



Maintenance Schedule A

Enhanced+

This Schedule is made pursuant to the Master Customer Equipment and Maintenance Agreement ("Agreement") between Carroll County Schools ("Customer") and the Windstream legal entity that provides the Services to Customer ("Company"), dated July 22, 2015, and is effective the date indicated below ("Commencement Date"). Unless otherwise defined herein, capitalized terms shall have the same meaning as defined in the Agreement. This Schedule shall constitute a separate agreement which incorporates the terms and conditions of the Agreement. The provisions of the Agreement shall control over any conflicting provisions in this Schedule, except to the extent that a provision of the Agreement specifically states that the Schedule may provide different terms. This Schedule may contain additional terms, provided that the terms do not conflict with the provisions of the Agreement.

PLAN SELECTION. Customer acknowledges that it has reviewed Company's specific Maintenance offerings and chooses to subscribe to the Maintenance Service Plan ("Plan") below.

Contract

Commencement Date: October 15, 2015

Terminals included?

Windstream Support Term: 12 months

Other optional coverage?

Manufacturer's Support Term: 12 months

Total Contract Value: \$9,505.56 includes first invoice for manufacturer's support

Pricing valid sixty (60 days) from July 22, 2015

Billing

Windstream Support: \$5,539.20 Billed annually

Manufacturer's Support: \$3,966.36 Billed Annually

Pricing subject to change based on final site survey.

TERM AND AUTOMATIC RENEWAL. This Schedule shall be for the term set forth above and shall automatically renew for additional one year terms unless, 1) written notice is provided by Customer at least thirty (30) days prior to the end of the then current term, 2) CPE is no longer supported by the manufacturer per the manufacturer's published product lifecycle, or 3) Company substantially changes or discontinues the Services purchased by Customer. Windstream will provide written notice at least thirty (30) days prior to the end of the then current term in the event of any changes or termination by Windstream pursuant to 2 or 3 above.

PRICING. Company reserves the right to increase Customer's payment amount no more than one (1) time per year based on moves, additions, and/or changes to CPE that substantially increase the station or port count. Ports are defined as the number of IP, digital, or analog end user devices ("Terminals"), voice mail ports, licenses and trunks equipped on the CPE. Company shall provide at least thirty (30) days' notice prior to such price increase becoming effective.

SYSTEM FAILURE AND RESPONSE TIMES.

- a. Each Plan provides guaranteed response times to Customer for major and minor malfunctions. Company shall use commercially reasonable efforts to respond to major malfunctions originating in the CPE (within 2 hours / within 4 hours / the next business day) after receiving notice of such malfunction from Customer. For minor malfunctions, Company shall use its commercially reasonable efforts to respond to malfunctions originating in the CPE within one (1) business day after notice thereof. Business day is defined as Monday through Friday, 8 a.m. to 5 p.m. of Customer's applicable local time zone and excludes holidays observed by Company ("Holidays").

- b. Malfunction levels are defined as below:
- i. Major – System failure resulting from the failure of twenty percent (20%) or more of all stations and/or trunks or failure of the attendant console.
 - ii. Minor – All other failures not defined as a Major failure.
- c. Guaranteed response times commence at the time a Company representative begins work on the Customer's malfunction either remotely or on-site.

SERVICE PLAN FEATURES: ENHANCED+

- 24/7 Remote Alarm Monitoring, provided connectivity is available
- On-Site and Remote Labor Support 8x5 Monday – Friday, excluding holidays
- Dispatch within two (2) hours for metro areas on Major issues
- Dispatch within four (4) hours for non-metro areas on Major issues
- Advanced Parts Replacement
- Hardware and System Software Support
- Annual System Review and Consultation
- Discounted labor rates for MAC

REMOTE MONITORING.

- a. CPE covered by this Schedule will be monitored 24x7, 365 days a year by a Company representative. Company will respond to issues identified from remote monitoring within two (2) hours after receiving the notification. Company will provide commercially reasonable efforts to resolve the malfunction remotely and will dispatch a Company representative on-site to resolve the malfunction if required. Should said dispatch result in time and material charges to Customer, Company will notify Customer prior to dispatch to request approval.
- b. Should Customer request Company to perform changes to Customer's CPE, Company reserves the right to fulfill the request remotely when possible. Should Company perform the task remotely, Customer will be billed for the time and material unless the request is determined to be the direct result of CPE failure. All on-site requests for technical assistance with programming or technical changes will also be handled on a time and materials basis and will be billable.
- c. Company shall not be liable for inability to provide remote monitoring should Customer not provide Company access to CPE, including, but not limited to, (i) Customer's failure to provide valid password(s) to its system, (ii) Customer not maintaining network access to CPE, or (iii) Customer not maintaining additional parts/equipment required to access the its network.

