



City of Glenn Heights

City Council Meeting

Agenda Packet

July 7, 2020

Meeting starts at 7:00 p.m.



**NOTICE AND AGENDA
CITY COUNCIL
TUESDAY, JULY 7, 2020 7:00 P.M.
REGULAR CITY COUNCIL MEETING**

Notice is hereby given in accordance with the Order of the Office of the Governor issued March 16, 2020, that the City of Glenn Heights will conduct a Regular Meeting by telephone and video conference in order to advance the public health goal of limiting face-to-face meetings (also called “social distancing”) to slow the spread of the Novel Coronavirus (COVID-19).

This Notice and Meeting Agenda, and the Agenda Packet, are posted online at <https://www.glennheightstx.gov/AgendaCenter>.

To view this Council Meeting live, please use the following link (you are not required to have a Facebook account to access this meeting):
<https://www.facebook.com/CityofGlennHeights>.

Notice is hereby given that the City of Glenn Heights City Council will hold a Regular City Council Meeting on Tuesday, July 7, 2020, beginning at 7:00 P.M. via telephone and video conference as prescribed by Vernon’s Texas Civil Statutes, Government Code Section §551.041, to consider and possibly take action on the following agenda items. Items do not have to be taken in the same order as shown in this meeting Notice and Agenda.

CALL TO ORDER

INVOCATION – Apostle Demond L. Tolliver, Bondage Breaking Ministries

PLEDGE OF ALLEGIANCE

PUBLIC COMMENT

If you would like to make a Public Comment during the “Public Comment” portion of the meeting, please email Brandi Brown, City Secretary, at brandi.brown@glennheightstx.gov no later than **6:00 P.M. on July 7, 2020**. Please include the following information in your email:

- Name
- Address
- Email Address and Phone Number
- Agenda Item or General Subject of Your Comment

Once your request is received, you will be given information to access the meeting via telephone or video conference (which provides two-way communication during the Public Comment portion of the meeting).

CONSENT AGENDA

1. Discuss and take action to approve the City Council Meeting Minutes of the June 16, 2020, Regular Called City Council Meeting. (Brandi Brown, City Secretary)
2. Discuss and take action to approve Resolution R-15-20, a Resolution of the City Council of the City of Glenn Heights, Texas, affirming the appointment of a shared Board Member with the cities of Garland and Rowlett to serve on the Dallas Area Rapid Transit (DART) Board as provided in Section 452 of the Texas Transportation Code; and providing for an effective date. (Mayor Harry A. Garrett)
3. Discuss and take action authorizing the City Manager to expend an amount not to exceed ONE HUNDRED SIXTY-FOUR THOUSAND DOLLARS (\$164,000) from the Telecommunications Fund for the City's High-Speed Internet and Voice Over Internet Protocol (VOIP) service through AireSpring for a three (3) year term. (Byron Hardy, IT Administrator)

AGENDA

1. Discuss and take action to approve Resolution R-16-20, a Resolution of the City Council of the City of Glenn Heights, Texas, condemning racism and racist hate speech, and encouraging a commitment to fair and equal treatment for all. (Council Member Machanta Newson)
2. Discuss and take action to approve a Social Justice Public Art Project. (Mayor Harry A. Garrett and Lauren Lewis, Community Engagement Administrator)
3. Update on June 24, 2020 protest at 1210 E Bear Creek Road, Glenn Heights, TX 75154. (David Hall, City Manager)
4. Update and overview of Glenn Heights Police Department operations. (Mayor Harry A. Garrett and V.E. Dooley, Chief of Police)

ADJOURNMENT

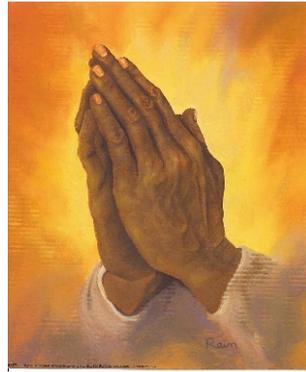
In accordance with the Americans with Disabilities Act, If you are a person with a disability and require information or materials in an appropriate alternative format; or if you require any other accommodations, please contact the City Secretary at least 48 hours in advance of the event at 972-223-1690 ext. 125 or email brandi.brown@glennheightstx.gov. Advance notification within this guideline will enable the City to make reasonable arrangements to ensure accessibility.

I, Brandi Brown, City Secretary, do hereby certify that the above Meeting Notice and Agenda were posted in a place convenient to the Public at Glenn Heights City Hall, 1938 South Hampton Road, Glenn Heights, Texas by 5:00 P.M. on Friday, July 3,

2020, Pursuant to Section 551.071 of the Texas Government Code, the City Council reserves the right to consult in closed session with its attorney at any time during the course of this meeting and to receive legal advice regarding any item listed on this agenda.

Brandi Brown, City Secretary

Invocation



Apostle Demond L. Tolliver
Bondage Breaking Ministries

**MINUTES OF THE CITY COUNCIL MEETING
OF THE CITY OF GLENN HEIGHTS, TEXAS**

JUNE 16, 2020

STATE OF TEXAS *
COUNTIES OF DALLAS AND ELLIS *
CITY OF GLENN HEIGHTS *

On the 16th day of June 2020, the City Council of the City of Glenn Heights met in a Regular Called City Council Meeting via video conference with the following members present:

CITY COUNCIL:

Harry A. Garrett	*	Mayor
Sonja A. Brown	*	Mayor Pro Tem
Emma Ipaye	*	Council Member
Jeremy Woods, Sr.	*	Council Member
Ron Adams	*	Council Member
Shaunte L. Allen	*	Council Member
Machanta Newson	*	Council Member

STAFF:

David Hall	*	City Manager
Brian Lockley	*	Deputy City Manager
Brandi Brown	*	City Secretary
Phillip Conner	*	Finance Director
V.E. Dooley	*	Chief of Police
Marlon Goff	*	Economic Development Administrator
Byron Hardy	*	IT Administrator
Lauren Lewis	*	Community Engagement Administrator
Keith Moore	*	Fire Chief
Jaynice Porter-Brathwaite	*	Human Resources Director

CONSULTANT:

Victoria Thomas	*	City Attorney's Office
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CALL TO ORDER

Mayor Harry A. Garrett called the City Council Meeting to order at 7:00 P.M. with a quorum of the City Council present.

INVOCATION

Keith Moore, Fire Chief, delivered the Invocation.

PLEDGE OF ALLEGIANCE

Mayor Harry A. Garrett led the assembly in the Pledge of Allegiance.

PUBLIC COMMENTS

There were no Public Comments.

PROCLAMATIONS

Mayor Harry A. Garrett read the following Proclamations:

- Juneteenth, June 19, 2020
- Father's Day, June 21, 2020
- American Independence Day, July 4, 2020

CONSENT AGENDA

1. Discuss and take action to approve the City Council Meeting Minutes of the June 2, 2020, Regular Called City Council Meeting. (Brandi Brown, City Secretary)

Mayor Pro Tem Sonja A. Brown made a motion to approve Consent Agenda item 1. Council Member Jeremy Woods, Sr. made the second. The motion carried with the following vote:

VOTE 7 Ayes – Garrett, Brown, Ipaye, Woods, Adams, Allen, and Newson

AGENDA

1. Update on the approved drainage plan and associated watershed for Maplewood Phase 2.

Brian Lockley, Deputy City Manager, introduced this agenda item and provided a brief overview. Wade Trim Consultants, Amanda Roddy and Ryan Kim, completed a presentation regarding the Maplewood Phase II Drainage Plan and Improvements. Mr. Lockley, Mrs. Roddy, Mr. Kim, and David Hall, City Manager, answered Council's questions related to what circumstances may cause a detention pond to fail, actions that would be taken by the City if the detention pond failed, if drainage paths and actual water flow can cause flooding, measures being taken to avoid flooding, and the size of the detention pond. Victoria Thomas, City Attorney, clarified statements made related to possible litigation.

2. May 2020 Financial Report.

Phillip Conner, Finance Director, completed a formal presentation regarding the City's revenues, expenditures, and fund balances through May 2020. He also answered Council's questions related to an increase in sales tax revenue.

ADJOURNMENT

Council Member Ron Adams made a motion to adjourn. Council Member Jeremy Woods, Sr. made the second. The motion carried with the following vote:

VOTE 7 Ayes – Garrett, Brown, Ipaye, Woods, Adams, Allen, and Newson

Mayor Harry A. Garrett adjourned the meeting at 8:04 P.M.

Harry A. Garrett, Mayor

Attest:

Brandi Brown, City Secretary
Passed and approved on the 7th day of July 2020



CITY OF GLENN HEIGHTS CITY COUNCIL REPORT

Date: July 7, 2020

SUBJECT

A Resolution of the City Council of the City of Glenn Heights, Texas, affirming the appointment of a shared Board Member with the cities of Garland and Rowlett to serve on the Dallas Area Rapid Transit (DART) Board as provided in Section 452 of the Texas Transportation Code; and providing for an effective date.

REPORT IN BRIEF

This item will allow the City Council to reappoint Mark C. Enoch to represent the City of Glenn Heights as a shared Board Member with the cities of Garland and Rowlett, to serve on the DART Board as provided in Section 452 of the Texas Transportation Code.

BACKGROUND / DISCUSSION

Transportation Code Section 452.578 (a) provides for the appointment of members of a subregional board to serve staggered two-year terms. In a letter dated May 5, 2020, DART informed the City of Glenn Heights that Mr. Enoch's term representing the City of Glenn Heights was set to expire, and that the DART Board is seeking a Resolution regarding the appointment or reappointment of a representative to serve in said position.

In a letter to the Mayor and City Council dated May 8, 2020, Mr. Enoch expressed his desire to continue serving as a representative for the City of Glenn Heights on the DART Board. He was the only person that expressed interest in this position.

FISCAL IMPACT

There is no fiscal impact related to the appointment or reappointment of a shared Board Member to represent the City of Glenn Heights on the DART Board.

PUBLIC CONTACT

Not applicable.

ALTERNATIVES / RECOMMENDATION

Staff recommends City Council approve Resolution R-15-20, a Resolution of the City Council of the City of Glenn Heights, Texas, affirming the reappointment of Mark C. Enoch as the shared Board Member with the cities of Garland and Rowlett to serve on the Dallas Area Rapid Transit (DART) Board.

PREPARED BY

Brandi Brown, City Secretary

ATTACHMENTS

- a. Letter from DART regarding reappointment
- b. Letter to the Mayor and City Council from Mr. Mark C. Enoch
- c. Texas Transportation Code Section 452
- d. Resolution R-15-20



Dallas Area Rapid Transit
P.O. Box 660163
Dallas, Texas 75266-0163
214/749-3278

May 5, 2020

Brandi Brown
City Secretary
City of Glenn Heights
1938 S. Hampton Road
Glenn Heights, Texas 75154

Re: Appointment of City of Glenn Heights' Representative to DART's Board of Directors

Dear Ms. Brown:

Members of DART's Board of Directors serve staggered two-year terms pursuant to Section 452.578 of the Texas Transportation Code. Mark C. Enoch was jointly appointed to represent the City of Glenn Heights. His term of office will expire on June 30, 2020.

Please send or email a copy of the resolution appointing or re-appointing a representative to the DART Board of Directors to the attention of:

Nancy K. Johnson
Director, Office of Board Support
Dallas Area Rapid Transit
P.O. Box 660163
Dallas, Texas 75266
NJohnson@DART.org

If you have any questions regarding this matter, please call me at (214) 749-3347 or email me at the email address noted above.

Sincerely,

A handwritten signature in black ink that reads "Nancy K. Johnson".

Nancy K. Johnson
Director, Office of Board Support

NKJ/ln

Cc: Paul N. Wageman, Chair, DART Board of Directors
Gary C. Thomas, DART President/Executive Director
Gene Gamez, DART General Counsel

GLAST, PHILLIPS & MURRAY

A PROFESSIONAL CORPORATION

MARK C. ENOCH, J.D., M.B.A.

(972) 419-8366

fly63rc@verizon.net

BOARD CERTIFIED – CIVIL TRIAL LAW

TEXAS BOARD OF LEGAL

SPECIALIZATION

14801 QUORUM DRIVE, SUITE 500

DALLAS, TEXAS 75240-6657

(972) 419-8300

FACSIMILE (469) 206-5022

May 8, 2020

Via email

mayor@glennheightstx.gov

Mayor Harry A. Garrett

Ms. Sonja A. Brown

Ms. Emma Ipaye

Mr. Jeremy Woods

Mr. Ron Adams

Ms. Shaunte L. Allen

Ms. Machanta Newson

1938 S. Hampton Road

Glenn Heights, Texas 75154-8534

Re: Board of Directors Position on Dallas Area Rapid Transit

Dear Mayor Garrett and Honorable Council Members:

Mayor, I phoned and left a message for you recently to let you and the Council know that I have appreciated the opportunity to serve Glenn Heights as its representative to the DART Board of Directors and to ask that the Council favorably consider my application for reappointment. The work of the agency is still of great interest to me and I enjoy being a part of what I believe to be important work for our region.

I am pleased that the city has received significant funding for street repair reimbursements from the DART/RTC Transit Related Improvement Program and look forward to creating further opportunities to assist Glenn Heights.

As you might imagine, the effects of the COVID-19 pandemic and the government response have negatively affected DART's ridership and revenues. This has led to our decreasing service schedules to a modified Saturday service schedule for buses and light rail. As Chair of DART's Budget and Finance Committee, I will be especially mindful of containing costs during this time to insure that DART remains financially able to provide increased services once the situation improves.

May 8, 2020

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I have been fortunate to be your representative on the DART Board and believe my experience is an advantage for Glenn Heights. I don't take the work for granted and would like to continue my work on your behalf.

If you or any of the Council members have questions, please do not hesitate to call.

Sincerely,

A handwritten signature in black ink, appearing to read "Mark C. Enoch". The signature is fluid and cursive, with a large initial "M" and "E".

Mark C. Enoch

cc: Mr. David Hall, City Manager
(via email David.Hall@glennheightstx.gov)

TRANSPORTATION CODE

TITLE 6. ROADWAYS

SUBTITLE K. MASS TRANSPORTATION

CHAPTER 452. REGIONAL TRANSPORTATION AUTHORITIES

SUBCHAPTER A. GENERAL PROVISIONS

Sec. 452.578. TERMS OF BOARD MEMBERS. (a) Each member of the subregional board serves a staggered term of two years. Eight of the terms begin on July 1 of odd-numbered years, and seven terms begin on July 1 of even-numbered years.

(b) The term of a member does not end because of a reapportionment under Section 452.577, and the board shall have a plan for filling vacancies after a reapportionment to ensure that each municipality maintains the representation to which it is entitled.

(c) The governing body of a principal municipality may not limit the number of terms that members of the board may serve.

Acts 1995, 74th Leg., ch. 165, Sec. 1, eff. Sept. 1, 1995.

RESOLUTION R-15-20

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF GLENN HEIGHTS, TEXAS, AFFIRMING THE APPOINTMENT OF A SHARED BOARD MEMBER WITH THE CITIES OF GARLAND AND ROWLETT TO SERVE ON THE DALLAS AREA RAPID TRANSIT ("DART") BOARD AS PROVIDED IN SECTION 452 OF THE TEXAS TRANSPORTATION CODE; AND PROVIDING FOR AN EFFECTIVE DATE.

WHEREAS, Section 452 of the Texas Transportation Code provides for the appointment of Board Members to DART; and

WHEREAS, the City Council of the City of Glenn Heights has duly considered candidates for the fractional allocation for a shared member with the Cities of Garland and Rowlett; and

WHEREAS, the City of Glenn Heights concurs with the Cities of Garland and Rowlett on the selection of Mr. Mark C. Enoch as the shared DART Board Member for a two-year term.

NOW THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL FOR THE CITY OF GLENN HEIGHTS, THAT:

SECTION 1. The City of Glenn Heights does hereby affirm and cast its fractional allocation vote for the appointment of Mark C. Enoch as the DART Board Member shared by and representing the Cities of Glenn Heights, Garland, and Rowlett for a two-year term.

SECTION 2. This Resolution shall become effective immediately from and after its passage.

DULY PASSED AND APPROVED BY THE CITY COUNCIL OF THE CITY OF GLENN HEIGHTS, TEXAS ON THIS THE 7th DAY OF JULY 2020.

ATTEST:

APPROVED:

Brandi Brown, City Secretary

Harry A. Garrett, Mayor

APPROVED AS TO FORM:

Victoria W. Thomas, City Attorney



CITY OF GLENN HEIGHTS CITY COUNCIL REPORT

Date: July 7, 2020

SUBJECT

Discuss and take action authorizing the City Manager to expend an amount not to exceed ONE HUNDRED SIXTY-FOUR THOUSAND DOLLARS (\$164,000) from the Telecommunications Fund for the City's High-Speed Internet and Voice Over Internet Protocol (VOIP) service through AireSpring for a three (3) year term.

REPORT IN BRIEF

This agenda item will allow the City Council to authorize the signing of a 3-year contract with AireSpring to provide high-speed internet and VOIP telephone service, replacing the current provider, Telepacific Communications (TPX). This new contract will reduce City telecommunications costs while improving the quality of phone and internet service.

BACKGROUND / DISCUSSION

The City's current contract with TPX is scheduled to expire on July 17, 2020. Given this deadline, staff made the decision to explore the market to determine if other options were available. Staff provided written notice to TPX to prevent automatic renewal of the current contract, allowing the City to continue service at current cost on a month-to-month basis, while exploring other options. After comparing quotes from TPX (renewal), AT&T, Spectrum, Nextiva (VOIP Only), and AireSpring, it was determined that AireSpring provided the best and most cost-effective solution.

CURRENT SERVICE

The City's current TPX phone solution consists of 48 VOIP users and 22 Voicemail Only users. The Internet service consists of separate circuits and connections at City Hall, the Police Department, and Public Works, providing connection speeds of 50 Mbps, 50 Mbps, and 20 Mbps, respectively. These independent connections have caused limitations with regards to site-to-site connectivity.

PROPOSED SERVICE

The proposed AireSpring VOIP solution would provide the same user total and functionality as the current solution, along with additional features such as cloud connectivity, an online user portal, and “softphone” applications for user PC’s and/or smartphones. New desk phones, and their installation, will be provided at no additional charge. The Internet solution would increase dedicated connection speeds to 150 Mbps at City Hall, 100 Mbps at the Police Department, and 50 Mbps at Public Works. The proposed solution also includes SD-WAN functionality that allows the three disparate sites to appropriately function as a single network and share the aggregate 300 Mbps, as necessary, simplifying network infrastructure and improving network efficiency. Although the current vendor, TPX, provided a quote for the same product specifications, it did not substantially reduce monthly costs.

