

To be eligible for a service credit, either Granite or Customer must open a valid trouble ticket documenting the problem and the SLA Objective's non-conformance and Customer must timely request the applicable service credit by (i) emailing custserv@granitenet.com with "Granite Guardian - Service Credit Request" in the subject header or (ii) contacting Customer's Granite premier representative, within thirty (30) days after the trouble ticket is closed by Granite. Each service credit request must reference the applicable trouble ticket number(s) and circuit identifier(s) for the circuit elements associated with the non-conforming event. Service credit requests will not be accepted for open trouble tickets.

Granite, with written notice to the State may limit Customer's eligibility to receive service credits if (a) Customer account is not current and in good standing; (b) Customer was in default of any payment or other terms at the time of the incident generating the service credit claim or prior to Granite issuing the service credit; (c) Customer has submitted an excessive number of rejected service credit claims or attempted to use the service credit process in a frivolous or fraudulent manner; and/or (d) Customer is in violation of Granite's Acceptable Use Policy or Moderation of Use Policy covering the affected Granite Guardian Services.

Service credits will be calculated on a cumulative basis in a given month. Service credit requests will be reviewed and evaluated by Granite in relation to the relevant accumulated statistics in the month during which an SLA Objective's non-conforming event is alleged to have occurred. Granite's determination as to whether a SLA Objective has or has not been met shall be final. Service credit requests encompassing multiple months will be prorated in accordance with the statistical accumulations for the month in which the non-conformance occurred. Granite shall have thirty (30) business days to respond from the end of the month in which the service credit request is submitted. Service credit requests approved by Granite will be credited to Customer's account on the next billing cycle that begins after the service credit approval.

Cumulative service credits in any one (1) month must exceed \$25.00 to be processed. In no event shall Granite's total liability for any and all interruptions, disruptions, failures, and/or degradations in Granite Guardian Services (including, without limitation, any failure to meet any SLA Objective set forth in this Service Level Agreement) exceed one hundred percent (100%) of the MRC for the affected Granite Guardian Services.

4. Specific Exclusions. SLA Objectives do not include periods of service outages or other service level deficits, in whole or in part, due to any of the following causes and/or exclusions:

- Service interruptions or delays arising out of or in connection with, but not limited to, the following:
 - (a) any act or omission on the part of Customer or a third party;
 - (b) interruption occurring because Customer elects not to release the Service for testing and repair by Granite but continues to use it on an impaired basis;
 - (c) failing to provide access to Customer premises as reasonably requested by Granite or its agents to enable Granite to comply with its obligation, including having a Customer representative present to assist in performing diagnostic testing and to resolve problems should they exist;
 - (d) the failure of a Service or CPE that is not included in the definition of Granite Guardian Services;
 - (e) any inside wiring; and/or
 - (f) CPE, or network configuration changes made by Customer or at the direction of Customer, made in response to security threats, breaches or attacks.
- Granite or Customer's scheduled outages, network maintenance or emergency maintenance.
- Any force majeure event beyond the reasonable control of Granite.
- Any failure, issue or delay associated, in whole or in part, with Customer's or a third party's software, equipment, applications, facilities and/or network.
- Any event or occurrence that results in "no trouble found" by Granite.
- Granite Guardian Services that have not been accepted by Customer or issues that occur within the first thirty (30) days of the Activation Date of a specific Granite Guardian Services.
- Granite provided software or license components are not eligible for service credits.

- During emergency network conditions where dynamic rerouting is required.



ANALOG REPLACEMENT SERVICES SERVICE LEVEL AGREEMENT

Analog Replacement Services will be measured based on Service Level Objectives ("SLA Objectives") as set forth in Section 1. SLA Objectives are based upon intended/target performance levels/criteria of Granite's Core Network.

1. SLA Objectives. SLA Objectives are as follows:

A. Performance

General Standard. Granite will use commercially reasonable efforts to maintain its overall Analog Replacement Services quality. The quality of Analog Replacement Services shall be consistent with industry standards and sound business practices. Live support is available 24 hours a day, 7 days a week, 365 days a year from Granite's customer service representatives on the Help Desk in our Quincy, Massachusetts headquarters.

B. SLA Objectives.

Table 1:

Underlying Access Medium	DIA	MPLS	Cable	DSL	Fiber	Wireless (LTE)
Network Availability	99.99%	99.99%	99.50%	99.50%	99.50%	99.00%
NOC Email Notification	15 minutes					
MTTR	8 hours					
CPE MTTR	2 business days					
Install Interval	45 business days					

SLA Objectives are effective as of the first (1st) day of the second (2nd) month after the Activation Date of such specific Analog Replacement Services.

Applicability. Notwithstanding anything to the contrary contained herein or in any other document, including, but not limited to, SW1014, SLA Objectives and service credits, if any, shall not apply to all or any portion of Off-Net Services used to provide the Analog Replacement Services. Granite shall not be responsible for any failure of network availability of such Off-Net Services, or if the underlying access medium is not provided by Granite.

2. Descriptions and Definitions.

*The description and definitions below are only applicable to this SLA and do not supersede any descriptions or definitions included in Attachments A-D1.

Network Availability

"Network Availability" will be an average of actual minutes of availability of all Customer IP logical connections as a percentage of the total IP logical connection available minutes as measured over a calendar month and shall be calculated as follows:

$$\text{Network Availability} = ((\text{Calendar Month Minutes} - \text{Excluded Outage Time Minutes} - \text{Outage Time} - \text{Outage Time}))$$



ANALOG REPLACEMENT SERVICES SERVICE LEVEL AGREEMENT

$$\text{Minutes})/(\text{Calendar Month Minutes} - \text{Excluded Outage Time Minutes})) \times 100$$

The measurement period for Network Availability commences upon receipt of Customer's report of a service outage and creation of a trouble ticket by Granite.

NOC Email Notification

Granite's initial notification, delivered via email, to Customer within fifteen (15) minutes of detection of an incident.

Mean Time to Repair

"MTTR" = (Service Outage Time Hours - Excluded Outage Time Hours)/Outage Count, provided that Service Outage Time, Excluded Outage Time and Outage Count are measured over a single calendar month.

CPE MTTR

Replacement equipment provided by Granite will be shipped for second (2nd) business day delivery for Customer self-installation so long as (a) the trouble is isolated to the Granite provided and managed equipment, and (b) the root cause of the failure is determined by Granite by 1pm EST.

Install Interval

"Install Interval" is defined as the number of business days beginning on the date when Customer has provided Granite with (a) signed Service Order Documents for Analog Replacement Services and such Service Order Documents are a "clean order" (meaning Customer has provided Granite with all information necessary to place the order), acceptable in all respects to Granite and (b) Granite and/or Provider(s) have accepted the service order, and ending on the Activation Date of the specific Analog Replacement Services. Install Intervals apply to specific Analog Replacement Services individually. Install Intervals exclude any service location where facilities are determined to be unavailable or impaired by the underlying local access provider.

Chronic Outages

If any service location experiences "Chronic Outages" (meaning within any given calendar month, a specific affected Analog Replacement Service experiences three (3) or more outages in violation with an SLA Objective), Customer may request an escalation of repair in accordance with Granite's escalation procedures and, upon receipt, Granite will have ten (10) business days to evaluate and prescribe resolution, including a timeline to complete the prescribed repairs. If Granite fails to perform the escalation or to resolve the Chronic Outage within the timeline prescribed, Customer may cancel the impacted Analog Replacement Service at that particular service location without early termination fees. Service cancellations/terminations without early termination fees are not available with respect to incidents involving specific exclusions (as set forth in Section 4).

Escalation Procedures

In the event that more expedited resolution of service-affecting issues becomes critical or Granite exceeds the MTTR, Granite will implement its established escalation procedures.

3. **Service Credits.** If Granite does not meet its SLA Objectives, Customer may receive a service credit for the Analog Replacement Services impairment, proportional to the SLA Objective's non-conformance, up to the percentage identified in Table 2.

Table 2 – Service Credit Percentages

The maximum service credit available in any given month is as follows;

<u>SLA Objective</u>	<u>Maximum Service Credit</u>
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ANALOG REPLACEMENT SERVICES SERVICE LEVEL AGREEMENT

Network Availability	15% of MRC
NOC Email Notification	10% of MRC
MTTR	10% of MRC
CPE MTTR	10% of MRC
Install Interval	10% of MRC

Determination of Service Credits

Service credits hereunder are calculated as a percentage of the then current MRC with respect to the specific Analog Replacement Service for which the service credit is requested, and may not be applied, government fees, taxes, surcharges or any third party charges passed through to Customer by Granite. Customer may not receive more than one (1) service credit per month for any SLA Objective's non-conformance involving a specific Access Services. Multiple instances of non-conformance affecting one (1) service location circuit during a particular month will not be eligible for multiple service credits, however, if approved they will be applied toward the accumulated monthly statistics. Service credits will not be available for any Analog Replacement Services terminated by Customer for cause pursuant to the terms of the Agreement. Service credits may not be carried over into subsequent months and apply only to the month in which they are issued, regardless of balance owed.

If an incident affects the performance of Analog Replacement Services and results in a period or periods of interruption, disruption, failure or degradation in Access Services, entitling Customer to one (1) or more service credits under multiple SLA Objectives, only the single highest credit with respect to that incident will be applied, and Customer shall not be entitled to service credits under multiple SLA Objectives for the same incident.

Eligibility for Service Credits

To be eligible for a service credit, Customer must: (a) open a valid trouble ticket documenting the problem and the SLA Objective's non-conformance; and (b) timely request the applicable service credit by (i) emailing dataservicesrepair@granitenet.com with "Analog Replacement - Service Credit Request" in the subject header or (ii) contacting Customer's Granite premier representative, within thirty (30) days after the trouble ticket is closed by Granite. Each service credit request must reference the applicable trouble ticket number(s) and service identifier(s) for the service elements associated with the non-conforming event. Service credit requests will not be accepted for open trouble tickets.

Granite, with written notice to the State, may limit Customer's eligibility to receive service credits if (a) Customer account is not current and in good standing; (b) Customer was in default of any payment or other terms at the time of the incident generating the service credit claim or prior to Granite issuing the service credit; (c) Customer has submitted an excessive number of rejected service credit claims or attempted to use the service credit process in a frivolous or fraudulent manner; and/or (d) Customer is in violation of Granite's Acceptable Use Policy or Moderation of Use Policy covering the affected Analog Replacement Services.

Service credits will be determined based upon if the actual monthly average if such parameter exceeds the SLA Objective, except for Network Availability which will be calculated on a cumulative basis in a given month. Service credit requests will be reviewed and evaluated by Granite in relation to the relevant accumulated statistics in the month during which an SLA Objective's non-conforming event is alleged to have occurred. Service credit requests encompassing multiple months will be prorated in accordance with the statistical accumulations for the month in which the non-conformance occurred. Service credit requests approved by Granite will be credited to Customer's account on the next billing cycle



ANALOG REPLACEMENT SERVICES SERVICE LEVEL AGREEMENT

that begins after the service credit approval.

Cumulative service credits in any one (1) month must exceed \$25.00 to be processed. In no event shall Granite's total liability for any and all interruptions, disruptions, failures, and/or degradations in Analog Replacement Services (including, without limitation, any failure to meet any SLA Objective set forth in this Service Level Agreement) exceed one hundred percent (100%) of the MRC for the affected Analog Replacement Services.

In no event shall any failure to meet any SLA Objectives constitute, or be deemed to constitute, a breach by Granite of the Agreement with a Customer. Customer's sole and exclusive remedy, and Granite's sole and exclusive liability and responsibility, for any failure to meet any SLA Objectives is as stated in this Section 3 and is limited to the applicable service credits, if any.

4. Specific Exclusions. SLA Objectives do not include periods of service outages or other service level deficits, in whole or in part, due to any of the following causes and/or exclusions:

- Customer fails to report the issue or request a trouble ticket.
- Customer engages in unauthorized line-sharing
- Failure of the fire panel proprietary protocols to be configured properly
- Service interruptions or delays arising out of or in connection with, but not limited to, the following:
 - (a) any act or omission on the part of Customer or a third party;
 - (b) interruption occurring because Customer elects not to release the Service for testing and repair by Granite but continues to use it on an impaired basis;
 - (c) failing to provide access to Customer premises as reasonably requested by Granite or its agents to enable Granite to comply with its obligation, including having a Customer representative present to assist in performing diagnostic testing and to resolve problems should they exist;
 - (d) the failure of a service or equipment that is not part of Analog Replacement Services;
 - (e) any inside wiring; and/or
 - (f) CPE, router or firewall configuration changes made by Customer or made in response to security threats, breaches or attacks.
- Granite or Customer's scheduled outages, network maintenance or emergency maintenance.
- Any force majeure event beyond the reasonable control of Granite including, but not limited to cable cuts.
- Any failure, issue or delay associated, in whole or in part, with Off-Net Services, including but not limited to, local access and cross-connects.
- Any failure, issue or delay associated, in whole or in part, with Customer's or third party's software, equipment, applications, facilities and/or internal network.
- Any event or occurrence that results in "no trouble found" by Granite.
- Analog Replacement Services that have not been accepted by Customer or issues that occur within the first thirty (30) days of the Activation Date of the specific Analog Replacement Services.
- Analog Replacement Services that do not directly interface a port on Granite's or its Provider's network via physical or logical connection.
- During emergency network conditions where dynamic rerouting is required.
- Only apply to circuits originating and terminating in the contiguous United States.

