



NEW HAVEN PUBLIC SCHOOLS

Operations Memorandum

To: New Haven Board of Education Finance and Operations Committee
From: Gilda Herrera
Date: 3/10/2022
Re: Renewal Agreement with Windstream Enterprise

Contractor Name: Windstream Enterprise

Contractor Address: 4001 Rodney Parham Rd, Rock AR

Is the contractor a Minority or Women Owned Small Business? No

Renewal or Award of Contract/Agreement? Award of Contract Renewal

Total Amount of Contract/Agreement and the Hourly or Service Rate: \$77,646.72

Contract or Agreement #: Wired Upgrade to Nathan Hale 21-22

Funding Source & Account #: 19047200 52260

Key Questions: (Please have someone ready to discuss the details of each question during the Finance & Operations meeting or this proposal might not be advanced for consideration by the full Board of Education):

- 1. What specific service will the contractor provide:** To provide telecommunications carrier services at three (3) redundant locations (gateway center, Wilbur cross and hill central schools for voip phone system. ST Contract 17PSX0072 from January 8, 2021 to June 30, 2021.
- 2. How was the contractor selected? Quotes? RFP? Sealed Bid or Sole Source? Please describe the selection process including other sources considered and the rationale for selecting this method of selection:** : State Contract 17PSX0072
- 3. If this is a renewal with a current vendor, has the vendor's performance been satisfactory under the existing contract or agreement?** Yes
- 4. If this Contract/Agreement is a Renewal has cost increased? If yes, by how much?**
No.
- 5. If this Contractor is New has cost for service increased from previous years? If yes, by how much?** N/A
- 6. Is this a service existing staff could provide? Why or why not?** No

Account Summary

Customer Name	NEW HAVEN BOARD OF EDUCATION
Quote #	2176293
Windstream Enterprise Representative	Matthew Gilbert
Contract Term Length	36 Months
Effective Date	February 22, 2021
MMF	\$4,687.77

Summary of Charges (Total for All Locations)

Product	Monthly Recurring Charges	One-Time Charges
Common Voice Features	\$270.00	\$0.00
Dynamic IP	\$2,605.01	\$0.00
SD WAN	\$624.70	\$0.00
Internet Service	\$1,188.06	\$0.00
Total*	\$4,687.77	\$0.00

"The Monthly Recurring Charges represented above DO NOT include the taxes or charges that Windstream passes on to governmental entities AND the following Windstream fees and surcharges: Access Recovery Charge of up to \$3.00 per line or a maximum of 5 per trunk. Regulatory Assessment Surcharge of up to 8% applies to Interstate and International charges in the following states MN, NY and PA. An Administrative Service Fee of up to 12% applies to Interstate, Intrastate and Internet services monthly charges in all states except MN, NY and PA."

Service Agreement Summary

This Service Agreement is subject to and controlled by the Windstream Service Terms and Conditions and the service-specific terms and conditions located at <http://www.windstreamenterprise.com/service-terms-and-conditions>, including how such terms may be modified from time to time, and all of which are hereby incorporated herein by reference. By your signature you warrant that you have read, understand and agree to the Service Agreement, Windstream Service Terms and Conditions and applicable service-specific terms and conditions, and acknowledge that you are authorized to sign this Service Agreement and order the Service(s) as outlined herein.

CUSTOMER

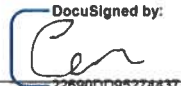
Signature: Yesenia Rivera

Printed Name: Yesenia Rivera

Title: BOE President

Date: 31 March 2021

WINDSTREAM

Signature:  22690DD95274437 ...

Printed Name: Carl Bonitz

Title: VP Enterprise

Date: 2/22/2021

This offer is voidable by Windstream if not signed and returned by 4/8/2021.

