
|------------------------------------------------|----------|-----------|------------|----------------|
| <b>Common Voice Features</b>                   |          |           |            |                |
| 900/976 Block                                  | --       | 1         | \$0.00     | \$0.00         |
| International Block                            | --       | 1         | \$0.00     | \$0.00         |
| <b>Advantage Business Lines</b>                |          |           |            |                |
| Advantage Business Lines Charge ‡              | --       | 2         | \$21.04    | \$42.08        |
| FSLC                                           | --       | 2         | \$9.20     | \$18.40        |
| <b>Switched 1+</b>                             |          |           |            |                |
| National Access Charge - Multi-Line Business * | --       | 2         | \$3.48     | \$6.96         |
| <b>Total Features</b>                          |          |           |            | <b>\$67.44</b> |

| Usage Rates                    | Dedicated Rate      | Switched Rate | Initial Increment | Additional Increment | Call Rounding |
|--------------------------------|---------------------|---------------|-------------------|----------------------|---------------|
| Usage Type                     |                     |               |                   |                      |               |
| Local Measured Service Charges | 0.0250 <sup>†</sup> |               |                   |                      |               |

| Other Charges (Non-Recurring)              | Included | Total Qty | Price/Unit | Total Price   |
|--------------------------------------------|----------|-----------|------------|---------------|
| <b>Advantage Business Lines</b>            |          |           |            |               |
| Additional Line Install                    | --       | 1         | \$0.00     | \$0.00        |
| Service Order Charge                       | --       | 1         | \$0.00     | \$0.00        |
| 1st Line Install                           | --       | 1         | \$0.00     | \$0.00        |
| <b>Total Other Charges (Non-Recurring)</b> |          |           |            | <b>\$0.00</b> |

⌚ Local Usage is an additional charge in CA, DC, MA, MD, NH, NJ, NY, PA and RI and will be billed at the current tariffed rate. Rates are subject to change on 30 days notice via bill message on customer's invoice.

### Customer Name

|                        |                                      |                     |                           |
|------------------------|--------------------------------------|---------------------|---------------------------|
| Customer Name          | Glassboro Public Schools, #204934973 | Proposal / Quote ID | 1527292                   |
| Install Street Address | 370 NEW ST E                         | City, State, Zip    | GLASSBORO, NJ, 08028-2024 |
| Opportunity ID         | 1609891                              | Service Order Type  | Upsell                    |
| Contract Term          | 36                                   | Effective Date      | 01/22/2018                |

|                                                | Included | Total Qty | Price/Unit | Total Price     |
|------------------------------------------------|----------|-----------|------------|-----------------|
| <b>Common Voice Features</b>                   |          |           |            |                 |
| International Block                            | --       | 1         | \$0.00     | \$0.00          |
| 900/976 Block                                  | --       | 1         | \$0.00     | \$0.00          |
| <b>Advantage Business Lines</b>                |          |           |            |                 |
| FSLC                                           | --       | 5         | \$9.20     | \$46.00         |
| Advantage Business Lines Charge ⌚              | --       | 5         | \$21.04    | \$105.20        |
| <b>Switched 1+</b>                             |          |           |            |                 |
| National Access Charge - Multi-Line Business * | --       | 5         | \$3.48     | \$17.40         |
| <b>Total Features</b>                          |          |           |            | <b>\$168.60</b> |

| Usage Rates                    | Dedicated Rate      | Switched Rate | Initial Increment | Additional Increment | Call Rounding |
|--------------------------------|---------------------|---------------|-------------------|----------------------|---------------|
| Usage Type                     |                     |               |                   |                      |               |
| Local Measured Service Charges | 0.0250 <sup>1</sup> |               |                   |                      |               |

| Other Charges (Non-Recurring)              | Included | Total Qty | Price/Unit | Total Price   |
|--------------------------------------------|----------|-----------|------------|---------------|
| <b>Advantage Business Lines</b>            |          |           |            |               |
| Service Order Charge                       | --       | 1         | \$0.00     | \$0.00        |
| Additional Line Install                    | --       | 4         | \$0.00     | \$0.00        |
| 1st Line Install                           | --       | 1         | \$0.00     | \$0.00        |
| <b>Total Other Charges (Non-Recurring)</b> |          |           |            | <b>\$0.00</b> |

⌚ Local Usage is an additional charge in CA, DC, MA, MD, NH, NJ, NY, PA and RI and will be billed at the current tariffed rate. Rates are subject to change on 30 days notice via bill message on customer's invoice.

