

Technical Service Agreement (TSA) 10

Zito Quote 21925

Customer Entity Name	Warren County School District
Third Party Agent (if applicable)	
Billing Street / PO Box	6820 Market Street Extension
Billing City, State, Zip	Russell, PA 16345

Customer Primary Technical Contact			
Name	Gary Weber		
Email	weberg@wcsdpa.org	Primary Phone	

Customer Secondary Technical Contact			
Name			
Email		Primary Phone	

Customer Business Contact			
Name	Gary Weber		
Email	weberg@wcsdpa.org	Primary Phone	

Contract Term (months)	60	Estimated Delivery Date	7/1/2022
** A revised estimated delivery date will be provided following assessment of special construction			

Total Service Pricing	Monthly Recurring Cost (MRC)	Non-Recurring Cost (NRC)
Commercial Equipment		
Commercial Installation		
Commercial Internet		
Commercial Transport	\$ 4,500.00	
Commercial Voice		
Total	\$ 4,500.00	\$ -

Services	Speed (Mbps)	A: Location	Z: Location	Quantity	Price	MRC	NRC
Commercial Transport							
MR - WAN Transport	80,000 Mbps	Zito NNI	Data Center - Anderson Bldg 25 Conewango Ave, Warren, PA	1	\$ 450.00	\$ 450.00	\$ -
MR - Wide Area Network - E-Line	20,000 Mbps	Data Center - Anderson Bldg 25 Conewango Ave, Warren, PA	Central Office 6820 Market St, Russell, PA 16345	1	\$ 450.00	\$ 450.00	\$ -
MR - Wide Area Network - E-Line	10,000 Mbps	Data Center - Anderson Bldg 25 Conewango Ave, Warren, PA	Eisenhower Middle School 3700 Route 957, Russell, PA 16345	1	\$ 450.00	\$ 450.00	\$ -
MR - Wide Area Network - E-Line	10,000 Mbps	Data Center - Anderson Bldg 25 Conewango Ave, Warren, PA	Sheffield Area Middle-High School 6760 Route 6, Sheffield, PA 16347	1	\$ 450.00	\$ 450.00	\$ -
MR - Wide Area Network - E-Line	10,000 Mbps	Data Center - Anderson Bldg 25 Conewango Ave, Warren, PA	Warren Area High School 345 E 5th Ave, Warren, PA 16365	1	\$ 450.00	\$ 450.00	\$ -
MR - Wide Area Network - E-Line	10,000 Mbps	Data Center - Anderson Bldg 25 Conewango Ave, Warren, PA	Warren Area Elementary School 349 E 5th Ave, Warren, PA 16365	1	\$ 450.00	\$ 450.00	\$ -
MR - Wide Area Network - E-Line	10,000 Mbps	Data Center - Anderson Bldg 25 Conewango Ave, Warren, PA	Warren County Career Center Warren 347 E 5th Ave PA	1	\$ 450.00	\$ 450.00	\$ -
MR - Wide Area Network - E-Line	10,000 Mbps	Data Center - Anderson Bldg 25 Conewango Ave, Warren, PA	Youngsville High School 227 College St, Youngsville, PA 16371	1	\$ 450.00	\$ 450.00	\$ -
MR - Wide Area Network - E-Line	10,000 Mbps	Data Center - Anderson Bldg 25 Conewango Ave, Warren, PA	Youngsville Elementary School 232 2nd St, Youngsville, PA 16371	1	\$ 450.00	\$ 450.00	\$ -
MR - Wide Area Network - E-Line	2,000 Mbps	Data Center - Anderson Bldg 25 Conewango Ave, Warren, PA	Central Warehouse 101 School St, Sugar Grove, PA 16350	1	\$ 450.00	\$ 450.00	\$ -

Other							
Transport Solution: Zito will provide Wide Area Transport service for each of the above-referenced WCSDP locations, at the bandwidths associated per site.							
TSA-10 will have an initial term of 60 months effective 07/01/2022, with one (1) optional 1-year renewal thereafter.							

Taxes and Fees: 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, the payment of which shall be the sole responsibility of Customer.

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.

Renewals: The commencement of the renewal term and any subsequent pricing modifications shall be effective with the next billing cycle following the TSA final signatory execution date.

Acknowledged and Agreed: By signing below, I certify that I am duly authorized by the company to execute this form and make the representations contained herein on behalf of the company.

Customer Printed Name	_____	Title	_____
Customer Signatory	_____	Date	_____
Zito Account Mgr	_____	Date	_____
Zito President	_____	Date	_____

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.
3. Preparation of rack or wall space for Zito optical demarcation 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.
7. Zito DIA service includes the installation of a fiber optic compatible network interface device (NID) with an Ethernet port that is configured based on the listed service speed. The customer is required to provide a network element with routing capability and configure in accordance with the information provided at the time of installation. Customer configuration of traffic shaping (often found in QoS configuration instructions) is also required for service speeds other than 100Mbps or 1000Mbps.

Analog Compatibility

Alarms, Fax Machines, Pagers and other devices may not be compatible with VoIP (Voice over Internet Protocol) services. Analog device to IP telephony is a best effort service. Zito will make reasonable attempts to provide a successful service. Zito makes no representation or warranty, whether express or implied that the service will work with these devices. If your device is not compatible with IP telephony, consider having a phone line with traditional service integrated with your device.

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.

