

Service Order Summary for NW Park, Chatham County



Date: 11.14.19	
Customer Information:	Customer Billing Information: (if different)
Customer Name: Chatham County NW Park	Customer Name: Chatham County Finance Office
Street Address:	Street Address: PO Box 608
City, State Zip:	City, State Zip: Pittsboro, NC 27312
Customer Phone #:	Customer Phone #:
Customer Fax #:	Customer Fax #:

Sales Person	Customer Name		Agreement Term (Months)	Service Order Expiration Date
Stephanie Gee	Chatham County		60-month	60 months prior to installation
Qty	Description	Location/Additional Information	Unit Price	Line Total
1	Cabin 1 – 1 Outdoor AP Lease (\$15); 1 Fiber Lease (\$12)		\$ 27.00	\$ 27.00
1	Cabin 2 – 1 Outdoor AP Lease (\$15); 1 Fiber Lease (\$12)		\$ 27.00	\$ 27.00
1	Cabin 3 – 1 Outdoor AP Lease (\$15); 1 Fiber Lease (\$12)		\$ 27.00	\$ 27.00
1	Pool – 1 Outdoor AP Lease (\$15)		\$ 15.00	\$ 15.00
1	Management Fee		\$ 4.99	\$ 4.99
1	POE Switch		\$ 4.99	\$ 4.99
1	Router		\$ 4.99	\$ 4.99
	Total Monthly Recurring			\$ 110.97
	Other Nonrecurring Charges:			
	Deposit of Construction*			\$ 6,250.00
	Final Payment of Construction*			\$ 18,750.00
	One-Time Installation		\$24 hours @ \$90/hr.	\$ 2,160.00
	Nonrecurring charges total			\$ 20,190.00

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 special construction is required after site survey, 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. Taxes and fees including local, state, county, E911 and federal tax assessments and fees are in addition to the above charges. Term begins on date service installation is complete.

A 25%* deposit is due after execution of this agreement in the amount of \$6,250.00. Remaining balance of \$18,750.00* is due once installation is complete along with a one-time installation and set-up fee as designated above.

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

X _____
Authorized Signature

Date _____

X _____
Print Name & Title