### Customer Name

|                        |                                      |                     |                           |
|------------------------|--------------------------------------|---------------------|---------------------------|
| Customer Name          | Glassboro Public Schools, #204934864 | Proposal / Quote ID | 1527292                   |
| Install Street Address | 550 JOSEPH L BOWE BLVD               | City, State, Zip    | GLASSBORO, NJ, 08028-1399 |
| Opportunity ID         | 1609891                              | Service Order Type  | Upsell                    |
| Contract Term          | 36                                   | Effective Date      | 01/22/2018                |

|                                   | Included | Total Qty | Price/Unit | Total Price     |
|-----------------------------------|----------|-----------|------------|-----------------|
| <b>Common Voice Features</b>      |          |           |            |                 |
| International Block               | --       | 1         | \$0.00     | \$0.00          |
| 900/976 Block                     | --       | 1         | \$0.00     | \$0.00          |
| <b>Advantage Business Lines</b>   |          |           |            |                 |
| FSLC                              | --       | 7         | \$9.20     | \$64.40         |
| Advantage Business Lines Charge ⌚ | --       | 7         | \$21.04    | \$147.28        |
| <b>Total Features</b>             |          |           |            | <b>\$211.68</b> |

| Usage Rates                    | Dedicated Rate      | Switched Rate | Initial Increment | Additional Increment | Call Rounding |
|--------------------------------|---------------------|---------------|-------------------|----------------------|---------------|
| Usage Type                     |                     |               |                   |                      |               |
| Local Measured Service Charges | 0.0250 <sup>1</sup> |               |                   |                      |               |



| Other Charges (Non-Recurring)              | Included | Total Qty | Price/Unit | Total Price   |
|--------------------------------------------|----------|-----------|------------|---------------|
| <b>Advantage Business Lines</b>            |          |           |            |               |
| 1st Line Install                           | --       | 1         | \$0.00     | \$0.00        |
| Additional Line Install                    | --       | 6         | \$0.00     | \$0.00        |
| Service Order Charge                       | --       | 1         | \$0.00     | \$0.00        |
| <b>Total Other Charges (Non-Recurring)</b> |          |           |            | <b>\$0.00</b> |

⌚ Local Usage is an additional charge in CA, DC, MA, MD, NH, NJ, NY, PA and RI and will be billed at the current tariffed rate. Rates are subject to change on 30 days notice via bill message on customer's invoice.

| Customer Name          |                                      |                     |                           |
|------------------------|--------------------------------------|---------------------|---------------------------|
| Customer Name          | Glassboro Public Schools, #204934978 | Proposal / Quote ID | 1527292                   |
| Install Street Address | 301 GEORGETOWN RD                    | City, State, Zip    | GLASSBORO, NJ, 08028-1533 |
| Opportunity ID         | 1609891                              | Service Order Type  | Upsell                    |
| Contract Term          | 36                                   | Effective Date      | 01/22/2018                |

|                                                | Included | Total Qty | Price/Unit | Total Price     |
|------------------------------------------------|----------|-----------|------------|-----------------|
| <b>Common Voice Features</b>                   |          |           |            |                 |
| International Block                            | --       | 1         | \$0.00     | \$0.00          |
| 900/976 Block                                  | --       | 1         | \$0.00     | \$0.00          |
| <b>Advantage Business Lines</b>                |          |           |            |                 |
| Advantage Business Lines Charge ⌚              | --       | 4         | \$21.04    | \$84.16         |
| FSLC                                           | --       | 4         | \$9.20     | \$36.80         |
| <b>Switched 1+</b>                             |          |           |            |                 |
| National Access Charge - Multi-Line Business * | --       | 4         | \$3.48     | \$13.92         |
| <b>Total Features</b>                          |          |           |            | <b>\$134.88</b> |