Location Summary

Location Name	Monthly Recurring Charges	One-Time Charges	Credits
New Haven Board of Education	\$1,401.83	\$0.00	\$0.00
New Haven Board of Education	\$1,782.79	\$0.00	\$0.00
New Haven Board of Education	\$1,503.15	\$0.00	\$0.00

Location Detail

Location Name	New Haven Board of Education	Account Number	200190231
Location Address	181 MITCHELL DR , NEW HAVEN, CT 06511-2593	Service Order Type	Conversion

Monthly Recurring Charges

Product	Qty.	Unit Price	Total Price
Common Voice Features			
900/976 Block	1	\$0.00	\$0.00
International Block	1	\$0.00	\$0.00
Dynamic IP			\$626.85
Call Paths - SIP	46	Included	
Ethernet Access(20 Mb)	1	Included	
Managed Router - Advanced	1	Included	
Managed Router Equipment	1	Included	
20 DID Station Numbers	171	\$0.00	\$0.00
FSLC Charge	10	\$9.20	\$92.00
Direct Trunk Overflow Charge	1	\$34.95	\$34.95
Internet Service			\$433.53
Ethernet Access(3 Mb)	1	Included	
Internet Service (3.0 Mbps)	1	Included	
SD WAN			\$214.50
Equipment - VMware VCE 520	1	Included	
SD-WAN Management - Concierge	1	Included	
SD-WAN Service License (50Mbps)	1	Included	
	Total		\$1,401.83

Usage Rates

Usage Type	Product and Usage Rates			
	Rate	Initial Increment	Additional Increment	Precision
Out of State Long Distance Charges (D)	0.03	6 sec	6 sec	2 digit †
Local Measured Service Charges	0.025			
In State Long Distance Charges (D)	0.03	6 sec	6 sec	2 digit †
Regional Long Distance Charges (D)	0.03	6 sec	6 sec	2 digit †

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

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

* Rates are subject to change on 30

** Additional charges apply for all local, long distance and 8XX features, network access charges, router

*** Amounts listed are reasonable approximations based on initial proposal.

⌚ Local Usage is an additional charge in CA, DC, MA, MD, NH, NJ, NY, PA and

† Each call is billed to two decimal places

days notice via bill message on customer's invoice.	maintenance, CPE maintenance and directory listings. For the current features pricing, go to https://www.windstream.com/about/legal/Fee-and-Surcharge-Guide	Actual amounts shall depend on final lease amount set forth in the Customer's Lease Agreement.	RI and will be billed at the current tariffed rate. Rates are subject to change on 30 days notice via bill message on customer's invoice.	and rounds the billed amount for each call up to the nearest whole cent.
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Location Detail

Location Name	New Haven Board of Education	Account Number	200190165
Location Address	54 MEADOW ST , NEW HAVEN, CT 06519-1743	Service Order Type	Conversion

Monthly Recurring Charges

Product	Qty.	Unit Price	Total Price
Common Voice Features			
900/976 Block	1	\$0.00	\$0.00
International Block	1	\$0.00	\$0.00
LD Block of 1000	15	\$18.00	\$270.00
			\$843.24
Dynamic IP			
Call Paths - SIP	46	Included	
Ethernet Access(50 Mb)	1	Included	
Managed Router - Advanced	1	Included	
Managed Router Equipment	1	Included	
20 DID Station Numbers	172	\$0.00	\$0.00
FSLC Charge	10	\$9.20	\$92.00
Direct Trunk Overflow Charge	1	\$34.95	\$34.95
			\$316.00
Internet Service			
Ethernet Access(10 Mb)	1	Included	
Internet Service (10.0 Mbps)	1	Included	
			\$226.60
SD WAN			
Equipment - VMware VCE 520	1	Included	
SD-WAN Management - Concierge	1	Included	
SD-WAN Service License (100Mbps)	1	Included	
			Total \$1,782.79

Usage Rates

Product and Usage Rates				
Usage Type	Rate	Initial Increment	Additional Increment	Precision
In State Long Distance Charges (D)	0.03	6 sec	6 sec	2 digit †
Local Measured Service Charges	0.025			
Out of State Long Distance Charges (D)	0.03	6 sec	6 sec	2 digit †
Regional Long Distance Charges (D)	0.03	6 sec	6 sec	2 digit †