FISCAL IMPACT

Aside from improving the quality of service, the proposed service agreement would reduce City telecommunications costs by over 22%, as detailed in the table below:

	Provider	Monthly Recurring Cost	Yearly Total
Current	TPX	\$5,244.85	\$62,938.20
Proposed	AireSpring	\$4,067.05	\$48,804.60
Difference		(\$1,177.80)	(\$14,133.60)

The amounts above reflect the carrier charges, excluding taxes and fees. The requested not-to-exceed amount for the three-year term accounts for an estimated 12% in applicable monthly taxes and fees charged by the Federal Communications Commission (FCC) and Public Utilities Commission (PUC).

PUBLIC CONTACT

Not applicable.

ALTERNATIVES / RECOMMENDATION

Staff recommends approval of the selection of AireSpring as the City’s High-Speed

Internet and Voice Over Internet Protocol (VOIP) service provider on a three-year service agreement, effective on the date of the start of service.

PREPARED BY

Byron Hardy, IT Administrator

ATTACHMENTS

- a. AireSpring Proposal - Glenn Heights TX
- b. AireSpring 3-Year 1938 S Hampton (Draft)
- c. AireSpring 3-Year 550 E Bear Creek (Draft)
- d. AireSpring 3-Year 2118 Uhl Rd (Draft)

Company: City of Glenn Heights

Agent: Brent Vaut

Date: 06/25/2020



Quote ID: 1122710135

Proposal: 207212

Expires: 07/15/2020

SD-WAN (with Voice) - Cloud Business Phone System

BEAR CREEK RD - 550 E BEAR CREEK RD GLENN HEIGHTS, TX 75154-8300 972-483 (001)

Qty	Description	Unit MRC	Unit NRC	Total MRC	Total NRC
1	VeloCloud SD-WAN - Up to 100 Mb/s of In-Tunnel Bandwidth (Up and Down Combined) - 3-Year <small>"Up and Down Combined" is the sum of the upload and download speeds of all In-Tunnel Traffic.</small>	\$135.00	\$0.00	\$135.00	\$0.00
1	AireSpring Gateway Access - 100 Mb/s - Maximum Licensed In-Tunnel Bandwidth (Up and Down Combined) - 3-Year <small>Promotional Offer. Required for Access to AireSpring Gateways</small>	FREE	\$0.00	FREE	\$0.00
1	DDoS Mitigation for Airespring Gateway Access <small>DDoS Mitigation only provided on in-tunnel internet traffic traversing Airespring Gateway Access.</small>	FREE	\$0.00	FREE	\$0.00
1	VeloCloud Edge 610 - 3-Year <small>Supports up to [250 Mb/s] of Maximum Throughput (defined as the aggregate of all traffic flows to and from a device – Up and Down Combined)</small>	FREE	\$0.00	FREE	\$0.00
16	AirePBX Business Seat - 3-Year <small>Award winning, full featured, cloud phone system featuring Voicemail, Find Me / Follow Me, Online Portal, and more.</small>	\$15.00	\$0.00	\$240.00	\$0.00
1	Usage Bundle - Unlimited Outbound & 8,000 Toll Free Minutes	\$32.00	\$0.00	\$32.00	\$0.00
1	24-Port 10/100 Managed Switch (PoE) - Rental	\$31.00	\$0.00	\$31.00	\$0.00
16	IP Phone - Polycom VVX 350 - Purchase with 3-Year Contract <small>6-Line Gigabit Phone with HD Voice</small>	FREE	\$0.00	FREE	\$0.00
1	AireCare Customer Portal <small>AireSpring's 24/7 online billing, reporting, and service admin portal.</small>	FREE	\$0.00	FREE	\$0.00
1	Professional On-Site Installation	FREE	\$0.00	FREE	\$0.00
1	Orchestrator Access	FREE	\$0.00	FREE	\$0.00
Subtotal				\$438.00	\$0.00

Qty	Circuit 3-Year Term	Total MRC	Total NRC
1	Gig Ethernet - 100 Mb/s - Loop	\$250.63	\$0.00
1	Gig Ethernet - 100 Mb/s - Port	\$540.00	\$0.00
Location Total		\$1,228.63	\$0.00

Usage Rates

Domestic Rates: 2.500¢ (usage bundles will be applied first)
 Free local calling and interoffice on-net calling.
 Offshore rates: [Click Here](#)
 AireSpring International rates: [Click Here](#)

1938 S Hampton Rd - 1938 S HAMPTON RD GLENN HEIGHTS, TX 75154-8534 972-483 (002)

Qty	Description	Unit MRC	Unit NRC	Total MRC	Total NRC
1	VeloCloud SD-WAN - Up to 200 Mb/s of In-Tunnel Bandwidth (Up and Down Combined) - 3-Year "Up and Down Combined" is the sum of the upload and download speeds of all In-Tunnel Traffic.	\$210.00	\$0.00	\$210.00	\$0.00
1	AireSpring Gateway Access - 200 Mb/s - Maximum Licensed In-Tunnel Bandwidth (Up and Down Combined) - 3-Year Promotional Offer. Required for Access to AireSpring Gateways	FREE	\$0.00	FREE	\$0.00
1	DDoS Mitigation for Airespring Gateway Access DDoS Mitigation only provided on in-tunnel internet traffic traversing Airespring Gateway Access.	FREE	\$0.00	FREE	\$0.00
1	VeloCloud Edge 610 - 3-Year Supports up to [250 Mb/s] of Maximum Throughput (defined as the aggregate of all traffic flows to and from a device – Up and Down Combined)	FREE	\$0.00	FREE	\$0.00
20	AirePBX Business Seat - 3-Year Award winning, full featured, cloud phone system featuring Voicemail, Find Me / Follow Me, Online Portal, and more.	\$15.00	\$0.00	\$300.00	\$0.00
22	AirePBX Voice Mail Seats (No phone equipment)	\$10.00	\$0.00	\$220.00	\$0.00
10	Automatic Call Recording - 3-Year Enables a PBX seat to record inbound and outbound calls for review.	\$6.00	\$0.00	\$60.00	\$0.00
1	Toll Free Numbers	\$1.00	\$5.00	\$1.00	\$5.00
1	Usage Bundle - Unlimited Outbound & 10,000 Toll Free Minutes	\$40.00	\$0.00	\$40.00	\$0.00
1	24-Port 10/100 Managed Switch (PoE) - Rental	\$31.00	\$0.00	\$31.00	\$0.00
20	IP Phone - Polycom VVX 350 - Purchase with 3-Year Contract 6-Line Gigabit Phone with HD Voice	FREE	\$0.00	FREE	\$0.00
1	AireCare Customer Portal AireSpring's 24/7 online billing, reporting, and service admin portal.	FREE	\$0.00	FREE	\$0.00
1	Professional On-Site Installation	FREE	\$0.00	FREE	\$0.00
1	Orchestrator Access	FREE	\$0.00	FREE	\$0.00
Subtotal				\$862.00	\$5.00

Qty	Circuit 3-Year Term	Total MRC	Total NRC
1	Gig Ethernet - 150 Mb/s - Loop	\$553.24	\$0.00
1	Gig Ethernet - 150 Mb/s - Port	\$555.00	\$0.00
Location Total		\$1,970.24	\$5.00

Usage Rates

Domestic Rates: 2.500¢ (usage bundles will be applied first)
 Free local calling and interoffice on-net calling.
 Offshore rates: [Click Here](#)
 AireSpring International rates: [Click Here](#)

2118 S UHL Rd - 2118 S UHL RD GLENN HEIGHTS, TX 75154-8628 972-483 (003)

Qty	Description	Unit MRC	Unit NRC	Total MRC	Total NRC
1	VeloCloud SD-WAN - Up to 50 Mb/s of In-Tunnel Bandwidth (Up and Down Combined) - 3-Year "Up and Down Combined" is the sum of the upload and download speeds of all In-Tunnel Traffic.	\$110.00	\$0.00	\$110.00	\$0.00
1	AireSpring Gateway Access - 50 Mb/s - Maximum Licensed In-Tunnel Bandwidth (Up and Down Combined) - 3-Year Promotional Offer. Required for Access to AireSpring Gateways	FREE	\$0.00	FREE	\$0.00
1	DDoS Mitigation for Airespring Gateway Access DDoS Mitigation only provided on in-tunnel internet traffic traversing Airespring Gateway Access.	FREE	\$0.00	FREE	\$0.00

1	VeloCloud Edge 610 - 3-Year Supports up to [250 Mb/s] of Maximum Throughput (defined as the aggregate of all traffic flows to and from a device – Up and Down Combined)	FREE	\$0.00	FREE	\$0.00
12	AirePBX Business Seat - 3-Year Award winning, full featured, cloud phone system featuring Voicemail, Find Me / Follow Me, Online Portal, and more.	\$15.00	\$0.00	\$180.00	\$0.00
1	Usage Bundle - Unlimited Outbound & 6,000 Toll Free Minutes	\$24.00	\$0.00	\$24.00	\$0.00
1	10-Port Gigabit Managed Switch (PoE) - Rental	\$26.00	\$0.00	\$26.00	\$0.00
12	IP Phone - Polycom VVX 350 - Purchase with 3-Year Contract 6-Line Gigabit Phone with HD Voice	FREE	\$0.00	FREE	\$0.00
1	AireCare Customer Portal AireSpring's 24/7 online billing, reporting, and service admin portal.	FREE	\$0.00	FREE	\$0.00
1	Professional On-Site Installation	FREE	\$0.00	FREE	\$0.00
1	Orchestrator Access	FREE	\$0.00	FREE	\$0.00
Subtotal				\$340.00	\$0.00

Qty	Circuit 3-Year Term	Total MRC	Total NRC
1	Fast Ethernet - 50 Mb/s - Loop	\$108.18	\$0.00
1	Fast Ethernet - 50 Mb/s - Port	\$420.00	\$0.00
Location Total		\$868.18	\$0.00

Usage Rates	
Domestic Rates: 2.500¢ (usage bundles will be applied first) Free local calling and interoffice on-net calling. Offshore rates: Click Here AireSpring International rates: Click Here	

Total For All Locations	
Monthly Fee: \$4,067.05	One-Time Fee: \$5.00

All orders are subject to engineering, pricing and facilities verification.

Notes: 3-year discounted phones may not exceed the number of 3-year seats selected. Customer may only order phones of the same brand. Unless indicated, phones do not include a power supply.

The Contract Term for Trunks, Lines, Routers and Switches ordered for a specific location is coterminous with the circuit/connectivity term listed for that location.

		ORDER FORM AND TERM PLAN SD-WAN (with Voice) Cloud Business Phone System			*Carrier:	
*Quote ID#: 1122710135		Sales Support: 844-832-8514 Email to orders@airespring.com or Fax to 888-899-2928			*IP Provider:	
*Quote Expiration: 07/15/2020					Channel Mgr: Charlie Lomond	
*Proposal ID#: 207212					*Agent: Brent Vaut	
*OMR#:					*Agent ID: CNG0001	
*NPANXX: 972-483					*Solutions Engineer:	
				*Submitted By: Gabriel Valderrama		
IMPORTANT -- ALL BOLDED FIELDS WITH AN ASTERISK (*) MUST BE COMPLETED						
PHYSICAL LOCATION						
*Order Type: New: <input type="checkbox"/> Move: <input type="checkbox"/> Upgrade: <input type="checkbox"/>						
*Company Name: City of Glenn Heights			*Location Name: 1938 S Hampton Rd		Existing Customer Number: <input type="checkbox"/> Separate bill for this location?	
*Physical Address: 1938 S HAMPTON RD			*Suite:	*Bldg./Fl./Rm:	*Billing Address: (if different)	
*City: GLENN HEIGHTS			*State: TX	*Zip: 75154-8534	*City:	
MPOE: (Location in building where telephone company installs circuit. Eg. basement, telco closet)				*State:		Zip:
CONTACT INFORMATION						
	*Name		Title		*Phone	Mobile Phone
*Customer Contact:						E-mail
*Technical/Vendor Contact:						
*On-Site Contact:						
THE FOLLOWING INITIALS & SIGNATURES ARE REQUIRED						
1.) Initials on all Pages at the Bottom Left.				2.) Signature on the bottom of "Term and Usage Agreement."		
3.) If Porting Numbers, signature required on "Letter of Agency," and current phone bill copies are strongly recommended.				4.) New Customers – Complete and Sign "Credit Application."		
SD-WAN INFORMATION AND PRICING						
Description		Term		Quantity		MRC
VeloCloud SD-WAN - Up to 200 Mb/s of In-Tunnel Bandwidth (Up and Down Combined) "Up and Down Combined" is the sum of the upload and download speeds of all In-Tunnel Traffic.		3-Year		1		\$210.00
AireSpring Gateway Access - 200 Mb/s - Maximum Licensed In-Tunnel Bandwidth (Up and Down Combined) Promotional Offer. Required for Access to AireSpring Gateways		3-Year		1		\$0.00
VeloCloud Edge 610 Supports up to [250 Mb/s] of Maximum Throughput (defined as the aggregate of all traffic flows to and from a device – Up and Down Combined)		3-Year		1		\$0.00
High Availability Edge devices include both the primary edge and a hot stand-by edge (2 devices).						
SD-WAN service reconfiguration and/or upgrade fee: \$400. Applies if firewall added to SD-WAN service after the initial start of service.						
For Cisco Meraki, at the end of the initial or any renewal term if Customer does not renew the service prior to the end of the term, the service will cease to operate.						
If Licensed bandwidth is exceeded, AireSpring may upgrade the License to match actual usage.						
*Ground Shipping & Handling: ICB - (Expedited Shipping Additional)						

CIRCUIT INFORMATION AND PRICING

*Site NPA/NXX: 972-483			*Term: 3-Year		
*Capacity	IP Provider	*Loop MRC	*Loop NRC	*Port MRC	*Port NRC
G-E 150	AT&T / AireSpring IP	\$553.24	\$0.00	\$555.00	\$0.00
*Managed Router MRC:				*Managed Router NRC:	
Broadband connectivity speeds are listed as BB in the Capacity Field.				Satellite connectivity speeds are listed as SAT in the Capacity Field	

EXISTING CONNECTIONS

Carrier (e.g. ACME Telecom)	Circuit Type (e.g Fast-E, Broadband, etc.)	Download Speed (Mbps)	Upload Speed (Mbps)

OPTIONAL ROUTER UPGRADES

Device	WAN/LAN Ports	AC Power	1 Year MRC	2 Year MRC	3 Year MRC
(Default)* Router: ADTRAN 908e	1 RJ45 Gig-E, 2 RJ45 Fast-E	110 VAC	\$0.00	\$0.00	\$0.00
Upgrade to: NetVanta 6250	1 Combo** SFP/RJ45 Gig-E, 3 RJ45 Fast-E	110 VAC	\$120.00	\$65.00	\$45.00
Upgrade to: NetVanta 6360	1 SFP Gig-E, 1 Combo** SFP/RJ45 Gig-E, 3 RJ45 Gig-E	110-240 VAC	\$180.00	\$95.00	\$65.00

*Default router model may change at Airespring's discretion

**Use of the SFP port disables the corresponding RJ45 port

ADDITIONAL OPTIONAL ROUTERS

Device	WAN/LAN Ports	AC Power	1 Year MRC		2 Year MRC		3 Year MRC	
			MRC	NRC	MRC	NRC	MRC	NRC
ADTRAN 908e	1 RJ45 Gig-E, 2 RJ45 Fast-E	110 VAC	\$100.00	\$50.00	\$50.00	\$50.00	\$35.00	\$0.00
NetVanta 6250	1 Combo* SFP/RJ45 Gig-E, 3 RJ45 Fast-E	110 VAC	\$210.00	\$100.00	\$105.00	\$100.00	\$75.00	\$0.00
NetVanta 6360	1 SFP Gig-E, 1 Combo* SFP/RJ45 Gig-E, 3 RJ45 Gig-E	110-240 VAC	\$260.00	\$170.00	\$135.00	\$100.00	\$95.00	\$0.00
ADTRAN 1544p	24 fixed Gig-E ports and four 2.5 Gbps SFP ports	110-240 VAC	\$270.00	\$180.00	\$145.00	\$180.00	\$110.00	\$0.00

*Use of the SFP port disables the corresponding RJ45 port

DEMARC EXTENSION CHARGES

\$300.00 per T1 -- includes up to 2 hours of labor and 100 feet of Cat5e cable.
 Additional labor: \$125.00 per hour, billed in 15 minute increments. Additional Cat5e cable: \$.25 per foot.
 Fiber and EOC demarc extensions – ICB pricing

INSTALL TIMEFRAMES AND EXPEDITES

Customer understands and accepts the following estimated installation timeframes:
 90 days for services which utilize a Fast-E circuit, 120 days for services which utilize a Gig-E circuit, 60 days for services which utilize all other circuit types. Actual installation timelines vary by underlying carrier and loop provider and are dependent on multiple factors, including construction requirements, availability of facilities and other variables.

Paid Expedites: Customer may request an expedite for an additional fee. All expedites must be approved by Airespring.

NOTE: Airespring cannot ever guarantee any installation timeframes including paid expedites.

NOTES

In the event customer changes a scheduled due date less than six business days from the due date, customer will be assessed a rescheduling fee. Please be advised that changes to a scheduled due date can impact service delivery timelines.

Faxing, Alarm Lines, Modem Lines, DSL Lines, Credit Card Processing and Elevator Lines are not supported on Airespring's Long Distance Network. Customer should utilize alternative network options for non-voice lines and for completion of inbound and outbound fax calls. Customer is required to identify in advance all non-voice lines (fax, alarm, modem, etc.) that are intended to utilize Airespring service.

