



611 Vader Hill Road
Coudersport, PA 16915
855-438-9486

Technical Service Agreement (TSA) # _5_

Company Name Warren Area School District **Date** 30-Jan-13

Contact Name Brian Collopy **Email** collopyb@wcsdpa.org

Main Phone 814.723.6903 **Contact Phone** 814.723.6903 ext 2177

Fax Number 0 **Contact Cell** 0

Billing Address 589 Hopsital Drive, Suite A **Site Address** 3700 Route 957
Warren, PA 16365 Russel, PA 16345

Building Connection Type 0 **Expected Service Delivery Date** Before or by 7/1/2013

Zito will provide 7 SIP trunks to Warren Area School District's Eisenhower Middle/High School located at 3700 Route 957, Russel, PA 16345. Nine (9) existing e911 enabled DID's at \$1.50 per number.

	Base Cost		Monthly Recurring Cost	Non-Recurring Cost	Term
Voice Solution: 7 Trunks	\$ 224.00		\$224.00	N/A	July 1, 2013-June 30, 2015
DID (e911 enabled)	\$ 13.50		\$13.50		July 1, 2013-June 30, 2015
IP Solution-DSL Back-up	N/A				
Total			\$ 237.50	N/A	

All Products and Services pricing and other charges due hereunder are exclusive of all applicable sales taxes, duties, levies or other charges imposed by any local, state, federal, public or quasi-public governmental entity on Zito, including without limitation, universal service fund fees, the payment of which shall be the sole responsibility of Customer.

Customer Signatory _____ **Date** _____

Zito Account Mgr _____ **Date** _____

Zito President _____ **Date** _____



611 Vader Hill Road
Coudersport, PA 16915
855-438-9486

Customer Responsibilities

1. Follow proper notification procedures for Service and/or Maintenance issues.
2. UPS power backup for managed network devices and digital desktop phones. Load estimate to be provided by Zito.
3. Preparation of rack or wall space for Zito optical demarc and managed network devices.
4. Proper cabling supplied to end points. May require customer testing of existing facilities to determine adequacy for newly installed services.
5. Follow agreed protocol should common network interface equipment be utilized.
6. Customer supplied Cat-5 or 5e to each digital set jack location. Customer supplied Cat-5e or 6 between aggregation closets, if required

Expected Service Delivery Date

The date(s) provided by Zito above are an estimate derived from the anticipated scope of outside plant construction and premise entry, if applicable. Outside plant construction is contingent on coordination with other entities for licenses to attach to their facilities or entering right of ways. "Make Ready" is defined as physical changes to facilities that must be completed by these entities before Zito can commence their construction. These facility changes are outside of Zito's control and may introduce 60-120 days into a construction schedule. Zito will use all commercially reasonable means to determine and communicate any changes to the construction schedule that will have an impact on the service delivery date.

Term

The commencement of the term shall be the date of notification of service availability. For phased implementation, the commencement of the term shall be the date of the latest notification of service availability.

Network Service Right of Use

Customer shall not make available or permit access to the products or services or any portion thereof provided under this agreement to any person or entities outside the site location identified in this agreement by any means, including without limitation, the use of any form of hardwire or transmitter or wide area or wireless network.

Telephone Number Porting

Telephone number porting from the current vendor may delay existing number transfer if not timed correctly. To insure uninterrupted voice services, Zito premise installation must be completed prior to the customer's requested port date. Zito may upon request provide temporary numbers to establish voice services prior to the current vendor's Firm Order Confirmation (FOC) date. Costs for forwarding to these temporary numbers, if required, are the responsibility of the customer. Instructions for number porting, Letter of Authorization (LOA), most recent bill copies and all other required supporting information must be received a minimum of 45 calendar days prior to the requested port date. Large project ports that are split in phases must have phases scheduled in accordance with the current vendor's porting requirements. No porting activation will occur without coordination and approval from the customer.

Billing

The Non-Recurring Cost for Services will be billable upon execution of this agreement. The Monthly Recurring cost for services will become billable as activated *. Payment term is 30 days. Price does not include applicable federal, state and local taxes and fees.

*Zito will provide reasonable means to estimate all service installation dates. Implementation of voice services may be contingent on customer tasks be completed. Zito reserves the right to commence billing for voice services when Zito has completed all tasks to deliver these services but completion of customer tasks extend the voice service activation date 45 days beyond the notice of availability for data services.

Customer Initials _____

Date _____



611 Vader Hill Road
Coudersport, PA 16915
855-438-9486

Service Level Agreement (SLA)

Zito Business will provide the following simple Guarantee: *Should a Customer remain unhappy with a Zito supplied Product or Service after following the procedures outlined in the Customer Service Policy and Procedure document, send your written concern, via Overnight Carrier or Certified Mail (w/signature request) to the following address:*

Zito Business
611 Vader Hill Road
Coudersport, PA 16915

- Zito will work directly with the Customer to address the operational concern.
- Customer agrees to prompt onsite meeting with Zito management.
- Allow up to 10 business days from the receipt of your formal notification for Zito to satisfy the operational concern.

Should Zito remain unable to address the concern to your reasonable level of satisfaction, the Customer may terminate the supplied product or service under the following terms:

1. The reason for your dissatisfaction must be within Zito's direct control.
2. Your account with Zito must be current, with no outstanding balances over 30 days past due.
3. You remain liable for all Zito's charges incurred prior to the effective date of any valid service termination.

Unless otherwise specified, all Zito supplied hardware and equipment remains the property of Zito and shall be returned upon cessation of services for any reason.

Customer Service Policy and Procedures

To provide the fastest response to your Service Issue, please follow the procedures outlined below:

VOICE SERVICE OUTAGE *

Please enter a trouble ticket into our online ticketing system at:

https://support.zitomedia.net/business/tickets/login_page.php

The Zito support team is alerted automatically by the system. ***Please do not call any other Zito support number or office number.***

- A Zito representative will contact you within 15 minutes of your notification.
- Once the issue has been identified, a Zito representative will contact you within 2 hours of the original notification.
- Upon resolution, a Zito representative will contact you within 4 hours of the original notification.

VOICE and DATA SERVICE OUTAGE *

Please contact Commercial Customer Support at 877-742-8272 and provide the representative your contact information. ***Please do not call any other Zito support number or office number.***

- A Zito representative will contact you within 15 minutes of your notification.
- Once the issue has been identified, a Zito representative will contact you within 2 hours of the original notification.
- Upon resolution, a Zito representative will contact you within 4 hours of the original notification.

** In the majority of cases, Zito will have identified and repaired the situation within minutes.*

ALL OTHER SERVICE RELATED ISSUES OR QUESTIONS

Including:

- Virtual PBX feature issues
- IP supplied telephone set issues
- Bandwidth issues (non-service affecting)

Use the Zito online ticketing system to identify your service issue at:

https://support.zitomedia.net/business/tickets/login_page.php

- A Zito representative will contact you within 60 minutes of your notification.
- Once the issue has been identified and resolved, a Zito representative will contact you within 4 hours.
- Defective hardware (i.e. telephone sets) will be replaced within 24 hours.

If you don't have a Mantis system login, please contact Leanne Bertrand at 814-260-9461 to have one created.

Customer Initials _____ Date _____