5.2.1 Granite Switched Ethernet Service Level Agreement

1. **SLA Objectives.** SLA Objectives are as follows:

(a) **GSE Services**

Table 1: GSE Services

Granite CoS	Latency	Jitter	Network Availability	Install Interval
Bronze	50 ms	20 ms	99.50%	120 Business Days
Silver	50 ms	15 ms	99.90%	120 Business Days
Gold	50 ms	5 ms	99.95%	120 Business Days
Platinum	50 ms	4 ms	99.99%	120 Business Days

- (b) SLA Objectives are effective as of the first (1st) day of the second (2nd) month after the Service Start Date of such specific GSE Service.
- (c) **Applicability.** In addition to other terms of the Contract in instances of the Supplier's repeated failure to provide an acceptable level of service or meet this service level agreement metrics, service credits shall be provided by Supplier and may be used as an offset to payment due.

2. **Definitions and Calculations.**

*The descriptions and definitions below are only applicable to this SLA and do not supersede any descriptions or definitions included in Attachments A-D-1.

- (a) **"Jitter"** means the short term variations for a portion of successfully delivered service frames. Granite collects continuous in-band performance measurements for its GSE Services. The calculation of all Jitter for each calendar month for purposes of the SLA Objective are based upon the average of sample one-way measurements taken by Granite during the applicable calendar month, excluding the exclusions set forth in Section 4.
- (b) **"Latency"** means the maximum delay for a portion of successfully delivered service frames. Granite collects continuous in-band performance measurements for its GSE Services. The calculation of all Latency for each calendar month for purposes of the SLA Objective are based upon the average of sample one-way measurements taken by Granite during the applicable calendar month, excluding the exclusions set forth in Section 4.
- (c) **"Network Availability"** will be an average of actual minutes of availability of all Customer IP logical connections as a percentage of the total IP logical connection available minutes as measured over a calendar month and shall be calculated as follows:

$$\text{Network Availability} = ((\text{Calendar Month Minutes} - \text{Excluded Outage Time Minutes} - \text{Outage Time Minutes}) / (\text{Calendar Month Minutes} - \text{Excluded Outage Time Minutes})) \times 100$$

The measurement period for Network Availability commences upon receipt of Customer's report of a service outage and creation of a trouble ticket by Granite.

- (d) **"Install Interval"** is defined as the number of business days beginning on the date when Customer has provided Granite with (a) signed Service Order Documents for GSE Services and such Service Order Documents are a "clean order" (meaning Customer has provided Granite with all information necessary to place the order), acceptable in all respects to Granite and (b) Granite and/or Provider(s) have accepted the service order, and ending on the Service Start Date of such specific GSE Services. Install Intervals apply to each specific GSE Service individually. Install Intervals exclude any service location where facilities are determined to be unavailable and/or where construction or permitting is required.

- (e) **“Chronic Outages”** If any service location circuit experiences a **“Chronic Outages”** (meaning within any given calendar month, a specific affected GSE Service experiences three (3) or more outages in violation with an SLA Objective), Customer may request an escalation of repair in accordance with Granite’s escalation procedures and, upon receipt, Granite will have ten (10) business days to evaluate and prescribe resolution, including a timeline to complete the prescribed repairs. If Granite fails to perform the escalation or to resolve the Chronic Outage within the timeline prescribed, Customer may cancel that particular service location circuit without early termination fees. Service cancellations/terminations without early termination fees are not available with respect to incidents involving specific exclusions (as set forth in Section 4).
- (f) **Escalation Procedures:** In the event that more expedited resolution of service-affecting issues becomes critical, Granite will implement its established escalation procedures.
3. **Service Credits.** Customer’s sole and exclusive remedy, and Granite’s sole and exclusive liability and responsibility, for any failure to meet any SLA Objectives is as stated in this Section 3 and is limited to the applicable service credits, if any.
- (a) **Maximum Service Credit:** If Granite does not meet a specific SLA Objective, Customer may receive a service credit for the GSE Services impairment, proportional to the SLA Objective’s non-conformance, up to the percentage identified in Table 2, in any given month.

Table 2: On-Net Services - Service Credit Percentages

SLA Objective	Maximum Service Credit
Network Availability	15% of MRC
Install Interval	10% of MRC
Jitter	10% of MRC
Latency	10% of MRC

- (b) **Determination of Service Credits:** Service credits hereunder are calculated as a percentage of the then current MRC with respect to the specific GSE Services for which the service credit is requested, and may not be applied to usage charges, government fees, taxes, surcharges or any third party charges passed through to Customer by Granite. Customer may not receive more than one (1) service credit per month for any SLA Objective’s non-conformance involving a specific GSE Service. Multiple instances of non-conformance affecting one (1) service location circuit during a particular month will not be eligible for multiple service credits, however, if approved they will be applied toward the accumulated monthly statistics. Service credits will not be available for any GSE Services terminated by Customer pursuant to the terms of the Agreement. Service credits may not be carried over into subsequent months and apply only to the month in which they are issued, regardless of balance owed. If an incident affects the performance of GSE Services and results in a period or periods of interruption, disruption, failure or degradation in GSE Services, entitling Customer to one (1) or more service credits under multiple SLA Objectives, only the single highest credit with respect to that incident will be applied, and Customer shall not be entitled to service credits under multiple SLA Objectives for the same incident.
- (c) **Eligibility for Service Credits:** To be eligible for a service credit, Customer must: (a) open a valid trouble ticket documenting the problem and the SLA Objective’s non-conformance and (b) timely request the applicable service credit by (i) emailing dataservicesrepair@granitenet.com with “GSE - Service Credit Request” in the subject header or (ii) contacting Customer’s Granite premier representative, within thirty (30) days after the trouble ticket is closed by Granite. Each service credit request must reference the applicable trouble ticket number(s) and circuit identifier(s) for the circuit elements associated with the non-conforming event. Service credit requests will not be accepted for open trouble tickets. Granite, with written notice to the State, may limit Customer’s eligibility to receive service credits if (a) Customer account is not current and in good standing; (b) Customer was in default of any payment or other

terms at the time of the incident generating the service credit claim or prior to Granite issuing the service credit; (c) Customer has submitted an excessive number of rejected service credit claims or attempted to use the service credit process in a frivolous or fraudulent manner; and/or (d) Customer is in violation of Granite's Acceptable Use Policy or Moderation of Use Policy covering the affected GSE Services.

- (d) Service credits will be determined based upon if the actual monthly average of such parameter exceeds the SLA Objective, except for Network Availability which will be calculated on a cumulative basis in a given month. Service credit requests will be reviewed and evaluated by Granite in relation to the relevant accumulated statistics in the month during which an SLA Objective's non-conforming event is alleged to have occurred. Service credit requests encompassing multiple months will be prorated in accordance with the statistical accumulations for the month in which the non-conformance occurred. Granite shall have thirty (30) business days to respond from the end of the month in which the service credit request is submitted. Service credit requests approved by Granite will be credited to Customer's account on the next billing cycle that begins after the service credit approval.
- (e) Cumulative service credits in any one (1) month must exceed \$25.00 to be processed. In no event shall Granite's total liability for any and all interruptions, disruptions, failures, and/or degradations in GSE Services (including, without limitation, any failure to meet any SLA Objective set forth in this Service Level Agreement) exceed one hundred percent (100%) of the MRC for the affected GSE Services.

4. Specific Exclusions. SLA Objectives do not include periods of service outages or other service level deficits, in whole or in part, due to any of the following causes and/or exclusions:

- Customer fails to report the issue or request a trouble ticket.
- Service interruptions or delays arising out of or in connection with, but not limited to, the following:
 - (a) any act or omission on the part of Customer or a third party; (b) interruption occurring because Customer elects not to release the Service for testing and repair by Granite but continues to use it on an impaired basis; (c) failing to provide access to Customer premises as reasonably requested by Granite or its agents to enable Granite to comply with its obligation, including having a Customer representative present to assist in performing diagnostic testing and to resolve problems should they exist; (d) the failure of a service or equipment that is not part of GSE Services; (e) any inside wiring; and/or (f) CPE, router or firewall configuration changes made by Customer or made in response to security threats, breaches or attacks.
- Granite or Customer's scheduled outages, network maintenance or emergency maintenance.
- Any force majeure event beyond the reasonable control of Granite including, but not limited to cable cuts.
- Any failure, issue or delay associated, in whole or in part, with Off-Net Services, including but not limited to, local Access and cross-connects.
- Any failure, issue or delay associated, in whole or in part, with Customer's or a third party's software, equipment, applications, facilities and/or internal network.
- Any event or occurrence that results in "no trouble found" by Granite.
- GSE Services that have not been accepted by Customer or issues that occur within the first thirty (30) days of the Service Start Date of a specific GSE Services.
- GSE Services that do not directly interface a port on Granite's or its Provider's network(s) via physical or logical connection.
- During emergency network conditions where dynamic rerouting is required.
- Only apply to circuits originating and terminating in the contiguous United States.

ATTACHMENT E3 MASTER SERVICE AGREEMENT

The Master Service Agreement is hereby amended as set forth below and supersedes all prior documents submitted by Granite or discussed by the parties. The parties agree to use this Master Service Agreement or a document substantially similar in the form of this Master Services Agreement.

MASTER SERVICE AGREEMENT

THIS MASTER SERVICES AGREEMENT (the "Agreement") is entered into by and between Granite Telecommunications, LLC, a Delaware limited liability company, with its principal place of business at 100 Newport Avenue Ext., Quincy, MA 02171 ("Granite") and _____, a _____ with its principal place of business at _____ ("Customer," and together with Granite, each a "Party" and, collectively, the "Parties").

RECITALS

WHEREAS, Granite provides telecommunications and data services, and related products and services, including local exchange telecommunications services through electronic bonding with incumbent underlying carriers using commercial wholesale platforms and other Providers;

WHEREAS, Customer wishes to obtain Services from Granite; and

WHEREAS, the Parties wish to set forth the terms and conditions under which Customer may, from time to time, order Services from Granite.

NOW, THEREFORE, in consideration of the mutual covenants and conditions contained herein, and other good and valuable consideration the receipt and sufficiency of which is hereby acknowledged, the Parties hereby agree as follows:

1. Definitions; Interpretations.

1.1 Definitions. Except as otherwise defined herein, capitalized terms shall have the meanings ascribed to them as set forth in Attachment A, attached hereto and incorporated herein, or the applicable Service Schedule, or the applicable Additional Terms of Service. Words or expressions not defined are to be construed as having the meaning generally attributed to them in the telecommunications industry. All capitalized terms defined in this Agreement include the plural as well as the singular. The definitions set forth in Attachment A are only applicable to this Agreement and do not supersede the definitions in Attachments A-D-1.

1.2 Attachments. As of the Effective Date, the following Attachments are attached hereto and incorporated herein:

- (a) Attachment A - Definitions
- (b) Attachment B - Escalation Procedures
- (c) Attachment C - Government Account Form and Letter of Agency (Multi-Services) ("LOA")

1.3 Service Schedules. As of the Effective Date, the following Service Schedule(s) are attached hereto and incorporated herein:

- (a) Service Schedule X -

**ATTACHMENT E3
MASTER SERVICE AGREEMENT**

1.4 Interpretation. In the event of any inconsistencies between the documents comprising this Agreement, and only to the extent of such inconsistencies, the interpretation of this Agreement shall

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ATTACHMENT E3 MASTER SERVICE AGREEMENT

be controlled by the following order of precedence (from the most to the least controlling): (a) Oklahoma Statewide 1014; (b) any applicable filed and effective tariff and/or service guide, if any; (c) the applicable Service Schedule; (d) the applicable Additional Terms of Service; (e) the terms and conditions of this Agreement; ; and (f) the provisions of Service Order Documents (including quotes) and/or other written document(s) accepted by Granite. This order of precedence notwithstanding, terms and conditions including pricing contained in any other writing will be controlling, if specific agreement language permits.

2. Agreement to Provide Services.

2.1 Services. Subject to the terms and conditions of SW1014 and this Agreement, and in consideration of the payments for such Services ordered by Customer in accordance with the applicable Service Schedule(s) attached hereto or otherwise agreed to by the Parties or Service Order Documents, Customer has agreed to purchase, and Granite shall provide, the Services in accordance with this Agreement. Granite shall be responsible for the performance of all of its obligations under this Agreement, including those that it performs through Providers and other subcontractors. Subcontractors shall be identified at the ordering level and approved by the State. Customer may designate Authorized Users for the Services at the Rates and Charges and on the terms and conditions set forth in this Agreement. Customer shall be financially responsible for any Authorized User's purchase and use of Services. Unless otherwise consented to by Granite, Services may only be used by Customer, Authorized Users and their respective end users and may not be resold. Customer is solely and entirely responsible for the management and backup of all of Customer's data, and all updates, upgrades, and patches to any software that Customer uses in connection with Services. All Services are for Customer's own commercial use only and are not for resale.

2.2 Minimum Commitment. Except as otherwise provided for in a Service Schedule, any Additional Terms of Service or Service Order Documents, nothing in this Agreement shall be construed as obligating Customer to order any particular minimum volume of Services.

2.3 Additional Terms of Service. Certain Services including, without limitation, Broadband Services, Access Services, VoIP Services, Granite Grid Services, Managed Services and Network Integration Services may be subject to additional terms and conditions (including, without limitation, initial minimum Service Terms and Early Termination Fees) as referenced in the applicable Service Schedules, Additional Terms of Service, specific Service Order Documents for such Services and/or other writings accepted by Granite.

2.4 Customer Authorization. Customer hereby (a) engages Granite and/or its affiliates to provide Services as set forth in the Service Schedule(s), Service Order Document(s) or as Customer may order from time to time; and (b) authorizes and appoints Granite to act as its agent solely for the purposes of handling all arrangements for establishing, converting and/or maintaining Services, including ordering, changing and/or maintaining such Services, and to do such other things reasonably necessary to provide such Services and as Customer may from time to time request.