**CLOUD COMMUNICATION SERVICES:
AIREPBX CLOUD BUSINESS PHONE SYSTEM**

AIRESPRING VOICE SERVICES

Zone	Service	Quantity	MRC	NRC
	AirePBX Business Seat	20	\$300.00	\$0.00
	Automatic Call Recording (Requires Seat)	10	\$60.00	\$0.00
	Analog Lines (Max. 8)	0	\$0.00	\$0.00
	Virtual Private Numbers (Max. 20)	0	\$0.00	\$0.00

DOMESTIC USAGE RATES & PLANS

USAGE PLANS <i>US 48 States incl. Local Toll, Intrastate, Interstate</i> Unlimited Outbound plans require a subscription of all seats/lines/trunks ordered.	Cost	Quantity	Total
Unlimited Outbound & 10,000 Toll Free Minutes	\$40.00	1	\$40.00
LONG DISTANCE & TOLL FREE RATE IF NO PLAN SELECTED OR FOR EXCESS MINUTES: \$0.025	FREE LOCAL CALLING (Excludes Local Toll)	INTER-OFFICE ON-NET CALLING – Free between locations utilizing Airespring Local Network Services and Airespring assigned Local Service DIDs	

INTERNATIONAL AND OFFSHORE RATES

INTERNATIONAL (011 Calls Only) <i>(Customer is responsible for all International traffic, including fraud.)</i>	*INT'L RATE PLAN #3 Rates are provided here: International Rates	<input type="checkbox"/> Block International (See Terms of Service for limitation of liability)	OFFSHORE: Rates are provided at Offshore Rates
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AIRESPRING SUPPLIED IP PBX PHONES*

<ul style="list-style-type: none"> AirePBX is only supported with Airespring supplied equipment. 3-year discounted phones may not exceed the number of 3-year seats selected. 		<ul style="list-style-type: none"> Customer may only order phones of the same brand (does not apply to conference phones) Unless indicated, phones do not include a power supply. 			
Model	Description	Term	Quantity	MRC	NRC
Polycom VVX 350	6-Line Gigabit Phone with HD Voice (Supports PoE - Does not include power adapter)	Purchase (3-Year Contract)	20	\$0.00	\$0.00

SALES TAX and OTHER SURCHARGES will be BILLED UPFRONT on any free phones.

S&H CHARGES <i>(Applies to All Phones)</i>	# Of Phones	Ground Shipping	Additional Charges for Expedited Shipping
	1 to 3	\$18.95	
	Above 3	\$5 per phone	

AIRESPRING DEVICES

Model	Description	Term	Quantity	MRC	NRC
24-Port 10/100 Managed Switch (PoE)		Rental	1	\$31.00	\$0.00

*Minimum one (1) year management fee MRC required if purchasing BEC or CradlePoint.	*Shipping & Handling per BEC / CradlePoint: (Ground Shipping) \$24.73 NRC	Shipping & Handling per Switch: (Ground Shipping) \$20.00 NRC	Additional Charges for Expedited Shipping
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*Airespring Warranty (Applicable to all rentals) – Device warranty is extended for the period of the customer's contract and is subject to AireSpring's terms and conditions.
 *Manufacturer Warranty (Applicable to all purchases) – Device warranty is covered under the manufacturer's warranty period and is subject to AireSpring's terms and conditions.
 *PURCHASE with 3 YEAR CONTRACT – Special offer only available for new service. Add-on service requires extension of all services under contract for 3 years from date of add-on.
 *Sales Tax based on the Full Retail Purchase Price will apply.

TOLL FREE NUMBERS					
Toll Free Numbers (1-50 Numbers)	MRC per Number	NRC per Number	Quantity: 1	MRC: \$1.00	NRC: \$5.00
	\$1.00	\$5.00			
Toll Free Numbers (above 50)	MRC per Number	NRC per Number	Quantity:	MRC:	NRC:
	\$0.50	\$1.00			
Are you transferring existing Toll Free Numbers? (If Yes, Toll Free Service RespOrg Form will be required.)			<input type="checkbox"/> YES	Quantity:	<input type="checkbox"/> NO

ADDITIONAL SERVICES				
Description	Term	Quantity	MRC	NRC

Firewall service reconfiguration and/or upgrade fee: \$400. Applies if SD-WAN added to firewall service after the initial start of service.
For more information on firewall throughput and user guidelines, [click here](#).

AIRETXT SMS SERVICES					
Text to/from Landline or Toll Free	Quantity	MRC	NRC	Inbound Outbound	Overage Rate per SMS
Initial Line + Message Bundle	Select from Dropdown	\$10.00	\$10.00	1000 Messages included	\$0.025
Additional Lines		\$1.00	\$1.00	N/A	N/A
Additional Message Bundles (Messages are shared across all lines ordered)		\$5.00	\$5.00	500 Messages included	\$0.025

OTHER SERVICES / FEATURES / FEES	CHARGES	
	MRC	NRC
Local Directory Assistance and Long Distance Directory Assistance	\$1.99 per call	
Initial Directory Listing (Simple)	No Charge	
Additional Directory Listing	\$5.00 per Listing	\$5.00 per Listing
Outbound Caller Name (CNAM)	\$3.00 per Number	\$3.00 per Number
Inbound Caller ID Name <small>Note: All trunks must be subscribed</small>	\$1.00 per Trunk	\$1.00 per Trunk
Account Codes - Non-verified – Must be used on all calls	\$25.00 per Location	\$75.00 per Location
Account Codes - Verified – Must be used on all calls (up to 50; greater than 50 is subject to project fee)	\$50.00 per Location	\$150.00 per Location
Software, Trunk Group or Routing Change Order Fee (Off hours and weekend work ICB)	(Applicable MRC)	\$75 per Change Order
Additional Trunk or Hunt Group(s) (Initial Trunk or Hunt Group – No Charge)	\$5.00 per Group	\$5.00 per Group
Replacement Routers / Hardware	Shipment of replacement routers or hardware to be paid by customer	
Do you need Account Codes?	<input type="checkbox"/> Verified or <input type="checkbox"/> Non-verified	<input type="checkbox"/> NO

LOCAL NUMBER PORTING (LNP)		
Local Number Porting (LNP) of Phone Numbers	Verizon provided – \$0.00 NRC per Number	Other Providers -- \$3.00 NRC per Number
LNP Change or Cancellation – Greater than 48 Hours	\$6.00 NRC per Number	
LNP Change or Cancellation – Less than 48 Hours	\$75.00 NRC per Number	
Snapback to Prior Carrier (after completed porting)	\$300.00 NRC per Number	
Local Number Porting (LNP) of Virtual Private Numbers (If VPN is in a different Rate Center as Location)	\$25 NRC per Number	

AIRESPRING CONFIGURATION AND TRAINING

Includes 2 Hours of Remote Configuration and Training, which should be sufficient for Standard Configurations.
 Custom Configurations may take longer than the included 2 hours (Examples: Custom Auto-Attendant, Music on Hold, Multi-line Hunt Groups, Etc.)
 Configurations and Training exceeding the included 2 hours will be billed at \$150 per hour

IP ADDRESS INFORMATION

All IP addresses are subject to approval from the underlying provider based on an IP Address Justification Form completed by customer. All prices MRC unless otherwise noted.

CIDR	Public IPs	Usable IPs	AireSpring IP	Altice (Fiber)	AT&T (ABF/DSL)	Comcast (Fiber)	Comcast (Cable)	Cox (Cable)	GCAP/ Megapath	Lighttower	Spectrum (Fiber)	Spectrum (Cable)	TPAC	Verizon (FTTI)	Windstream	Zayo
/31	2	1	Free	Free	Free	\$20	Free	Free	Free	Free	Free	Free	Free	Free	Free	Free
/29	8	5	\$20	\$35	Free	\$25	\$15	Free	\$5	\$24	\$35	\$25	Free	\$14	\$20	Free
/28	16	13	\$35	\$50	\$20	\$30	\$35	\$25	\$10	\$48	\$50	\$40	\$10	\$35	\$32	\$48
/27	32	29	\$55	\$65	ICB	\$50	ICB	\$50	\$15	\$96	\$80	\$60	\$15	\$56	\$56	\$96
/26	64	61	\$100	\$75	ICB	\$75	ICB	\$75	\$20	\$192	\$100	N/A	\$25	\$84	\$96	\$192
/25	128	125	\$200	\$150	ICB	\$100	ICB	ICB	\$25	\$384	\$150	N/A	\$50	\$133	\$160	\$389
/24	256	253	\$250	\$300	ICB	\$200	ICB	ICB	\$50	\$768	\$200	N/A	\$100	ICB	ICB	\$769
ICB	> 256	ICB	N/A	ICB	ICB	ICB	ICB	ICB	ICB	ICB	ICB	N/A	ICB	ICB	ICB	ICB

Orders of up to 256 IP Addresses from AT&T Fiber/DS1, CenturyLink Fiber/DS1, FairPoint, Verizon Fiber/DS1, Cox Fiber, Frontier Fiber, and XO are free. Orders of more than 256 IP Addresses are ICB.

*If Customer is using Airespring CPE one usable IP address must be assigned to this CPE.

SUMMARY TOTALS

Total MRC*: \$1970.24

*Total does not include any services or equipment not ordered, as well as AireTXT, Domestic / International / Offshore Usage (excluding bundles), Other Services / Features / Fees, LNP, Configuration and Training, Shipping, Expedite Fees, Demarc Extension Charges, or IP Addresses.

Total NRC*: \$5.00

*Total does not include any services or equipment not ordered, as well as AireTXT, Domestic / International / Offshore Usage (excluding bundles), Other Services / Features / Fees, LNP, Configuration and Training, Shipping, Expedite Fees, Demarc Extension Charges, or IP Addresses.

Charges do not include additional surcharges and government mandated taxes. A full list of current Airespring surcharges may be found at: <https://airespring.com/regulatory-charges-and-surcharges/>

DIRECTORY LISTING / DIRECTORY ASSISTANCE

Street Address: 1938 S HAMPTON RD	Type of Business/Organization:
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City: GLENN HEIGHTS	State: TX	Zip: 75154-8534
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TRANSACTION TYPE

<input type="checkbox"/> No Directory Listing Requested	<input type="checkbox"/> New
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CLASS OF SERVICE

<input type="checkbox"/> Business	<input type="checkbox"/> County	<input type="checkbox"/> State	<input type="checkbox"/> US Government	<input type="checkbox"/> Military	<input type="checkbox"/> School
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Community/Book:	<input type="checkbox"/> Include in Yellow Pages -- Heading(s):
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Type of Listing *	Listing Request **			Indent Levels (0-6) <i>(Captions only)</i>	Listed Name <i>(or Caption)</i>	Listed Address	Listed Phone Number
	Listed	Non-Listed	Non-Published				
Main <i>(included)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	N/A			
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				

* Indicate: Main, Additional, Caption, or Foreign.

** Indicate: Listed, Non-listed (excluded from printed Directory only), Non-published (excluded from printed Directory and Directory Assistance)

LOCAL SERVICE 911/E-911 INFORMATION

IMPORTANT: AIRESPRING WILL IDENTIFY ALL NUMBERS ASSOCIATED WITH THIS ACCOUNT AS BEING LOCATED AT THE PHYSICAL ADDRESS LISTED ON PAGE 1 OF THE ORDER FORM FOR PURPOSES OF PROVIDING 911 LOCATION INFORMATION.

*Are there any remote/offsite users or extensions so that additional 911 addresses are needed? NO YES -- a supplementary 911 form is required

911 NOTICE – USE OF CUSTOMER INFORMATION

CUSTOMER ACKNOWLEDGES AND AGREES THAT AIRESPRING'S SERVICE IS INTERNET BASED AND THAT 911 SERVICES ARE DIFFERENT THAN THAT OF TRADITIONAL WIRELINE SERVICE. FOR BASIC 911 OR E911 TO BE ACCURATELY ROUTED TO THE APPROPRIATE EMERGENCY RESPONDER, THE CUSTOMER MUST PROVIDE THE TELEPHONE NUMBER ASSOCIATED WITH SERVICE FOR THE REGISTERED ADDRESS, IN THE PHYSICAL LOCATION SECTION OF THE LOCAL SERVICE 911/911E INFORMATION SHEET. CUSTOMER ACKNOWLEDGES THAT THE SIP TRUNK SERVICE MAY NOT SUPPORT BASIC 911 OR E911 DIALING IN THE SAME MANNER AS TRADITIONAL WIRELINE PHONE SERVICE. CUSTOMER AGREES TO INFORM 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 THE SERVICE 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) NETWORK CONGESTION OR SIGNIFICANT DEGRADATION OF CUSTOMER'S INTERNET ACCESS OR OTHER TYPES OF ACCESS SERVICE; (C) SUSPENDED OR TERMINATED BROADBAND SERVICE, (D) SUSPENSION OF SERVICES DUE TO BILLING ISSUES, AND/OR (E) ANY OTHER SERVICE OUTAGES NOT DESCRIBED HEREIN. AIRESPRING STRONGLY RECOMMENDS CUSTOMER AT ALL TIMES MAINTAINS AN ALTERNATIVE METHOD FOR PLACING EMERGENCY CALLS. CUSTOMER FURTHER ACKNOWLEDGES 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 THE SERVICE FROM A LOCATION OTHER THAN THE LOCATION TO WHICH THE 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. FOR THE EMERGENCY CENTER, KNOWN AS THE PUBLIC SERVICE ANSWERING POINT ("PSAP"), TO RECEIVE THE CUSTOMER'S CORRECT 911 ADDRESS INFORMATION, CUSTOMER MUST ROUTE THEIR 911 CALLS TO AIRESPRING USING DIDS WHICH ARE ASSIGNED BY AIRESPRING OR PORTED TO AIRESPRING AND SET UP BY AIRESPRING AS 911-ENABLED. IF CUSTOMER ROUTES 911 CALLS USING AIRESPRING 911-ENABLED DIDS TO ANOTHER PHONE COMPANY, THEN I) THE PSAP MAY NOT RECEIVE THE PROPER ADDRESS, AND II) THAT OTHER PHONE COMPANY MAY CHARGE CUSTOMER FOR SUCH CALL. ADDITIONALLY, 911 CALLS MUST BE ROUTED OVER A LOCAL TRUNK GROUP, NOT A LONG DISTANCE TRUNK GROUP TO AVOID CALL FAILURE. CUSTOMER MUST HAVE AT LEAST ONE 911-ENABLED AIRESPRING DID FOR EACH LOCATION, WITH THAT LOCATION'S CORRECT ADDRESS POPULATED IN AIRESPRING'S 911 DATABASE, FOR 911 DATABASE SERVICES TO OPERATE PROPERLY FOR DIDS UTILIZED AT THAT LOCATION. CUSTOMER ACKNOWLEDGES AND AGREES THAT AIRESPRING, ITS UNDERLYING CARRIERS, OR ANY OTHER THIRD PARTIES INVOLVED IN THE ROUTING, HANDLING, DELIVERY, OR ANSWERING OF EMERGENCY SERVICES OR IN RESPONDING TO EMERGENCY CALLS, NOR THEIR OFFICERS OR EMPLOYEES, MAY BE HELD LIABLE FOR ANY CLAIM, DAMAGE, LOSS, FINE, PENALTY OR COST (INCLUDING, WITHOUT LIMITATION, ATTORNEYS 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 FURTHER AGREES AND ACKNOWLEDGES THAT IT IS INDEMNIFYING AND HOLDING HARMLESS AIRESPRING FROM ANY CLAIM OR ACTION FOR ANY CALLER PLACING SUCH A CALL WITHOUT REGARD TO WHETHER THE CALLER IS AN EMPLOYEE OF THE CUSTOMER. CUSTOMER ACKNOWLEDGES AND AGREES TO HOLD HARMLESS AND INDEMNIFY AIRESPRING 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. THE LIMITATIONS APPLY TO ALL CLAIMS REGARDLESS OF WHETHER THEY ARE BASED ON BREACH OF CONTRACT, BREACH OF WARRANT, PRODUCT LIABILITY, TORT AND ANY OTHER THEORIES OF LIABILITY. END USERS WHO SUBSCRIBE TO 911 OR E911 SERVICE WILL BE REQUIRED TO REGISTER THE PHYSICAL LOCATION OF THEIR EQUIPMENT (IP PHONE, SOFTPHONE, DIGITAL TELEPHONE ADAPTER OR VIDEOPHONE) WITH AIRESPRING AND AGREE TO CALL AIRESPRING CUSTOMER SERVICE TO UPDATE THE LOCATION WHENEVER THE PHYSICAL LOCATION OF SERVICE FOR A PARTICULAR TELEPHONE NUMBER CHANGES. SOME CUSTOMERS WILL HAVE THE ABILITY TO DIRECTLY UPDATE THEIR OWN E911 LOCATION VIA AN ONLINE PORTAL. CUSTOMER IS SOLELY RESPONSIBLE FOR SETTING THE E911 LOCATION ACCURATELY TO THE CORRECT PHYSICAL LOCATION OF CUSTOMER'S EQUIPMENT (DESK PHONE, SOFTPHONE, VIDEOPHONE OR MOBILE PHONE) WITH AIRESPRING. FOR USERS OF THE AIRESPRING KEY SYSTEM TELEPHONES: TO PRESERVE THE ABILITY OF 911 OR E911 PUBLIC SAFETY PSAP PERSONNEL TO RESPOND PROPERLY, CUSTOMER / END USERS OF THE KEY SYSTEM CANNOT MOVE THEIR KEY SYSTEM PHONE TO ANOTHER STREET ADDRESS DIFFERENT FROM THE STREET ADDRESS ASSOCIATED WITH THE REGISTERED ADDRESS FOR SUCH CUSTOMER / END USER. AVAILABILITY OF 911 AND E911 SERVICES IS LIMITED TO THE FIFTY UNITED STATES OF AMERICA.