| Other Charges (Non-Recurring)              | Included | Total Qty | Price/Unit | Total Price   |
|--------------------------------------------|----------|-----------|------------|---------------|
| <b>Advantage Business Lines</b>            |          |           |            |               |
| Additional Line Install                    | --       | 3         | \$0.00     | \$0.00        |
| Service Order Charge                       | --       | 1         | \$0.00     | \$0.00        |
| 1st Line Install                           | --       | 1         | \$0.00     | \$0.00        |
| <b>Total Other Charges (Non-Recurring)</b> |          |           |            | <b>\$0.00</b> |

⌚ Local Usage is an additional charge in CA, DC, MA, MD, NH, NJ, NY, PA and RI and will be billed at the current tariffed rate. Rates are subject to change on 30 days notice via bill message on customer's invoice.

| Customer Name          |                                      |                     |                           |
|------------------------|--------------------------------------|---------------------|---------------------------|
| Customer Name          | Glassboro Public Schools, #204934868 | Proposal / Quote ID | 1527292                   |
| Install Street Address | 202 DELSEA DR                        | City, State, Zip    | GLASSBORO, NJ, 08028-2607 |
| Opportunity ID         | 1609891                              | Service Order Type  | Upsell                    |
| Contract Term          | 36                                   | Effective Date      | 01/22/2018                |

|                                                | Included | Total Qty | Price/Unit | Total Price     |
|------------------------------------------------|----------|-----------|------------|-----------------|
| <b>Common Voice Features</b>                   |          |           |            |                 |
| International Block                            | --       | 1         | \$0.00     | \$0.00          |
| 900/976 Block                                  | --       | 1         | \$0.00     | \$0.00          |
| <b>Advantage Business Lines</b>                |          |           |            |                 |
| FSLC                                           | --       | 7         | \$9.20     | \$64.40         |
| Advantage Business Lines Charge ⌚              | --       | 7         | \$21.04    | \$147.28        |
| <b>Switched 1+</b>                             |          |           |            |                 |
| National Access Charge - Multi-Line Business * | --       | 7         | \$3.48     | \$24.36         |
| <b>Total Features</b>                          |          |           |            | <b>\$236.04</b> |

| Usage Rates                    | Dedicated Rate      | Switched Rate | Initial Increment | Additional Increment | Call Rounding |
|--------------------------------|---------------------|---------------|-------------------|----------------------|---------------|
| Usage Type                     |                     |               |                   |                      |               |
| Local Measured Service Charges | 0.0250 <sup>1</sup> |               |                   |                      |               |

| Other Charges (Non-Recurring)              | Included | Total Qty | Price/Unit | Total Price   |
|--------------------------------------------|----------|-----------|------------|---------------|
| <b>Advantage Business Lines</b>            |          |           |            |               |
| 1st Line Install                           | --       | 1         | \$0.00     | \$0.00        |
| Additional Line Install                    | --       | 6         | \$0.00     | \$0.00        |
| Service Order Charge                       | --       | 1         | \$0.00     | \$0.00        |
| <b>Total Other Charges (Non-Recurring)</b> |          |           |            | <b>\$0.00</b> |

<sup>1</sup> Local Usage is an additional charge in CA, DC, MA, MD, NH, NJ, NY, PA and RI and will be billed at the current tariffed rate. Rates are subject to change on 30 days notice via bill message on customer's invoice.

| Total Solution                         | Total Price       |
|----------------------------------------|-------------------|
| <b>Total Monthly Recurring Charges</b> | <b>\$4,214.35</b> |
| <b>Total Non-Recurring Charges</b>     | <b>\$0.00</b>     |
| <b>Minimum Monthly Fee</b>             | <b>\$4,214.35</b> |

## Service Information

This Proposal is subject to and controlled by the Windstream Service Terms and Conditions, which are incorporated herein by reference and attached hereto. Your signature constitutes your acceptance of the Proposal and your agreement to Windstream's Service Terms and Conditions.

| CUSTOMER            | WINDSTREAM          |
|---------------------|---------------------|
| Signature: _____    | Signature: _____    |
| Printed Name: _____ | Printed Name: _____ |
| Title: _____        | Title: _____        |
| Date: _____         | Date: _____         |

This offer is voidable by Windstream if not signed and returned to Windstream by 8th day of March, 2018 .

