

**NORTHEAST OHIO NETWORK FOR EDUCATIONAL TECHNOLOGY  
SERVICE PROVIDER CONTRACT**

**VoIP**

**Contract Number: 44552-IPTEL1922**

This agreement for the provision of IP Telephony service ("Agreement") is entered between the Northeast Ohio Network for Educational Technology (a program of the Metropolitan Regional Service Council) (Provider") and Norton City Schools ("Customer"), as verified by the signatures on the signature page below.

WHEREAS, Provider is an information technology center ("ITC") organized as a regional council of governments and operating as part of the Ohio Education Computer Network ("OECN"), which has been established by the State of Ohio to provide communications and other technology services to public schools and other authorized user entities; and

WHEREAS, the Customer is an educational entity in the State of Ohio, and;

WHEREAS, the Provider through its technology center desires to provide to Customer and Customer desires to secure from Providers the services detailed in this Agreement;

NOW THEREFORE, in consideration of the mutual agreements hereinafter set forth and for other good and valuable consideration, the parties hereto, intending to be legally bound, agrees as follows:

**I. DEFINITIONS:**

As used in this Agreement the following terms shall be defined as follows:

" *Parties* " shall mean the Customer and Provider collectively.

"*Services*" shall mean all of the duties and ministrations listed in Article III Performance of this Agreement and included on Schedule 1.

"*User*" shall mean a school or person authorized by a Customer to make use of the data services or equipment secured by Customer from Provider by this Agreement.

**II. TERM AND TERMINATION**

**A.** This Agreement is effective for all services covered herein for the period of July 1, 2019 through June 30, 2022.

**B.** Services provided through this Agreement will end June 30, 2022.

- C. Upon a termination of the Agreement by the Customer prior to the end of the stated term, the Customer agrees to pay Provider for contractual obligations incurred by the Provider on behalf of Customer for the original three (3) year contract period.
- D. Provider reserves the right to discontinue Customer's access to the Provider's Service, terminate this Agreement and/or seek other legal or equitable relief for use of the Service that Provider deems to be in violation of the rules and regulations of the Ohio State Board of Education or any other state or federal agency; or in violation of this Agreement; or local, state or federal, or international law; or are uncivil. For purposes of this Agreement, uncivil conduct includes, but is not limited to: 1) transmitting offensive or harassing statements; 2) developing and/or transmitting offensive or unlawful graphics; 3) transmitting sexual or ethnic slurs explicitly or as part of a joke; 4) soliciting or encouraging others to engage in sexual, offensive or unlawful acts; or 5) permitting or encouraging unauthorized access to the Provider's network and public networks including unauthorized access to the Internet.

### **III. PERFORMANCE**

- A. Provider shall furnish Customer IP Telephony services on a 24-hour-per-day, 7 day-per-week basis, and as further described in attached Exhibit A.
- B. Provider shall be responsible for the maintenance of the Service and any Provider-owned service equipment located on Customer premises ("Service Equipment"). Provider and its agents shall have the right at any time during normal business hours and with advanced notice to enter the Customer's premises (complying with the Customer's visitors policy) for the purpose of maintaining, inspecting, and testing the Service 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 Service 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.

### **IV. CHARGES AND PAYMENT**

- A. The price of this service for each of three (3) periods shall be the annual contract price for the service as prescribed in Schedule 1-a.
- B. Customer agrees to be solely responsible to Provider for all charges set forth on Schedule 1-a for the duration of the Agreement, regardless of the approval, denial and/or receipt of E-rate funding.
- C. Charges for the Services provided under this Agreement will be billed to Customer on an annual basis.
- D. Payment of all invoices sent shall be due within thirty (30) days of the invoice date.

- E.** Late payments shall be subject to a service charge of one and one half percent (1 1/2%) of any and all unpaid balance unless expressly waived by the Provider in writing. Provider may at its sole discretion terminate or suspend the Services to any Customer whose payments are in arrears by more than sixty (60) days. Such suspension shall not be deemed a waiver of other legal or equitable rights the Provider may have for full payment. If the Customer's Service is suspended, Provider may charge a reconnection fee to cover the administrative cost of reconnection. The reconnection charge shall be in addition to amounts due for unpaid balances and/or the above described service charges.

**V. FORCE MAJEURE**

Provider shall not be liable for any damages incurred as a result of the errors, omissions or negligence of Customer, its personnel, employees, agents or users. Provider shall not be liable for failure to perform if such failure is caused by acts of God, winds, fires, landslide, floods, droughts, famines, acts of public enemies, insurrection, military action, sabotage, riots, or civil disturbances, failure of a utility or utility type service which is essential to the Provider's Service or other event(s) not reasonably within the control of the Provider.