TERM AND USAGE AGREEMENT

The term of this Agreement will be for a period of *3-Year from the Start of Service Date. The Start of Service Date shall be the earlier of i) the Customer's first use of the service, ii) five (5) business days after Circuit Ready Date, regardless of whether all Services (including voice) have been turned up and regardless of Customer readiness, or iii) five (5) business days after the start of a "Customer Delay of Circuit Installation". "Circuit Ready Date" is the date the Customer's circuit is active, as notified by the underlying provider. "Customer Delay of Circuit Installation" is defined as an occurrence of Customer directly or indirectly delaying or impeding AireSpring's underlying provider from installing and/or testing Customer's access circuit/loop. Customer indirectly delays the underlying provider if the Customer site is not ready to accept Services, or if the Customer's employees, contractors, suppliers, vendors, agents, assigns, property owner, property manager, or landlord does not allow, blocks or delays AireSpring's underlying provider from installing or testing the access circuit/loop. The Customer is required to coordinate with AireSpring to install the hub site first, with each remote site to follow. Customer networking issues, whether the result of improper network design, equipment issues, or incorrect information supplied to AireSpring by or on behalf of the Customer, shall not relieve the Customer of the obligation to pay for the Service, including circuit charges, beginning on the Start of Service Date. In the event Customer places an order on hold or delays or impedes AireSpring from expeditiously submitting Customer's order to underlying carrier, Customer pricing may change as notified by AireSpring. Orders placed on hold may require customer approval to proceed with implementation. Upon completion of any initial or any renewal term commitment, or if no term is specified above, for all non-SD-WAN services this Agreement shall automatically renew for successive one-year terms. For SD-WAN services, this Agreement shall automatically renew for successive one-year terms, and in no event shall the renewal term for SD-WAN services be less than one year. Customer contracts to pay the Monthly Recurring Charges as listed above for the term of this Agreement, or \$250 per account, whichever is greater, for the term of this Agreement. By signing this Agreement, Customer agrees to pay all applicable circuit port, loop and Equipment MRC charges in advance, and any usage/overage charges in arrears. Customer's first bill shall include pro-ration of first month's service, as well as any NRC's. In the event Customer terminates this Agreement after the Start of Service Date but prior to the end of the applicable term, Customer shall pay to AireSpring on demand, as liquidated damages and not as a penalty, an Early Termination Liability charge ("ETL") equal to the sum of i) one hundred percent (100%) of the Monthly Recurring Charges ("MRCs") for loop/circuit charges for all of the months remaining in any applicable term, ii) one hundred percent (100%) of MRCs for all other charges for the remaining months in the initial twelve months of the term, iii) eighty percent (80%) of the MRCs for all other charges for the remaining months in months 13 - 24 of the term, and iv) seventy percent (70%) of the remaining MRCs for all other charges for the remaining months in the term, namely month 25 and after. With respect to Customer terminating the Agreement after the submission of paperwork to the underlying carrier but prior to the Start of Service Date, the ETL will be equivalent to Customer terminating during the initial twelve (12) months as described above. In the event Customer terminates this Agreement prior to the submission of paperwork to the underlying carrier Customer shall be subject to the following fees: \$1000 per DS-1/EOC/Broadband circuit or \$3000 per Fast-E or similar circuit. For Customer Provided Connectivity orders, Customer shall pay a cancellation fee of \$750 per location if Customer cancels the order prior to Start of Service. Additionally, a 20% restocking fee of the undiscounted, retail price of AireSpring provided devices shall apply and be paid by Customer for all equipment returned unopened to AireSpring and in original packaging within 30 days of shipment to Customer and prior to Start of Service. Equipment that has been opened or used may not be returned, and will be billed at the full undiscounted, retail price in the event Customer cancels service prior to Start of Service. AireSpring managed routers are pre-configured and sent to Customer to be self-installed, if Customer requests a professional installation AireSpring will charge Customer an installation fee of \$1000. All local loop circuit install charges are quoted with install to the Local Exchange Carrier assigned building demarcation point (Demarc). AireSpring will pass through any costs associated with extending wiring beyond the Demarc. In conjunction with the services ordered, AireSpring may provide Customer with Customer Premises Equipment (CPE) on a rental or included basis. If service is terminated for any reason, Customer must return all AireSpring and underlying carrier provided equipment within 30 days of termination, or Customer will be billed for the full new cost of the equipment. It is not necessary to return Equipment purchased by Customer. AireSpring will provide all long distance and local services. No other long distance and local providers may be used with this service. Rating of outbound calls as Local applies only to calls that utilize telephone numbers (DIDs) assigned by AireSpring or that have been ported to AireSpring's service as the originating ANI, and are displayed accordingly in the Caller ID field. The International Rate Plan Number above refers to a set of country specific rates defining costs to each international dialed location. Customer requests to block international calling does not relieve Customer from liability for all completed calls made utilizing Customer's equipment, whether authorized or unauthorized. AireSpring's fair use policy ("Fair Use Policy") as set forth below and in the Master Service Agreement is designed to prevent abuse, fraud or unreasonable exploitation of AireSpring's unlimited local and long distance service plans and unreasonable overutilization of AireSpring's facilities. AireSpring's unlimited calling plans, both long distance and local, are intended solely for normal commercial use. AireSpring's unlimited calling plans are designed only for continuous live dialog between two individuals. Unusual calling patterns, excessive called numbers and/or consistent excessive usage will each be considered an indicator that usage is exceeding normal standards. AireSpring's unlimited calling plans may not be used for auto-dialing, continuous, or extensive call forwarding, excessive conferencing, inbound/outbound centralized or distributed call center activity, inbound/outbound customer service, telemarketing (including charitable or political solicitation or polling), fax or voicemail blasting, or for continuous or extensive chat line access, or as an open telephone line as a monitor, intercom or transcription service. See AireSpring's Master Service Agreement for a complete list of prohibited uses. AireSpring has other plans applicable for such applications and businesses. It will be considered outside of AireSpring's Fair Use Policy on an unlimited calling plan for a Customer to exceed more than one-thousand (1,000) inbound, outbound or toll free local or long distance minutes per month per subscriber line, SIP trunk, hosted seat, PRI/T-1 trunk/DS0 or analog line, etc., in aggregate ("Normal Usage"). For unlimited calling plans, AireSpring shall apply a surcharge of up to \$0.04 per minute of use to the number of minutes by which Customer's usage exceeds this normal usage. All services provided to Customer by AireSpring are governed by the terms of a Master Service Agreement, which may be found at <https://airespring.com/service-terms/> and AireSpring's Acceptable Use Policy, which may be found at <https://airespring.com/service-terms/acceptable-use-policy-aup/>, both of which are incorporated into this Agreement by this reference. This Agreement represents the entire agreement between the Parties and supersedes and merges all prior offers, agreements, promises, understandings, statements, representations, warranties, indemnities and inducements to the making of this Agreement relied upon by either Party, whether written or oral, between or among Customer and AireSpring as well as AireSpring's agents, employees, and/or sales persons. This Agreement is voidable by AireSpring if the text is modified without the written or initial consent of an AireSpring Officer. Except as may otherwise be provided herein, any amendments or modifications to this Agreement must be in writing and signed by an AireSpring Officer. This Agreement shall be governed by and construed in accordance with the laws of the State of California. Customer hereby irrevocably submits to the personal jurisdiction of and consents to venue exclusively in any state or federal court sitting in the State of California, County of Los Angeles, in any suit, action, or proceeding arising out of or relating to this Agreement. Customer hereby irrevocably waives, to the fullest extent permitted by applicable law, any objection which such party may raise now, or hereafter have, to the laying of the venue of any such suit, action or proceeding brought in such court and any claim that any such suit, action or proceeding brought in such a court has been brought in an inconvenient forum. Customer hereby expressly waives the right to a trial by jury in any action or proceeding brought against customer relating to this agreement. Upon completion of any initial or renewal term commitment, (or in the event of a move, upgrade, downgrade, or change of underlying carrier,) any disconnection request by customer must be provided in writing 45 days prior to the requested disconnection date and customer will continue to be billed until after the disconnection is completed, or 45 days after disconnection notice, whichever is greater. Customer agrees that AireSpring may request credit information from third parties and authorizes the release of such information from the customer's financial institution as part of this application for credit.

Additional Terms and Conditions are incorporated herein by reference: <http://additionalterms.airespring.com/AdditionalTerms.aspx?L=72,1,83,84,90,97,103,29>

Company Name: City of Glenn Heights

*Authorized Signature

*Print Name

*Title

*Date

*Email

*Contact Number

AIRESPRING CREDIT APPLICATION

Required if Customer does not have an existing Airespring account

CONTACT & ACCOUNT INFORMATION

*CUSTOMER NAME: City of Glenn Heights			BILLING ACCOUNT NAME (IF DIFFERENT):		
*SERVICE ADDRESS: 1938 S HAMPTON RD			BILLING ADDRESS (IF DIFFERENT):		
*CITY: GLENN HEIGHTS	*STATE: TX	*ZIP: 75154-8534	CITY:	STATE:	ZIP:
*SERVICE CONTACT/TITLE:			BILLING ADDRESS CONTACT:		
*PHONE:	FAX:		PHONE:	FAX:	
*CONTACT E-MAIL – IMPORTANT (FOR CONTACT PURPOSES ONLY):			CONTACT E-MAIL – IMPORTANT (FOR CONTACT PURPOSES ONLY):		
*FULL LEGAL NAME (PER CORPORATE CHARTER OR DBA):					
* <input type="checkbox"/> CORPORATION		* <input type="checkbox"/> GENERAL PARTNERSHIP		* <input type="checkbox"/> LIMITED PARTNERSHIP	
* <input type="checkbox"/> SOLE PROPRIETORSHIP		* <input type="checkbox"/> NONPROFIT ORGANIZATION		* <input type="checkbox"/> LIMITED LIABILITY COMPANY	
		* <input type="checkbox"/> HOME BUSINESS		* <input type="checkbox"/> OTHER:	
*INCORPORATION DATE: / - STATE:		*CURRENT SVC PROVIDER:		REQUIRED: INCLUDE COPIES OF PAYMENT SUMMARY PAGE FROM 3 RECENT BILLS FROM YOUR CURRENT SERVICE PROVIDER	
*WILL THE SERVICE PROVIDED BY AIRESPRING BE USED FOR WHOLESALE OR RESALE PURPOSES?				<input type="checkbox"/> YES	<input type="checkbox"/> NO
IS YOUR COMPANY/ORGANIZATION TAX EXEMPT? IF YES, ATTACH AIRESPRING TAX EXEMPTION FORM (OBTAIN FROM YOUR AIRESPRING AGENT)				<input type="checkbox"/> YES	<input type="checkbox"/> NO
*ESTIMATED MONTHLY USAGE:				\$	
*TYPE OF BUSINESS:			*YEARS IN BUSINESS:		
Please note: \$5 monthly fee per invoice will be charged unless paperless billing is requested. If requested, paperless billing will apply to all customer accounts.		*PAPERLESS BILLING <input type="checkbox"/> YES <input type="checkbox"/> NO		*EMAIL ADDRESS: (Must be provided for paperless billing)	

INTERNATIONAL USAGE

*OPEN INTERNATIONAL TRAFFIC TO 011 DESTINATIONS? <input type="checkbox"/> YES <input type="checkbox"/> NO	*ESTIMATED % OF INTERNATIONAL TRAFFIC: %
MAIN COUNTRIES CALLED:	

CREDIT INFORMATION

*1. OWNER/PARTNER NAME:	SOCIAL SECURITY # (NOT FEIN): - -
2. OWNER/PARTNER NAME:	SOCIAL SECURITY # (NOT FEIN): - -
Dun & Bradstreet Number:	

BANK INFORMATION

*Bank Name:	*Bank Phone Number:
*Bank Account Number:	*Bank Contact Name:

ALL ITEMS BOLD AND MARKED WITH AN ASTERISK (*) ARE MANDATORY. ORDERS MISSING MANDATORY INFORMATION MAY BE RETURNED FOR COMPLETION WITHOUT PROCESSING.

CERTIFICATION & AUTHORIZATION

I certify that all the information contained in this application and any attachments are true and correct. Service is provided under Airespring General Terms and conditions. (Please visit <https://airespring.com/service-terms/> for a complete and updated description of the terms of service.)
I AGREE THAT AIRESPRING MAY REQUEST CREDIT INFORMATION FROM THIRD PARTIES AND I AUTHORIZE THE RELEASE OF SUCH INFORMATION FROM THE CUSTOMER'S FINANCIAL INSTITUTION AS PART OF THIS APPLICATION FOR AIRESPRING CREDIT.

*Signature of Applicant:	*Printed Name of Applicant:
*Date: / /	*Title of Applicant:



LETTER OF AGENCY

Required if Porting Local Numbers

*Agent Name: Brent Vaut

*Agent ID: CNG0001

Please note – LOA should be submitted with a copy of a recent phone bill from your local provider

PHYSICAL LOCATION

*Company:
City of Glenn Heights

Billing Telephone Number:

Designated Contact:

Contact Phone Number:

*Service Address:
1938 S HAMPTON RD

*Building:

*Suite:

*Floor / Room:

*City:
GLENN HEIGHTS

*State:
TX

*Zip:
75154-8534

*Current Local Service Provider:

ADDITIONAL BILLING TELEPHONE NUMBERS

BTN #2:

BTN #4:

BTN #3:

BTN #5:

NOTICE – USE OF CUSTOMER INFORMATION

Attached page(s) provide a complete listing of Telephone Lines to be switched to Airespring.

By signing this application contract, I am authorizing Airespring to become my new provider of network/communications service, long-distance service and/or local service (if available and selected by me). I authorize Airespring to act as my agent to make this change happen, and direct my local company to work with Airespring to affect the change.

I further certify that I am at least eighteen years of age, and that I am authorized to change telephone companies for services to the telephone numbers listed above. I am responsible for all valid Airespring charges for all usage.

*By: Name (Please print or type)

*Authorized Signature

*Date

Signing this document will result in a service provider change

		ORDER FORM AND TERM PLAN SD-WAN (with Voice) Cloud Business Phone System			*Carrier:	
*Quote ID#: 1122710135		Sales Support: 844-832-8514 Email to orders@airespring.com or Fax to 888-899-2928			*IP Provider:	
*Quote Expiration: 07/15/2020					Channel Mgr: Charlie Lomond	
*Proposal ID#: 207212					*Agent: Brent Vaut	
*OMR#:					*Agent ID: CNG0001	
*NPANXX: 972-483					*Solutions Engineer:	
				*Submitted By: Gabriel Valderrama		
IMPORTANT -- ALL BOLDED FIELDS WITH AN ASTERISK (*) MUST BE COMPLETED						
PHYSICAL LOCATION						
*Order Type: New: <input type="checkbox"/> Move: <input type="checkbox"/> Upgrade: <input type="checkbox"/>						
*Company Name: City of Glenn Heights			*Location Name: BEAR CREEK RD		Existing Customer Number: <input type="checkbox"/> Separate bill for this location?	
*Physical Address: 550 E BEAR CREEK RD			*Suite:	*Bldg./Fl./Rm:	*Billing Address: (if different)	
*City: GLENN HEIGHTS			*State: TX	*Zip: 75154-8300	*City:	
MPOE: (Location in building where telephone company installs circuit. Eg. basement, telco closet)				*State:		Zip:
CONTACT INFORMATION						
	*Name		Title		*Phone	Mobile Phone
*Customer Contact:						E-mail
*Technical/Vendor Contact:						
*On-Site Contact:						
THE FOLLOWING INITIALS & SIGNATURES ARE REQUIRED						
1.) Initials on all Pages at the Bottom Left.				2.) Signature on the bottom of "Term and Usage Agreement."		
3.) If Porting Numbers, signature required on "Letter of Agency," and current phone bill copies are strongly recommended.				4.) New Customers – Complete and Sign "Credit Application."		
SD-WAN INFORMATION AND PRICING						
Description		Term		Quantity		MRC
VeloCloud SD-WAN - Up to 100 Mb/s of In-Tunnel Bandwidth (Up and Down Combined) "Up and Down Combined" is the sum of the upload and download speeds of all In-Tunnel Traffic.		3-Year		1		\$135.00
AireSpring Gateway Access - 100 Mb/s - Maximum Licensed In-Tunnel Bandwidth (Up and Down Combined) Promotional Offer. Required for Access to AireSpring Gateways		3-Year		1		\$0.00
VeloCloud Edge 610 Supports up to [250 Mb/s] of Maximum Throughput (defined as the aggregate of all traffic flows to and from a device – Up and Down Combined)		3-Year		1		\$0.00
High Availability Edge devices include both the primary edge and a hot stand-by edge (2 devices).						
SD-WAN service reconfiguration and/or upgrade fee: \$400. Applies if firewall added to SD-WAN service after the initial start of service.						
For Cisco Meraki, at the end of the initial or any renewal term if Customer does not renew the service prior to the end of the term, the service will cease to operate.						
If Licensed bandwidth is exceeded, AireSpring may upgrade the License to match actual usage.						
*Ground Shipping & Handling: ICB - (Expedited Shipping Additional)						

CIRCUIT INFORMATION AND PRICING

*Site NPA/NXX: 972-483			*Term: 3-Year		
*Capacity	IP Provider	*Loop MRC	*Loop NRC	*Port MRC	*Port NRC
G-E 100	AT&T	\$250.63	\$0.00	\$540.00	\$0.00
*Managed Router MRC:				*Managed Router NRC:	
Broadband connectivity speeds are listed as BB in the Capacity Field.				Satellite connectivity speeds are listed as SAT in the Capacity Field	

EXISTING CONNECTIONS

Carrier (e.g. ACME Telecom)	Circuit Type (e.g Fast-E, Broadband, etc.)	Download Speed (Mbps)	Upload Speed (Mbps)

OPTIONAL ROUTER UPGRADES

Device	WAN/LAN Ports	AC Power	1 Year MRC	2 Year MRC	3 Year MRC
(Default)* Router: ADTRAN 908e	1 RJ45 Gig-E, 2 RJ45 Fast-E	110 VAC	\$0.00	\$0.00	\$0.00
Upgrade to: NetVanta 6250	1 Combo** SFP/RJ45 Gig-E, 3 RJ45 Fast-E	110 VAC	\$120.00	\$65.00	\$45.00
Upgrade to: NetVanta 6360	1 SFP Gig-E, 1 Combo** SFP/RJ45 Gig-E, 3 RJ45 Gig-E	110-240 VAC	\$180.00	\$95.00	\$65.00

*Default router model may change at Airespring's discretion

**Use of the SFP port disables the corresponding RJ45 port

ADDITIONAL OPTIONAL ROUTERS

Device	WAN/LAN Ports	AC Power	1 Year MRC		2 Year MRC		3 Year MRC	
			MRC	NRC	MRC	NRC	MRC	NRC
ADTRAN 908e	1 RJ45 Gig-E, 2 RJ45 Fast-E	110 VAC	\$100.00	\$50.00	\$50.00	\$50.00	\$35.00	\$0.00
NetVanta 6250	1 Combo* SFP/RJ45 Gig-E, 3 RJ45 Fast-E	110 VAC	\$210.00	\$100.00	\$105.00	\$100.00	\$75.00	\$0.00
NetVanta 6360	1 SFP Gig-E, 1 Combo* SFP/RJ45 Gig-E, 3 RJ45 Gig-E	110-240 VAC	\$260.00	\$170.00	\$135.00	\$100.00	\$95.00	\$0.00
ADTRAN 1544p	24 fixed Gig-E ports and four 2.5 Gbps SFP ports	110-240 VAC	\$270.00	\$180.00	\$145.00	\$180.00	\$110.00	\$0.00

*Use of the SFP port disables the corresponding RJ45 port

DEMARC EXTENSION CHARGES

\$300.00 per T1 -- includes up to 2 hours of labor and 100 feet of Cat5e cable.
 Additional labor: \$125.00 per hour, billed in 15 minute increments. Additional Cat5e cable: \$.25 per foot.
 Fiber and EOC demarc extensions – ICB pricing

INSTALL TIMEFRAMES AND EXPEDITES

Customer understands and accepts the following estimated installation timeframes:
 90 days for services which utilize a Fast-E circuit, 120 days for services which utilize a Gig-E circuit, 60 days for services which utilize all other circuit types. Actual installation timelines vary by underlying carrier and loop provider and are dependent on multiple factors, including construction requirements, availability of facilities and other variables.