2.5 Equipment.

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MASTER SERVICE AGREEMENT

(a) As a general matter, Granite will have no obligation to provide, install, configure, license or otherwise provide software for, maintain, support, or repair CPE unless otherwise specified

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ATTACHMENT E3 MASTER SERVICE AGREEMENT

herein, in an applicable Service Schedule or in a Service Order Document. To the extent CPE is necessary to Granite's Services, Customer shall procure and make available to Granite, at Customer's locations where Services are provided, at Customer's sole cost and expense, including supplying adequate space, electrical supply, heating and cooling to ensure Granite's Services can be utilized as intended.

(b) In cases where Customer does order CPE from Granite, unless otherwise specified in the applicable Service Schedule or Service Order Document, Customer may either (i) purchase the CPE at a one-time non-recurring charge ("NRC"); or (ii) utilize the CPE to receive Granite Services subject to a monthly-recurring charge ("MRC"). Granite may invoice Customer for CPE, and Customer's payment obligations and commitments to Granite for CPE shall apply, upon Granite's ordering the CPE from any underlying vendor or Provider. Granite also reserves the right to assess Customer an additional storage charge in cases where Granite stores CPE between ordering and deployment if agreed to in writing by the parties. When CPE is provided on an MRC basis, Customer shall maintain the CPE in good working condition, ordinary wear and tear excepted, and return the CPE to Granite within thirty (30) days' of Granite's replacing/upgrading the CPE or termination of the Services the CPE had supported.

(c) In the event that Customer does not satisfy payment obligations and commitments associated with Granite-provided CPE, Granite reserves the right to: (i) if the CPE has already been provided to the Customer, require Customer to return such CPE to Granite in good condition, ordinary wear and tear excepted, otherwise Customer may be liable for the replacement cost of such CPE; or (ii) require Customer to pay an amount equal to or less than the outstanding payment obligations for such CPE. Granite-provided CPE not used in the design and/or implementation of Services and returned to Granite or returned to Granite for any reason may be subject to a restocking fee.

(d) Reserved.

(e) Additional CPE Terms. (i) CPE as described herein is not inclusive of licenses or software, but only refers to the equipment / device / hardware. Granite-provided licenses and software will be specified in the applicable Service Schedule or Service Order Document. (ii) CPE provided by Granite on an MRC basis is and shall remain the property of Granite regardless of where installed within the Customer's service location(s), and shall not be considered a fixture or an addition to the land or the service location(s). With advance notice to the Customer Granite may remove or change such CPE in connection with providing the Services. Customer shall not move, rearrange, disconnect, remove, attempt to repair, or otherwise tamper with any such CPE or permit others to do so, and shall not use the CPE for any purpose other than that authorized by the Agreement. Customer shall maintain CPE provided by Granite on an MRC basis in good operating condition during the term of this Agreement; provided, however, that such maintenance shall be at Granite's expense only to the extent that it is related to and/or resulting from the ordinary and proper use of the CPE. Customer is responsible for damage to, or loss of, such CPE caused by its acts or omissions, and its noncompliance with this Agreement, or by fire, theft or other casualty at the service location(s), unless caused by the negligence or willful misconduct of Granite. Customer agrees not

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to take any action that would directly or indirectly impair Granite's title and/or property rights to the CPE, or expose Granite to any claim, lien, encumbrance, or legal process, except as otherwise agreed in writing by the Parties. Subject to other terms and conditions herein, following the discontinuance of the Services to the service location(s), Granite retains the right to remove the CPE including, but not limited to, that portion of the CPE located within the service location(s). (iv) Customer agrees that the CPE will be used solely by Customer, only at the designated service location(s), and solely for the purpose(s) for which the CPE was intended unless Granite consents, in writing, to other use.

2.6 Provisioning of Services.

(a) Customer, at its own expense, shall secure throughout the Service Term any easements, leases, licenses or other agreements necessary to allow Granite to use pathways into and in each building at which Customer's or its end user's premises is located, to the Demarcation Point. Such access rights shall grant to Granite the right, to access such premises during business hours of each location and as otherwise reasonably requested by Granite to install, maintain, repair, replace and remove any and all equipment, cables or other devices Granite deems necessary to provide Services. Granite, its employees, contractors and/or agents shall have access to facilities needed to perform obligations under this Contract at Customer premises, subject to proper background checks and training being satisfied. Notwithstanding anything to the contrary herein, Granite shall have no liability for any delay or failure in its performance to the extent caused by any delay or failure of Customer (including, but not limited to, the failure to provide Granite access) and/or caused by any notice or access restrictions or requirements. Unless Customer engages Granite to provide specific additional services, Customer is responsible, at its sole cost and expense, for connecting to the Demarcation Point.

(b) Granite may reject any order for Services that is not in accordance with the provisions of this Agreement or if Granite is unable to provision such Services as ordered.

(c) Granite is not responsible for any delays in provisioning or failures of Services related to inaccurate information provided by Customer and/or changes in Customer's network that are not communicated to Granite.

(d) Should a new order be placed for a Service, a Provider may find it necessary to migrate services from Customer's former service provider in order to complete Customer's installation. This may occur by agreement of the parties during the course of Customer's order. Customer is ultimately responsible for identifying this prior to initial order placement as well as handling any outstanding contractual obligations with Customer's former service provider.

(e) An individual, who is authorized and has the capacity to act on behalf of the Customer, must be present to grant access so that the technician can complete his/her work. In the event that there is no such individual present at the scheduled time of the technician visit, and notification was not provided to Granite at least two (2) business days in advance.

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(f) If Customer pre-authorizes inside wiring during order placement, Customer is financially responsible for any and all applicable fees for such inside wiring services. If Customer chooses not to pre-authorize inside wiring work, and it is determined that additional wiring is needed to complete Customer's installation, it is Customer's responsibility to ensure the necessary wiring is completed by Customer or a third party vendor.

(g) If any services are performed by any other vendor, Granite is not responsible for, and assumes no liability and provides no warranties for such services.

(h) Any technical support that Granite provides is limited to the connectivity of Services. Support for other applications and uses is not provided or implied unless it is a specifically contracted service.

2.7 **Maintenance.** Granite and its Provider(s) may interrupt Services for maintenance and other operational reasons, and except as otherwise provided herein, Customer shall not be entitled to receive any remuneration for such interruptions. Granite will work with Customer to schedule maintenance. Providers may perform emergency maintenance on Services in their respective sole and absolute discretion, with prior notice to Granite or Customer, to preserve the overall integrity of such Provider's network. Granite will use commercially reasonable efforts to notify Customer as soon as reasonably practicable of any such emergency maintenance activity that materially and adversely impacts any Services.

2.8 Modifications to Services; Service Moves.

(a) Granite may modify from time to time data, software, or hardware used to provide Customer with Services; however, no modification shall negatively affect the Customer or materially change service provided to the Customer. Granite shall notify the customer of any modifications that will have any impact on services provided to the customer. Certain changes to Services may affect the operation of Customer's personalized applications and content.

2.9 **Service Level Agreements.** Service Level Agreements ("SLAs") for Services, if any, are determined on an individual case basis and will be set forth in SW1014.

2.10 **Fraud, Abuse and/or Unauthorized Use of Services.** The Parties agree that Granite is not responsible for any fraud, abuse and/or unauthorized use of Service(s) by Customer, its employees, end users, or any other third party, except that Granite shall be responsible for any of Granite's subcontractors. In the event Granite discovers fraud, abuse and/or unauthorized use of Service(s), nothing contained herein shall prohibit Granite from taking any immediate action that Granite deems to be reasonably necessary.

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to prevent such fraud, abuse and/or unauthorized use of Service(s) from taking place including, without limitation, blocking or terminating Service(s), provided that Granite shall not be required under any circumstances to take such action.

2.11 IP Addresses. Customer agrees that any IP address assignments and allocations from Granite are based on the address lending policy of American Registry for Internet Numbers and applicable agencies. It is an express condition of this Agreement that the use of Services and the loan, assignment, and/or allocation of such IP addresses shall terminate, and the IP addresses shall be returned to Granite when this Agreement and/or any applicable Services expire or are terminated. Granite reserves the right to recover any address space due to inadequate utilization or an AUP violation.

3. Rates and Charges; Billing and Payment.

3.1 Other Charges.

(a) To the extent permitted by law, certain other rates, charges, surcharges and/or fees may apply, as provided for by tariff, the FCC, other governmental entities, applicable law or other regulation or requirements. Customer shall be responsible for payment of all surcharges, regulatory fees and/or programs, however designated, imposed on or based upon the provision, sale or use of Services, and for certain other variable expenses incurred by Granite as a result of local, state or federal regulation, including, its payments to government entities and agents and Provider(s) and its internal costs of compliance associated and regulatory fees and programs including, but not limited to, 911 access, universal service programs, franchise fees, FCC and state regulatory fees, and/or utility, telecommunications, Granite may charge a single, separate surcharge because of the fluctuation of such aforementioned regulatory surcharges. To the extent permitted by law, customer agrees to pay all invoiced regulatory surcharges. All charges shall be reflected in the ordering documents signed by both parties.

(b) To the extent permitted by law, additional fees may apply, in the event that Customer elects or uses additional Services or for ancillary or Service-related orders (for example, a move, add or Service change). All additional fees shall be reflected in the ordering documents signed by both parties.

3.2 Reserved.

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4. Term and Termination.

4.1 Term. The term of this Agreement shall begin on the Effective Date and continue until terminated as set forth herein (the "Term").

4.2 Reserved.

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If to Granite: Granite Telecommunications, LLC
100 Newport Avenue Ext.
Quincy, MA 02171
Attention: Legal Department

If to Customer: _____

In the event Customer's address is not provided in Section 10 of this Agreement, Granite will utilize and deem sufficient one of the following, to be chosen in Granite's reasonable discretion: (i) the address provided in the opening paragraph of this Agreement; (ii) Customer's corporate address as provided on Customer's publicly-

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accessible website; or (iii) Customer's corporate address as provided by the Secretary of State website specific to Customer's state of incorporation. Notwithstanding the foregoing, notices with respect to the day-to-day use of Services by Customer may be communicated via fax or email, in accordance with Granite's policies and procedures as communicated to Customer from time to time.

5. Independent Contractor; Work on Customer Premises.

5.1 **Relationship of the Parties.** Granite's relationship to Customer in performing this Agreement is that of an independent contractor. The personnel performing services under this Agreement shall at all times be under Granite's exclusive direction and control and shall be employees or subcontractors of Granite and not Customer. Granite shall pay all wages, salaries, benefits and other amounts due its employees in connection with this Agreement and shall be responsible for all reports and obligations respecting them relating to social security, income tax withholding, unemployment compensation, workers' compensation, and similar matters. Granite acknowledges and agrees that Granite is solely responsible to and shall collect, pay and withhold all federal, state or local employment taxes, including, but not limited to, income tax withholding, unemployment taxes and social security contributions for Granite's personnel, and that Customer shall have no obligation or liability with respect thereto.

5.2 **Granite's Employees.**

(a) Granite's employees, agents and subcontractors shall, whenever on Customer's premises, obey all reasonable instructions and security procedures and any other reasonable processes, policies, standards, procedures and directions issued by Customer.

(b) Granite shall require its employees to satisfy any required background investigation, which may consist of any or all of the following: confirmation of identity and personal information, social security verification, verification of all education beyond high school, credit report, employment verification and/or criminal record searches.

6. INTENTIONALLY OMITTED.

7. Miscellaneous.

7.1 **Amendment.** Except as otherwise provided for in this Agreement, any Additional Terms of Service or Service Schedules, this Agreement and any Attachments or Service Schedules may not be amended without the written consent of both Parties. Notwithstanding the foregoing, Customer acknowledges that Granite, in keeping with the service offerings of its underlying Notice requirements relating to changes with respect to Granite tariffs are imposed by regulatory authorities and applicable law.

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7.2 Joint Product. This Agreement is the joint work product of the Parties, has been negotiated by the Parties, and shall be fairly interpreted in accordance with its terms. In the event of any ambiguities, no inferences shall be drawn against either Party.

7.3 Counterparts. This Agreement may be executed in one or more counterparts, including facsimile or electronic copies and transmission, each of which shall be an original against any party whose signature appears on such counterpart and all of which together shall constitute one and the same agreement.

7.4 English as a Language. Customer agrees to have this Agreement and all other contracts, invoices, correspondence and any and all other documents, agreements and writings in the English language. The Parties have specifically required that this Agreement and all related documents be drafted and executed in English.

IN WITNESS WHEREOF, the Parties have caused this Agreement to be executed and each individual whose signature appears below hereby warrants that he/she is duly authorized to execute this Agreement on behalf of the Party he/she represents.

Customer

Granite Telecommunications, LLC

By: _____

By:

Name: _____

Name:

Title: _____

Title:

Date: _____

Date:

ATTACHMENT E4

SERVICE SCHEDULES

5.4.1 Service Schedule A – POTS

Service Schedule A POTS Services

1. Services.

1.1 Description of Services. Granite shall provide local exchange and/or long distance telecommunications services through electronic bonding with underlying Providers using commercial platforms (“POTS Services”).

1.2 Changes to Services. Customer may at any time add, delete, relocate or modify POTS Services, subject to a minimum of one (1) month of service with respect to any line. Customers should give as much ADVANCE notice of moving POTS Service as possible. All service level standards stated herein are based on the date the LEC gets a clean order (i.e. with no errors) from Granite. The LEC has two (2) business days to assign order to be processed. Granite does not guarantee service level standards in the event of a problem on the LEC network or if there is an unforeseen problem with Customer’s line.

2. Rates and Charges.

2.1 Local Services Charges. The rates and charges to be paid by Customer for local line access and local toll services generally consist of the current retail tariff rate for the service of the underlying Provider in the jurisdictions in which the Services are performed, less a discount. For those jurisdictions served by (a) AT&T (formerly SBC and BellSouth), the discount is generally 50%; (b) Qwest, the discount is generally 30%; and (c) Verizon, Frontier and FairPoint Communications, the discount is generally 20%. Notwithstanding the foregoing, certain local line access and other services provided in the aforementioned jurisdictions are not subject to any discount. In addition, jurisdictions served by CenturyLink, (formerly Embarq and Century Tel), Windstream (including former AllTel), Frontier (including former Valor Communications), Cincinnati Bell and other independent telephone operating companies are not subject to a discount. A rebill fee (equal to the then-current charge assessed to similarly situated customers of Granite) will be applied to each Customer line billed to Customer by Granite but which is not subject to any discount with a local provider.