**VI. WARRANTIES AND LIMITATIONS ON LIABILITY**

- A.** The following defines Provider's entire liability with respect to claims arising in any way out of the provision of or failure to provide the Service set out in this Agreement; with respect to any breach of its contractual obligations arising under the Agreement; with respect to any errors, omissions, or negligence of Customer, its personnel, employees, agents or users; and any representations, statements, or tortuous act or omission including negligence or gross negligence arising under or in connection with this Agreement (including any liability for the acts or omissions of its employees, agents, and subcontractors; subsequently referred to as the "Event of Default"). Provider shall not be liable, in respect of or arising out of an Event of Default or the performance, non-performance, or breach of its obligations under this Agreement, for any indirect, incidental, special or consequential damages (including as a result of loss of data or misinformation), including loss of profits, goodwill, revenue, data, or use, incurred by Customer or by any third party whether in an action in contract or tort, even if such damages were foreseeable or Provider had been advised of the possibility of such damages. Provider, from time to time, will be requested to provide consultation related to Service described within this Agreement. Provider will use reasonable efforts in this regard. Customer acknowledges and agrees that the limitation of liability shall apply to such consultation. Without derogating from the other provisions of this section and this Agreement, Provider's liability for damages for breach of this Agreement shall in no event exceed the amounts received by Provider under this Agreement.
- B.** Customer warrants and represents that it will only utilize the Services provided for educational and educational administrative related activities on its premises.

- C. Provider reserves the right to discontinue Customer's access to the Provider's network and/or seek other legal or equitable relief for use of the Services that Provider deems to be in violation of the rules and regulations of any state or federal agency; or in violation of this Agreement; or in violation of municipal, state, federal or international law.

## **VII. INDEMNIFICATION**

CUSTOMER AGREES TO INDEMNIFY AND HOLD PROVIDER, ITS GOVERNING BOARD MEMBERS, OFFICERS, MEMBERS, EMPLOYEES AND/OR AGENTS HARMLESS FROM ANY CLAIMS, SUITS, LIABILITY, LOSS, EXPENSES AND/OR DAMAGES, INCLUDING ALLEGED COPYRIGHT AND OTHER INTELLECTUAL PROPERTY CLAIMS, SUSTAINED BY ANY PERSON BY REASON OF ANY ACT OF CUSTOMER OR ITS USERS IN THEIR ACTIVITIES INVOLVING USE OF PROVIDER'S NETWORK.

## **VIII. TITLE AND OWNERSHIP**

- A. Title to the Service Equipment shall irrevocably and under all circumstances remain with the Provider and its designees, and the Customer will take no action to knowingly compromise the rights, title, and interest of the provider. The Customer's interest in the Services and Service Equipment is limited to non-exclusive use thereof on the premises.
- B. All written procedures and similar items utilized or developed in connection with this Agreement, residing with Providers, are not to be considered the property of Customer.

## **IX. CONFIDENTIALITY OF INFORMATION**

- A. Provider shall exercise reasonable ordinary care in preserving and protecting the confidentiality of information furnished by Customer.
- B. Except as required by law, Provider agrees not to disclose any materials, information, or other data relating to Customer's operations, to other individuals, corporate entities, districts, or governmental agencies, without prior written consent from Customer.
- C. Except as required by law including but not limited to the Ohio public records laws, Customer agrees not to disclose any information or documentation obtained from Provider.

## **X. NOTICES**

- A. All notices permitted or required to be given to either of the parties to this Agreement shall be in writing and shall be deemed given or delivered when: (a)

delivered by hand or (b) mailed, if sent by regular mail or other express delivery service (receipt requested), in each case to the appropriate addresses set forth below (or to such other addresses as the party may designate by notice to the other party hereto):

1. If to Provider:

Name: Matthew Gdovin  
Address: 700 Graham Road  
City/State/Zip: Cuyahoga Falls / Ohio / 44221  
Phone: 330-926-3902  
Facsimile: 330-926-3901  
E-mail: [Gdovin@neonet.org](mailto:Gdovin@neonet.org)

2. If to Customer:

Name: Angie Wagler  
Address: 4128 S. Cleveland-Massillon Rd  
City/State/Zip: Norton Ohio 44203  
Phone: 330-825-6427

**B. GENERAL PROVISIONS**

1. **Successors and Assigns.** This Agreement shall be binding upon and shall inure to the benefit of the parties hereto and their respective successors, assigns, heirs and personal representatives.
2. **Waiver, Discharge, etc.** This Agreement may not be released, discharged, changed or modified in any manner, except by an instrument in writing signed by both parties. The failure of either party to enforce at any time any of the provision(s) of this Agreement shall in not be construed to be a waiver of any provision(s), nor in any way to affect the validity of this Agreement or any part hereof or the right of either party hereto to enforce each and every such provision. No waiver of any breach of this Agreement shall be held to be a waiver of any other or subsequent breach. Furthermore, the term of any purchase order, invoice or like document issued in conjunction with the Service to be provided herein shall not serve to add to or modify the terms of this Agreement.
3. **Captions.** The captions in this Agreement are inserted only as a matter of convenience and as a reference, and in no way define, limit or describe the scope or intent of this Agreement or any of the provisions hereof.
4. **Rights of Persons Not Parties.** Nothing contained in this Agreement shall be deemed to create rights in persons not parties hereto.