Paid Expedites: Customer may request an expedite for an additional fee. All expedites must be approved by Airespring.

NOTE: Airespring cannot ever guarantee any installation timeframes including paid expedites.

NOTES

In the event customer changes a scheduled due date less than six business days from the due date, customer will be assessed a rescheduling fee. Please be advised that changes to a scheduled due date can impact service delivery timelines.

Faxing, Alarm Lines, Modem Lines, DSL Lines, Credit Card Processing and Elevator Lines are not supported on Airespring's Long Distance Network. Customer should utilize alternative network options for non-voice lines and for completion of inbound and outbound fax calls. Customer is required to identify in advance all non-voice lines (fax, alarm, modem, etc.) that are intended to utilize Airespring service.

**CLOUD COMMUNICATION SERVICES:
AIREPBX CLOUD BUSINESS PHONE SYSTEM**

AIRESPRING VOICE SERVICES

Zone	Service	Quantity	MRC	NRC
	AirePBX Business Seat	16	\$240.00	\$0.00
	Analog Lines (Max. 8)	0	\$0.00	\$0.00
	Virtual Private Numbers (Max. 20)	0	\$0.00	\$0.00

DOMESTIC USAGE RATES & PLANS

USAGE PLANS <i>US 48 States incl. Local Toll, Intrastate, Interstate</i> Unlimited Outbound plans require a subscription of all seats/lines/trunks ordered.	Cost	Quantity	Total
Unlimited Outbound & 8,000 Toll Free Minutes	\$32.00	1	\$32.00
LONG DISTANCE & TOLL FREE RATE IF NO PLAN SELECTED OR FOR EXCESS MINUTES: \$0.025	FREE LOCAL CALLING (Excludes Local Toll)	INTER-OFFICE ON-NET CALLING – Free between locations utilizing Airespring Local Network Services and Airespring assigned Local Service DIDs	

INTERNATIONAL AND OFFSHORE RATES

INTERNATIONAL (011 Calls Only) <i>(Customer is responsible for all International traffic, including fraud.)</i>	*INT'L RATE PLAN #3 Rates are provided here: International Rates	<input type="checkbox"/> Block International (See Terms of Service for limitation of liability)	OFFSHORE: Rates are provided at Offshore Rates
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AIRESPRING SUPPLIED IP PBX PHONES*

<ul style="list-style-type: none"> AirePBX is only supported with Airespring supplied equipment. 3-year discounted phones may not exceed the number of 3-year seats selected. 		<ul style="list-style-type: none"> Customer may only order phones of the same brand (does not apply to conference phones) Unless indicated, phones do not include a power supply. 			
Model	Description	Term	Quantity	MRC	NRC
Polycom VVX 350	6-Line Gigabit Phone with HD Voice (Supports PoE - Does not include power adapter)	Purchase (3-Year Contract)	16	\$0.00	\$0.00

SALES TAX and OTHER SURCHARGES will be BILLED UPFRONT on any free phones.

S&H CHARGES <i>(Applies to All Phones)</i>	# Of Phones	Ground Shipping	Additional Charges for Expedited Shipping
	1 to 3	\$18.95	
	Above 3	\$5 per phone	

AIRESPRING DEVICES

Model	Description	Term	Quantity	MRC	NRC
24-Port 10/100 Managed Switch (PoE)		Rental	1	\$31.00	\$0.00

*Minimum one (1) year management fee MRC required if purchasing BEC or CradlePoint.	*Shipping & Handling per BEC / CradlePoint: (Ground Shipping) \$24.73 NRC	Shipping & Handling per Switch: (Ground Shipping) \$20.00 NRC	Additional Charges for Expedited Shipping
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*Airespring Warranty (Applicable to all rentals) – Device warranty is extended for the period of the customer's contract and is subject to AireSpring's terms and conditions.
 *Manufacturer Warranty (Applicable to all purchases) – Device warranty is covered under the manufacturer's warranty period and is subject to AireSpring's terms and conditions.
 *PURCHASE with 3 YEAR CONTRACT – Special offer only available for new service. Add-on service requires extension of all services under contract for 3 years from date of add-on.
 *Sales Tax based on the Full Retail Purchase Price will apply.

TOLL FREE NUMBERS					
Toll Free Numbers (1-50 Numbers)	MRC per Number	NRC per Number	Quantity: 0	MRC: \$0.00	NRC: \$0.00
	\$1.00	\$5.00			
Toll Free Numbers (above 50)	MRC per Number	NRC per Number	Quantity:	MRC:	NRC:
	\$0.50	\$1.00			
Are you transferring existing Toll Free Numbers? (If Yes, Toll Free Service RespOrg Form will be required.)			<input type="checkbox"/> YES	Quantity:	<input type="checkbox"/> NO

ADDITIONAL SERVICES				
Description	Term	Quantity	MRC	NRC

Firewall service reconfiguration and/or upgrade fee: \$400. Applies if SD-WAN added to firewall service after the initial start of service.
For more information on firewall throughput and user guidelines, [click here.](#)

AIRETXT SMS SERVICES					
Text to/from Landline or Toll Free	Quantity	MRC	NRC	Inbound Outbound	Overage Rate per SMS
Initial Line + Message Bundle	Select from Dropdown	\$10.00	\$10.00	1000 Messages included	\$0.025
Additional Lines		\$1.00	\$1.00	N/A	N/A
Additional Message Bundles (Messages are shared across all lines ordered)		\$5.00	\$5.00	500 Messages included	\$0.025

OTHER SERVICES / FEATURES / FEES	CHARGES	
	MRC	NRC
Local Directory Assistance and Long Distance Directory Assistance	\$1.99 per call	
Initial Directory Listing (Simple)	No Charge	
Additional Directory Listing	\$5.00 per Listing	\$5.00 per Listing
Outbound Caller Name (CNAM)	\$3.00 per Number	\$3.00 per Number
Inbound Caller ID Name <small>Note: All trunks must be subscribed</small>	\$1.00 per Trunk	\$1.00 per Trunk
Account Codes - Non-verified – Must be used on all calls	\$25.00 per Location	\$75.00 per Location
Account Codes - Verified – Must be used on all calls (up to 50; greater than 50 is subject to project fee)	\$50.00 per Location	\$150.00 per Location
Software, Trunk Group or Routing Change Order Fee (Off hours and weekend work ICB)	(Applicable MRC)	\$75 per Change Order
Additional Trunk or Hunt Group(s) (Initial Trunk or Hunt Group – No Charge)	\$5.00 per Group	\$5.00 per Group
Replacement Routers / Hardware	Shipment of replacement routers or hardware to be paid by customer	
Do you need Account Codes?	<input type="checkbox"/> Verified or <input type="checkbox"/> Non-verified	<input type="checkbox"/> NO

LOCAL NUMBER PORTING (LNP)		
Local Number Porting (LNP) of Phone Numbers	Verizon provided – \$0.00 NRC per Number	Other Providers -- \$3.00 NRC per Number
LNP Change or Cancellation – Greater than 48 Hours	\$6.00 NRC per Number	
LNP Change or Cancellation – Less than 48 Hours	\$75.00 NRC per Number	
Snapback to Prior Carrier (after completed porting)	\$300.00 NRC per Number	
Local Number Porting (LNP) of Virtual Private Numbers (If VPN is in a different Rate Center as Location)	\$25 NRC per Number	

*Customer Initial: _____

AIRESRING CONFIGURATION AND TRAINING

Includes 2 Hours of Remote Configuration and Training, which should be sufficient for Standard Configurations.
 Custom Configurations may take longer than the included 2 hours (Examples: Custom Auto-Attendant, Music on Hold, Multi-line Hunt Groups, Etc.)
 Configurations and Training exceeding the included 2 hours will be billed at \$150 per hour

IP ADDRESS INFORMATION

All IP addresses are subject to approval from the underlying provider based on an IP Address Justification Form completed by customer. All prices MRC unless otherwise noted.

CIDR	Public IPs	Usable IPs	AireSpring IP	Altice (Fiber)	AT&T (ABF/DSL)	Comcast (Fiber)	Comcast (Cable)	Cox (Cable)	GCAP/ Megapath	Lighttower	Spectrum (Fiber)	Spectrum (Cable)	TPAC	Verizon (FTTI)	Windstream	Zayo
/31	2	1	Free	Free	Free	\$20	Free	Free	Free	Free	Free	Free	Free	Free	Free	Free
/29	8	5	\$20	\$35	Free	\$25	\$15	Free	\$5	\$24	\$35	\$25	Free	\$14	\$20	Free
/28	16	13	\$35	\$50	\$20	\$30	\$35	\$25	\$10	\$48	\$50	\$40	\$10	\$35	\$32	\$48
/27	32	29	\$55	\$65	ICB	\$50	ICB	\$50	\$15	\$96	\$80	\$60	\$15	\$56	\$56	\$96
/26	64	61	\$100	\$75	ICB	\$75	ICB	\$75	\$20	\$192	\$100	N/A	\$25	\$84	\$96	\$192
/25	128	125	\$200	\$150	ICB	\$100	ICB	ICB	\$25	\$384	\$150	N/A	\$50	\$133	\$160	\$389
/24	256	253	\$250	\$300	ICB	\$200	ICB	ICB	\$50	\$768	\$200	N/A	\$100	ICB	ICB	\$769
ICB	> 256	ICB	N/A	ICB	ICB	ICB	ICB	ICB	ICB	ICB	ICB	N/A	ICB	ICB	ICB	ICB

Orders of up to 256 IP Addresses from AT&T Fiber/DS1, CenturyLink Fiber/DS1, FairPoint, Verizon Fiber/DS1, Cox Fiber, Frontier Fiber, and XO are free. Orders of more than 256 IP Addresses are ICB.

*If Customer is using Airespring CPE one usable IP address must be assigned to this CPE.

SUMMARY TOTALS

Total MRC *: \$1228.63

*Total does not include any services or equipment not ordered, as well as AireTXT, Domestic / International / Offshore Usage (excluding bundles), Other Services / Features / Fees, LNP, Configuration and Training, Shipping, Expedite Fees, Demarc Extension Charges, or IP Addresses.

Total NRC*: \$0.00

*Total does not include any services or equipment not ordered, as well as AireTXT, Domestic / International / Offshore Usage (excluding bundles), Other Services / Features / Fees, LNP, Configuration and Training, Shipping, Expedite Fees, Demarc Extension Charges, or IP Addresses.

Charges do not include additional surcharges and government mandated taxes. A full list of current Airespring surcharges may be found at: <https://airespring.com/regulatory-charges-and-surcharges/>

DIRECTORY LISTING / DIRECTORY ASSISTANCE

Street Address: 550 E BEAR CREEK RD	Type of Business/Organization:	
City: GLENN HEIGHTS	State: TX	Zip: 75154-8300

TRANSACTION TYPE

No Directory Listing Requested
 New

CLASS OF SERVICE

Business
 County
 State
 US Government
 Military
 School

Community/Book: Include in Yellow Pages -- Heading(s):

Type of Listing *	Listing Request **			Indent Levels (0-6) <i>(Captions only)</i>	Listed Name <i>(or Caption)</i>	Listed Address	Listed Phone Number
	Listed	Non-Listed	Non-Published				
Main <i>(included)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	N/A			
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				

* Indicate: Main, Additional, Caption, or Foreign.

** Indicate: Listed, Non-listed (excluded from printed Directory only), Non-published (excluded from printed Directory and Directory Assistance)

LOCAL SERVICE 911/E-911 INFORMATION

IMPORTANT: AIRESPRING WILL IDENTIFY ALL NUMBERS ASSOCIATED WITH THIS ACCOUNT AS BEING LOCATED AT THE PHYSICAL ADDRESS LISTED ON PAGE 1 OF THE ORDER FORM FOR PURPOSES OF PROVIDING 911 LOCATION INFORMATION.

*Are there any remote/offsite users or extensions so that additional 911 addresses are needed? NO YES -- a supplementary 911 form is required

911 NOTICE – USE OF CUSTOMER INFORMATION

CUSTOMER ACKNOWLEDGES AND AGREES THAT AIRESPRING'S SERVICE IS INTERNET BASED AND THAT 911 SERVICES ARE DIFFERENT THAN THAT OF TRADITIONAL WIRELINE SERVICE. FOR BASIC 911 OR E911 TO BE ACCURATELY ROUTED TO THE APPROPRIATE EMERGENCY RESPONDER, THE CUSTOMER MUST PROVIDE THE TELEPHONE NUMBER ASSOCIATED WITH SERVICE FOR THE REGISTERED ADDRESS, IN THE PHYSICAL LOCATION SECTION OF THE LOCAL SERVICE 911/911E INFORMATION SHEET. CUSTOMER ACKNOWLEDGES THAT THE SIP TRUNK SERVICE MAY NOT SUPPORT BASIC 911 OR E911 DIALING IN THE SAME MANNER AS TRADITIONAL WIRELINE PHONE SERVICE. CUSTOMER AGREES TO INFORM 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 THE SERVICE 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) NETWORK CONGESTION OR SIGNIFICANT DEGRADATION OF CUSTOMER'S INTERNET ACCESS OR OTHER TYPES OF ACCESS SERVICE; (C) SUSPENDED OR TERMINATED BROADBAND SERVICE, (D) SUSPENSION OF SERVICES DUE TO BILLING ISSUES, AND/OR (E) ANY OTHER SERVICE OUTAGES NOT DESCRIBED HEREIN. AIRESPRING STRONGLY RECOMMENDS CUSTOMER AT ALL TIMES MAINTAINS AN ALTERNATIVE METHOD FOR PLACING EMERGENCY CALLS. CUSTOMER FURTHER ACKNOWLEDGES 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 THE SERVICE FROM A LOCATION OTHER THAN THE LOCATION TO WHICH THE 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. FOR THE EMERGENCY CENTER, KNOWN AS THE PUBLIC SERVICE ANSWERING POINT ("PSAP"), TO RECEIVE THE CUSTOMER'S CORRECT 911 ADDRESS INFORMATION, CUSTOMER MUST ROUTE THEIR 911 CALLS TO AIRESPRING USING DIDS WHICH ARE ASSIGNED BY AIRESPRING OR PORTED TO AIRESPRING AND SET UP BY AIRESPRING AS 911-ENABLED. IF CUSTOMER ROUTES 911 CALLS USING AIRESPRING 911-ENABLED DIDS TO ANOTHER PHONE COMPANY, THEN I) THE PSAP MAY NOT RECEIVE THE PROPER ADDRESS, AND II) THAT OTHER PHONE COMPANY MAY CHARGE CUSTOMER FOR SUCH CALL. ADDITIONALLY, 911 CALLS MUST BE ROUTED OVER A LOCAL TRUNK GROUP, NOT A LONG DISTANCE TRUNK GROUP TO AVOID CALL FAILURE. CUSTOMER MUST HAVE AT LEAST ONE 911-ENABLED AIRESPRING DID FOR EACH LOCATION, WITH THAT LOCATION'S CORRECT ADDRESS POPULATED IN AIRESPRING'S 911 DATABASE, FOR 911 DATABASE SERVICES TO OPERATE PROPERLY FOR DIDS UTILIZED AT THAT LOCATION. CUSTOMER ACKNOWLEDGES AND AGREES THAT AIRESPRING, ITS UNDERLYING CARRIERS, OR ANY OTHER THIRD PARTIES INVOLVED IN THE ROUTING, HANDLING, DELIVERY, OR ANSWERING OF EMERGENCY SERVICES OR IN RESPONDING TO EMERGENCY CALLS, NOR THEIR OFFICERS OR EMPLOYEES, MAY BE HELD LIABLE FOR ANY CLAIM, DAMAGE, LOSS, FINE, PENALTY OR COST (INCLUDING, WITHOUT LIMITATION, ATTORNEYS 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 FURTHER AGREES AND ACKNOWLEDGES THAT IT IS INDEMNIFYING AND HOLDING HARMLESS AIRESPRING FROM ANY CLAIM OR ACTION FOR ANY CALLER PLACING SUCH A CALL WITHOUT REGARD TO WHETHER THE CALLER IS AN EMPLOYEE OF THE CUSTOMER. CUSTOMER ACKNOWLEDGES AND AGREES TO HOLD HARMLESS AND INDEMNIFY AIRESPRING 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. THE LIMITATIONS APPLY TO ALL CLAIMS REGARDLESS OF WHETHER THEY ARE BASED ON BREACH OF CONTRACT, BREACH OF WARRANT, PRODUCT LIABILITY, TORT AND ANY OTHER THEORIES OF LIABILITY. END USERS WHO SUBSCRIBE TO 911 OR E911 SERVICE WILL BE REQUIRED TO REGISTER THE PHYSICAL LOCATION OF THEIR EQUIPMENT (IP PHONE, SOFTPHONE, DIGITAL TELEPHONE ADAPTER OR VIDEOPHONE) WITH AIRESPRING AND AGREE TO CALL AIRESPRING CUSTOMER SERVICE TO UPDATE THE LOCATION WHENEVER THE PHYSICAL LOCATION OF SERVICE FOR A PARTICULAR TELEPHONE NUMBER CHANGES. SOME CUSTOMERS WILL HAVE THE ABILITY TO DIRECTLY UPDATE THEIR OWN E911 LOCATION VIA AN ONLINE PORTAL. CUSTOMER IS SOLELY RESPONSIBLE FOR SETTING THE E911 LOCATION ACCURATELY TO THE CORRECT PHYSICAL LOCATION OF CUSTOMER'S EQUIPMENT (DESK PHONE, SOFTPHONE, VIDEOPHONE OR MOBILE PHONE) WITH AIRESPRING. FOR USERS OF THE AIRESPRING KEY SYSTEM TELEPHONES: TO PRESERVE THE ABILITY OF 911 OR E911 PUBLIC SAFETY PSAP PERSONNEL TO RESPOND PROPERLY, CUSTOMER / END USERS OF THE KEY SYSTEM CANNOT MOVE THEIR KEY SYSTEM PHONE TO ANOTHER STREET ADDRESS DIFFERENT FROM THE STREET ADDRESS ASSOCIATED WITH THE REGISTERED ADDRESS FOR SUCH CUSTOMER / END USER. AVAILABILITY OF 911 AND E911 SERVICES IS LIMITED TO THE FIFTY UNITED STATES OF AMERICA.