2.2 Long Distance Charges. Subject to adjustments, including based on applicable tariff rates, Long Distance Services shall generally have the following rates:

- (a) Interstate Long Distance: \$0.019 per minute of usage (“MOU”)
- (b) Intrastate Long Distance: \$0.069 per MOU

2.3. Other Charges. In the event that Customer elects or uses certain additional Services (such as, for example, installation of new telephone lines, long distance telephone services, regional toll services (LOC2), voicemail, or other features), additional fees may apply.

3. Service Term. The Service Term of all POTS Services shall be set forth in the applicable Service Order Documents or other writing accepted by Granite.

5.4.1 Service Schedule B – Broadband

Service Schedule B Broadband Services

1. Services.

1.1 Description of Services. “Broadband Services” shall mean, and consist of, digital subscriber line service (“DSL”), fiber service (“Fiber”), satellite service (“Satellite”), and/or cable service (“Cable”) which provide connectivity to the Internet between Customer premises and the Provider’s network.

1.2 Equipment. Broadband Services utilize CPE or Provider Equipment which may be subject to a monthly recurring charge as provided in the Service Order Documents or communicated to Customer at the time of ordering.

(a) Broadband Services may utilize CPE purchased at Customer’s own expense (unless otherwise provided in the Service Order Documents or communication to Customer at the time of ordering) and either provided by Granite or otherwise approved by Granite and/or its Provider(s). With respect to CPE provided by Granite, Customer shall (a) use such CPE for Broadband Services provided by Granite and Customer is not authorized to use the CPE for any other purpose; (b) comply with all documentation and manufacturer’s instructions; and (c) take reasonable measures to protect and care for the CPE. Customer is responsible for all loss, damage or destruction to Granite provided CPE. Promptly upon notice from Granite, Customer shall eliminate any hazard, interference or Service obstruction that any such CPE is causing or may cause as reasonably determined by Granite. Granite may, suspend Service if any CPE does not comply with the provisions herein.

(b) Broadband Service may utilize Provider Equipment which shall remain the property of Granite and/or its Provider(s), as applicable, and nothing contained herein, in any Service Order Documents or in any other document or writing accepted by Granite grants or conveys to Customer any right, title or interest in any Provider Equipment, nor shall anything herein constitute, create or vest in Customer any easement or any other property right. Notwithstanding that it may be or become attached or affixed to real property, Provider Equipment will at all times remain the property of Granite and/or its Providers, as applicable. Customer may not, nor permit others to, alter, adjust, encumber, tamper, repair or attempt to repair, rearrange, change, remove, relocate, or damage any Provider Equipment without the prior written consent of Granite. Customer may not cause any liens to be placed on any Provider Equipment, and will cause any such liens to be removed within ten (10) days of Customer’s knowledge thereof. Customer shall be liable to Granite for any loss or damage to Provider Equipment caused by Customer or any of its end users, invitees, licensees, customers, agents or contractors. Within thirty (30) days of termination, Customer shall return Provider Equipment to a location designated by Granite in good condition but for reasonable wear and tear. Provider Equipment which is not returned within thirty (30) days of termination shall be subject to a non-recurring charge.

1.3 Provisioning. In the case of Broadband Services using DSL, the maximum number of phone line filters recommended on any line sharing order is three (3). Additional phone lines/filters may interfere with the quality of Broadband Services. In the case of Broadband Services using Satellite; the services are only available at select locations in the United States subject to Provider availability and confirmation.

2. Rates and Charges.

2.1 Rates and Charges for Broadband Services are as set forth in the applicable Service Order Document(s) or as otherwise communicated to Customer at the time of ordering such Broadband Services and may vary depending on Broadband Service type, features, equipment and other costs required to deliver the Broadband Service to Customer, for example Static IP or Provider Equipment which may be subject to a monthly recurring charge.

2.2 Nation One Broadband Rates. Customer may, at Granite's sole discretion, be eligible for special rates (hereinafter, "Nation One Broadband Rates") for certain Cable and Fiber services, provided the Customer fulfills the requirements set forth herein.

(a) In order to be eligible for Nation One Broadband Rates, the Customer must meet, at a minimum, all of the following requirements: (i) Customer must have a minimum of ten (10) locations; (ii) Customer must order Broadband Services from Granite at substantially all of Customer's locations (e.g. if Customer has 50 locations, Customer must order Broadband Services from Granite at substantially all 50 locations); (iii) Customer must place the order for all Broadband Services within ninety (90) days of the first order; (iv) Customer must elect an initial minimum Service Term of at least twelve (12) months for each Broadband Service; and (v) substantially all of the Broadband Services ordered are new installations.

(b) Provided the Customer meets all the minimum requirements set forth herein, the Nation One Broadband Rates may only apply to certain Broadband Services that meet all the following criteria: (i) the Broadband Service is a Cable or Fiber service and (ii) the Broadband Service is a new installation. Furthermore, the eligibility of the Nation One Broadband Rates to any specific Broadband Service shall be subject to Granite's prequalification check and availability contingent upon the confirmation of the specific Broadband Service speed and Provider availability at each location. Upon confirmation of the availability of the Nation One Broadband Rate to a specific Broadband Service the Broadband Services will be provisioned to the nearest minimum download speed, provided, in no event shall any speeds exceed 150 Mbps download.

(c) The Nation One Broadband Rates are only available if the Customer meets and maintains the requirements set forth herein. In the event Customer fails to meet the requirements set forth herein and/or if the information provided at the time Customer's eligibility for the Nation One Broadband Rates is determined changes (e.g. the Customer does not have at least ten (10) eligible locations), then Granite reserves the right, at its sole discretion, to change Nation One Rates for Broadband Services at any time provided, that Customer shall be given thirty (30) days prior written notice of any such change. If Customer does not agree to accept such new rates then Customer may terminate the affected Broadband Services without penalty upon thirty (30) days' prior written notice. Any continued use of the Broadband Services thirty (30) days after the notice date shall be deemed acceptance of the new rates.

2.3 Satellite Services Rates and Charges. Certain Satellite services are subject to a monthly usage allowance. In the event Customer exceeds such monthly usage allowance, the Customer may be subject to overages as specified in the applicable rate plan. Unused allowances will not roll over to subsequent billing periods. Usage will be billed based on the actual usage rounded up to the nearest whole billing increment. Usage includes but is not limited to: data sent and received via download and upload, email, overhead, and/or software update checks. An unlimited usage plan may be available in certain coverage areas and for subscription during certain time periods. Granite and/or Providers reserves the right, in their sole discretion, to (i) prioritize data or throttle connection during network congestion and/or (ii) limit the quality of video streams above high definition-type quality, and/or (iii) suspend service when excessive data usage adversely impacts network capacity.

3. Service Term. The initial minimum Service Term of all Broadband Services shall begin on the Service Start Date and shall be as set forth in the applicable Service Order Documents or other writing accepted by Granite, provided, notwithstanding the foregoing, all Broadband Services shall commit to, and shall be deemed to have committed to, an initial minimum Service Term of at least twelve (12) months from the Service Start Date. Service Terms may be extended for additional monthly increments due to specific offerings or promotional terms. After the end of the initial minimum Service Term selected by Customer, and any renewal Service Terms selected by Customer, the Service Term shall automatically renew and continue on a month to month basis unless Customer provides prior written notice to Granite at least thirty (30) days prior to the end of the then current Service Term or the service is otherwise terminated in accordance with the Agreement.

3.1 Satellite Services Service Term. Unless otherwise provided for in a specific Service Order Document, the initial minimum Service Term for all Satellite Services shall be at least thirty-six (36) months from the Service Start Date.

4. Reserved.

5.4.1 Service Schedule C – Access Services

Service Schedule C

Access Services

1. Services.

1.1 Description of Services. “Access Services” shall mean, and consist of, (a) T1, Ethernet and other data circuits which provide connectivity to the Internet (i.e. dedicated internet access) between Customer premises and the Provider’s network (“Dedicated Internet Access Services”) and/or Multiprotocol Label Switching (“MPLS”) and/or private network services which provide virtual private network and traffic engineering applications (collectively, “MPLS Services”). All Access Services, including, without limitation, speed, rates and charges are subject to availability as determined by the underlying provider.

1.2 Granite Equipment and Core Network; Customer Equipment.

(a) Provider Equipment and the Core Network shall remain the sole and exclusive property of Granite and/or its Provider(s), as applicable, and nothing contained herein, in any Service Order Documents or in any other document or writing accepted by Granite grants or conveys to Customer any right, title or interest in any Provider Equipment or the Core Network, nor shall anything herein constitute, create or vest in Customer any easement or any other property right. Notwithstanding that it may be or become attached or affixed to real property, the Core Network and Provider Equipment will at all times remain the property of Granite and/or its Providers, as applicable. Customer may not, nor permit others to, alter, adjust, encumber, tamper, repair or attempt to repair, rearrange, change, remove, relocate, or damage any Provider Equipment or the Core Network without the prior written consent of Granite. Customer may not cause any liens to be placed on any Provider Equipment or the Core Network, and will cause any such liens to be removed within ten (10) days of Customer’s knowledge thereof. Customer shall be liable to Granite for any loss or damage to Provider Equipment or the Core Network caused by Customer or any of its end users, invitees, licensees, customers, agents or contractors. Nothing herein shall prevent Granite from using the Core Network and Provider Equipment to provide Access Services to other customers.

(b) To the extent a Service Order Document requires Granite to complete construction, extend the Core Network and/or obtain additional Underlying Rights (as defined below in this Section 1.2(b)), Customer shall use commercially reasonable efforts to assist Granite in obtaining such Underlying Rights as necessary to provide Access Services. In the event that Granite is unable to obtain or maintain any necessary Underlying Rights without incurring additional costs, unless Customer bears the costs of obtaining such Underlying Rights, Granite may cancel the applicable service order and shall incur no liability to Customer hereunder. Granite shall not be deemed to be in breach of the Agreement for its failure to meet any anticipated service installation or delivery date if such failure is caused, in whole or in part, by (i) failure to obtain, or delay in obtaining, any required Underlying Rights; (iii) construction delays; or (iv) any other circumstances beyond the control of Granite. “Underlying Rights” means any and all agreements, licenses, conduit use agreements, pole attachment agreements, leases, easements, access rights, rights-of-way, franchises, permits, governmental and regulatory approvals and authorizations, and other rights, consents, and approvals that are necessary to construct, install, maintain, operate, and repair the Core Network and/or for Granite to provide Access Services. Without limiting the foregoing, Underlying Rights include agreements for Off-Net Access Services that are necessary for Granite to provide Access Services.

(c) Access Services utilize CPE purchased at Customer’s own expense (unless otherwise provided in the Service Order Documents) and either provided by Granite or otherwise approved by Granite and/or its Provider(s). With respect to CPE provided by Granite, Customer shall (a) use such CPE for Access Services provided by Granite and Customer is not authorized to use CPE for any other purpose; (b) comply with all documentation and manufacturer’s instructions; and (c) take reasonable measures to protect and care for CPE. Customer is responsible for all loss, damage or destruction to CPE. Promptly upon notice from Granite, Customer shall eliminate any hazard, interference or Service obstruction that any such CPE is causing or may cause as reasonably determined by Granite. Granite may suspend Service if any CPE does not comply with the provisions herein.

1.3 Access.

(a) Upon expiration or termination of the applicable Service Term, Customer shall grant Granite access to its premises as necessary to enable Granite to remove the Provider Equipment and any elements of the Core Network at a time agreed to by the parties. Granite, its employees, contractors and/or agents shall have access to any Provider Equipment, elements of the Core Network or facilities at a Customer premises once applicable background checks and training is satisfied.

(b) Neither Customer nor any of its end users, invitees, licensees, customers, agents or contractors shall have any recourse against any property owner or property manager of any premises to which any Access Services are delivered and/or at which the Core Network or Provider Equipment is located, as a result of or in reliance upon the Agreement. Without limiting the foregoing, this provision shall not be construed to impose any liability on Granite and/or its underlying Provider(s), nor shall Granite have any liability for, or on behalf of, such property owner or property manager.

1.4 Provisioning. Customer must provide Granite with a network assessment worksheet (in a form provided by or acceptable to Granite) for purposes of determining the current status and support characteristics of key network protocols, services and settings (including, but not limited to, a site survey document and Customer's local area network(s) minimum network requirements and firewall specifications) necessary for providing Access Services to Customer. Customer acknowledges that the provisioning of Access Services depends on the accuracy and timely receipt of information on the network assessment worksheet, other documents and/or responses to questionnaires and additional questions from Granite. Granite is not responsible for any delays in provisioning or failures of Access Services related to inaccurate information provided by Customer or changes in Customer's network that are not communicated to Granite. Granite and/or its Providers will evaluate, design, and provision Access Services based on a configuration proposed to, and accepted by, Customer. Customer acknowledges that there is no guaranty that Customer's current CPE or previously purchased or installed equipment can be used with Access Services.

1.5 MPLS Services and Ethernet Services.

(a) For any MPLS Services, including any VoIP Services over MPLS Services, (i) Customer is required to install the hub site first, with remote sites to follow and (ii) Customer will be responsible for payment on all circuits for MPLS Services on the Service Start Date of each specific circuit, whether or not all circuits/locations have been installed at the time of a circuit's Service Start Date.

