



## Customer Service Order

THIS SERVICE ORDER ("Service Order"), is executed and effective upon the date of the signature set forth in the signature block below ("Effective Date") and is by and between Charter Communications Operating, LLC on behalf of those operating subsidiaries providing the Service(s) hereunder ("Spectrum") and Customer (as shown below) and is governed by and subject to the Spectrum Enterprise Commercial Terms of Service posted to the Spectrum Enterprise website, <https://enterprise.spectrum.com/> (or successor url) or, if applicable, an existing services agreement mutually executed by the parties (each, as appropriate, a "Service Agreement"). Except as specifically modified herein, all other terms and conditions of the Service Agreement shall remain unamended and in full force and effect.

Account Executive: Jim Eckes  
Phone: 9415248176 ext:  
Cell Phone: 9415248176  
Fax:  
Email: james.eckes@charter.com

Order # 11152386

Customer Information: Customer Code		
<b>Business Name</b>	TRINITY LUTHERAN SCHOOL-	<b>Customer Type:</b>
<b>Federal Tax ID</b>	<b>Tax Exempt Status</b>	<b>Tax Exempt Certificate #</b>
<b>Billing Address</b>		
<b>Attention To:</b>		<b>Account Number</b>
3016 W Vine St Kissimmee FL 34741		
<b>Billing Contact</b>	<b>Billing Contact Phone</b>	<b>Billing Contact Email Address</b>
<b>Authorized Contact</b>		<b>Authorized Contact Email Address</b>
<b>Authorized Contact Phone</b>		
Jack Meadows	(717) 802-0847	jacknsusanm@gmail.com
<b>Technical Contact</b>		<b>Technical Contact Email Address</b>
<b>Technical Contact Phone</b>		

**Jack A Meadows**

E-signed 2019-04-03 03:38PM EDT

jacknsusanm@gmail.com

Treasurer





New and Revised Services and Monthly Charges At 3016 W Vine St , Kissimmee FL 34741				
Description	Quantity	Sales Price	Monthly Recurring Total	Contract Term
Spectrum Business Internet Ultra	1	\$109.99	\$109.99	36 Months
*Total			\$109.99	
*Prices do not include taxes and fees.				
One Time fees At 3016 W Vine St , Kissimmee FL 34741				
Description	Quantity	Sales Price	Total	
Internet Installation	1	\$99.00	\$99.00	
Total			\$99.00	
*Prices do not include taxes and fees.				

**Jack A Meadows**

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## Special Terms

### E-RATE FUNDING CONTINGENCY.

Customer may submit this Service Order and the Agreement to the Schools and Libraries Division of the Universal Service Administrative Company, (i.e., the entity appointed by the Federal Communications Commission to administer the Universal Service Program with respect to Schools and Libraries (E-Rate) funding) as part of any application seeking a federal subsidy or funding.

Customer is responsible for notifying Charter of its election of either the Service Provider Invoice (SPI) or Billed Entity Applicant Reimbursement (BEAR) discount method by May 15th prior to the applicable funding year. Customer must complete and return an E-Rate Discount Election Form to Charter prior to such date, or Customer will be deemed to have chosen the BEAR discount method for the funding year.

Upon Charter's receipt of appropriate notice that Customer is an approved E-Rate program participant for a Service, Charter will invoice Customer for the Service in accordance with E-Rate guidelines and/or rules. If Charter invoices Customer for a Service pursuant to any E-Rate program rates, discounts or credits in advance of receiving such notice and Customer's request for E-Rate program funding is denied, limited or reduced, Charter will invoice Customer and Customer will pay the difference between such invoiced amount(s) and the actual amount of the charges for the Service as described in this Service Order. Notwithstanding anything herein to the contrary, Customer's obligations under this Service Order shall remain in full force and effect in the event Customer withdraws or is removed from the E-Rate program, receives E-Rate program funding that is less than Customer's requested funding amount, or is denied E-Rate program funding for any Service described in this Service Order. For the avoidance of doubt, Customer is solely responsible for all charges for services, as described in this Service Order, that were installed prior to the E-Rate program funding year start date.