## Windstream VoIP 911 Disclosure

Windstream and its affiliates ("WIN") are subject to an FCC requirement to provide notification of any E911 limitations that may be associated with the service provided to your company. There are critical differences between traditional telephone service and WIN VoIP Services:

- 911 emergency services will not be available in the event of a power failure.
- 911 emergency services will not be available in the event of an internet failure.
- There are severe limitations (details below) to 911 emergency services if you move your phone from its registered location.

### **Loss of 911 services due to power failure or Internet connection failure:**

Historically, telephone service has been powered by electrical power within the telephone network. If you subscribe to WIN VoIP service, power is supplied directly from the premise in which you are operating the telephone.

- In the event of a commercial power outage, and if your building does not have a back-up power system, your telephone service, including 911, will not function until power is restored.
- Loss of power to your broadband gateway (through which your service is provided) will cause a loss of



telephone and 911 services.

- Any Internet connection failure will cause a loss of telephone and 911 services.

WIN recommends that you always have an alternative means of accessing 911 during a power failure or internet connection failure such as a basic business or copper line (non VoIP line) for elevator, alarm, and other critical functions.

**To ensure that 911 calls are properly routed:**

- **Do not move the equipment installed at your premise to another location.** Use of the telephone service at another location will prevent E911 service (the ability of the 911 operator to automatically determine your location) from working.
- **If you have users that will be using devices such as software telephones that are installed on mobile personal computers, laptops, smart phones, netbooks and any other mobile VoIP supported device that is intended to be mobile with WIN service,** you must update your service address prior to using the service from a different location by contacting WIN Customer Service at 1-855-361-7792 in order for your current location to be transmitted automatically and accurately to emergency services; EarthLink customers must contact EarthLink Customer Care at 1-800-239-3000. For Windstream Hosted Communications, you must contact WHC Repair at 1-855-759-7420 to update your service address; customers using Windstream Hosted Communications on a smart phone may access the Windstream Hosted Communications Client Software application to update. Use of your software telephone at a location other than the registered physical location may route 911 calls to an incorrect 911 dispatch center, potentially delaying or preventing emergency services.
- **Always state the telephone number and address that you are calling from to the 911 operator.** The 911 operator receiving the emergency call may not be able to automatically identify your phone number and physical location and be able to call you back if the call is disconnected, therefore you must specify the exact location of the emergency and the telephone number from which you are calling.
- **Contact WIN when you plan to move your service address: WIN customers should contact the WIN Business Center at 1-800-600-5050 and EarthLink customers should contact EarthLink Customer Care at 1-800-239-3000.** Since your WIN VoIP Services will not provide 911 services from another location, you must notify WIN before you move the registered location of your service.

To help remind you about the availability of 911 emergency service and its limitations with WIN VoIP Services, we have provided stickers to be placed on or near all of your telephones and devices.

**Customer Affirmation of Notification**

I have read the above notice and understand that there are critical differences between 911 service with WIN VoIP Services and traditional telephone service. I assume all responsibility and risk of harm, loss, or damage in the event that 911 service fails as a result of a power outage or Internet outage, in the event I fail to update my service address with WIN if I use the service from a different location or in the event I do not provide the address, correct address, extension or other information to emergency authorities.

