



INTERNET ACCESS SERVICE ORDER

Customer:	Norton City Schools
Service Start Date:	07/01/2025
MSA#:	044552-MSA-2232
Service Order#:	044552-ISP-2526

Provider Contact: Matt Gdovin	Email: gdovin@neonet.org	Phone: +13309263901
Customer Contact: Angie Wagler	Email: AWagler@nortonschools.org	Phone: +13307062746

	Internet Access Only
X	Bundled Internet Access and Transport

Product name	Product or service description	Quantity	Sum
ERATE PORTION - Install a 6 strand OSP singlemode fiber from the MDF in the middle school to the Primary School	Install a 6 strand fiber from the NMS MDF thru an existing underground conduit to the pole in the middle of the parking lot and continue aerially to the pole right outside of the primary school. Splice the fiber at the pole and run into bldg Fiber will be terminated with LC fusion spliced pigtails and installed in rack mount enclosures. Fiber will be tested to TIA standards. NOTE: The appropriate fiber needs to be aerial and duct rated for over lashing because of the pathway. A minimum of 4 strands is needed to continue a fiber link to the administration bldg. Corning does make this 4 strand fiber however it is special order with a 4 week or longer lead time and a minimum order of 5000ft. Because of the minimum order quantity a 6 strand is more cost effective and is a stock item. NOTE: Only 2 strands will be terminated at each end per ERATE.		6,627.20
Cabling Misc	6 strand singlemode OSP overlash fiber	225	
Cabling Misc	6 strand singlemode OSP overlash fiber	1,100	
Leviton 1U flush front LIU	Leviton 1U flush front rack mount 3 bulkhead LIU	1	
Leviton OS2 12F LC adapter plate	Opt-X Fiber Optic Adapter Plate 12 Fiber LC SM-Blue	2	
Fiber Splice Tray	Fiber Optic Splice Tray 24 Fusion	2	
Fusion Splice Sleeve - Slim	Fusion Splice Protective Sleeve - Slim	6	
LC Pigtail 12 Fiber SM	LC PIGTAIL 12 FIBER SINGLEMODE 3MTR	0.34	
Cabling Misc	Lash wire for GMP Lasher	0.3	

Product name	Product or service description	Quantity	Sum
Cabling Misc	Bug Nut	4	
Cabling Misc	PLP Coyote Runt enclosure - 8006951	1	
Cabling Misc	PLP Splice tray for Runt - 80809958	1	
Fiber Installation Labor	Labor hours for fiber installation	26	
Fiber Installation Labor	Fiber Termination	4	
Cabling Misc	Support equipment	1	
ERATE PORTION - Install a 6 strand OSP singlemode fiber from the splice enclosure by the primary school to the admin bldg	<p>Install a 6 strand from the last pole by the primary schools to the rack in the admin bldg and terminate on a rack mount panel.</p> <p>Splice the fiber at the pole where 6 strand is sitting in the splice enclosure on the pole by primary. Fiber will be terminated with LC fusion spliced pigtails and installed in rack mount enclosures. Fiber will be tested to TIA standards.</p> <p>NOTE: The appropriate fiber needs to be aerial and duct rated for over lashing because of the pathway. Corning does make a 2 strand fiber however it is special order with a 4 week or longer lead time and a minimum order of 5000ft. Because of the minimum order quantity a 6 strand is more cost effective and is a stock item.</p> <p>NOTE: Per ERATE we are only terminating 2 strand per bldg as part of this installation.</p>		3,542.42
Cabling Misc	6 strand singlemode OSP overlash fiber	550	
Leviton 1U flush front LIU	Leviton 1U flush front rack mount 3 bulkhead LIU	1	
Leviton OS2 12F LC adapter plate	Opt-X Fiber Optic Adapter Plate 12 Fiber LC SM-Blue	2	
Fiber Splice Tray	Fiber Optic Splice Tray 24 Fusion	2	
Fusion Splice Sleeve - Slim	Fusion Splice Protective Sleeve - Slim	36	
LC Pigtail 12 Fiber SM	LC PIGTAIL 12 FIBER SINGLEMODE 3MTR	2	
Cabling Misc	Lash wire for GMP Lasher	0.3	
Cabling Misc	Bug Nut	4	
Fiber Installation Labor	Labor hours for fiber installation	16	
Fiber Installation Labor	Fiber Termination	4	
NON-ERATE PORTION - DISTRICT RESPONSIBLE - NMS to NPS Strand count upgrade	<p>Upgrade fiber from NMS to splice enclosure by Primary to 24 strand, upgrade fiber from Primary splice to Primary closet to 12 strand</p> <p>Include additional pigtails and splices. Labor to splice remainder of fiber at each end</p>		595.04
Cabling Misc	Fiber Upgrade 6 to 24 strand singlemode OSP overlash fiber	1,100	
Fusion Splice Sleeve - Slim	Fusion Splice Protective Sleeve - Slim	30	
LC Pigtail 12 Fiber SM	LC PIGTAIL 12 FIBER SINGLEMODE 3MTR	1.66	

Product name	Product or service description	Quantity	Sum
Fiber Installation Labor	Labor hours for fiber installation	2	
NON-ERATE PORTION - DISTRICT RESPONSIBLE - NPS Splice to Admin strand count upgrade	Upgrade fiber from Primary splice to the Admin bldg to 12 strand so that you will have 12 strands from the NMS to each of the bldgs NPS and Admin. Include additional pigtails and splices. Labor to splice remainder of fiber at each end		416.04
Cabling Misc	Fiber Upgrade 6 to 12 strand singlemode OSP overlash fiber	525	
Fusion Splice Sleeve - Slim	Fusion Splice Protective Sleeve - Slim	30	
LC Pigtail 12 Fiber SM	LC PIGTAIL 12 FIBER SINGLEMODE 3MTR	1.66	
Fiber Installation Labor	Labor hours for fiber installation	2	
Total (USD):			11,180.70