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

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

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days notice via bill message on customer's invoice.	maintenance, CPE maintenance and directory listings. For the current features pricing, go to https://www.windstream.com/about/legal/Fee-and-Surcharge-Guide	based on initial proposal. Actual amounts shall depend on final lease amount set forth in the Customer's Lease Agreement.	RI and will be billed at the current tariffed rate. Rates are subject to change on 30 days notice via bill message on customer's invoice.	and rounds the billed amount for each call up to the nearest whole cent.
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Location Detail

Location Name	New Haven Board of Education	Account Number	200190197
Location Address	140 DEWITT ST , NEW HAVEN, CT 06519-2133	Service Order Type	Conversion

Monthly Recurring Charges

Product	Qty.	Unit Price	Total Price
Common Voice Features			
900/976 Block	1	\$0.00	\$0.00
International Block	1	\$0.00	\$0.00
Dynamic IP			\$754.07
Call Paths - SIP	46	Included	
Ethernet Access(20 Mb)	1	Included	
Managed Router - Advanced	1	Included	
Managed Router Equipment	1	Included	
20 DID Station Numbers	172	\$0.00	\$0.00
FSLC Charge	10	\$9.20	\$92.00
Direct Trunk Overflow Charge	1	\$34.95	\$34.95
Internet Service			\$438.53
Ethernet Access(3 Mb)	1	Included	
Internet Service (3.0 Mbps)	1	Included	
SD WAN			\$183.60
Equipment - VMware VCE 520	1	Included	
SD-WAN Management - Concierge	1	Included	
SD-WAN Service License (50Mbps)	1	Included	
		Total	\$1,503.15

Usage Rates

Product and Usage Rates

Usage Type	Rate	Initial Increment	Additional Increment	Precision
In State Long Distance Charges (D)	0.03	6 sec	6 sec	2 digit †
Regional Long Distance Charges (D)	0.03	6 sec	6 sec	2 digit †
Local Measured Service Charges	0.025			
Out of State Long Distance Charges (D)	0.03	6 sec	6 sec	2 digit †

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

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

* Rates are subject to change on 30	** Additional charges apply for all local, long distance and 8XX features, network access charges, router	*** Amounts listed are reasonable approximations based on initial proposal.	⚠ Local Usage is an additional charge in CA, DC, MA, MD, NH, NJ, NY, PA and	† Each call is billed to two decimal places
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days notice
via bill
message on
customer's
invoice.

maintenance, CPE maintenance and
directory listings.
For the current features pricing, go to
<https://www.windstream.com/about/legal/Fee-and-Surcharge-Guide>

Actual amounts shall
depend on final lease
amount set forth in the
Customer's Lease
Agreement.

RI and will be billed at the
current tariffed rate. Rates
are subject to change on 30
days notice via bill message
on customer's invoice.

and rounds the
billed amount
for each call up
to the nearest
whole cent.

ENTERPRISE



Account Summary

Customer Name	NEW HAVEN BOARD OF EDUCATION
Quote #	2358966
Windstream Enterprise Representative	Matthew Gilbert
Contract Term Length	36 Months
Effective Date	October 18, 2021
MMF	\$1,782.79

Summary of Charges (Total for All Locations)

Product	Monthly Recurring Charges	One-Time Charges
SD WAN	\$226.60	\$0.00
Internet Service	\$316.00	\$0.00
Dynamic IP	\$970.19	\$0.00
Common Voice Features	\$270.00	\$0.00
Total*	\$1,782.79	\$0.00

The Monthly Recurring Charges represented above DO NOT include the taxes or charges that Windstream passes on to governmental entities AND the following Windstream fees and surcharges: Access Recovery Charge of up to \$3.00 per line or a maximum of 5 per trunk. Regulatory Assessment Surcharge of up to 8% applies to Interstate and International charges in the following states MN, NY and PA. An Administrative Service Fee of up to 12% applies to Interstate, Intrastate and Internet services monthly charges in all states except MN, NY and PA.