TERM AND USAGE AGREEMENT

The term of this Agreement will be for a period of *3-Year from the Start of Service Date. The Start of Service Date shall be the earlier of i) the Customer's first use of the service, ii) five (5) business days after Circuit Ready Date, regardless of whether all Services (including voice) have been turned up and regardless of Customer readiness, or iii) five (5) business days after the start of a "Customer Delay of Circuit Installation". "Circuit Ready Date" is the date the Customer's circuit is active, as notified by the underlying provider. "Customer Delay of Circuit Installation" is defined as an occurrence of Customer directly or indirectly delaying or impeding AireSpring's underlying provider from installing and/or testing Customer's access circuit/loop. Customer indirectly delays the underlying provider if the Customer site is not ready to accept Services, or if the Customer's employees, contractors, suppliers, vendors, agents, assigns, property owner, property manager, or landlord does not allow, blocks or delays AireSpring's underlying provider from installing or testing the access circuit/loop. The Customer is required to coordinate with AireSpring to install the hub site first, with each remote site to follow. Customer networking issues, whether the result of improper network design, equipment issues, or incorrect information supplied to AireSpring by or on behalf of the Customer, shall not relieve the Customer of the obligation to pay for the Service, including circuit charges, beginning on the Start of Service Date. In the event Customer places an order on hold or delays or impedes AireSpring from expeditiously submitting Customer's order to underlying carrier, Customer pricing may change as notified by AireSpring. Orders placed on hold may require customer approval to proceed with implementation. Upon completion of any initial or any renewal term commitment, or if no term is specified above, for all non-SD-WAN services this Agreement shall automatically renew for successive one-year terms. For SD-WAN services, this Agreement shall automatically renew for successive one-year terms, and in no event shall the renewal term for SD-WAN services be less than one year. Customer contracts to pay the Monthly Recurring Charges as listed above for the term of this Agreement, or \$250 per account, whichever is greater, for the term of this Agreement. By signing this Agreement, Customer agrees to pay all applicable circuit port, loop and Equipment MRC charges in advance, and any usage/overage charges in arrears. Customer's first bill shall include pro-ration of first month's service, as well as any NRC's. In the event Customer terminates this Agreement after the Start of Service Date but prior to the end of the applicable term, Customer shall pay to AireSpring on demand, as liquidated damages and not as a penalty, an Early Termination Liability charge ("ETL") equal to the sum of i) one hundred percent (100%) of the Monthly Recurring Charges ("MRCs") for loop/circuit charges for all of the months remaining in any applicable term, ii) one hundred percent (100%) of MRCs for all other charges for the remaining months in the initial twelve months of the term, iii) eighty percent (80%) of the MRCs for all other charges for the remaining months in months 13 - 24 of the term, and iv) seventy percent (70%) of the remaining MRCs for all other charges for the remaining months in the term, namely month 25 and after. With respect to Customer terminating the Agreement after the submission of paperwork to the underlying carrier but prior to the Start of Service Date, the ETL will be equivalent to Customer terminating during the initial twelve (12) months as described above. In the event Customer terminates this Agreement prior to the submission of paperwork to the underlying carrier Customer shall be subject to the following fees: \$1000 per DS-1/EOC/Broadband circuit or \$3000 per Fast-E or similar circuit. For Customer Provided Connectivity orders, Customer shall pay a cancellation fee of \$750 per location if Customer cancels the order prior to Start of Service. Additionally, a 20% restocking fee of the undiscounted, retail price of AireSpring provided devices shall apply and be paid by Customer for all equipment returned unopened to AireSpring and in original packaging within 30 days of shipment to Customer and prior to Start of Service. Equipment that has been opened or used may not be returned, and will be billed at the full undiscounted, retail price in the event Customer cancels service prior to Start of Service. AireSpring managed routers are pre-configured and sent to Customer to be self-installed, if Customer requests a professional installation AireSpring will charge Customer an installation fee of \$1000. All local loop circuit install charges are quoted with install to the Local Exchange Carrier assigned building demarcation point (Demarc). AireSpring will pass through any costs associated with extending wiring beyond the Demarc. In conjunction with the services ordered, AireSpring may provide Customer with Customer Premises Equipment (CPE) on a rental or included basis. If service is terminated for any reason, Customer must return all AireSpring and underlying carrier provided equipment within 30 days of termination, or Customer will be billed for the full new cost of the equipment. It is not necessary to return Equipment purchased by Customer. AireSpring will provide all long distance and local services. No other long distance and local providers may be used with this service. Rating of outbound calls as Local applies only to calls that utilize telephone numbers (DIDs) assigned by AireSpring or that have been ported to AireSpring's service as the originating ANI, and are displayed accordingly in the Caller ID field. The International Rate Plan Number above refers to a set of country specific rates defining costs to each international dialed location. Customer requests to block international calling does not relieve Customer from liability for all completed calls made utilizing Customer's equipment, whether authorized or unauthorized. AireSpring's fair use policy ("Fair Use Policy") as set forth below and in the Master Service Agreement is designed to prevent abuse, fraud or unreasonable exploitation of AireSpring's unlimited local and long distance service plans and unreasonable overutilization of AireSpring's facilities. AireSpring's unlimited calling plans, both long distance and local, are intended solely for normal commercial use. AireSpring's unlimited calling plans are designed only for continuous live dialog between two individuals. Unusual calling patterns, excessive called numbers and/or consistent excessive usage will each be considered an indicator that usage is exceeding normal standards. AireSpring's unlimited calling plans may not be used for auto-dialing, continuous, or extensive call forwarding, excessive conferencing, inbound/outbound centralized or distributed call center activity, inbound/outbound customer service, telemarketing (including charitable or political solicitation or polling), fax or voicemail blasting, or for continuous or extensive chat line access, or as an open telephone line as a monitor, intercom or transcription service. See AireSpring's Master Service Agreement for a complete list of prohibited uses. AireSpring has other plans applicable for such applications and businesses. It will be considered outside of AireSpring's Fair Use Policy on an unlimited calling plan for a Customer to exceed more than one-thousand (1,000) inbound, outbound or toll free local or long distance minutes per month per subscriber line, SIP trunk, hosted seat, PRI/T-1 trunk/DS0 or analog line, etc., in aggregate ("Normal Usage"). For unlimited calling plans, AireSpring shall apply a surcharge of up to \$0.04 per minute of use to the number of minutes by which Customer's usage exceeds this normal usage. All services provided to Customer by AireSpring are governed by the terms of a Master Service Agreement, which may be found at <https://airespring.com/service-terms/> and AireSpring's Acceptable Use Policy, which may be found at <https://airespring.com/service-terms/acceptable-use-policy-aup/>, both of which are incorporated into this Agreement by this reference. This Agreement represents the entire agreement between the Parties and supersedes and merges all prior offers, agreements, promises, understandings, statements, representations, warranties, indemnities and inducements to the making of this Agreement relied upon by either Party, whether written or oral, between or among Customer and AireSpring as well as AireSpring's agents, employees, and/or sales persons. This Agreement is voidable by AireSpring if the text is modified without the written or initial consent of an AireSpring Officer. Except as may otherwise be provided herein, any amendments or modifications to this Agreement must be in writing and signed by an AireSpring Officer. This Agreement shall be governed by and construed in accordance with the laws of the State of California. Customer hereby irrevocably submits to the personal jurisdiction of and consents to venue exclusively in any state or federal court sitting in the State of California, County of Los Angeles, in any suit, action, or proceeding arising out of or relating to this Agreement. Customer hereby irrevocably waives, to the fullest extent permitted by applicable law, any objection which such party may raise now, or hereafter have, to the laying of the venue of any such suit, action or proceeding brought in such court and any claim that any such suit, action or proceeding brought in such a court has been brought in an inconvenient forum. Customer hereby expressly waives the right to a trial by jury in any action or proceeding brought against customer relating to this agreement. Upon completion of any initial or renewal term commitment, (or in the event of a move, upgrade, downgrade, or change of underlying carrier,) any disconnection request by customer must be provided in writing 45 days prior to the requested disconnection date and customer will continue to be billed until after the disconnection is completed, or 45 days after disconnection notice, whichever is greater. Customer agrees that AireSpring may request credit information from third parties and authorizes the release of such information from the customer's financial institution as part of this application for credit.

Additional Terms and Conditions are incorporated herein by reference: <http://additionalterms.airespring.com/AdditionalTerms.aspx?L=72,1,83,84,90,97,103,29>

Company Name: City of Glenn Heights

*Authorized Signature

*Print Name

*Title

*Date

*Email

*Contact Number

AIRESPRING CREDIT APPLICATION

Required if Customer does not have an existing Airespring account

CONTACT & ACCOUNT INFORMATION

*CUSTOMER NAME: City of Glenn Heights			BILLING ACCOUNT NAME (IF DIFFERENT):		
*SERVICE ADDRESS: 550 E BEAR CREEK RD			BILLING ADDRESS (IF DIFFERENT):		
*CITY: GLENN HEIGHTS	*STATE: TX	*ZIP: 75154-8300	CITY:	STATE:	ZIP:
*SERVICE CONTACT/TITLE:			BILLING ADDRESS CONTACT:		
*PHONE:	FAX:		PHONE:	FAX:	
*CONTACT E-MAIL – IMPORTANT (FOR CONTACT PURPOSES ONLY):			CONTACT E-MAIL – IMPORTANT (FOR CONTACT PURPOSES ONLY):		
*FULL LEGAL NAME (PER CORPORATE CHARTER OR DBA):					
* <input type="checkbox"/> CORPORATION		* <input type="checkbox"/> GENERAL PARTNERSHIP		* <input type="checkbox"/> LIMITED PARTNERSHIP	
* <input type="checkbox"/> SOLE PROPRIETORSHIP		* <input type="checkbox"/> NONPROFIT ORGANIZATION		* <input type="checkbox"/> LIMITED LIABILITY COMPANY	
		* <input type="checkbox"/> HOME BUSINESS		* <input type="checkbox"/> OTHER:	
*INCORPORATION DATE: / - STATE:		*CURRENT SVC PROVIDER:		REQUIRED: INCLUDE COPIES OF PAYMENT SUMMARY PAGE FROM 3 RECENT BILLS FROM YOUR CURRENT SERVICE PROVIDER	
*WILL THE SERVICE PROVIDED BY AIRESPRING BE USED FOR WHOLESALE OR RESALE PURPOSES?				<input type="checkbox"/> YES	<input type="checkbox"/> NO
IS YOUR COMPANY/ORGANIZATION TAX EXEMPT? IF YES, ATTACH AIRESPRING TAX EXEMPTION FORM (OBTAIN FROM YOUR AIRESPRING AGENT)				<input type="checkbox"/> YES	<input type="checkbox"/> NO
*ESTIMATED MONTHLY USAGE:				\$	
*TYPE OF BUSINESS:			*YEARS IN BUSINESS:		
Please note: \$5 monthly fee per invoice will be charged unless paperless billing is requested. If requested, paperless billing will apply to all customer accounts.		*PAPERLESS BILLING <input type="checkbox"/> YES <input type="checkbox"/> NO		*EMAIL ADDRESS: (Must be provided for paperless billing)	

INTERNATIONAL USAGE

*OPEN INTERNATIONAL TRAFFIC TO 011 DESTINATIONS? <input type="checkbox"/> YES <input type="checkbox"/> NO	*ESTIMATED % OF INTERNATIONAL TRAFFIC: %
MAIN COUNTRIES CALLED:	

CREDIT INFORMATION

*1. OWNER/PARTNER NAME:	SOCIAL SECURITY # (NOT FEIN): - -
2. OWNER/PARTNER NAME:	SOCIAL SECURITY # (NOT FEIN): - -
Dun & Bradstreet Number:	

BANK INFORMATION

*Bank Name:	*Bank Phone Number:
*Bank Account Number:	*Bank Contact Name:

ALL ITEMS BOLD AND MARKED WITH AN ASTERISK (*) ARE MANDATORY. ORDERS MISSING MANDATORY INFORMATION MAY BE RETURNED FOR COMPLETION WITHOUT PROCESSING.

CERTIFICATION & AUTHORIZATION

I certify that all the information contained in this application and any attachments are true and correct. Service is provided under Airespring General Terms and conditions. (Please visit <https://airespring.com/service-terms/> for a complete and updated description of the terms of service.)
I AGREE THAT AIRESPRING MAY REQUEST CREDIT INFORMATION FROM THIRD PARTIES AND I AUTHORIZE THE RELEASE OF SUCH INFORMATION FROM THE CUSTOMER'S FINANCIAL INSTITUTION AS PART OF THIS APPLICATION FOR AIRESPRING CREDIT.

*Signature of Applicant:	*Printed Name of Applicant:
*Date: / /	*Title of Applicant:



LETTER OF AGENCY

Required if Porting Local Numbers

*Agent Name: Brent Vaut

*Agent ID: CNG0001

Please note – LOA should be submitted with a copy of a recent phone bill from your local provider

PHYSICAL LOCATION

*Company:
City of Glenn Heights

Billing Telephone Number:

Designated Contact:

Contact Phone Number:

*Service Address:
550 E BEAR CREEK RD

*Building:

*Suite:

*Floor / Room:

*City:
GLENN HEIGHTS

*State:
TX

*Zip:
75154-8300

*Current Local Service Provider:

ADDITIONAL BILLING TELEPHONE NUMBERS

BTN #2:

BTN #4:

BTN #3:

BTN #5:

NOTICE – USE OF CUSTOMER INFORMATION

Attached page(s) provide a complete listing of Telephone Lines to be switched to Airespring.

By signing this application contract, I am authorizing Airespring to become my new provider of network/communications service, long-distance service and/or local service (if available and selected by me). I authorize Airespring to act as my agent to make this change happen, and direct my local company to work with Airespring to affect the change.

I further certify that I am at least eighteen years of age, and that I am authorized to change telephone companies for services to the telephone numbers listed above. I am responsible for all valid Airespring charges for all usage.

*By: Name (Please print or type)

*Authorized Signature

*Date

Signing this document will result in a service provider change

		ORDER FORM AND TERM PLAN SD-WAN (with Voice) Cloud Business Phone System			*Carrier:
*Quote ID#: 1122710135		Sales Support: 844-832-8514 Email to orders@airespring.com or Fax to 888-899-2928			*IP Provider:
*Quote Expiration: 07/15/2020					Channel Mgr: Charlie Lomond
*Proposal ID#: 207212					*Agent: Brent Vaut
*OMR#:					*Agent ID: CNG0001
*NPANXX: 972-483					*Solutions Engineer:
IMPORTANT -- ALL BOLDED FIELDS WITH AN ASTERISK (*) MUST BE COMPLETED					
PHYSICAL LOCATION					
*Order Type: New: <input type="checkbox"/> Move: <input type="checkbox"/> Upgrade: <input type="checkbox"/>					
*Company Name: City of Glenn Heights		*Location Name: 2118 S UHL Rd	Existing Customer Number:	<input type="checkbox"/> Separate bill for this location?	
*Physical Address: 2118 S UHL RD		*Suite:	*Bldg./Fl./Rm:	*Billing Address: (if different)	
*City: GLENN HEIGHTS		*State: TX	*Zip: 75154-8628	*City:	
MPOE: (Location in building where telephone company installs circuit. Eg. basement, telco closet)			*State:	Zip:	
CONTACT INFORMATION					
	*Name	Title	*Phone	Mobile Phone	E-mail
*Customer Contact:					
*Technical/Vendor Contact:					
*On-Site Contact:					
THE FOLLOWING INITIALS & SIGNATURES ARE REQUIRED					
1.) Initials on all Pages at the Bottom Left.			2.) Signature on the bottom of "Term and Usage Agreement."		
3.) If Porting Numbers, signature required on "Letter of Agency," and current phone bill copies are strongly recommended.			4.) New Customers – Complete and Sign "Credit Application."		
SD-WAN INFORMATION AND PRICING					
Description	Term	Quantity	MRC		
VeloCloud SD-WAN - Up to 50 Mb/s of In-Tunnel Bandwidth (Up and Down Combined) "Up and Down Combined" is the sum of the upload and download speeds of all In-Tunnel Traffic.	3-Year	1	\$110.00		
AireSpring Gateway Access - 50 Mb/s - Maximum Licensed In-Tunnel Bandwidth (Up and Down Combined) Promotional Offer. Required for Access to AireSpring Gateways	3-Year	1	\$0.00		
VeloCloud Edge 610 Supports up to [250 Mb/s] of Maximum Throughput (defined as the aggregate of all traffic flows to and from a device – Up and Down Combined)	3-Year	1	\$0.00		
High Availability Edge devices include both the primary edge and a hot stand-by edge (2 devices).					
SD-WAN service reconfiguration and/or upgrade fee: \$400. Applies if firewall added to SD-WAN service after the initial start of service.					
For Cisco Meraki, at the end of the initial or any renewal term if Customer does not renew the service prior to the end of the term, the service will cease to operate.					
If Licensed bandwidth is exceeded, AireSpring may upgrade the License to match actual usage.					
*Ground Shipping & Handling: ICB - (Expedited Shipping Additional)					

*Customer Initial: _____

CIRCUIT INFORMATION AND PRICING

*Site NPA/NXX: 972-483			*Term: 3-Year		
*Capacity	IP Provider	*Loop MRC	*Loop NRC	*Port MRC	*Port NRC
F-E 50	AT&T	\$108.18	\$0.00	\$420.00	\$0.00
*Managed Router MRC:				*Managed Router NRC:	
Broadband connectivity speeds are listed as BB in the Capacity Field.				Satellite connectivity speeds are listed as SAT in the Capacity Field	

EXISTING CONNECTIONS

Carrier (e.g. ACME Telecom)	Circuit Type (e.g Fast-E, Broadband, etc.)	Download Speed (Mbps)	Upload Speed (Mbps)

OPTIONAL ROUTER UPGRADES

Device	WAN/LAN Ports	AC Power	1 Year MRC	2 Year MRC	3 Year MRC
(Default)* Router: ADTRAN 908e	1 RJ45 Gig-E, 2 RJ45 Fast-E	110 VAC	\$0.00	\$0.00	\$0.00
Upgrade to: NetVanta 6250	1 Combo** SFP/RJ45 Gig-E, 3 RJ45 Fast-E	110 VAC	\$120.00	\$65.00	\$45.00
Upgrade to: NetVanta 6360	1 SFP Gig-E, 1 Combo** SFP/RJ45 Gig-E, 3 RJ45 Gig-E	110-240 VAC	\$180.00	\$95.00	\$65.00

*Default router model may change at Airespring's discretion

**Use of the SFP port disables the corresponding RJ45 port

ADDITIONAL OPTIONAL ROUTERS

Device	WAN/LAN Ports	AC Power	1 Year MRC		2 Year MRC		3 Year MRC	
			MRC	NRC	MRC	NRC	MRC	NRC
ADTRAN 908e	1 RJ45 Gig-E, 2 RJ45 Fast-E	110 VAC	\$100.00	\$50.00	\$50.00	\$50.00	\$35.00	\$0.00
NetVanta 6250	1 Combo* SFP/RJ45 Gig-E, 3 RJ45 Fast-E	110 VAC	\$210.00	\$100.00	\$105.00	\$100.00	\$75.00	\$0.00
NetVanta 6360	1 SFP Gig-E, 1 Combo* SFP/RJ45 Gig-E, 3 RJ45 Gig-E	110-240 VAC	\$260.00	\$170.00	\$135.00	\$100.00	\$95.00	\$0.00
ADTRAN 1544p	24 fixed Gig-E ports and four 2.5 Gbps SFP ports	110-240 VAC	\$270.00	\$180.00	\$145.00	\$180.00	\$110.00	\$0.00

*Use of the SFP port disables the corresponding RJ45 port

DEMARC EXTENSION CHARGES

\$300.00 per T1 -- includes up to 2 hours of labor and 100 feet of Cat5e cable.
 Additional labor: \$125.00 per hour, billed in 15 minute increments. Additional Cat5e cable: \$.25 per foot.
 Fiber and EOC demarc extensions – ICB pricing

INSTALL TIMEFRAMES AND EXPEDITES

Customer understands and accepts the following estimated installation timeframes:
 90 days for services which utilize a Fast-E circuit, 120 days for services which utilize a Gig-E circuit, 60 days for services which utilize all other circuit types. Actual installation timelines vary by underlying carrier and loop provider and are dependent on multiple factors, including construction requirements, availability of facilities and other variables.