(b) All orders for Access Services over Ethernet and Ethernet over Copper (EOC) (together, "Ethernet Services") are subject to complete engineering and facilities verification, and final availability of facilities. Circuit speed may not be verified until circuit turn up. Furthermore, while no guarantee of facilities is made in advance, all Ethernet Services orders require pre-engineering qualification with the quotes department prior to submission of any order.

1.6 Maintenance.

(a) Granite will endeavor to conduct (or cause to be conducted) scheduled maintenance of On-Net Access Services that is reasonably expected to interrupt Access Services between 12:00 midnight and 6:00 a.m. local time or, upon Customer's reasonable request, at a time mutually agreed to by Customer and Granite. Granite will use commercially reasonable efforts to notify Customer of scheduled maintenance that is reasonably expected to interrupt Service via telephone or e-mail, no less than two (2) days prior to commencement of such maintenance activities. Customer shall provide a list of Customer contacts for maintenance and escalation purposes, which may be included on the Service Order Documents, and Customer shall provide updated lists to Granite, as necessary. With respect to Off-Net Access Services, Granite's may interrupt Access Services for scheduled maintenance and other operational reasons, and Granite will use commercially reasonable efforts to provide notice when possible (provided, Granite shall not be liable for any failure to provide such notice or for its Providers failing to provide such notice). Except as otherwise provided in the Agreement, Customer shall not be entitled to receive any remuneration for such scheduled interruptions.

(b) Granite and/or its Providers may perform emergency maintenance of On-Net Access Services or Off-Net Access Services in their respective sole and absolute discretion, with or without prior notice to

Customer, to preserve the overall integrity of the Core Network or such Provider's network. Granite will use commercially reasonable efforts to notify Customer as soon as reasonably practicable of any such emergency maintenance activity that materially and adversely impacts any Access Services.

2. Rates and Charges. Rates and Charges for Access Services are as set forth in the applicable Service Order Document(s) or as otherwise communicated to Customer at the time of ordering such Access Services and may vary depending on Access Service type, features, equipment and other costs required to deliver the Access Service to Customer.

3. Service Term. The initial minimum Service Term of all Access Services shall begin on the Service Start Date and shall be as set forth in the applicable Service Order Documents or other writing accepted by Granite, provided, notwithstanding the foregoing, all Access Services shall commit to, and shall be deemed to have committed to, an initial minimum Service Term of at least twelve (12) months from the Service Start Date. Service Terms may be extended for additional monthly increments due to specific offerings or promotional terms. After the end of the initial minimum Service Term selected by Customer, and any renewal Service Terms selected by Customer, the Service Term shall automatically renew and continue on a month to month basis unless Customer provides prior written notice to Granite at least thirty (30) days prior to the end of the then current Service Term or the service is otherwise terminated in accordance with the Agreement.

4. Reserved.

Dated and effective as of May 8, 2018.

5.4.1 Service Schedule D – VOIP

Service Schedule D **VoIP Services**

1. Services.

1.1 Description of Services. “VoIP Services” shall mean, and consist of, one (1) or more of the following Services: (a) “SIP Trunking” (session initiation protocol trunking); (b) “Hosted PBX” (i.e. hosted private branch exchange services); (c) SIP primary rate interface services (“SIP PRI”); (d) “Hosted Voice” (i.e. Internet-based dial tone services for 2-way voice communication with limited feature sets); (e) Virtual Auto Attendant (i.e. answering and routing of calls); (f) Virtual Voicemail; and (g) other Voice over Internet Protocol (VoIP) services, which may include basic voice, including local and long distance services and features.

1.2 Granite Equipment and Core Network; Customer Equipment.

(a) Provider Equipment and the Core Network shall remain the sole and exclusive property of Granite and/or its Provider(s), as applicable, and nothing contained herein, in any Service Order Documents or in any other document or writing accepted by Granite grants or conveys to Customer any right, title or interest in any Provider Equipment or the Core Network, nor shall anything herein constitute, create or vest in Customer any easement or any other property right. Notwithstanding that it may be or become attached or affixed to real property, the Core Network and Provider Equipment will at all times remain the property of Granite and/or its Providers, as applicable. Customer may not, nor permit others to, alter, adjust, encumber, tamper, repair or attempt to repair, rearrange, change, remove, relocate, or damage any Provider Equipment or the Core Network without the prior written consent of Granite. Customer may not cause any liens to be placed on any Provider Equipment or the Core Network, and will cause any such liens to be removed within ten (10) days of Customer’s knowledge thereof. Customer shall be liable to Granite for any loss or damage to Provider Equipment or the Core Network caused by Customer or any of its end users, invitees, licensees, customers, agents or contractors. Nothing herein shall prevent Granite from using the Core Network and Provider Equipment to provide Services to other customers.

(b) To the extent a Service Order Document requires Granite to complete construction, extend the Core Network and/or obtain additional Underlying Rights (as defined below in this Section 1.2(b)), Customer shall use commercially reasonable efforts to assist Granite in obtaining such Underlying Rights as necessary to provide VoIP Services. In the event that Granite is unable to obtain or maintain any necessary Underlying Rights without incurring additional costs, unless Customer bears the costs of obtaining such Underlying Rights, Granite may cancel the applicable service order and shall incur no liability to Customer hereunder. Granite shall not be deemed to be in breach of the Agreement for its failure to meet any anticipated service installation or delivery date if such failure is caused, in whole or in part, by (i) failure to obtain, or delay in obtaining, any required Underlying Rights; (iii) construction delays; or (iv) any other circumstances beyond the control of Granite. “Underlying Rights” means any and all agreements, licenses, conduit use agreements, pole attachment agreements, leases, easements, access rights, rights-of-way, franchises, permits, governmental and regulatory approvals and authorizations, and other rights, consents, and approvals that are necessary to construct, install, maintain, operate, and repair the Core Network and/or for Granite to provide VoIP Services. Without limiting the foregoing, Underlying Rights include agreements for Off-Net Services that are necessary for Granite to provide VoIP Services.

(c) VoIP Services utilize CPE purchased at Customer’s own expense (unless otherwise provided in the Service Order Documents) and/or either provided by Granite or otherwise approved by Granite and/or its Provider(s). With respect to CPE provided by Granite, Customer shall (a) use such CPE for VoIP Services provided by Granite and Customer is not authorized to use CPE for any other purpose; (b) comply with all documentation and manufacturer’s instructions; and (c) take reasonable measures to protect and care for CPE. Customer is responsible for all loss, damage or destruction to CPE. Promptly upon notice from Granite, Customer shall eliminate any hazard, interference or Service obstruction that any such CPE is causing or may cause as reasonably determined by Granite.

Granite may, at its sole and absolute discretion, suspend Service if any CPE does not comply with the provisions herein.

1.3 Access.

(a) Upon expiration or termination of the applicable Service Term, Customer shall grant Granite access to its premises as necessary to enable Granite to remove the Provider Equipment and any elements of the Core Network. Granite, its employees, contractors and/or agents shall have access to any Provider Equipment, elements of the Core Network or facilities at a Customer premises at a time agreed to by the parties.

(b) Neither Customer nor any of its end users, invitees, licensees, customers, agents or contractors shall have any recourse against any property owner or property manager of any premises to which any VoIP Services are delivered and/or at which the Core Network or Provider Equipment is located, as a result of or in reliance upon the Agreement. Without limiting the foregoing, this provision shall not be construed to impose any liability on Granite and/or its underlying Provider(s), nor shall Granite have any liability for, or on behalf of, such property owner or property manager.

1.4 Provisioning. Customer must provide Granite with (i) a network assessment worksheet (in a form provided by or acceptable to Granite) for purposes of determining the current status and support characteristics of key network protocols, services and settings (including, but not limited to, a site survey document and Customer's local area network(s) minimum network requirements and firewall specifications) necessary for providing VoIP Services to Customer; and (ii) detail inventory of telephone numbers to be ported to Granite, and (iii) for each telephone number being ported (A) account name, (B) account address, and (C) account number. Customer acknowledges that the provisioning of VoIP Services depends on the accuracy and timely receipt of information on the network assessment worksheet, other documents and/or responses to questionnaires and additional questions from Granite. Granite is not responsible for any delays in provisioning or failures of VoIP Services related to inaccurate information provided by Customer or changes in Customer's network that are not communicated to Granite. Granite and/or its Providers will evaluate, design and provision VoIP Services based on a configuration proposed to, and accepted by, Customer. Customer acknowledges that there is no guaranty that Customer's current CPE or previously purchased or installed equipment can be used with VoIP Services.

1.5 Customer Provided Bandwidth. If Customer chooses to order VoIP Services utilizing its own separate Internet connection, whether or not ordered from Granite or a third party provider (i.e. "customer provided bandwidth, "CPB" or "over the top") and not order such VoIP Services over Granite MPLS Services, then the following conditions apply: (a) such VoIP Services shall be considered a "best efforts" VoIP Services, which means that Granite will not provide any service level agreements, warranties or guaranties, including, without limitation, for the voice quality; (b) Customer is responsible for (i) procurement, sizing, installation, configuration and operation of the CPB, (ii) maintenance, repair and replacement of CPB, and (iii) installation and activation CPE for the VoIP Services, in each case unless Customer separately contracts with Granite to provide such services, and (c) Customer network at such locations meets Granite's requirements for such VoIP Services.

1.6 Hosted PBX Services.

(a) Unless otherwise provided in Service Order Documents executed by Granite, Hosted PBX Services include the following: (i) monthly recurring seat charges, (ii) features (based upon the package selected by Customer on the Service Order Documents and specifically excluding those features set forth in Section 1.6(b)), (iii) local usage; and (iv) a long distance usage package per seat per month. Depending on the specific long distance usage package, Customer may pool the allotted long distance usage over the number of seats at the same location. Customer will be charged at Granite's then current MOU overage rate for long distance usage in excess of the amount set forth above.

(b) Unless otherwise provided in Service Order Documents executed by Granite, all other services and features will not be included in the Hosted PBX Services and will be provided at an additional charge, including, but not limited to: (i) directory listings, (ii) non-published, (iii) international calling and offshore calls to U.S. territories, (iv) directory assistance calls, (v) toll free services, (vi) call completion and any other pay-per-use features, (vii) all repair services, and (viii) non-recurring charges, including, but not limited to, service order charges, installation fees, no trouble found fees, and tag and locate fees.

1.7 SIP Trunking Services; Bursting. If selected by Customer as part of the SIP Trunking Services, Customer may order and purchase the ability to burst or go over the number of purchased SIP trunks when Customer's call volume so requires. For Customers selecting the bursting option, Granite will calculate for each calendar month the highest daily number of concurrent SIP trunks used in excess of the SIP trunks purchased by Customer. Granite shall bill, and Customer shall pay, an additional MRC for each such additional SIP trunk at Granite's then current rate for such bursting.

1.8 Maintenance.

(a) Granite will endeavor to conduct (or cause to be conducted) scheduled maintenance of On-Net Services that is reasonably expected to interrupt VoIP Services between 12:00 midnight and 6:00 a.m. local time or, upon Customer's reasonable request, at a time mutually agreed to by Customer and Granite. Granite will use commercially reasonable efforts to notify Customer of scheduled maintenance that is reasonably expected to interrupt Service, via telephone or e-mail, no less than two (2) days prior to commencement of such maintenance activities. Customer shall provide a list of Customer contacts for maintenance and escalation purposes, which may be included on the Service Order Documents, and Customer shall provide updated lists to Granite, as necessary. With respect to Off-Net Services, Granite's may interrupt VoIP Services for scheduled maintenance and other operational reasons, and Granite will use commercially reasonable efforts to provide notice when possible (provided, Granite shall not be liable for any failure to provide such notice or for its Providers failing to provide such notice). Except as otherwise provided in the Agreement, Customer shall not be entitled to receive any remuneration for such schedule interruptions.

(b) Granite and/or its Providers may perform emergency maintenance of On-Net Services or Off-Net Services in their respective sole and absolute discretion, with or without prior notice to Customer, to preserve the overall integrity of the Core Network or such Provider's network. Granite will use commercially reasonable efforts to notify Customer, as soon as reasonably practicable, of any such emergency maintenance activity that materially and adversely impacts any VoIP Services.

1.9 Call Duration, Fraudulent Calls, Etc.

(a) All user traffic must be "IP Originated" which means voice traffic which Customer represents and certifies as utilizing TCP/IP as a transmission protocol from the Customer's originating equipment (i.e. SIP phones, SIP PBX, TDM to SIP Gateway, IP adapter, etc.) to a TCP/IP gateway. Traffic identified as non-IP Originated is subject to incremental surcharge per minute on all calls.

(b) Each call's jurisdiction shall be determined by the geographic original point attributed to the outpulsed, valid Automatic Number Identification (ANI) and Customer's called number. Customer is required to utilize and outpulse ANIs that are registered with the North American Numbering Plan Administration (NANPA) and which have been provided to Granite prior to outpulse. Unless otherwise approved by Granite in its sole and absolute discretion, Customer may not outpulse anonymous phone numbers, defined as those numbers that do not conform to a Customer-provided ANI (i.e. 8XX) or otherwise have an indeterminate jurisdiction. Anonymous numbers may be blocked, failed or billed at intrastate rates based on the rates applicable to Customer's physical location where the call originates.

(c) Granite's fair use policy ("Fair Use Policy") is to prevent abuse, fraud or unreasonable exploitation of Granite's unlimited usage service plans, as applicable, and unreasonable overutilization of Granite's facilities. Granite's unlimited calling plans are intended solely for normal commercial use. Granite's unlimited calling plans are designed only for continuous live dialog between two individuals. Unusual calling patterns, excessive called numbers and/or consistent excessive usage will each be considered an indicator that usage is exceeding normal standards. Granite's unlimited calling plans may not be used for auto-dialing, continuous, or extensive call forwarding, excessive conferencing, inbound/outbound centralized or distributed call center activity, inbound/outbound customer service, telemarketing (including charitable or political solicitation or polling), fax or voicemail blasting, or for continuous or extensive chat line access, or as an open telephone line as a monitor, intercom or transcription service. Granite has other plans applicable for such applications and businesses. Granite reserves the right to monitor call traffic patterns and determine, in its sole discretion, what is normal usage. For unlimited calling plans, Granite may apply a surcharge per minute of use to the number of minutes by which Customer's usage exceeds this normal usage.