Usage Rates**


Rates listed within the Usage Rates section are applicable for all locations, unless otherwise noted on the individual Service Location listing in the Usage Rates sub-section. Additional charges apply for all voice features, router maintenance, CPE maintenance and directory listings. Local Usage is an additional charge in CA, DC, MA, MD, NH, NJ, NY, PA and RI and will be billed at the current retail rate. Customers participating in an Equipment for Services Lease Program will be billed program rates. Precision - each call is billed to two decimal places and rounds the billed amount for each call up to the nearest whole cent.

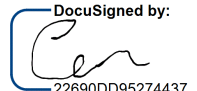
Service Agreement Summary

This Service Agreement is subject to and controlled by the Windstream Service Terms and Conditions and the service-specific terms and conditions located at <http://www.windstreamenterprise.com/service-terms-and-conditions>, including how such terms may be modified from time to time, and all of which are hereby incorporated herein by reference. Rates are subject to change on 30 days' notice via bill message on customer's invoice. By your signature you warrant that you have read, understand and agree to the Service Agreement, Windstream Service Terms and Conditions and applicable service-specific terms and conditions, and acknowledge that you are authorized to sign this Service Agreement and order the Service(s) as outlined herein.

CUSTOMER

WINDSTREAM

Signature: 

Signature: 

Printed Name: **Gildemar Herrera**

Printed Name: **Carl Bonitz**

Title: **IT Director**

Title: **VP Enterprise**

Date: **10/19/2021**

Date: **10/19/2021**

This offer is voidable by Windstream if not signed and returned by 12/2/2021.

Location Summary

Location Name	Monthly Recurring Charges	One-Time Charges	Credits
New Haven Board of Education	\$1,782.79	\$0.00	\$0.00

Location Detail

Location Name	New Haven Board of Education	Account Number	200190165
Location Address	255 BLATCHLEY AVE , NEW HAVEN, CT 06513-3509	Service Order Type	Conversion

Monthly Recurring Charges

Product	Qty.	Unit Price	Total Price
Common Voice Features			
900/976 Block	1	\$0.00	\$0.00
International Block	1	\$0.00	\$0.00
LD Block of 1000	15	\$18.00	\$270.00
Dynamic IP			\$843.24
Call Paths - SIP	46	Included	
Ethernet Access(50 Mb)	1	Included	
Managed Router - Advanced	1	Included	
Managed Router Equipment	1	Included	
20 DID Station Numbers	172	\$0.00	\$0.00
FSLC Charge	10	\$9.20	\$92.00
Direct Trunk Overflow Charge	1	\$34.95	\$34.95
Internet Service			\$316.00
Ethernet Access(10 Mb)	1	Included	
Internet Service (10.0 Mbps)	1	Included	
SD WAN			\$226.60
Equipment - VMware VCE 610	1	Included	
SD-WAN Management - Concierge	1	Included	
SD-WAN Service License (100Mbps)	1	Included	
		Total	\$1,782.79

Usage Rates**

Usage Type	Product and Usage Rates			
	Rate	Initial Increment	Additional Increment	Precision
In State Long Distance Charges (D)	0.03	6 sec	6 sec	2 digit
Regional Long Distance Charges (D)	0.03	6 sec	6 sec	2 digit
Out of State Long Distance Charges (D)	0.03	6 sec	6 sec	2 digit
Local Measured Service Charges	0.00			

APPLICATION FOR CREDIT

Representative: Matthew Gilbert

Representative Phone: 5853516175

CUSTOMER INFORMATION			
Customer Name: <u>NEW HAVEN BOARD OF EDUCATION</u>	Tax Exempt Status: _____		
Federal Tax ID or SS Number: _____	EMR: _____		
Notice Address: _____	Years in Operation: _____		
City: _____	Number Of Employees: _____		
State: _____	Zip: _____		
Business Structure: _____			
Nature of Business: _____			

PARENT COMPANY (if Applicable)			
Company Name: _____	Address: _____		
City: _____	State: _____ Zip: _____		

