



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: Mary Jo Grant
Phone: (414) 908-4795 ext:
Cell Phone: (414) 254-4367
Fax: 704-945-1825
Email: mary.grant1@charter.com

Order # 11214938

Customer Information: Customer Code 0000		
Business Name	ADVENTIST JUNIOR ACADEMY	Customer Type:
Federal Tax ID	Tax Exempt Status	Tax Exempt Certificate #
Billing Address		Account Number
Attention To:		
1422 Shawano Ave Green Bay WI 54303		
Billing Contact	Billing Contact Phone	Billing Contact Email Address
Kiana Binford	(920) 494-2741	kianabinford@gmail.com
Authorized Contact	Authorized Contact Phone	Authorized Contact Email Address
Kiana Binford	(920) 494-2741	kianabinford@gmail.com
Technical Contact	Technical Contact Phone	Technical Contact Email Address

Kiana L Roat

E-signed 2019-04-11 03:42PM CDT
kianabinford@gmail.com
Principal - AJA



**Voice Service Order Information** 1422 Shawano Ave Green Bay WI 54303

Current LEC	LEC BTN	Porting Required

Internet and TV Services Order Information For 1422 Shawano Ave Green Bay WI 54303

Service Type
High Speed Internet (HSD) IPs (Internet Addresses)

Current Services and Monthly charges At 1422 Shawano Ave , Green Bay WI 54303

Description	Quantity	Sales Price	Monthly Recurring Total
ERATE Data Discount	1	(\$56.99)	(\$56.99)
*Total			-\$56.99

*Prices do not include taxes and fees.

New and Revised Services and Monthly Charges At 1422 Shawano Ave , Green Bay WI 54303

Description	Quantity	Sales Price	Monthly Recurring Total	Contract Term
5 Static IP	1	\$19.99	\$19.99	Month to Month
Spectrum Business Internet Ultra	1	\$89.99	\$89.99	Month to Month
Spectrum Business Voice	3	\$29.99	\$89.97	Month to Month
*Total			\$199.95	

*Prices do not include taxes and fees.

Kiana L Roat

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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.

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.

Kiana L Roat
Kiana L Roat (Apr 11, 2019)

Authorized Signature for Customer

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161111 v.1 Commercial

Kiana L Roat

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kianabinford@gmail.com

Principal - AJA



Kiana L Roat

Principal - AJA

Printed Name and Title

Apr 11, 2019

Date Signed

Kiana L Roat

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Spectrum™ Business Voice Service E911 Acknowledgment

Customer Name: ADVENTIST JUNIOR ACADEMY

Billing Address: 1422 Shawano Ave Green Bay WI 54303

Please confirm that you understand this important information regarding E911 access and Spectrum Business Voice service.¹

Spectrum Business Voice service customer premise equipment (“CPE”) is electrically powered and, in the event of a power outage or Spectrum network failure, E911 services may be unavailable.

When you dial 911, your service address is automatically provided to an emergency services provider. Spectrum Business Voice service CPE must not be moved to a new service address without first contacting Spectrum to identify your new service location. If you move the Spectrum Business Voice service CPE to a new service address without authorization and dial 911, you will need to provide your address to the 911 operator or your call may be misdirected to the wrong location or wrong emergency provider.

During the first 72 hours after initiating service or advising us of an address change, if you dial 911, you must provide your new service address to the emergency operator. This is necessary to ensure emergency services are dispatched to your new service address because the emergency operator may not have the new service address in their records. In some locations, depending on the equipment used by local governments to provide 911 service, you will always need to convey the 911 service location information to the emergency operator.

You must ensure that all alarm, security, medical and/or other monitoring systems and services are tested to validate proper operation after Spectrum Business Voice service is installed.

By signing my name below, I acknowledge that I have received and understand this Acknowledgement and agree to the obligations described above.

Kiana L Roat
Kiana L Roat (Apr 11, 2019)

Apr 11, 2019

(Authorized Customer Signature)

(Date Signed)

Kiana L Roat

Principal - AJA

(Printed Name)

(Title)

¹ “Spectrum” refers to Charter Communications Operating, LLC and its subsidiaries providing you the Services.

Kiana L Roat

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