(d) Customer shall not pass 900, 500, 700, or invalid numbers.

(e) Customer is aware and acknowledges that Granite has no control over the international routes of its Providers. Therefore, Granite cannot assure or guarantee calls/voice quality for all international traffic. Customer agrees that all calls completed will be considered valid and billable, regardless of call quality.

(f) If Customer wishes to block international calls, Customer must ensure that such request is in writing, in the body of the Service Order for the VoIP Services for which international blocking is to be applied. Any such blocking request that is not in writing will not be valid. For the purpose of call blocking, "international" refers only to those calls using a 011 prefix. Thus, for example, phone calls from the United States to Canada are not International calls and cannot be blocked. It is Customer's responsibility to understand the limits on any call blocking functionality. Granite, in its sole discretion, may block calls to certain countries based on the risk of fraud, provided, Customer may request Granite to unblock such countries and in such event shall be responsible for all calls to such countries.

(g) A call is considered completed when it is answered by either a live person, or by voicemail systems, answering machines, private branch exchanges, or interexchange switching equipment. Granite begins billing at call pickup. In the event more than forty percent (40%) of total call attempts (inbound, outbound or toll free) in a billing period are abandoned or incomplete for any reason, Granite reserves the right to disconnect the seat/circuit and/or to charge, and Customer shall pay, an additional surcharge per abandoned call during such billing period.

(h) If in any given month more than ten percent (10%) of Customers calls are six (6) seconds or less in duration ("Short Duration Calls"), then Granite will assess a surcharge for such Short Duration Calls per call.

(i) During the Service Term, Granite will monitor Customer monthly call distribution and identify excessive traffic originating from or terminating to a high cost area ("HCA") defined as high-cost LATA's/OCN's and certain non-Regional Bell Operating Company areas. If the total amount of HCA minutes exceeds 30% in a given month, then a surcharge will be applied to all minutes in excess of 30% in the following invoice.

(j) Granite reserves the right to monitor Customer's calling patterns. Should Granite determine Customer has exhibited calling patterns that are uncustomary or exceed normal outbound to inbound ratios, Granite reserves the right to assess either a one time or rate per minute surcharge on all inbound calls.

(k) International calls terminating to a wireless device, such as a cellular phone, pager, personal computer, or personal digital assistant may have a separate higher rate applied. Customer shall be responsible for payment of any additional charges as a result of the applied rate, which will appear as an international mobile termination charge on Customer's bill.

1.10 Music On Hold Service. Customer may also be purchasing Granite's music hosting services (the "Music Hosting Services"), which may be purchased separately. Customer grants to Granite and its Providers a non-exclusive, worldwide, and royalty-free license for the term of these Music Hosting Services to edit, modify, adapt, translate, exhibit, publish, transmit, participate in the transfer of, reproduce, create derivative works from, distribute, perform, display, and otherwise use Customer's content as necessary for the purposes of rendering and operating the Music Hosting Services. If Customer provides Granite with material that Customer wishes Granite to host (e.g., custom music for Customer's music on hold) ("Custom Materials"), Customer represents and warrants that Customer has obtained and will maintain all necessary and appropriate rights, approvals and/or licenses for use of the Custom Materials.

1.11 VoIP Assurance Plan. If selected by Customer, the "VoIP Assurance Plan" may include, for a monthly recurring charge based on the package ordered by Customer: (a) maintenance for equipment, service and repairs; (b) 24/7/365 remote alarm monitoring; (c) on-site and/or remote support; (d) second-day parts replacement; and (e) first response priority. Other charges may apply. Customer may cancel the VoIP Assurance Plan within ten (10) days of the Service Start Date without charge. Following ten (10) days after the Service Start Date, the minimum service term for the VoIP Assurance Plan is thirty (30) days. Should Customer fail to provide reasonable access to Granite to diagnose and/or repair service issues, Granite will be excused from performance and Customer may be subject to a no-access charge.

1.12 VoIP SMS Enablement. If selected by Customer, VoIP SMS Enablement (the "SMS") may be enabled subject to a non-recurring charge for activation, usage charges will be assessed in arrears on a per SMS basis. Customer must comply with CTIA Messaging Principles and Best Practices, as may be updated from time to time, failure to comply shall constitute a violation of Granite's AUP. SMS is subject

to character limitations as promulgated by CTIA, this may cause content to be segmented resulting in the sending and delivery of more than one (1) SMS. Customer understands and acknowledges that application- to-person SMS is prohibited.

1.13 Alarm Systems and VoIP Services. To the extent that Granite provides VoIP Services which Customer utilizes for transmission of alarm system signals, Customer acknowledges that Granite is not responsible for the functionality of such alarm systems and signals. Customer understands that VoIP Services and other Services are not infallible.

Customer specifically acknowledges that Granite does not represent or warrant that the transmission of alarm signals will not be interrupted, circumvented or compromised. If VoIP Services are not operative, no alarm signals can be received by the monitoring station. Customer understands that VoIP Services may be impaired or interrupted by atmospheric conditions, including electrical storms, power failures or other conditions and events beyond Granite's control. The use of VoIP Services or other internet-based telephone service may prevent from the transmission of alarm signals at any time, and/or interfere with the telephone line-seizure features of Customer's alarm system. In the event Customer elects to use VoIP Services for alarm lines; CUSTOMER IS RESPONSIBLE FOR HAVING THESE SERVICES TESTED BY AN AUTHORIZED ALARM INSPECTION COMPANY TO ENSURE SIGNAL TRANSMISSION FEATURES ARE OPERATIONAL. THESE FEATURES INCLUDE BUT ARE NOT LIMITED TO PROPER FUNCTIONING OF LINE SEIZURE AND THE SUCCESSFUL TRANSMISSION OF SIGNALS TO THE MONITORING STATION. Customer accepts full responsibility for alarm system compliance with the authority having jurisdiction.

Notwithstanding the foregoing, to the extent that any failures in the VoIP Services are attributable to a Granite network malfunction, equipment failures preventable by Granite, or any issues within Granite's reasonable control, Granite shall be responsible for such failure(s). Granite shall not be exempt from responsibility for failures in the VoIP attributable to Granite's network malfunction, equipment failures preventable by Granite, or any issues within Granite's reasonable control.

2. **Rates and Charges.** Rates and Charges for VoIP Services are as set forth in the applicable Service Order Document(s) or as otherwise communicated to Customer at the time of ordering such VoIP Services and may vary depending on VoIP Service type, features, equipment and other costs required to deliver the VoIP Service to Customer.

3. **Service Term.** The initial minimum Service Term of all VoIP Services shall begin on the Service Start Date and shall be as set forth in the applicable Service Order Documents or other writing accepted by Granite, provided, notwithstanding the foregoing all VoIP Services shall commit to, and shall be deemed to have committed to, an initial minimum Service Term of at least twelve (12) months from the Service Start Date. Service Terms may be extended for additional monthly increments due to specific offerings or promotional terms. After the end of the initial minimum Service Term selected by Customer, and any renewal Service Terms selected by Customer, the Service Term shall automatically renew and continue on a month to month basis unless Customer provides prior written notice to Granite at least thirty (30) days prior to the end of the then current Service Term or the service is otherwise terminated in accordance with the Agreement.

4. **RESERVED.**

5.4.1 Service Schedule F – Mobility Services

Service Schedule F

Mobility Services

1. Services.

1.1 Description of Services.

(a) “Mobility Services” consist of: (i) mobile/cellular (voice, data and/or text) (“Mobility Voice Services”) and/or (ii) mobile/cellular data services (“Mobility Data Services”), including, machine to machine data services (“M2M Services”).

(b) Mobility Services plans (including without limitation, eligibility requirements, plans, pricing, features and/or service areas) are subject to change, with or without notice, provided, Granite will use reasonable efforts to provide at least thirty (30) days advance written notice to Customer of such changes if any modifications are adverse to a Customer. The change will most likely be made within twenty-four (24) business hours of the Provider’s receipt of the request from Granite and will most likely become effective on the first (1st) day of the following month’s billing cycle provided, that, for Mobility Voice plan changes: (i) the changes may occur during a month’s billing cycle in which instance billing will be prorated accordingly, (ii) any and all accrued overage charges shall be applied and billed up to the date that the plan change is made, and (iii) plan changes and activations shall only occur on Business Days.

(c) Certain Mobility Service plans may allow for pooling (meaning that the minutes of usage, text and/or data allowances in a specific Mobility Service plan can be shared between two (2) or more Devices owned by Customer.) With Granite’s prior written approval, which shall not be unreasonably withheld, Customer may pool within the same Mobility Service plan, with the same Provider or across Mobility Service plans or across Providers.

(d) For international calling, Customer must specifically order such services from Granite and applicable rates and charges will apply. International calling is not available unless specifically ordered by Customer for the specific Device and Mobility Service plan.

1.2 Devices.

(a) Mobility Services utilize Devices purchased at Customer’s own expense (unless otherwise provided in the Service Order Documents) and either provided by Granite or otherwise approved by Granite and/or its Provider(s). With respect to Devices provided by Granite, Customer shall (i) use such Device for Mobility Services provided by Granite and Customer is not authorized to use the Device for any other purpose; (ii) comply with all documentation and manufacturer’s instructions for such Device; and (iii) take reasonable measures to protect and care for the Device. Customer is responsible for all loss, damage or destruction to Devices.

(b) Unless covered by warranty, otherwise provided for in SW1014 or these Mobility Terms of Service or Customer otherwise engages Granite to provide specific additional services, Customer shall be solely and exclusively responsible for all Device maintenance, configuration, management and/or support and Granite will have no obligation to maintain or repair Devices.

(c) For Devices provided by Granite to Customer and for which Granite has waived or discounted all or a portion of the cost of such Devices, upon early termination or expiration of the specific Mobility

Services or the Agreement, if requested by Granite Customer shall return such Devices to Granite in good condition, ordinary wear and tear excepted, otherwise Customer shall be liable for the replacement cost of such Devices.

If a Customer's Device becomes inoperable, e.g., "breaks," Customer shall be responsible for the remaining balance of the Device, if the cost was amortized by Granite, and for replacing the Device to fulfill the remainder of the applicable Service Term.

1.3 Prohibited and Permissible Uses.

(a) The absolute capacity of a Provider(s) network is limited, therefore Mobility Services are only provided for circumscribed purposes.

(b) Customer agrees that Mobility Services may be used only for the following permitted purposes: (i) voice communications; (ii) texting; (iii) web browsing; (iv) e-mail; (v) intranet access, including access to corporate intranets, email, and/or individual productivity applications such as customer relationship management, sales force, and field service automation; (vi) uploading and downloading applications and content to and from the Internet; and (vii) using applications and content without excessively contributing to network congestion.

(c) Mobility Services are not intended to be used in any manner which has any of the following effects and such use is prohibited if it: (i) is resold by Customer either alone or as part of any other good or service; (ii) tethers a wireless device to a computing device (such as a computer, smartphone, eBook or eReader, media player, laptop, or other devices with similar functions) through use of connection kits, applications, devices or accessories (using wired or wireless technology) and Customer's Mobility Service plan is not designed for this purpose; (iii) there is a Mobility Services plan required for a particular use and Customer have not subscribed to that plan; (iv) is used for remote monitoring to provide medical and/or life-sustaining care for any individual; or (v) is used to monitor third parties without their permission including prisoner or parolee monitoring. Mobility Services may not be used in any manner that (1) conflicts with applicable law or regulation; (2) defeats, obstructs, compromises or penetrates, or attempts to defeat, obstruct, compromise or penetrate the security measures of Granite's or its Provider(s)' network or systems, or another entity's network or systems; (3) accesses, or attempts to access without authority, the accounts of others; (4) adversely affects the ability of other people or systems to use either Mobility Services or other parties' Internet-based resources (for example, this includes, but is not limited to, malicious software or "malware" that is designed, intentionally or unintentionally, to infiltrate a network or computer system such as spyware, worms, Trojan horses, rootkits, and/or crimeware; "denial of service" attacks against a network host or individual user; and "spam" or unsolicited commercial or bulk e-mail (or activities that have the effect of facilitating unsolicited commercial e-mail or unsolicited bulk e-mail); (5) has the effect of excessively contributing to network congestion, hindering other customers' access to the network, or degrading network performance; (6) uses high bandwidth applications, services and content that is not optimized to work with Mobility Services and, therefore disproportionately and excessively contribute to network congestion (this includes, but is not limited to, redirecting television signals for viewing on computing devices, web broadcasting, and/or the operation of servers, telemetry devices, or supervisory control and data acquisition devices, unless they meet Mobility Services optimization requirements); and/or (7) any other reason which Granite determines has an adverse effect.

(d) If Customer or an End User fails to comply with the restrictions on use of Mobility Services, Granite reserves the right to (i) deny, disconnect, suspend, modify and/or terminate Mobility Services, without notice, to Customer if Granite believes Customer is using Mobility Services in any manner prohibited or whose usage adversely impacts Granite's and/or its Provider(s) network or service levels or hinders access to Granite's and/or its Provider(s)' network, including without limitation, after a significant period of inactivity or after sessions of excessive usage and/or (ii) otherwise protect Granite's and/or its Provider(s)' network from harm, compromised capacity or degradation in performance, which may impact legitimate data flows. Customer may not use Mobility Services other than as intended by Granite, in accordance with the terms and conditions of its Providers and/or in accordance with applicable laws and regulations. Granite may, but is not required to, monitor Customer's compliance,

or the compliance of its End Users, with Granite's terms, conditions, or policies.