Paid Expedites: Customer may request an expedite for an additional fee. All expedites must be approved by Airespring.

NOTE: Airespring cannot ever guarantee any installation timeframes including paid expedites.

NOTES

In the event customer changes a scheduled due date less than six business days from the due date, customer will be assessed a rescheduling fee. Please be advised that changes to a scheduled due date can impact service delivery timelines.

Faxing, Alarm Lines, Modem Lines, DSL Lines, Credit Card Processing and Elevator Lines are not supported on Airespring's Long Distance Network. Customer should utilize alternative network options for non-voice lines and for completion of inbound and outbound fax calls. Customer is required to identify in advance all non-voice lines (fax, alarm, modem, etc.) that are intended to utilize Airespring service.

**CLOUD COMMUNICATION SERVICES:
AIREPBX CLOUD BUSINESS PHONE SYSTEM**

AIRESPRING VOICE SERVICES

Zone	Service	Quantity	MRC	NRC
	AirePBX Business Seat	12	\$180.00	\$0.00
	Analog Lines (Max. 8)	0	\$0.00	\$0.00
	Virtual Private Numbers (Max. 20)	0	\$0.00	\$0.00

DOMESTIC USAGE RATES & PLANS

USAGE PLANS <i>US 48 States incl. Local Toll, Intrastate, Interstate</i> Unlimited Outbound plans require a subscription of all seats/lines/trunks ordered.	Cost	Quantity	Total
Unlimited Outbound & 6,000 Toll Free Minutes	\$24.00	1	\$24.00
LONG DISTANCE & TOLL FREE RATE IF NO PLAN SELECTED OR FOR EXCESS MINUTES: \$0.025	FREE LOCAL CALLING (Excludes Local Toll)	INTER-OFFICE ON-NET CALLING – Free between locations utilizing Airespring Local Network Services and Airespring assigned Local Service DIDs	

INTERNATIONAL AND OFFSHORE RATES

INTERNATIONAL (011 Calls Only) <i>(Customer is responsible for all International traffic, including fraud.)</i>	*INT'L RATE PLAN #3 Rates are provided here: International Rates	<input type="checkbox"/> Block International (See Terms of Service for limitation of liability)	OFFSHORE: Rates are provided at Offshore Rates
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AIRESPRING SUPPLIED IP PBX PHONES*

<ul style="list-style-type: none"> AirePBX is only supported with Airespring supplied equipment. 3-year discounted phones may not exceed the number of 3-year seats selected. 		<ul style="list-style-type: none"> Customer may only order phones of the same brand (does not apply to conference phones) Unless indicated, phones do not include a power supply. 			
Model	Description	Term	Quantity	MRC	NRC
Polycom VVX 350	6-Line Gigabit Phone with HD Voice (Supports PoE - Does not include power adapter)	Purchase (3-Year Contract)	12	\$0.00	\$0.00

SALES TAX and OTHER SURCHARGES will be BILLED UPFRONT on any free phones.

S&H CHARGES <i>(Applies to All Phones)</i>	# Of Phones	Ground Shipping	Additional Charges for Expedited Shipping
	1 to 3	\$18.95	
	Above 3	\$5 per phone	

AIRESPRING DEVICES

Model	Description	Term	Quantity	MRC	NRC
10-Port Gigabit Managed Switch (PoE)		Rental	1	\$26.00	\$0.00

*Minimum one (1) year management fee MRC required if purchasing BEC or CradlePoint.	*Shipping & Handling per BEC / CradlePoint: (Ground Shipping) \$24.73 NRC	Shipping & Handling per Switch: (Ground Shipping) \$20.00 NRC	Additional Charges for Expedited Shipping
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*Airespring Warranty (Applicable to all rentals) – Device warranty is extended for the period of the customer's contract and is subject to AireSpring's terms and conditions.
 *Manufacturer Warranty (Applicable to all purchases) – Device warranty is covered under the manufacturer's warranty period and is subject to AireSpring's terms and conditions.
 *PURCHASE with 3 YEAR CONTRACT – Special offer only available for new service. Add-on service requires extension of all services under contract for 3 years from date of add-on.
 *Sales Tax based on the Full Retail Purchase Price will apply.

TOLL FREE NUMBERS					
Toll Free Numbers (1-50 Numbers)	MRC per Number	NRC per Number	Quantity: 0	MRC: \$0.00	NRC: \$0.00
	\$1.00	\$5.00			
Toll Free Numbers (above 50)	MRC per Number	NRC per Number	Quantity:	MRC:	NRC:
	\$0.50	\$1.00			
Are you transferring existing Toll Free Numbers? (If Yes, Toll Free Service RespOrg Form will be required.)			<input type="checkbox"/> YES	Quantity:	<input type="checkbox"/> NO

ADDITIONAL SERVICES				
Description	Term	Quantity	MRC	NRC

Firewall service reconfiguration and/or upgrade fee: \$400. Applies if SD-WAN added to firewall service after the initial start of service.
For more information on firewall throughput and user guidelines, [click here](#).

AIRETXT SMS SERVICES					
Text to/from Landline or Toll Free	Quantity	MRC	NRC	Inbound Outbound	Overage Rate per SMS
Initial Line + Message Bundle	Select from Dropdown	\$10.00	\$10.00	1000 Messages included	\$0.025
Additional Lines		\$1.00	\$1.00	N/A	N/A
Additional Message Bundles (Messages are shared across all lines ordered)		\$5.00	\$5.00	500 Messages included	\$0.025

OTHER SERVICES / FEATURES / FEES	CHARGES	
	MRC	NRC
Local Directory Assistance and Long Distance Directory Assistance	\$1.99 per call	
Initial Directory Listing (Simple)	No Charge	
Additional Directory Listing	\$5.00 per Listing	\$5.00 per Listing
Outbound Caller Name (CNAM)	\$3.00 per Number	\$3.00 per Number
Inbound Caller ID Name <small>Note: All trunks must be subscribed</small>	\$1.00 per Trunk	\$1.00 per Trunk
Account Codes - Non-verified – Must be used on all calls	\$25.00 per Location	\$75.00 per Location
Account Codes - Verified – Must be used on all calls (up to 50; greater than 50 is subject to project fee)	\$50.00 per Location	\$150.00 per Location
Software, Trunk Group or Routing Change Order Fee (Off hours and weekend work ICB)	(Applicable MRC)	\$75 per Change Order
Additional Trunk or Hunt Group(s) (Initial Trunk or Hunt Group – No Charge)	\$5.00 per Group	\$5.00 per Group
Replacement Routers / Hardware	Shipment of replacement routers or hardware to be paid by customer	
Do you need Account Codes?	<input type="checkbox"/> Verified or <input type="checkbox"/> Non-verified	<input type="checkbox"/> NO

LOCAL NUMBER PORTING (LNP)		
Local Number Porting (LNP) of Phone Numbers	Verizon provided – \$0.00 NRC per Number	Other Providers -- \$3.00 NRC per Number
LNP Change or Cancellation – Greater than 48 Hours	\$6.00 NRC per Number	
LNP Change or Cancellation – Less than 48 Hours	\$75.00 NRC per Number	
Snapback to Prior Carrier (after completed porting)	\$300.00 NRC per Number	
Local Number Porting (LNP) of Virtual Private Numbers (If VPN is in a different Rate Center as Location)	\$25 NRC per Number	

AIRESPRING CONFIGURATION AND TRAINING

Includes 2 Hours of Remote Configuration and Training, which should be sufficient for Standard Configurations.
 Custom Configurations may take longer than the included 2 hours (Examples: Custom Auto-Attendant, Music on Hold, Multi-line Hunt Groups, Etc.)
 Configurations and Training exceeding the included 2 hours will be billed at \$150 per hour

IP ADDRESS INFORMATION

All IP addresses are subject to approval from the underlying provider based on an IP Address Justification Form completed by customer. All prices MRC unless otherwise noted.

CIDR	Public IPs	Usable IPs	AireSpring IP	Altice (Fiber)	AT&T (ABF/DSL)	Comcast (Fiber)	Comcast (Cable)	Cox (Cable)	GCAP/ Megapath	Lighttower	Spectrum (Fiber)	Spectrum (Cable)	TPAC	Verizon (FTTI)	Windstream	Zayo
/31	2	1	Free	Free	Free	\$20	Free	Free	Free	Free	Free	Free	Free	Free	Free	Free
/29	8	5	\$20	\$35	Free	\$25	\$15	Free	\$5	\$24	\$35	\$25	Free	\$14	\$20	Free
/28	16	13	\$35	\$50	\$20	\$30	\$35	\$25	\$10	\$48	\$50	\$40	\$10	\$35	\$32	\$48
/27	32	29	\$55	\$65	ICB	\$50	ICB	\$50	\$15	\$96	\$80	\$60	\$15	\$56	\$56	\$96
/26	64	61	\$100	\$75	ICB	\$75	ICB	\$75	\$20	\$192	\$100	N/A	\$25	\$84	\$96	\$192
/25	128	125	\$200	\$150	ICB	\$100	ICB	ICB	\$25	\$384	\$150	N/A	\$50	\$133	\$160	\$389
/24	256	253	\$250	\$300	ICB	\$200	ICB	ICB	\$50	\$768	\$200	N/A	\$100	ICB	ICB	\$769
ICB	> 256	ICB	N/A	ICB	ICB	ICB	ICB	ICB	ICB	ICB	ICB	N/A	ICB	ICB	ICB	ICB

Orders of up to 256 IP Addresses from AT&T Fiber/DS1, CenturyLink Fiber/DS1, FairPoint, Verizon Fiber/DS1, Cox Fiber, Frontier Fiber, and XO are free. Orders of more than 256 IP Addresses are ICB.

*If Customer is using Airespring CPE one usable IP address must be assigned to this CPE.

SUMMARY TOTALS

Total MRC *: \$868.18

*Total does not include any services or equipment not ordered, as well as AireTXT, Domestic / International / Offshore Usage (excluding bundles), Other Services / Features / Fees, LNP, Configuration and Training, Shipping, Expedite Fees, Demarc Extension Charges, or IP Addresses.

Total NRC*: \$0.00

*Total does not include any services or equipment not ordered, as well as AireTXT, Domestic / International / Offshore Usage (excluding bundles), Other Services / Features / Fees, LNP, Configuration and Training, Shipping, Expedite Fees, Demarc Extension Charges, or IP Addresses.

Charges do not include additional surcharges and government mandated taxes. A full list of current Airespring surcharges may be found at: <https://airespring.com/regulatory-charges-and-surcharges/>

DIRECTORY LISTING / DIRECTORY ASSISTANCE

Street Address: 2118 S UHL RD	Type of Business/Organization:
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City: GLENN HEIGHTS	State: TX	Zip: 75154-8628
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TRANSACTION TYPE

<input type="checkbox"/> No Directory Listing Requested	<input type="checkbox"/> New
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CLASS OF SERVICE

<input type="checkbox"/> Business	<input type="checkbox"/> County	<input type="checkbox"/> State	<input type="checkbox"/> US Government	<input type="checkbox"/> Military	<input type="checkbox"/> School
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Community/Book:	<input type="checkbox"/> Include in Yellow Pages -- Heading(s):
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Type of Listing *	Listing Request **			Indent Levels (0-6) <i>(Captions only)</i>	Listed Name <i>(or Caption)</i>	Listed Address	Listed Phone Number
	Listed	Non-Listed	Non-Published				
Main <i>(included)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	N/A			
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				

* Indicate: Main, Additional, Caption, or Foreign.

** Indicate: Listed, Non-listed (excluded from printed Directory only), Non-published (excluded from printed Directory and Directory Assistance)

LOCAL SERVICE 911/E-911 INFORMATION

IMPORTANT: AIRESPRING WILL IDENTIFY ALL NUMBERS ASSOCIATED WITH THIS ACCOUNT AS BEING LOCATED AT THE PHYSICAL ADDRESS LISTED ON PAGE 1 OF THE ORDER FORM FOR PURPOSES OF PROVIDING 911 LOCATION INFORMATION.

*Are there any remote/offsite users or extensions so that additional 911 addresses are needed? NO YES -- a supplementary 911 form is required

911 NOTICE – USE OF CUSTOMER INFORMATION

CUSTOMER ACKNOWLEDGES AND AGREES THAT AIRESPRING'S SERVICE IS INTERNET BASED AND THAT 911 SERVICES ARE DIFFERENT THAN THAT OF TRADITIONAL WIRELINE SERVICE. FOR BASIC 911 OR E911 TO BE ACCURATELY ROUTED TO THE APPROPRIATE EMERGENCY RESPONDER, THE CUSTOMER MUST PROVIDE THE TELEPHONE NUMBER ASSOCIATED WITH SERVICE FOR THE REGISTERED ADDRESS, IN THE PHYSICAL LOCATION SECTION OF THE LOCAL SERVICE 911/911E INFORMATION SHEET. CUSTOMER ACKNOWLEDGES THAT THE SIP TRUNK SERVICE MAY NOT SUPPORT BASIC 911 OR E911 DIALING IN THE SAME MANNER AS TRADITIONAL WIRELINE PHONE SERVICE. CUSTOMER AGREES TO INFORM 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 THE SERVICE 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) NETWORK CONGESTION OR SIGNIFICANT DEGRADATION OF CUSTOMER'S INTERNET ACCESS OR OTHER TYPES OF ACCESS SERVICE; (C) SUSPENDED OR TERMINATED BROADBAND SERVICE, (D) SUSPENSION OF SERVICES DUE TO BILLING ISSUES, AND/OR (E) ANY OTHER SERVICE OUTAGES NOT DESCRIBED HEREIN. AIRESPRING STRONGLY RECOMMENDS CUSTOMER AT ALL TIMES MAINTAINS AN ALTERNATIVE METHOD FOR PLACING EMERGENCY CALLS. CUSTOMER FURTHER ACKNOWLEDGES 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 THE SERVICE FROM A LOCATION OTHER THAN THE LOCATION TO WHICH THE 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. FOR THE EMERGENCY CENTER, KNOWN AS THE PUBLIC SERVICE ANSWERING POINT ("PSAP"), TO RECEIVE THE CUSTOMER'S CORRECT 911 ADDRESS INFORMATION, CUSTOMER MUST ROUTE THEIR 911 CALLS TO AIRESPRING USING DIDS WHICH ARE ASSIGNED BY AIRESPRING OR PORTED TO AIRESPRING AND SET UP BY AIRESPRING AS 911-ENABLED. IF CUSTOMER ROUTES 911 CALLS USING AIRESPRING 911-ENABLED DIDS TO ANOTHER PHONE COMPANY, THEN I) THE PSAP MAY NOT RECEIVE THE PROPER ADDRESS, AND II) THAT OTHER PHONE COMPANY MAY CHARGE CUSTOMER FOR SUCH CALL. ADDITIONALLY, 911 CALLS MUST BE ROUTED OVER A LOCAL TRUNK GROUP, NOT A LONG DISTANCE TRUNK GROUP TO AVOID CALL FAILURE. CUSTOMER MUST HAVE AT LEAST ONE 911-ENABLED AIRESPRING DID FOR EACH LOCATION, WITH THAT LOCATION'S CORRECT ADDRESS POPULATED IN AIRESPRING'S 911 DATABASE, FOR 911 DATABASE SERVICES TO OPERATE PROPERLY FOR DIDS UTILIZED AT THAT LOCATION. CUSTOMER ACKNOWLEDGES AND AGREES THAT AIRESPRING, ITS UNDERLYING CARRIERS, OR ANY OTHER THIRD PARTIES INVOLVED IN THE ROUTING, HANDLING, DELIVERY, OR ANSWERING OF EMERGENCY SERVICES OR IN RESPONDING TO EMERGENCY CALLS, NOR THEIR OFFICERS OR EMPLOYEES, MAY BE HELD LIABLE FOR ANY CLAIM, DAMAGE, LOSS, FINE, PENALTY OR COST (INCLUDING, WITHOUT LIMITATION, ATTORNEYS 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 FURTHER AGREES AND ACKNOWLEDGES THAT IT IS INDEMNIFYING AND HOLDING HARMLESS AIRESPRING FROM ANY CLAIM OR ACTION FOR ANY CALLER PLACING SUCH A CALL WITHOUT REGARD TO WHETHER THE CALLER IS AN EMPLOYEE OF THE CUSTOMER. CUSTOMER ACKNOWLEDGES AND AGREES TO HOLD HARMLESS AND INDEMNIFY AIRESPRING 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. THE LIMITATIONS APPLY TO ALL CLAIMS REGARDLESS OF WHETHER THEY ARE BASED ON BREACH OF CONTRACT, BREACH OF WARRANT, PRODUCT LIABILITY, TORT AND ANY OTHER THEORIES OF LIABILITY. END USERS WHO SUBSCRIBE TO 911 OR E911 SERVICE WILL BE REQUIRED TO REGISTER THE PHYSICAL LOCATION OF THEIR EQUIPMENT (IP PHONE, SOFTPHONE, DIGITAL TELEPHONE ADAPTER OR VIDEOPHONE) WITH AIRESPRING AND AGREE TO CALL AIRESPRING CUSTOMER SERVICE TO UPDATE THE LOCATION WHENEVER THE PHYSICAL LOCATION OF SERVICE FOR A PARTICULAR TELEPHONE NUMBER CHANGES. SOME CUSTOMERS WILL HAVE THE ABILITY TO DIRECTLY UPDATE THEIR OWN E911 LOCATION VIA AN ONLINE PORTAL. CUSTOMER IS SOLELY RESPONSIBLE FOR SETTING THE E911 LOCATION ACCURATELY TO THE CORRECT PHYSICAL LOCATION OF CUSTOMER'S EQUIPMENT (DESK PHONE, SOFTPHONE, VIDEOPHONE OR MOBILE PHONE) WITH AIRESPRING. FOR USERS OF THE AIRESPRING KEY SYSTEM TELEPHONES: TO PRESERVE THE ABILITY OF 911 OR E911 PUBLIC SAFETY PSAP PERSONNEL TO RESPOND PROPERLY, CUSTOMER / END USERS OF THE KEY SYSTEM CANNOT MOVE THEIR KEY SYSTEM PHONE TO ANOTHER STREET ADDRESS DIFFERENT FROM THE STREET ADDRESS ASSOCIATED WITH THE REGISTERED ADDRESS FOR SUCH CUSTOMER / END USER. AVAILABILITY OF 911 AND E911 SERVICES IS LIMITED TO THE FIFTY UNITED STATES OF AMERICA.