UPGRADE CHARGES PER LOCATION

SPEED	TRANSPORT CHARGES	INTERNET CHARGES	TOTAL ANNUAL CHARGES
1G	\$11,160	\$28,680	\$39,840
2G	\$14,400	\$28,680	\$43,080
5G	\$14,400	\$28,680	\$43,080
10G	\$14,400	\$28,680	\$43,080

TERM

1. This Service Order is effective for all bundled Internet Access services covered herein for the period of **07/01/2025 through 06/30/2026**, subject to voluntary extensions. The Services provided may be extended for up to 2 voluntary extension terms of 60 months each (each an "Renewal Term"), upon written agreement by both Parties prior to the expiration of the Initial Term or Renewal Term. Notwithstanding, the Customer may extend the Initial Term or any Renewal Term on a month-to-month basis, upon written agreement by both Parties, to facilitate the transition of services.

CHARGES AND PAYMENTS

1. Charges for the e-rate non-discounted Services provided under this Agreement will be billed to Customer on an annual basis.

PROVIDER'S OBLIGATION

1. Provider will plan and coordinate all activities incidental to the implementation of the internet access.
2. Provider shall furnish Customer bundled Internet access services on a 24/7 per-week basis. Provider does not own or control other networks outside of the Service, nor is Provider responsible for performance (or non-performance) within such other networks or within non-Provider operated interconnection points between the Service and other networks. Provider will not be held liable for any delay in the Service Start Date as a result of third-party or other network provider services or Customer delays. However, Provider will work with the Customer to reasonably ensure that performance from the Customer's site to the Service is maximized.
3. Provider shall be responsible for the maintenance of the Service and any Provider Equipment located on Customer premises ("Provider Equipment"). Provider shall have the right to charge the Customer costs and expenses incurred in identifying and correcting any failure in Customer's facilities or equipment, or in repairing or replacing Provider's Equipment which has been damaged or rendered inoperable by reason of the Customer's actions or omissions, or the failure or inadequacy of Customer's equipment.

CUSTOMER'S OBLIGATION

1. Customer will assume all responsibilities for all local area networks (LAN). These responsibilities include, but are not limited to, Customer-owned communications equipment/cabling, LAN software, and LAN hardware.
2. Customer agrees to comply with equipment specifications defined by the Provider for all components integral to the Internet Access.
3. Customer will supply Provider with appropriate and sufficient space and electrical power to facilitate the hosted managed wireless service.
4. Customer agrees not to connect any of its local area networks to alternative network providers without Provider approval.
5. Customer agrees not to resell any network services provided by Provider. Provider agrees not to lease, sell or transfer Equipment to Customer.

SERVICE LEVEL AGREEMENT

NETWORK PERFORMANCE SERVICE LEVELS							
NETWORK UPTIME	<p>DESCRIPTION: The SLA for uptime is defined as the amount of time a <u>Subscriber</u> has service as measured over the course of the year. Planned or Emergency Maintenance events are not factored into the Service Uptime Calculation. <u>NEOnet</u> calculates network uptime during a calendar month as follows: Availability (within calendar month) = (total min in month)-(total min of unavailability in month)</p>						
	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 70%;">Our basic Service Level Agreement for Network uptime for managed Ethernet, MPLS, VPN and Internet Service Delivery</td> <td style="text-align: center;">99.99%</td> </tr> <tr> <td>Other Services</td> <td style="text-align: center;">99.90%</td> </tr> </table>	Our basic Service Level Agreement for Network uptime for managed Ethernet, MPLS, VPN and Internet Service Delivery	99.99%	Other Services	99.90%		
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<p>DESCRIPTION: Mean Time to Repair (MTTR) SLA are based upon the amount of time it takes to restore <u>Services</u> measured from the time the ticket is opened to the time the ticket is closed. MTTR times vary based on whether the problem being addressed physically resides on the <u>NEOnet Network</u> (On-Net) or on a third-party provider/<u>Subscriber</u> network (Off-Net).</p>							
MEAN TIME TO REPAIR	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 70%;">NEOnet ISP Service</td> <td style="text-align: center;">Four (4) Hrs.</td> </tr> <tr> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> </tr> </table>	NEOnet ISP Service	Four (4) Hrs.				
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<p>Note: <u>Force Majeure</u> acts are not covered under <u>NEOnet's</u> MTTR SLA. <u>Force Majeure</u> includes, without limitation: fire, flood, lightening, explosion, war, act of terrorism, strike, riots, embargo, labor dispute, government requirement, civil or military authority, act of God or nature, acts or failure to act of any governmental authority.</p>							

IN WITNESS WHEREOF, by signing below, signatory of Customer ("Signatory") certifies authorization to sign on behalf of and legally bind Customer and certifies having read, understood and agreed to the terms of this Service Order, including the Master Services Agreement, which is hereby incorporated herein by reference. If Customer is a Board of Education of a school district (a political subdivision of the State of Ohio), Signatory certifies that this Agreement has been approved by formal resolution of its Board of Education; if Customer is another educational entity, Signatory certifies that the Agreement has been approved by formal action of its Board, if required.

CUSTOMER

Printed Name of Customer

Signature of Authorized Customer Representative

Printed Name and Title of Authorized Customer Representative

Date

PROVIDER

Northeast Ohio Network for Educational Technology_____

Printed Name of Provider

Signature of Authorized Provider Representative

Printed Name and Title of Authorized Provider Representative

Date