**CALIFORNIA TELECONNECT FUND (CTF) CONTINGENCY.** If state funding for the California Teleconnect Fund (CTF) is exhausted, or if Customer fails to qualify for CTF discounts, Customer will be back-billed for CTF discounts advanced by Spectrum. Furthermore, if Customer fails to receive E-Rate discounts from the Universal Service Administrative Company (USAC), Universal Service Administrative Company (USAC), administrators of E-Rate funding, Customer will be back-billed for all such discounts advanced by Spectrum. Customer is required to comply with all federal E-Rate and CTF rules. Spectrum reserves the right to suspend both CTF and E-Rate discounts to Customer in the event that Customer (i) fails to abide by all federal E-Rate and CTF rules, or (ii) withdraws its request for E-Rate and/or CTF.

**Jack A Meadows**

E-signed 2019-04-03 03:38PM EDT

jacknsusanm@gmail.com

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**Electronic Signature Disclosure**

By signing and accepting below you are acknowledging that you have read and agree to the terms and conditions outlined in this document.

Jack A Meadows  
Jack A Meadows (Apr 3, 2019)

**Authorized Signature for Customer**

Jack A Meadows

Treasurer

**Printed Name and Title**

Apr 3, 2019

**Date Signed**

**Jack A Meadows**

E-signed 2019-04-03 03:38PM EDT

jacknsusanm@gmail.com

Treasurer





## SPECTRUM ENTERPRISE SERVICE AGREEMENT

The customer identified below ("Customer") hereby acknowledges and agrees to the Commercial Terms of Service available at <https://enterprise.spectrum.com/> ("Terms of Service"), which are incorporated herein by this reference, with respect to any service order(s) placed by Customer and accepted by Spectrum hereafter (each, a "Service Order"), which together with this agreement constitute the "Service Agreement" by and between the Customer and Charter Communications Operating, LLC on behalf of those operating subsidiaries providing the service(s) hereunder ("Spectrum").

Spectrum Contact Information	
Spectrum Enterprise 12405 Powerscourt Drive St. Louis, MO 63131	Contact: Jim Eckes  Telephone: 9415248176  Email: james.eckes@charter.com

Customer Information				
Customer Name (Exact Legal Name): TRINITY LUTHERAN SCHOOL-			Main Tel. No.:	
Billing Address: 3016 W Vine St	Suite:	City: Kissimmee	State: FL	Zip Code: 34741
Billing Contact Name:	Tel.No.:		E-mail:	
Authorized Contact Name: Jack Meadows	Tel.No.: (717) 802-0847		E-mail: jacknsusanm@gmail.com	

BY EXECUTING THIS SERVICE AGREEMENT BELOW, CUSTOMER ACKNOWLEDGES THAT: (1) CUSTOMER ACCEPTS AND AGREES TO BE BOUND BY THE TERMS OF SERVICE, INCLUDING THE ARBITRATION SECTION THEREOF, WHICH PROVIDES THAT THE PARTIES DESIRE TO RESOLVE ANY CONTROVERSY OR CLAIM ARISING OUT OF OR RELATING TO THE SERVICE AGREEMENT THROUGH ARBITRATION; AND (2) BY AGREEING TO ARBITRATION, CUSTOMER IS GIVING UP VARIOUS RIGHTS, INCLUDING THE RIGHT TO TRIAL BY JURY.

**Customer:** TRINITY LUTHERAN SCHOOL-

**By:** Jack A Meadows  
Jack A Meadows (Apr 3, 2019)

**Name (printed):** Jack A Meadows

**Title:** Treasurer

**Date:** Apr 3, 2019

Jack A Meadows

E-signed 2019-04-03 03:38PM EDT

jacknsusanm@gmail.com

Treasurer