5. **Severability.** If any provision of this Agreement or the application thereof to any persons or circumstances shall, for any reason or to any extent, be held invalid or unenforceable, the remainder of this Agreement and the application of such provision to such other persons or circumstances shall not be affected thereby, but rather shall be enforced to the greatest extent permitted by law.
6. **Entire Agreement.** This Agreement, together with the documents referred to herein, shall constitute the entire agreement between the parties with respect to the subject matter hereof and shall supersede all previous negotiations, commitments and writing with respect to such subject matter.
7. **Counterparts.** This Agreement may be executed in several counterparts, all of which taken together shall constitute one single agreement between the parties hereto.
8. **Construction.** This Agreement and its validity, interpretation and effect shall be construed in accordance with and governed by the laws of the State of Ohio. The parties have participated jointly in the negotiation and drafting of this Agreement. If any ambiguity or question of intent or interpretation arises, this Agreement shall be construed as if drafted jointly by the parties and no presumption or burden of proof shall arise favoring any party by virtue of authorship of any specific provisions of the Agreement. When used in this Agreement, the word "including" shall mean including without limitation. Unless the context requires otherwise, any reference to the masculine, feminine and neuter genders include one another.
9. **Compliance with Law.** Each party agrees to comply with all governmental laws and regulations applicable to the Services contemplated by this Agreement. Customer agrees to provide such written evidence of the approval of this Agreement as may be required by law.
10. **Fully Understand and Freely Enter.** The undersigned hereby acknowledge that they have read and understand the foregoing. The parties to this Agreement also acknowledge that the execution of this Agreement is a free and voluntary act, done in belief that the Agreement is fair and reasonable. Finally, the parties acknowledge that they have had the right and opportunity to consult with and obtain the advice of independent legal counsel of the parties' own choosing in the negotiation and execution of this Agreement.

## **EXHIBIT A**

### **IP TELEPHONY SERVICES**

This exhibit is hereby made part of the IP Telephony Services Agreement (the "Agreement") entered between Provider and Customer, as these terms are defined in the Agreement. The following additional terms and conditions apply to the Agreement.

Charges will be incurred for only those Services for which a charge is shown below. Services will be rendered for the period of the Agreement, unless otherwise stated below.

#### **1. Services**

The Services provided and their attendant costs are set forth on Schedule 1-a attached hereto and incorporated herein by reference.

#### **2. Provider's Obligations**

- a) Provider will plan and coordinate all activities incidental to the implementation of the IP Telephony connection.
- b) Provider will assume all responsibilities for the physical IP Telephony system.

#### **3. Customer's Obligations**

- a) Customer agrees to comply with equipment specifications defined by the provider for all components integral to the IP Telephony service.
- b) Customer will supply Provider with appropriate and sufficient space and electrical power to facilitate the IP Telephony service.

By signing below, Signatory of Customer (“Signatory”) certifies authorization to sign on behalf of and legally bind Customer to this Agreement and certifies having read, understood and agreed to the terms of this Agreement, including the provisions of the attached exhibits which are hereby incorporated herein by reference. Signatory certifies that all information provided by Customer in connection with this Agreement is true and accurate.

IN WITNESS WHEREOF, the parties have executed this Agreement to be effective on the date first set forth above.

**CUSTOMER: Norton City Schools**

\_\_\_\_\_  
Signature of Authorized Customer Representative

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed name of Authorized Customer Representative

\_\_\_\_\_  
Signature of Authorized Customer Representative

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed name of Authorized Customer Representative

**PROVIDER: Northeast Ohio Network for Educational Technology**

Printed name of Provider

\_\_\_\_\_  
Signature of Officer or Manager for the Provider

\_\_\_\_\_  
Date

Matthew Gdovin

\_\_\_\_\_  
Printed name of Officer or Manager for the Provider



*Schedule 1-a*

*Summary of Costs*

This exhibit is hereby made a part of the Agreement by and between Provider and the Customer. Charges will be incurred for only those services for which a rate is shown and/or a charge is itemized. Services will be rendered for the period of the Agreement, unless otherwise stated below.

Provider will render Service to support a minimum of 296 phones and 236 voicemail. Increases in support are available up to a maximum of 370 phones at \$35.00 per year per additional phone.

Annual charges, based on a Three (3) year contract, are indicated below:

VoIP service	\$8,584
Voicemail Service	\$4,335
<b>Total Annual Charges</b>	<b>\$12,919</b>