CUSTOMER CONTACT INFORMATION			
Contact Name: _____	AP Contact Name: _____		
Contact Phone: _____	AP Contact Phone: _____		
Contact Fax: _____	AP Contact Fax: _____		
Contact Email: _____	AP Contact Email: _____		
Principal/Partner/Officer Full Name: Contact Name: _____			
Title: _____			

BANK REFERENCE			
Bank Name: _____	Bank Contact Name: _____		
Address: _____	Bank Contact Phone: _____		
City: _____	Bank Contact Fax: _____		
State: _____	Account Number: _____		
Zip: _____			

TRADE REFERENCES					
	<u>Vendor</u>	<u>Account Number</u>	<u>Phone</u>	<u>Fax</u>	<u>Contact</u>
1.	_____	_____	_____	_____	_____
Address: _____					
2.	_____	_____	_____	_____	_____
Address: _____					
3.	_____	_____	_____	_____	_____
Address: _____					
Current Local Telco: _____			Current I.D. Carrier: _____		

<u>Authorization</u>	<u>Accepted By Customer</u>
<div style="border: 1px solid black; padding: 5px;"> I hereby represent that I am authorized to submit this application on behalf of the Customer named above, and the information provides is for the purpose of obtaining credit and is warranted to be true. I/We hereby authorize Company, and its affiliates, to investigate the references listed pertaining to my/our credit and financial responsibility sold. I further represent that the Customer applying for credit has the financial ability and willingness to pay for all invoices with established terms. </div>	Signature: _____ Printed Name: _____ Title: _____ Date: _____

Letter of Agency

Contact Name:	Company Name: NEW HAVEN BOARD OF EDUCATION
Billing Address:	
City, State, Zip:	
Current Carrier:	Order Date:

Authorization to Change Service Provider(s)

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

	Local
	Intrastate, IntraLATA Long Distance Service (also known as local toll)
	Interstate, InterLATA and International Long Distance

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

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

Telephone Numbers:

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

**Company
Signature:** _____

Date: _____

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

Windstream VoIP 911 Disclosure

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

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

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

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

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

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

To ensure that 911 calls are properly routed:

- **Do not move the equipment installed at your premise to another location.** Use of the telephone service at another location will prevent E911 service (the ability of the 911 operator to automatically determine your location) from working. If you move equipment provided as part of the WIN VoIP Service to another location, you must update your service address with WIN prior to using the service from a different location. Use of your equipment at a location other than the registered physical location may route 911 calls to an incorrect 911 dispatch center, potentially delaying or preventing emergency services.
- **If you have users that will be using devices such as software telephones that are installed on mobile personal computers, laptops, smart phones, netbooks and any other mobile VoIP supported device that is intended to be mobile with WIN service,** you must update your service address prior to using the service from a different location in order for your current location to be transmitted automatically and accurately to emergency services. Use of your software telephone at a location other than the registered physical location may route 911 calls to an incorrect 911 dispatch center, potentially delaying or preventing emergency services.
- **Always state the telephone number and address that you are calling from to the 911 operator.** The 911 operator receiving the emergency call may not be able to automatically identify your phone number and physical location and be able to call you back if the call is disconnected, therefore you must specify the exact location of the emergency and the telephone number from which you are calling.
- **Contact WIN when you plan to move your service address: WIN customers should contact the WIN Business Center at 1-800-600-5050, Windstream New Edge (formerly EarthLink Business) customers should contact Customer Care at 1-800-239-3000 and Broadview customers should contact the OfficeSuite® Support Center at 1-800-623-VOIP (8647).** Since your WIN VoIP Services will not provide 911 services from another location, you must notify WIN before you move the registered location of your service.