PARTS.

- a. Company shall furnish all parts as outlined in Section A of this Schedule. Repair and/or replacement parts will be offered to Customer in new or like new condition and will be the functional equivalent of the new or defective part being replaced.
- b. Company shall not be obligated to replace CPE damaged by :
- i. Fire, explosion, power irregularities, power surges or acts of God (including, but not limited to , earthquakes, rain, floods or lightning);
 - ii. Customer's failure to follow applicable operations, maintenance or environmental requirements described in any of the manufacturer's manuals or product bulletins;
 - iii. Mishandling, abuse, misuses or damage to the CPE by Customer or any other party not authorized by Company.

CPE MANUFACTURER SUPPORT. Customer acknowledges that certain CPE issues may require escalation by Company to the applicable CPE manufacturer, and that Company's ability to do so may be contingent on Customer maintaining a separate support plan with such CPE manufacturer. Customer agrees that Company shall not be liable for inability to provide Services in those instances where escalation to a CPE manufacturer is required to address a CPE issue, and Customer failed to maintain a support plan with the applicable CPE manufacturer.

COVERED EQUIPMENT

XQ Proposal 51557-57423

Customer Location

Site Name	Carroll County Schools - Board Office	Oracle Site ID	379260
Address	813 Hawkins St.	Mfr Acct No.	
City	Carrollton	St	KY ZIP 41008
Site Mfr Mtce Fee	Site Win Mtce Fee \$720.00	Total Site Mtce Fee	\$720.00

Customer-Owned Equipment Schedule

Material Code	Qty	Description
	1	SRG
		Phones
	1	1230
	17	1220
	1	KEM

Optional Coverage

Customer Location

Site Name	Carroll County HS	Oracle Site ID	379261
Address	1706 Highland Ave	Mfr Acct No.	
City	Carrollton	St	KY ZIP 41008
Site Mfr Mtce Fee	\$3,966.30	Site Win Mtce Fee	\$2,659.20
		Total Site Mtce Fee	\$6,625.50

Customer-Owned Equipment Schedule

Material Code	Qty	Description
CS1000 Rls 7.5	1	Ports: 48 (serial #318836625) = \$2,659.20
Call Pilot	1	Channels: 8
NT8D09CA	1	Extended Analogue Message Waiting Line Card
NT8D14DA	1	
NTDW59BA-CS	1	
NTRB21AC	1	T1 MultiPurpose Digital Interface (TMDI) Card
		Phones
	1	1230
	18	1220
	46	1210
	1	KEM
GE4300883	290	CallPilot - Nortel Express Software Support - Plus - Service Line Number 883
GE4300AQQ	268	CS1000 - Express Technology Support-Tier 2 (101-1199 users) Base Tech Sup Ser S...

Optional Coverage

Customer Location

Site Name Carroll County Middle School Oracle Site ID 387899
Address 408 Fifth St Mfr Acct No.
City Carrollton St KY ZIP 41008
Site Mfr Mtce Fee Site Win Mtce Fee \$720.00 Total Site Mtce Fee \$720.00

Customer-Owned Equipment Schedule

Material Code	Qty	Description
	1	SRG
		Phones
	1	1230
	9	1220
	31	1210
	1	KEM

Optional Coverage

Customer Location

Site Name Cartmell Elementary School Oracle Site ID
Address 1708 Highland Ave Mfr Acct No.
City Carrollton St KY ZIP 41008
Site Mfr Mtce Fee Site Win Mtce Fee \$720.00 Total Site Mtce Fee \$720.00

Customer-Owned Equipment Schedule

Material Code	Qty	Description
	1	SRG
		Phones
	1	1230
	16	1220
	43	1210
	1	KEM

Optional Coverage

Customer Location

Site Name Kathryn Winn Elementary School Oracle Site ID
Address 907 Hawkins St. Mfr Acct No.
City Carrollton St KY ZIP 41008
Site Mfr Mtce Fee Site Win Mtce Fee \$720.00 Total Site Mtce Fee \$720.00

Customer-Owned Equipment Schedule

Material Code	Qty	Description
	1	SRG
		Phones
	1	1230
	17	1220
	58	1210
	1	KEM

Optional Coverage

CUSTOMER		COMPANY	
Signature	Date	Signature	Date
Name		Name	
Title		Title	