TERM AND USAGE AGREEMENT

The term of this Agreement will be for a period of *3-Year from the Start of Service Date. The Start of Service Date shall be the earlier of i) the Customer's first use of the service, ii) five (5) business days after Circuit Ready Date, regardless of whether all Services (including voice) have been turned up and regardless of Customer readiness, or iii) five (5) business days after the start of a "Customer Delay of Circuit Installation". "Circuit Ready Date" is the date the Customer's circuit is active, as notified by the underlying provider. "Customer Delay of Circuit Installation" is defined as an occurrence of Customer directly or indirectly delaying or impeding AireSpring's underlying provider from installing and/or testing Customer's access circuit/loop. Customer indirectly delays the underlying provider if the Customer site is not ready to accept Services, or if the Customer's employees, contractors, suppliers, vendors, agents, assigns, property owner, property manager, or landlord does not allow, blocks or delays AireSpring's underlying provider from installing or testing the access circuit/loop. The Customer is required to coordinate with AireSpring to install the hub site first, with each remote site to follow. Customer networking issues, whether the result of improper network design, equipment issues, or incorrect information supplied to AireSpring by or on behalf of the Customer, shall not relieve the Customer of the obligation to pay for the Service, including circuit charges, beginning on the Start of Service Date. In the event Customer places an order on hold or delays or impedes AireSpring from expeditiously submitting Customer's order to underlying carrier, Customer pricing may change as notified by AireSpring. Orders placed on hold may require customer approval to proceed with implementation. Upon completion of any initial or any renewal term commitment, or if no term is specified above, for all non-SD-WAN services this Agreement shall automatically renew for successive one-year terms. For SD-WAN services, this Agreement shall automatically renew for successive one-year terms, and in no event shall the renewal term for SD-WAN services be less than one year. Customer contracts to pay the Monthly Recurring Charges as listed above for the term of this Agreement, or \$250 per account, whichever is greater, for the term of this Agreement. By signing this Agreement, Customer agrees to pay all applicable circuit port, loop and Equipment MRC charges in advance, and any usage/overage charges in arrears. Customer's first bill shall include pro-ration of first month's service, as well as any NRC's. In the event Customer terminates this Agreement after the Start of Service Date but prior to the end of the applicable term, Customer shall pay to AireSpring on demand, as liquidated damages and not as a penalty, an Early Termination Liability charge ("ETL") equal to the sum of i) one hundred percent (100%) of the Monthly Recurring Charges ("MRCs") for loop/circuit charges for all of the months remaining in any applicable term, ii) one hundred percent (100%) of MRCs for all other charges for the remaining months in the initial twelve months of the term, iii) eighty percent (80%) of the MRCs for all other charges for the remaining months in months 13 - 24 of the term, and iv) seventy percent (70%) of the remaining MRCs for all other charges for the remaining months in the term, namely month 25 and after. With respect to Customer terminating the Agreement after the submission of paperwork to the underlying carrier but prior to the Start of Service Date, the ETL will be equivalent to Customer terminating during the initial twelve (12) months as described above. In the event Customer terminates this Agreement prior to the submission of paperwork to the underlying carrier Customer shall be subject to the following fees: \$1000 per DS-1/EOC/Broadband circuit or \$3000 per Fast-E or similar circuit. For Customer Provided Connectivity orders, Customer shall pay a cancellation fee of \$750 per location if Customer cancels the order prior to Start of Service. Additionally, a 20% restocking fee of the undiscounted, retail price of AireSpring provided devices shall apply and be paid by Customer for all equipment returned unopened to AireSpring and in original packaging within 30 days of shipment to Customer and prior to Start of Service. Equipment that has been opened or used may not be returned, and will be billed at the full undiscounted, retail price in the event Customer cancels service prior to Start of Service. AireSpring managed routers are pre-configured and sent to Customer to be self-installed, if Customer requests a professional installation AireSpring will charge Customer an installation fee of \$1000. All local loop circuit install charges are quoted with install to the Local Exchange Carrier assigned building demarcation point (Demarc). AireSpring will pass through any costs associated with extending wiring beyond the Demarc. In conjunction with the services ordered, AireSpring may provide Customer with Customer Premises Equipment (CPE) on a rental or included basis. If service is terminated for any reason, Customer must return all AireSpring and underlying carrier provided equipment within 30 days of termination, or Customer will be billed for the full new cost of the equipment. It is not necessary to return Equipment purchased by Customer. AireSpring will provide all long distance and local services. No other long distance and local providers may be used with this service. Rating of outbound calls as Local applies only to calls that utilize telephone numbers (DIDs) assigned by AireSpring or that have been ported to AireSpring's service as the originating ANI, and are displayed accordingly in the Caller ID field. The International Rate Plan Number above refers to a set of country specific rates defining costs to each international dialed location. Customer requests to block international calling does not relieve Customer from liability for all completed calls made utilizing Customer's equipment, whether authorized or unauthorized. AireSpring's fair use policy ("Fair Use Policy") as set forth below and in the Master Service Agreement is designed to prevent abuse, fraud or unreasonable exploitation of AireSpring's unlimited local and long distance service plans and unreasonable overutilization of AireSpring's facilities. AireSpring's unlimited calling plans, both long distance and local, are intended solely for normal commercial use. AireSpring's unlimited calling plans are designed only for continuous live dialog between two individuals. Unusual calling patterns, excessive called numbers and/or consistent excessive usage will each be considered an indicator that usage is exceeding normal standards. AireSpring's unlimited calling plans may not be used for auto-dialing, continuous, or extensive call forwarding, excessive conferencing, inbound/outbound centralized or distributed call center activity, inbound/outbound customer service, telemarketing (including charitable or political solicitation or polling), fax or voicemail blasting, or for continuous or extensive chat line access, or as an open telephone line as a monitor, intercom or transcription service. See AireSpring's Master Service Agreement for a complete list of prohibited uses. AireSpring has other plans applicable for such applications and businesses. It will be considered outside of AireSpring's Fair Use Policy on an unlimited calling plan for a Customer to exceed more than one-thousand (1,000) inbound, outbound or toll free local or long distance minutes per month per subscriber line, SIP trunk, hosted seat, PRI/T-1 trunk/DS0 or analog line, etc., in aggregate ("Normal Usage"). For unlimited calling plans, AireSpring shall apply a surcharge of up to \$0.04 per minute of use to the number of minutes by which Customer's usage exceeds this normal usage. All services provided to Customer by AireSpring are governed by the terms of a Master Service Agreement, which may be found at <https://airespring.com/service-terms/> and AireSpring's Acceptable Use Policy, which may be found at <https://airespring.com/service-terms/acceptable-use-policy-aup/>, both of which are incorporated into this Agreement by this reference. This Agreement represents the entire agreement between the Parties and supersedes and merges all prior offers, agreements, promises, understandings, statements, representations, warranties, indemnities and inducements to the making of this Agreement relied upon by either Party, whether written or oral, between or among Customer and AireSpring as well as AireSpring's agents, employees, and/or sales persons. This Agreement is voidable by AireSpring if the text is modified without the written or initialed consent of an AireSpring Officer. Except as may otherwise be provided herein, any amendments or modifications to this Agreement must be in writing and signed by an AireSpring Officer. This Agreement shall be governed by and construed in accordance with the laws of the State of California. Customer hereby irrevocably submits to the personal jurisdiction of and consents to venue exclusively in any state or federal court sitting in the State of California, County of Los Angeles, in any suit, action, or proceeding arising out of or relating to this Agreement. Customer hereby irrevocably waives, to the fullest extent permitted by applicable law, any objection which such party may raise now, or hereafter have, to the laying of the venue of any such suit, action or proceeding brought in such court and any claim that any such suit, action or proceeding brought in such a court has been brought in an inconvenient forum. Customer hereby expressly waives the right to a trial by jury in any action or proceeding brought against customer relating to this agreement. Upon completion of any initial or renewal term commitment, (or in the event of a move, upgrade, downgrade, or change of underlying carrier,) any disconnection request by customer must be provided in writing 45 days prior to the requested disconnection date and customer will continue to be billed until after the disconnection is completed, or 45 days after disconnection notice, whichever is greater. Customer agrees that AireSpring may request credit information from third parties and authorizes the release of such information from the customer's financial institution as part of this application for credit.

Additional Terms and Conditions are incorporated herein by reference: <http://additionalterms.airespring.com/AdditionalTerms.aspx?L=72,1,83,84,90,97,103,29>

Company Name: City of Glenn Heights

*Authorized Signature

*Print Name

*Title

*Date

*Email

*Contact Number

AIRESPRING CREDIT APPLICATION

Required if Customer does not have an existing Airespring account

CONTACT & ACCOUNT INFORMATION

*CUSTOMER NAME: City of Glenn Heights			BILLING ACCOUNT NAME (IF DIFFERENT):		
*SERVICE ADDRESS: 2118 S UHL RD			BILLING ADDRESS (IF DIFFERENT):		
*CITY: GLENN HEIGHTS	*STATE: TX	*ZIP: 75154-8628	CITY:	STATE:	ZIP:
*SERVICE CONTACT/TITLE:			BILLING ADDRESS CONTACT:		
*PHONE:	FAX:		PHONE:	FAX:	
*CONTACT E-MAIL – IMPORTANT (FOR CONTACT PURPOSES ONLY):			CONTACT E-MAIL – IMPORTANT (FOR CONTACT PURPOSES ONLY):		
*FULL LEGAL NAME (PER CORPORATE CHARTER OR DBA):					
* <input type="checkbox"/> CORPORATION		* <input type="checkbox"/> GENERAL PARTNERSHIP		* <input type="checkbox"/> LIMITED PARTNERSHIP	
* <input type="checkbox"/> SOLE PROPRIETORSHIP		* <input type="checkbox"/> NONPROFIT ORGANIZATION		* <input type="checkbox"/> LIMITED LIABILITY COMPANY	
		* <input type="checkbox"/> HOME BUSINESS		* <input type="checkbox"/> OTHER:	
*INCORPORATION DATE: / - STATE:		*CURRENT SVC PROVIDER:		REQUIRED: INCLUDE COPIES OF PAYMENT SUMMARY PAGE FROM 3 RECENT BILLS FROM YOUR CURRENT SERVICE PROVIDER	
*WILL THE SERVICE PROVIDED BY AIRESPRING BE USED FOR WHOLESALE OR RESALE PURPOSES?				<input type="checkbox"/> YES	<input type="checkbox"/> NO
IS YOUR COMPANY/ORGANIZATION TAX EXEMPT? IF YES, ATTACH AIRESPRING TAX EXEMPTION FORM (OBTAIN FROM YOUR AIRESPRING AGENT)				<input type="checkbox"/> YES	<input type="checkbox"/> NO
*ESTIMATED MONTHLY USAGE:				\$	
*TYPE OF BUSINESS:			*YEARS IN BUSINESS:		
Please note: \$5 monthly fee per invoice will be charged unless paperless billing is requested. If requested, paperless billing will apply to all customer accounts.		*PAPERLESS BILLING <input type="checkbox"/> YES <input type="checkbox"/> NO		*EMAIL ADDRESS: (Must be provided for paperless billing)	

INTERNATIONAL USAGE

*OPEN INTERNATIONAL TRAFFIC TO 011 DESTINATIONS? <input type="checkbox"/> YES <input type="checkbox"/> NO	*ESTIMATED % OF INTERNATIONAL TRAFFIC: %
MAIN COUNTRIES CALLED:	

CREDIT INFORMATION

*1. OWNER/PARTNER NAME:	SOCIAL SECURITY # (NOT FEIN): - -
2. OWNER/PARTNER NAME:	SOCIAL SECURITY # (NOT FEIN): - -
Dun & Bradstreet Number:	

BANK INFORMATION

*Bank Name:	*Bank Phone Number:
*Bank Account Number:	*Bank Contact Name:

ALL ITEMS BOLD AND MARKED WITH AN ASTERISK (*) ARE MANDATORY. ORDERS MISSING MANDATORY INFORMATION MAY BE RETURNED FOR COMPLETION WITHOUT PROCESSING.

CERTIFICATION & AUTHORIZATION

I certify that all the information contained in this application and any attachments are true and correct. Service is provided under Airespring General Terms and conditions. (Please visit <https://airespring.com/service-terms/> for a complete and updated description of the terms of service.)
I AGREE THAT AIRESPRING MAY REQUEST CREDIT INFORMATION FROM THIRD PARTIES AND I AUTHORIZE THE RELEASE OF SUCH INFORMATION FROM THE CUSTOMER'S FINANCIAL INSTITUTION AS PART OF THIS APPLICATION FOR AIRESPRING CREDIT.

*Signature of Applicant:	*Printed Name of Applicant:
*Date: / /	*Title of Applicant:



LETTER OF AGENCY

Required if Porting Local Numbers

*Agent Name: Brent Vaut

*Agent ID: CNG0001

Please note – LOA should be submitted with a copy of a recent phone bill from your local provider

PHYSICAL LOCATION

*Company:
City of Glenn Heights

Billing Telephone Number:

Designated Contact:

Contact Phone Number:

*Service Address:
2118 S UHL RD

*Building:

*Suite:

*Floor / Room:

*City:
GLENN HEIGHTS

*State:
TX

*Zip:
75154-8628

*Current Local Service Provider:

ADDITIONAL BILLING TELEPHONE NUMBERS

BTN #2:

BTN #4:

BTN #3:

BTN #5:

NOTICE – USE OF CUSTOMER INFORMATION

Attached page(s) provide a complete listing of Telephone Lines to be switched to Airespring.

By signing this application contract, I am authorizing Airespring to become my new provider of network/communications service, long-distance service and/or local service (if available and selected by me). I authorize Airespring to act as my agent to make this change happen, and direct my local company to work with Airespring to affect the change.

I further certify that I am at least eighteen years of age, and that I am authorized to change telephone companies for services to the telephone numbers listed above. I am responsible for all valid Airespring charges for all usage.

*By: Name (Please print or type)

*Authorized Signature

*Date

Signing this document will result in a service provider change

RESOLUTION NO. R-16-20

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF GLENN HEIGHTS, TEXAS CONDEMNING RACISM AND RACIST HATE SPEECH AND ENCOURAGING A COMMITMENT TO FAIR AND EQUAL TREATMENT FOR ALL

WHEREAS, the City of Glenn Heights, Texas, its Mayor, City Council, Chief of Police, the Glenn Heights Police Department, and all City staff are deeply saddened by the tragic events that continue to occur across our country involving racism; and

WHEREAS, racism manifests in a multitude of forms, including recently in our own City, incidents involving racial slurs and racist hate speech; and

WHEREAS, hate speech and racial slurs, like all racism, is heinous and completely unacceptable in all aspects of our society, both conscious and unconscious, racism reflects a fundamental lack of respect and empathy that is the foundation of a just and equal society; and

WHEREAS, racism and hate have no place in Glenn Heights, and we are committed to working actively against all forms of racism and injustice and are deeply and solidly committed to ensuring that the Constitutional rights of every person who lives, works, and visits our great City are protected; and

WHEREAS, the Mayor and City Council have a duty as civil leaders to speak out against hatred and violence and stand for human rights and against all acts of racism; and

WHEREAS, we stand in solidarity with those working against racism and violence in this Country, this State, and this City and pledge our continuing commitment to fight against racism including racist hate speech and work to ensure that in this City everyone is treated with respect and dignity regardless of race, color, or creed.

NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF GLENN HEIGHTS, TEXAS THAT:

Section 1. The Mayor and City Council of the City of Glenn Heights, Texas strongly condemn racism, including all hate speech and the use of racist slurs and stand steadfast with all citizens of Glenn Heights against racism and reaffirm the City's commitment to fighting for racial justice and human and civil rights for all.

Section 2. The Mayor, City Council, the Glenn Heights Police Department and all City staff are committed to engaging in continuing communication and dialog with the community to address issues of systemic racism and intolerance and their impact on individuals and on the community as a whole.

Section 3. This Resolution shall become effective immediately after its passage.

READ, CONSIDERED, PASSED AND ADOPTED by the City Council of the City of Glenn Heights, Texas at a meeting on the 7th day of July 2020, at which a quorum was present and for which due notice was given.

APPROVED:

Harry A. Garrett, Mayor

ATTEST:

Brandi Brown, City Secretary

APPROVED AS TO FORM:

Victoria W. Thomas, City Attorney
TM 116460