\_\_\_\_\_  
Printed name

\_\_\_\_\_  
Account number

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date



### Letter of Agency

|                   |               |
|-------------------|---------------|
| Contact Name:     | Company Name: |
| Billing Address:  |               |
| City, State, Zip: |               |
| Current Carrier:  | Order Date:   |

#### Authorization to Change Service Provider(s)

On behalf of the Company, I hereby authorized Windstream Communications ("Windstream") and its operating affiliates\* listed on Exhibit A to change my Company's provider(s) for the following services from my current telecommunications carrier(s) to Windstream for each of the telephone numbers listed below. Check all applicable services:

|                          |                                                                        |
|--------------------------|------------------------------------------------------------------------|
| <input type="checkbox"/> | Local                                                                  |
| <input type="checkbox"/> | Intrastate, IntraLATA Long Distance Service (also known as local toll) |
| <input type="checkbox"/> | Interstate, InterLATA and International Long Distance                  |

I represent that I am at least eighteen years of age and that I have the authority to change telecommunications carriers for each of the telephone numbers identified below. I understand that I have the right to obtain telecommunications services individually. I also understand that I may designate only one local exchange carrier, one intraLATA carrier, and one interLATA carrier per telephone number.

I choose Windstream to act as my agent to carry out the change(s) and authorize Windstream to handle on my behalf all arrangements, including ordering, changing, and/or maintaining my service, with my local telephone company(s), interexchange carriers, equipment vendor(s), and consultant (s). By designating Windstream to act as my agent, I do not permit Windstream to change my service to a carrier other than Windstream. I understand, that there may be a fee to change from the Company's current telecommunications carrier(s) to Windstream.

**INSTRUCTIONS: LIST ALL APPLICABLE BILLING TELEPHONE NUMBERS OR LIST THE MAIN BILLING TELEPHONE NUMBER BELOW AND ATTACH A DOCUMENT IDENTIFYING ALL ASSOCIATED TELEPHONE NUMBERS SUBJECT TO THIS LOA**

#### Telephone Numbers:

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I authorize Windstream to issue all necessary instructions on my behalf and confirm that my preferred provider for the telecommunications service(s) checked above will be changed for the telephone number(s) specified above. This agreement will remain in effect until revoked in writing by the Company.

Company Signature: \_\_\_\_\_ Date: \_\_\_\_\_

\*Business Telecom of Virginia, Business Telecom, Cavalier Telephone Mid-Atlantic, Cavalier Telephone, Choice One Communications (of Connecticut, Maine, Massachusetts, New Hampshire, New York, Ohio, Pennsylvania, or Rhode Island), Connecticut Broadband, Connecticut Telephone & Communication Systems, Conversent Communications (of Connecticut, Maine, Massachusetts, New Hampshire, New Jersey, New York, Rhode Island, or Vermont), CTC Communications, CTC Communications of Virginia, DeltaCom Business Solutions, DeltaCom, EarthLink Business, EarthLink Carrier, Georgia Windstream, Intellifiber Networks, LDMI Telecommunications, Lightship Telecom, McLeodUSA Telecommunications Services, Nebraska Windstream, Network Telephone, NuVox (Arkansas or Indiana), Oklahoma Windstream, PAETEC Communications of Virginia, PAETEC Communications, Talk America of Virginia, Talk America, Texas Windstream, The Other Phone Company, US LEC Communications, US LEC (of Alabama, Florida, Georgia, Maryland, North Carolina, Pennsylvania, South Carolina, Tennessee, or Virginia), US Xchange (of Illinois, Indiana, Michigan, or Wisconsin), Windstream (Communications Southwest, Accucomm Telecommunications, Alabama, Arkansas, Buffalo Valley, Communications Kerville, Communications Telecom, Communications, Concord Telephone, Conestoga, D&E Systems, D&E, Direct, EN-TEL, Florida, Georgia Communications, Georgia Telephone, Georgia, Iowa Communications, Iowa-Comm, IT-Comm, KDL, KDL-VA, Kentucky (East or West), Kerville Long Distance, Lakedale Link, Lakedale, Lexcom Communications, Lexcom Long Distance, Mississippi, Missouri, Montezuma, Norlight, North Carolina, NorthStar, NTI, Windstream of the Midwest, Ohio, Oklahoma, Pennsylvania, South Carolina, Southwest Long Distance, Standard, Sugar Land, Systems of the Midwest, or Western Reserve), or Windstream NuVox (of Indiana, Kansas, Missouri, Ohio, and Oklahoma)