

ADDENDUM - Service Order Summary

for Renaissance Drive, Chatham County



Date: February 22, 2023

Customer Name: Chatham County

Address: PO Box 608

City, State, Zip: Pittsboro, NC 27312

Customer Phone: 919-545-8464

Customer E-Mail: nicholas.haffele@chathamcountync.gov

Sales Person	Customer Name		Agreement Term (Months)	Service Proposal Expiration Date
Stephanie Gee	Chatham County - Fiber Connection to EOC Building & Chatham County Detention Center		60-Months	2028
Qty	Description	Location/Additional Information	Unit Price	Line Total
2	Dedicated 600x600 Internet Connection (<i>applicable taxes and fees not included</i>). Includes dedicated ethernet with first priority over other internet traffic; SLA of within 2 Hours; One Free Static IP; Local 24/7 Direct Tech Support	Chatham County EOC Building & Chatham County Detention Center	\$ 249.95	\$ 499.90
	Estimated Monthly Recurring Charges:			\$ 499.90

This Addendum is to replace the previous Renaissance Drive Service Order that will now only show two connections - connect Chatham County EOC Building and the Chatham County Detention Center - via fiber optics. The products and services named in the Chatham County Goldston Internet Service Request are subject to RTTI terms and conditions. This bid only includes services detailed in the Service Request. Any wiring, equipment, and construction not noted in this Service Order are the responsibility of the customer. The monthly recurring services are estimated in the above and could change based on Customer request.

This Service Order is contingent upon a site survey being performed by our Network Engineer to confirm equipment requirements, on data services & network cabling meeting minimum requirements and on facility availability. If additional services are requested outside the Service Request for the two locations named above, RTTI and Customer will have the option to cancel the order for this service. Additional fees may apply to bring network up to required service levels. RTTI is not responsible for any charges which may result from the termination of any existing agreement. Applicable taxes for equipment are included above. Term begins on date service installation is complete.

This is the Service Order for the products and services named, subject to the RTTI terms and conditions. Only includes services detailed in this Service Order. Any wiring, equipment, and construction not noted in this Service Order are the responsibility of the customer.

Service Level Agreement. The Service includes an SLA which covers Time to Repair.

Time-to-Repair. The SLA allows credit for RTTI outages which exceed four hours. The repair interval starts when the trouble ticket is entered and ends when the fault is remedied. SLA measurements are based on each trouble ticket issued for the Service. The SLA threshold and credits are applied on a per incident, per Service basis. Multiple trouble tickets on the same day for the Service will only be eligible for one Time-to-Repair credit. Time for scheduled maintenance windows does not count towards SLA threshold. The Customer will be provided with a local number to contact the Network Operations Center (the "NOC") for the purposes of trouble reporting and to request technical assistance and testing.

Credit Amount: Per incident outage time, per Service

Credits will apply to all Monthly Recurring Costs (the "MRC") associated with the affected Customer connections.

0 to 4 hours per month: No Credit

> 4 Hours per month to 24 hours per month: Credit 3 days MRC

Each additional occurrence per month: Credit additional 3 days MRC

Chatham County Representative:

X _____
Authorized Signature

X _____ Date _____
Print Name & Title

RTTI Representative:

X _____
Authorized Signature

X _____ Date _____
Print Name & Title