*Zito will provide reasonable means to estimate all service installation dates. Implementation of voice services may be contingent on customer tasks being 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.

Equipment

Unless purchased, all equipment, modems, and mounting equipment will at all times remain the property of Zito Business. Customer shall pay for the full retail cost of, or the repair or replacement of any lost, stolen, unreturned, damaged, sold, transferred or assigned equipment, together with any costs incurred by Zito Business in obtaining or attempting to obtain possession of any such equipment.

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 180 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.

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.

Portability

Customer may, upon thirty (30) days written notice to Zito, move, discontinue or terminate Service, prior to the end of an Agreement Term as set forth in the Technical Services Agreement (TSA), without payment of the applicable early termination charge set forth in Section 5 of the Master Services Agreement (MSA), if: (i) Customer replaces the affected Service at a new location, so long as the value of the replacement Service is equal to or greater than the Service being replaced, and (ii) Customer pays all non-recurring charges applicable to the replacement Service (including, without limitation, all construction expenses); and (iii) Customer pays any applicable third party termination liability applicable to the Service being terminated.

Telephone Call Monitoring and Recording

While the Zito hosted PBX platform has considerable capabilities with regard to monitoring and recording telephone calls within your office, the use of these features may be regulated by state and federal laws and regulations. Zito provides no advice or legal opinions with regard to compliance with any such federal or state laws and regulations nor indemnifies customers against any potential non-compliance. If any Zito customer opts to utilize such functionality, it is the responsibility of that customer to determine that such use is in compliance with all federal and state laws and regulations.

Telephone Number Porting

Telephone number porting from the current vendor may delay existing number transfer if not timed correctly. To ensure 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.

Non-Provisioned E911 Call

Any penalty fees imposed for customer-supplied numbers provided to Zito that are non-compliant with the FCC's regulations regarding E911 are the sole responsibility of Customer. Zito will not be responsible for any such encumbrances resulting from incorrect, incomplete, inaccurate, and ill- or non-defined locations in conjunction with associated Caller IDs.

Terms of Use

You have reviewed and will comply with Zito's Acceptable Use Policy posted on www.zitobusiness.com

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
102 South Main Street, PO Box 665
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

Zito Business is dedicated to resolving all Network Service problems and interruptions as quickly as possible. Our Network Operations Center (NOC) is comprised of experienced, technical customer service agents that have significant industry knowledge, with vital experience successfully handling crisis situations. All system events are logged on problem notification (via alarm or customer call), with the NOC working to determine the problem source, and to dispatch personnel as required.

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

Please enter a trouble ticket in our online ticketing system by logging in to your Zito Customer Dashboard at www.zitobusiness.com. If you are unable to open a trouble ticket, please contact our Network Operations Center at 877-742-8272 and provide the representative with your contact information. Please do not call any other Zito support number or office number.

VOICE or DATA SERVICE OUTAGE *

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 MINOR SERVICE RELATED ISSUES OR QUESTIONS

* Including: Virtual PBX feature issues, IP supplied telephone set issues, bandwidth issues (non-service affecting).

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.

Internet Capacity and Throughput (DIA Customers Only)

1. Zito agrees to maintain sufficient capacity on its network and to its peering and internet connections so that customer will attain, subject to typical network overhead, its full throughput on its Zito internet connection.
2. Customer and Zito agree that if capacity/throughput testing is necessary, it will be conducted through a multiple flow iperf test from the customer's location to an off-net location provided by Zito. For this purpose, off-net is defined as a location not directly on Zito's network so that the test flows will traverse one of Zito's internet connections and the public internet. Testing must be conducted while directly connected to Zito's premise equipment and with no other customer traffic present on the interface under test.
3. It is agreed that under no circumstances will commercial internet speed tests be used as a measure of circuit capacity or throughput.
4. If customer requests throughput testing and testing demonstrates a shortfall in throughput, Zito will immediately take steps to correct that condition. If testing demonstrates full throughput, then customer will be billed \$500 for the testing process.

E911 Disclaimer (Voice Customers Only)

The E911 Disclaimer and Customer Acknowledgement constitute a part of your Service Agreement with Zito Business (Zito).

The Federal Communications Commission (FCC) requires Zito to explain any potential limitations of the Emergency 911 (E911) services being provided. It is important that you understand the difference between the Zito VoIP (Voice over Internet Protocol) service and the phone service provided over a traditional phone line.

VoIP phone service depends on Internet connectivity and power to function. Zito emergency calling service / 9-1-1 may not be available under certain circumstances, including but not limited to:

- * an electrical power outage
- * a broadband internet service outage

You are responsible for the accuracy and the completeness of the address that you submit to Zito and advising us of any changes to the address for the location at which VoIP will be used and to which emergency service will be sent in the event that you use the VoIP 9-1-1 dialing service. Inaccurate address information may result in a delay of the required emergency service.

We make no warranties or guarantees as to whether, or the manner in which, 9-1-1 dialed calls that you make are answered or responded to by the local emergency response center or by the national emergency calling centers. We rely on third parties to assist us in routing 9-1-1 calls to local and national call centers. We disclaim any and all liability or responsibility in the event that the third party data used to route 9-1-1 dialed calls is incorrect or yields an erroneous result.

The FCC requires Zito to advise customers to place the following notice near all VoIP phone sets:

In the event of a power outage or internet failure, this phone may not have the ability to make or receive calls, including 9-1-1 calls.