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

To Report a Change to Your Service Location:

- WIN Customers - Contact Customer Service at 1-855-361-7792.
- Windstream New Edge Customers - Contact Customer Care at 1-800-239-3000.
- Legacy Broadview Customers - Contact the OfficeSuite® Support Center at 1-800-623- VOIP (8647). For Broadview customers with PC/Softphone service, you may also update your address when prompted upon login.
- For Customers with Windstream Hosted Communications - Contact WHC Repair at 1- 855-759-7420. Customers using Windstream Hosted Communications on a smart phone may also access the Windstream Hosted Communications Client Software application to update.
- Legacy MassComm Customers – Contact your Account Manager directly or use 1-866- 791-6277.

Customer Affirmation of Notification

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

Printed Name

204966275

Account Number

Signature

Date

Account Summary

Customer Name	NEW HAVEN BOARD OF EDUCATION
Quote #	2358966
Windstream Enterprise Representative	Matthew Gilbert
Contract Term Length	36 Months
Effective Date	October 18, 2021
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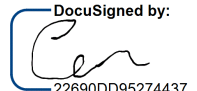
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CUSTOMER

WINDSTREAM

Signature: 

Signature: 

Printed Name: **Gildemar Herrera**

Printed Name: **Carl Bonitz**

Title: **IT Director**

Title: **VP Enterprise**

Date: **10/19/2021**

Date: **10/19/2021**

This offer is voidable by Windstream if not signed and returned by 12/2/2021.

Location Summary

Location Name	Monthly Recurring Charges	One-Time Charges	Credits
New Haven Board of Education	\$1,782.79	\$0.00	\$0.00

Location Detail

Location Name	New Haven Board of Education	Account Number	200190165
Location Address	255 BLATCHLEY AVE , NEW HAVEN, CT 06513-3509	Service Order Type	Conversion

Monthly Recurring Charges

Product	Qty.	Unit Price	Total Price
Common Voice Features			
900/976 Block	1	\$0.00	\$0.00
International Block	1	\$0.00	\$0.00
LD Block of 1000	15	\$18.00	\$270.00
Dynamic IP			\$843.24
Call Paths - SIP	46	Included	
Ethernet Access(50 Mb)	1	Included	
Managed Router - Advanced	1	Included	
Managed Router Equipment	1	Included	
20 DID Station Numbers	172	\$0.00	\$0.00
FSLC Charge	10	\$9.20	\$92.00
Direct Trunk Overflow Charge	1	\$34.95	\$34.95
Internet Service			\$316.00
Ethernet Access(10 Mb)	1	Included	
Internet Service (10.0 Mbps)	1	Included	
SD WAN			\$226.60
Equipment - VMware VCE 610	1	Included	
SD-WAN Management - Concierge	1	Included	
SD-WAN Service License (100Mbps)	1	Included	
		Total	\$1,782.79

Usage Rates**

Usage Type	Product and Usage Rates			
	Rate	Initial Increment	Additional Increment	Precision
In State Long Distance Charges (D)	0.03	6 sec	6 sec	2 digit
Regional Long Distance Charges (D)	0.03	6 sec	6 sec	2 digit
Out of State Long Distance Charges (D)	0.03	6 sec	6 sec	2 digit
Local Measured Service Charges	0.00			

APPLICATION FOR CREDIT

Representative: Matthew Gilbert

Representative Phone: 5853516175

CUSTOMER INFORMATION			
Customer Name: <u>NEW HAVEN BOARD OF EDUCATION</u>	Tax Exempt Status: _____		
Federal Tax ID or SS Number: _____	EMR: _____		
Notice Address: _____	Years in Operation: _____		
City: _____	Number Of Employees: _____		
State: _____	Zip: _____		
Business Structure: _____			
Nature of Business: _____			

PARENT COMPANY (if Applicable)			
Company Name: _____			
Address: _____			
City: _____	State: _____ Zip: _____		

CUSTOMER CONTACT INFORMATION			
Contact Name: _____	AP Contact Name: _____		
Contact Phone: _____	AP Contact Phone: _____		
Contact Fax: _____	AP Contact Fax: _____		
Contact Email: _____	AP Contact Email: _____		
Principal/Partner/Officer Full Name: Contact Name: _____			
Title: _____			