(e) Customer shall not use or assist others to use Mobility Services or any Device for any unlawful, unauthorized, abusive or fraudulent purpose or a violation of Granite's AUP. Mobility Services may be restricted or cancelled if there is a reasonable suspicion of unlawful, unauthorized, abusive or fraudulent use or a violation of Granite's AUP. Granite will use reasonable efforts to provide Customer prompt notice of any such restriction or termination. Customer must make good faith efforts to minimize abuse or fraudulent use, to promptly report to Granite any such abuse or fraudulent use of which they become aware, and to cooperate in any investigation or prosecution initiated by Granite. Customer must also use its best efforts to disable any Devices, or otherwise block access to Mobility Service to any End User suspected of abuse or fraudulent use. Abuse and fraudulent use of Mobility Services or any Device includes, but is not limited to: (i) attempting or assisting another to access, alter, or interfere with the communications of and/or information about another wireless customer; (ii) tampering with or making an unauthorized connection to the network; (iii) installing any amplifiers, enhancers, repeaters, or other devices that modify the radio frequencies used to provide Mobility Service; (iv) subscription fraud; (v) using Mobility Services in such a manner so as to interfere unreasonably with the use of Mobility Services by one or more other wireless customers or End Users or to interfere unreasonably with Granite or its Provider's ability to provide Mobility Service; (vi) using Mobility Services to convey obscene, salacious, or unlawful information; (vii) using Mobility Services without permission on a stolen or lost Device; (viii) unauthorized access to Mobility Services; (ix) using Mobility Services to provide voice over IP services (excluding uses authorized by Granite such as "find me follow me" and other mobile applications or uses); (x) extensive use of Mobility Services outside of the service area in such a manner as to unreasonably increase Granite's or its Provider's costs; (xi) reverse engineering and / or decompiling Mobility Services and / or Devices; and, (x) transmission of messages in violation of these Mobility Terms of Service.

In the event a Device is lost or stolen, Customer must immediately suspend or cancel Mobility Services to the affected Device and SIM by contacting Granite. Except as otherwise provided by law, Customer is responsible for all charges incurred until they report the theft or loss to Granite, and Customer remains responsible for complying with all other obligations under these Mobility Terms of Service including, but not limited to, paying any applicable monthly service charge while use of the Device is suspended. Granite may cancel such Mobility Services if Granite believes such Mobility Services are being used in an unlawful, abusive or fraudulent manner. Prior such cancellation, Granite will attempt to give Customer notice of its intent to cancel. In the event Customer instructs Granite to retain such Mobility, Customer will be responsible for paying all charges, whether authorized, unauthorized, or fraudulent, associated with such number, including but not limited to charges incurred by any clone or duplication of that number.

(f) Any CPE, Devices and Mobility Services provided for use with VoIP Services may only be used to provide VoIP Services.

1.4 Security. Granite does not guarantee security of any Mobility Services. If Customer uses a Device to access Customer email and/or information, it is Customer's responsibility to ensure its use complies with its internal policies and security procedures. Customer is solely responsible for maintaining adequate security and control of any and all Devices, login IDs, passwords, and/or any other codes that Customer or its End User creates or that Granite or its Provider(s) issues to Customer for the purpose of giving it access to any activation, enrollment, configuration, and support services. Granite and its Provider(s) are entitled to rely on information it receives from anyone using those login IDs, passwords and other codes and may assume that all such information was submitted by a Customer or on its behalf. Mobility Services and Customer's and End User's use of Mobility Services can be affected by eavesdroppers, hackers, denial of service attacks, viruses, and/or interceptors. Granite and its Provider(s) do not promise or guarantee the privacy or security of communications using Mobility Services.

1.5 Provisioning. Customer shall provide Granite with the following information for each individual end user that is registered to use Mobility Services: (a) name; (b) business address; (c) telephone number; (d) email address; and (e) device(s). Customer must promptly notify Granite of any updates to this information. For Mobility

Services converted to Granite from other carriers, Customer may be responsible for applicable early termination fees or other charges upon conversion.

1.6 Intellectual Property. Customer and its End Users must respect the intellectual property rights of Granite, its Provider(s), third-party content providers and any other owner of intellectual property. Except for material in the public domain, all material displayed in association with the Mobility Service is copyrighted or trademarked. Except for personal, non-commercial use, trademarked and copyrighted material may not be copied, downloaded, redistributed, modified or otherwise exploited, in whole or in part, without the permission of the owner.

1.7 NOTICE REGARDING TRANSMISSION OF WIRELESS EMERGENCY ALERTS (Commercial Mobile Alert Service). Certain of Granite's Provider(s) have chosen to offer wireless emergency alerts within portions of their respective service area on wireless emergency alert capable devices. There is no additional charge for these wireless emergency alerts. Wireless emergency alerts may not be available on all devices or in the all service areas, or if a subscriber is outside of the Provider's service area. In areas in which the emergency alerts are transmitted, such alerts may not be received by an End User of the Mobility Service even though the End User has a device capable of receiving them. This notice is required by FCC Rule 47 C.F.R. § 10.250 (Commercial Mobile Alert Service). In transmitting emergency alerts pursuant to Federal law, the designated Provider, including its officers, directors, employees, vendors, and agents, shall not be liable to any subscriber to, or user of, the designated Provider's wireless service or equipment for any act or omission related to or any harm resulting from the transmission of, or the failure to transmit, an emergency alert; or the release to a government entity or agency, public safety, fire service, law enforcement official, emergency medical service, or emergency facility of subscriber information used in connection with delivering an emergency alert.

1.8 Definitions. The following definitions apply to Mobility Services:

1.9

*These definitions are applicable to this Service Schedule and shall not supersede Attachments A-D-1.

"Device" means equipment used by a Customer or an End User to originate or receive wireless transmissions on a Provider's network, including, but not limited to, any machine to machine communications unit, wireless telephone, wireless modem, SIM, other equipment and any accessories.

"End User" means Customer's employees, agents, representatives, invitees, contractors and/or third parties obtaining access to, benefiting from, or using Customer's Mobility Service.

1.10 Additional Terms and Conditions.

(a) Customer acknowledges that Granite provides Mobility Services using a Provider(s) network, therefore Customer agrees that Customer, End Users and Mobility Services shall be subject to additional terms and conditions as set forth by such Provider(s), including, without limitation, acceptable use policies.

(b) The following apply to Mobility Voice Services: (i) voice-capable Devices must subscribe to a Mobility Voice Services plan and an activation fee shall apply for each Device; (ii) Customer may purchase a Mobility Voice Services plan that includes Mobility Data Services as well; (iii) the primary line shall be responsible for, i.e., bear any and all liability for, the monthly plan and the primary Device access charge (Customer is responsible for providing Granite information on which line/device shall be the primary line/device); and (iv) each Device sharing a plan, if applicable, shall pay its own Device access charge.

(c) The following apply to "Mobile Share Plans" (meaning plans that allow the sharing of plan allowances (i.e., voice, data and/or text limits) among Devices: (i) Customer sharing may be permitted across Mobile Share Plans; (ii) Mobile Share Plans may include: (A) the ability to share data across multiple Devices; (B) unlimited

talk for voice-capable Devices; and (C) unused plan data from the current bill period may roll-over for use and expire after one (1) billing period; (iii) additional monthly charges applying for each and every Device on the plan; (iv)

Customer cannot “mix and match” shared and non-shared plans or pooling and non-pooling plans; (v) are only available in the domestic United States (meaning 50 states and Puerto Rico); and (vi) Customer is responsible to know its coverage area.

(d) The following shall apply to “Loaner Devices” (meaning Devices that Granite may, in its sole and absolute discretion including, but not limited to, the period of time that Granite shall provide such Loaner Devices, provide to Customer on a temporary basis):

(i) Generally. (A) Granite may provide a Loaner Device(s) to Customer on a Mobility Voice Services plan to allow a Customer temporary voice access (if/as applicable, Customer shall be responsible for forwarding its calls to the Loaner Device(s)); (B) Customer will be responsible at minimum for one (1) month of monthly recurring charges associated with the Mobility Voice Services plan (i.e., the Mobility Voice Services plan will not be prorated) and Customer will also be responsible for all accrued overages/fees roaming fees and, if used for data, for all related charges; (C) if Customer needs a Device for more than one (1) months’ time (meaning, one (1) billing month plus one (1) day or greater), any such further time shall be permitted in Granite’s sole discretion and the Customer will be responsible for the second (2nd) month’s monthly recurring charges (such charges will not be prorated); (D) sharing or pooling of access plans for Loaner Device shall not be permitted, regardless of whether a Customer has multiple Devices with Mobile Share Plans; (E) Loaner Devices shall be either new Devices or previously used and / or refurbished Devices in good condition and working order; (F) Customer will be charged the full retail price for all Loaner Devices that are damaged and/or not returned to Granite within five (5) Business Days after the end of the loan period; (G) if, subject to Granite’s approval, the Customer chooses to keep the phone, then Customer will be charged the full retail price of the Device; and (H) all data or other usage is excluded and if used Customer will be subject to standard overage rates.

(ii) Phones. In supplement and subject to Section 1.9(d)(i) above, phones that are provided as Loaner Devices on an emergency basis to temporarily substitute for Customer’s primary voice access (i.e., the primary voice access being unavailable due to an emergency like a natural disaster) (A) shall be basic “flip phones” (not smartphones); and, (B) shall be used for voice access services only, use of data services shall be strictly prohibited.

(iii) Hosted Voice. In supplement and subject to Section 1.9(d)(i) above, Loaner Devices used to provide Hosted Voice Services (A) shall be returned to Granite within ten (10) days of the expiration of the Service Term; (B) Service Terms shall not exceed ninety (90) days’; and (C) shall be used for voice access services, use of data services shall be strictly prohibited.

2. Rates and Charges.

2.1 Rate Charges.

(a) Rates and Charges for Mobility Services are as set forth in the Service Order Documents or as otherwise communicated to Customer at the time of ordering such Mobility Services and may vary depending on Mobility Service type, features, equipment and other costs required to deliver the Mobility Service to Customer. For Mobility Services with a monthly allowance, once Customer exceeds Customer’s monthly allowance for a Device or the specific Mobility Services plan, Customer will be automatically charged for overages as specified in the applicable Mobility Services plan. All allowances, including overages, must be used in the billing period in which the allowance is provided. Unused allowances will not roll over to subsequent billing periods. Usage charges, if any, will be charged as specified in Customer’s Mobility Services plan rates. **MOBILITY SERVICES WILL BE RATED BASED ON ACTUAL USAGE ROUNDED UP TO THE NEAREST WHOLE BILLING INCREMENT.** Data sent and received includes, but is not limited to downloads, email, overhead and/or software update checks. Granite shall provide Customer with notice of overages.

(b) Granite has the right to impose additional charges if Customer usage

exceeds its specific plan allowances, features are added, etc.

3. Service Term; Early Termination Fees.

3.1 Service Term.

(a) Mobility Services are month to month unless: (i) Customer orders amortized Device(s) from Granite as set forth in Section 3.1(b), (ii) otherwise stated in a Service Order Document as set forth in Section 3.1(c).

(b) For Mobility Services where the Customer orders amortized Devices from Granite, an initial minimum Service Term shall apply that matches or exceeds the length of the Devices' amortization period. In the event Customer orders amortized Devices from Granite, Customer shall elect an initial minimum Service Term of twelve (12) months, twenty-four (24) months, or thirty-six (36) months for the specific Mobility Service plan utilizing the amortized Device. If Customer does not elect an initial minimum Service Term, it shall default to an initial minimum Service Term which matches the length of the applicable Devices' amortization period. After the end of the initial minimum Service Term selected by Customer, and any renewal Service Terms selected by Customer, the Service Term shall automatically renew and continue on a month to month basis unless Customer provides prior written notice to Granite at least thirty (30) days prior to the end of the then current Service Term or the service is otherwise terminated in accordance with the Agreement. In the event Customer terminates a specific Mobility Service after the Service Start Date but prior to the end of the initial minimum Service Term or any renewal Service Term, Customer shall be charged an Early Termination Fee as set forth in Section 3.2.

(c) For Mobility Services where a specific Service Order Document identifies the initial minimum Service Term, such initial minimum Service Term as identified by the Service Order Document shall apply.

3.2 Reserved.

4. Service Level Agreements.

4.1 General. Mobility Services are a "best effort" service therefore Granite and its Provider(s) cannot guarantee speeds, network availability or other service levels in most cases. "Best effort" delivery describes a service and does not provide any guarantees that data is delivered or that an end user is given a guaranteed quality of service level or a certain priority. With a best effort service all end users obtain best effort service, meaning that they obtain unspecified service levels, depending on the current traffic load. Granite does not guarantee availability of Mobility Services. Mobility Services may be subject to certain equipment and compatibility/limitations, including, without limitation, memory, storage, network availability, coverage, accessibility and/or data conversion limitations. Actual speeds depend upon device characteristics, network, network availability and coverage levels, tasks, file characteristics, applications and other factors. Performance may be impacted by transmission limitations, terrain, in- building use and capacity constraints.

4.2 M2M Services. With respect solely to M2M Services, in the event of a total M2M Services outage within a service area that is not caused by a Customer or any of its end users, invitees, licensees, customers, agents or contractors and such total outage lasts for a period of twenty four (24) consecutive hours or more, a credit allowance will be made at Customer's request in the form of a pro rata adjustment of the fixed monthly recurring charges billed by Granite to Customer with respect

to the affected Devices. For each full 24 consecutive-hour period of total outage, the pro rata adjustment made shall be equal to 1/30th of the fixed monthly recurring charges billed by Granite to Customer with respect to the affected Devices. Periods of discontinuous outage may not be accumulated in determining if an outage has continued for at least twenty four (24) hours. In order to receive such credit, Customer must submit a written request to Granite for an outage credit, stating the date and location of the outage, the Devices affected, and such other information as Granite may reasonably require. Such notice must be received by Granite within thirty (30) days following the last date of the period of outage. Granite offers no other remedies for service outages.