BANK REFERENCE			
Bank Name: _____			
Address: _____	Bank Contact Name: _____		
City: _____	Bank Contact Phone: _____		
State: _____	Bank Contact Fax: _____		
Zip: _____	Account Number: _____		

TRADE REFERENCES					
	<u>Vendor</u>	<u>Account Number</u>	<u>Phone</u>	<u>Fax</u>	<u>Contact</u>
1.	_____	_____	_____	_____	_____
Address: _____					
2.	_____	_____	_____	_____	_____
Address: _____					
3.	_____	_____	_____	_____	_____
Address: _____					
Current Local Telco: _____			Current I.D. Carrier: _____		

<u>Authorization</u>	<u>Accepted By Customer</u>
I hereby represent that I am authorized to submit this application on behalf of the Customer named above, and the information provides is for the purpose of obtaining credit and is warranted to be true. I/We hereby authorize Company, and its affiliates, to investigate the references listed pertaining to my/our credit and financial responsibility sold. I further represent that the Customer applying for credit has the financial ability and willingness to pay for all invoices with established terms.	Signature: _____
	Printed Name: _____
	Title: _____
	Date: _____

Letter of Agency

Contact Name:	Company Name: NEW HAVEN BOARD OF EDUCATION
Billing Address:	
City, State, Zip:	
Current Carrier:	Order Date:

Authorization to Change Service Provider(s)

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

	Local
	Intrastate, IntraLATA Long Distance Service (also known as local toll)
	Interstate, InterLATA and International Long Distance

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

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

Telephone Numbers:

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

Company

Signature: _____

Date: _____

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

Windstream VoIP 911 Disclosure

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

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

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

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

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

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

To ensure that 911 calls are properly routed:

- **Do not move the equipment installed at your premise to another location.** Use of the telephone service at another location will prevent E911 service (the ability of the 911 operator to automatically determine your location) from working. If you move equipment provided as part of the WIN VoIP Service to another location, you must update your service address with WIN prior to using the service from a different location. Use of your equipment at a location other than the registered physical location may route 911 calls to an incorrect 911 dispatch center, potentially delaying or preventing emergency services.
- **If you have users that will be using devices such as software telephones that are installed on mobile personal computers, laptops, smart phones, netbooks and any other mobile VoIP supported device that is intended to be mobile with WIN service,** you must update your service address prior to using the service from a different location in order for your current location to be transmitted automatically and accurately to emergency services. Use of your software telephone at a location other than the registered physical location may route 911 calls to an incorrect 911 dispatch center, potentially delaying or preventing emergency services.
- **Always state the telephone number and address that you are calling from to the 911 operator.** The 911 operator receiving the emergency call may not be able to automatically identify your phone number and physical location and be able to call you back if the call is disconnected, therefore you must specify the exact location of the emergency and the telephone number from which you are calling.
- **Contact WIN when you plan to move your service address: WIN customers should contact the WIN Business Center at 1-800-600-5050, Windstream New Edge (formerly EarthLink Business) customers should contact Customer Care at 1-800-239-3000 and Broadview customers should contact the OfficeSuite® Support Center at 1-800-623-VOIP (8647).** Since your WIN VoIP Services will not provide 911 services from another location, you must notify WIN before you move the registered location of your service.

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

To Report a Change to Your Service Location:

- WIN Customers - Contact Customer Service at 1-855-361-7792.
- Windstream New Edge Customers - Contact Customer Care at 1-800-239-3000.
- Legacy Broadview Customers - Contact the OfficeSuite® Support Center at 1-800-623- VOIP (8647). For Broadview customers with PC/Softphone service, you may also update your address when prompted upon login.
- For Customers with Windstream Hosted Communications - Contact WHC Repair at 1- 855-759-7420. Customers using Windstream Hosted Communications on a smart phone may also access the Windstream Hosted Communications Client Software application to update.
- Legacy MassComm Customers – Contact your Account Manager directly or use 1-866- 791-6277.

Customer Affirmation of Notification

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

Printed Name

204966275

Account Number

Signature

Date