4.3 Service Credits. Notwithstanding anything to the contrary stated herein or SW1014, in other documents, including, but not limited to, the General Terms of Service, any service credits awarded to Customer for Mobility Services shall be limited to service credits received by Granite from underlying Provider(s), if any. Customer's sole and exclusive remedy, and Granite's sole and exclusive liability and responsibility, for any failure of network availability of Mobility Services is as stated in this Section 4. All service credits, if any, will be determined on a Provider by Provider basis. Service credit amounts, if any, that Customer receives for Mobility Services shall in no event exceed the service credit amounts Granite's receives from its Provider(s).

5. Additional Terms and Conditions of Service.

5.1 If Mobility Services and / or Devices are utilized to provide VoIP services, Granite's VoIP Services Additional Terms and Conditions of Service shall apply.

5.4.1 Service Schedule H – Conferencing Services

Schedule H

Conferencing Services

1. Services.

1.1 Description of Services. “Conferencing Services” consist of audio conferencing (“Audio Conferencing Services”) and web conferencing (“Web Conferencing Services”).

1.2 Equipment. If applicable, Conferencing Services will utilize CPE purchased at Customer’s own expense (unless otherwise provided in the Service Order Documents) and either provided by Granite or otherwise approved by Granite and/or its Provider(s). With respect to CPE provided by Granite, Customer shall (a) use such CPE for Conferencing Services provided by Granite and Customer is not authorized to use the CPE for any other purpose; (b) comply with all documentation and manufacturer’s instructions; and (c) take reasonable measures to protect and care for the CPE. Customer is responsible for all loss, damage or destruction to Granite provided CPE. Promptly upon notice from Granite, Customer shall eliminate any hazard, interference or Service obstruction that any such CPE is causing or may cause as reasonably determined by Granite. Granite may suspend Service if any CPE does not comply with the provisions herein.

1.3 Provisioning. Customer shall provide the following information for each end user that is registration to use Audio Conferencing and/or Web Conferencing: (a) name; (b) business address; (c) telephone number; (d) email address; and (e) time zone where end user is located.

1.4 Additional Terms. Additional terms and conditions applicable to all Conferencing Services are set forth in **Attachment A** to this Service Schedule, attached hereto and incorporated herein.

2. Rates and Charges. Rates and Charges for Conferencing Services are as set forth in the applicable Service Order Document(s)

3. Service Term. The initial minimum Service Term of all Conferencing Services shall begin on the Service Start Date and shall be as set forth in the applicable Service Order Documents or other writing accepted by Granite, provided, notwithstanding the foregoing, all Conferencing Services shall commit to, and shall be deemed to have committed to, an initial minimum Service Term of at least twelve (12) months from the Service Start Date. Service Terms may be extended for additional monthly increments due to specific offerings or promotional terms. After the end of the initial minimum Service Term selected by Customer, and any renewal Service Terms selected by Customer, the Service Term shall automatically renew and continue on a month to month basis unless Customer provides prior written notice to Granite at least thirty (30) days prior to the end of the then current Service Term or the service is otherwise terminated in accordance with the Agreement.

4. Reserved.

Attachment A
Additional Terms

1.1 Acceptance for Conferencing Services. Granite reserves the right to reject any orders for Conferencing Services submitted by Customer in the event that Customer is more than thirty (30) days late in payment of undisputed amounts of any invoices to Granite. Granite reserves the right to discontinue services upon reasonable notice to Customer (such notice not to be less than 10 days) in the event that Customer is engaged in abusive or illegal activity in connection with its use of Conferencing Services. Neither Granite nor its underlying carrier(s)/provider(s) shall be liable to Customer or any third party should Granite exercise its right to discontinue Conferencing Services, in whole or in part.

1.2 No Emergency Calls. CONFERENCING SERVICES ARE NOT TRADITIONAL TELEPHONE SERVICES, AND CONFERENCING SERVICES ARE NOT INTENDED TO SUPPORT OR CARRY ANY EMERGENCY CALLS TO ANY EMERGENCY SERVICES OF ANY KIND. CUSTOMER NEEDS TO MAKE ADDITIONAL ARRANGEMENTS IN ORDER TO ACCESS EMERGENCY SERVICES.

1.3 Contact. Granite's underlying carrier(s)/provider(s) may contact Customer or an end user to communicate information regarding Conferencing Services, limited to Conferencing Services maintenance or other issues affecting the availability of Conferencing Services, provided that Granite's underlying carrier(s)/provider(s) will use commercially reasonable efforts to first notify Granite prior to contacting any Customer or an end user.

1.4 Web Conferencing Services. The following additional terms and conditions are applicable to all Web Conferencing Services.

(a) Term. Granite requires all Web Conferencing Services to commit to an initial minimum service term of at least twelve (12) months ("WC Initial Subscription Term") in length for each individual subscription ("WC Subscription").

(b) Reserved.

(c) Upgrades. Where permitted by Granite, at its sole discretion and subject to Customer meeting all pre-conditions identified or communicated to Customer for the upgrade offers, if applicable, to Customer, Customer may upgrade subscription plans for Web Conferencing Services. Nothing herein shall be deemed to require Granite to permit and/or allow any upgrades. For the avoidance of doubt, to the extent permitted by Granite and Customer meeting all pre-conditions Customer shall remain responsible for all fees and charges due and incurred for Web Conferencing Services provided under an existing subscription plan through the upgrade effective date and is not and will not be entitled to any partial months credits or refunds of any kind as a result of the upgrade. After any upgrade effective date, Customer shall be responsible for the increased fees and charges associated with the upgrade, including without limitation any new and/or additional charges associated therewith, which may include without limitation, for any overages.

(d) Intellectual Property; Marketing; Images and Links. Customer is being granted a limited, non-exclusive, non-transferable, non-sublicensable revocable right to use Web Conferencing Services, and any software associated with Web Conferencing Services, solely for online meetings and web conferencing and collaboration. All other rights are reserved by Granite, and Customer agrees that it shall not remove, obscure or alter any proprietary rights notices (including copyright and trademark notices) which may be affixed to or contained within Web Conferencing Services. Customer acknowledges and agrees that all third-party information (such as data files, written text, computer software, music, audio files or other sounds, photographs, videos or other images) which Customer may have access to as part of, or through the use of Web Conferencing Services are the sole responsibility of the individual or entity from which such content originated ("Third-Party Content"). Such Third-Party Content may be protected by intellectual property rights that are owned by the sponsors or advertisers who provide such Third-Party Content to Granite's underlying carrier(s)/provider(s) (or by other individuals or entities on their behalf). Customer may not modify, rent, lease, loan, sell, distribute or create derivative works based on this Third-Party Content (either in whole or in part). Granite and its underlying carrier(s)/provider(s) reserve the right (but shall have no obligation) to pre-screen, review, flag, filter, modify, refuse or remove any or all Third-Party Content from Web Conferencing Services. Granite and its underlying carrier(s)/provider(s) may also provide tools (but has no obligation) to filter out explicit content, and Customer understands that by using Web Conferencing Services, Customer may be exposed to Third-Party Content that Customer or its end users may find offensive, indecent or objectionable. Customer uses Web Conferencing Services at Customer's own risk. Customer understands that by using Web Conferencing Services with a webcam or other photographic or video device and/or a microphone, Customer will transmit images and audio to end users. Customer hereby releases, discharges and agrees to hold harmless Granite and its underlying carrier(s)/provider(s) and their respective officers, directors, employees, affiliates and suppliers from and against any and all claims and demands, including but not limited to, any claims for copyright infringement, defamation, invasion of privacy or right of publicity, arising out of or in connection with any use of the images and/or audio. Web Conferencing Services may include links to other web sites ("Linked Sites"). Customer acknowledges and agrees that such links are provided for convenience only and do not reflect any endorsement by Granite or its underlying carrier(s)/provider(s) with respect to the providers of the Linked Sites or the quality, reliability or any other characteristic or feature of the Linked Sites. Granite and its underlying carrier(s)/provider(s) are not responsible in any manner (including without limitation with respect to any loss, damage or injury Customer may suffer) for any matter associated with the Linked Sites, including without limitation, the content provided on or through the Linked Sites or Customer's reliance thereon. GRANITE AND ITS UNDERLYING CARRIER(S)/PROVIDER(S) MAKES NO REPRESENTATIONS OR WARRANTIES WITH RESPECT TO ANY LINKED SITES. CUSTOMER'S OR

OTHER THIRD PARTIES USE OF ANY LINKED SITES IS SUBJECT TO THE TERMS AND CONDITIONS APPLICABLE TO THAT SITE AND SOLELY AT CUSTOMER'S OWN RISK.

(e) Feedback. Granite welcomes feedback regarding Web Conferencing Services. Any ideas, suggestions, comments and/or other feedback Customer provides to Granite ("Feedback") shall be deemed to be non-confidential and Granite and its underlying carrier(s)/provider(s) shall be free to use such information on an unrestricted basis. Customer should only provide specific Feedback on Web Conferencing Services and should not include any ideas that Granite and its underlying carrier(s)/provider(s) policy will not permit it to accept or consider. Neither Granite, its underlying carrier(s)/provider(s) nor any of their respective employees accept or consider unsolicited ideas of any kind, including ideas for new or improved services, products or technologies, enhancements or new service names. The following terms shall apply to submissions of all Feedback and Customer agrees that: (i) all submissions and their contents will automatically become the property of Granite or its underlying carrier(s)/provider(s), without any compensation; (ii) Granite or its underlying carrier(s)/provider(s) may freely and irrevocably use, disclose, reproduce, license, sublicense, distribute or redistribute and otherwise commercialize the submissions and their contents for any purpose and in any way throughout the world, without royalty; (iii) there is no obligation for Granite or its underlying carrier(s)/provider(s) to review the submission; and (iv) there is no obligation to keep any submissions confidential. For the avoidance of doubt, Customer will not submit any Feedback to Granite that (I) Customer has reason to believe is subject to any patent, copyright, or other intellectual property claim or right of any third party; or (II) that is subject to license terms that seek to require any Web Conferencing Services incorporating or derived from any Feedback, or other intellectual property, to be licensed to or otherwise shared with any third party.

(f) Named End Users, Content and Conduct/Use. To use Web Conferencing Services, end users must be 18 years or older, if an individual, and must complete the sign-up /registration process, which includes, without limitation, providing a valid email address, agreeing to be bound by this Service Schedule H and meeting such other requirements as Granite directs. Customer agrees to maintain and update each end users registration information as required to keep it current, complete and accurate. If Granite discovers that any of end users' registration information is inaccurate, incomplete or not current, Granite may suspend and/or terminate such end user's right to access and receive Web Conferencing Services. Granite further retains the right to reject a registration application in its sole discretion and without a requirement to provide a reason. Without limiting the foregoing, Granite may refuse Web Conferencing Services to any individual or entity who has cancelled any number of previous accounts. Only Named End Users may schedule conferences using Web Conferencing Services, and there may be only one end user assigned to any Named End User licenses to be used in connection with Web Conferencing Services. For the avoidance of doubt, Named End User licenses cannot be shared among multiple individuals and separate Named End User licenses must be purchased for each end user. Named End Users may only include up to the total number of Maximum Meeting Participants in any single conference. For the purposes of this provision and Web Conferencing Services, a "Named End User" is an individual designated and identified by Customer as an organizer/administrator who is authorized to schedule conferences using Web Conferencing Services and "Maximum Meeting Participants" means the maximum number of meeting participants, including the Named End User, that may be in a conference using Web Conferencing Services at the same time as designated by Granite. Only one conference using Web Conferencing Services may occur at any given time (i.e. no concurrent meetings) per licensed Named End User. Named End Users may not combine with other Named End Users or otherwise expand a conference using Web Conferencing Services scheduled by a Named End User to allow more than the Maximum Meeting Participants. For each conference using Web Conferencing Services scheduled by a Named End User, the Named End User must (i) initiate or schedule the conference; (ii) host the conference by entering as a presenter; and (iii) act as an organizer of the conference through use of their organizer identification. Customer is at all times responsible for monitoring and maintaining the use of the Named End User licenses within the foregoing parameters, and Customer shall indemnify Granite in the event a claim is brought or damages are incurred due to Customer's misuse of the Named End User license. A Named End User designation may not be transferred to another Customer employee except upon (I) termination of the Named End User's employment with Customer, or (II) in all other instances, Granite express prior written approval.

(g) Content and Conduct/Use. Customer acknowledges that Granite and its underlying carrier(s)/provider(s) has no control over the content of information transmitted by Customer or end users through Web Conferencing Services (whether visual, written or audible) and that Granite and its underlying carrier(s)/provider(s) do not examine the use to which Customer or end users puts Web Conferencing Services or the nature of the information end users send or receive. Customer acknowledges and agrees that Granite and its underlying carrier(s)/provider(s) shall have no liability for the deletion or failure to store any information, content or data transmitted using Web Conferencing Services. Further, Customer expressly agrees: (i) to comply with all applicable foreign, federal, state/provincial and local laws relating to use of Web Conferencing Services under this Service Schedule H (including without limitation, export and control laws and regulations); (ii) not to upload, post, email or otherwise transmit content through use of Web Conferencing Services that (A) infringes any third-party intellectual property or other proprietary rights or rights of publicity or privacy; (B) is unlawful, threatening, abusive, harassing, tortuous, libelous, defamatory, deceptive, fraudulent, invasive of another's privacy, vulgar, obscene, hateful or discriminatory or otherwise contains objectionable material of any kind or nature; (C) violates any law, statute, ordinance or regulation (including without limitation the laws and regulations governing export control, unfair competition, anti-discrimination or false advertising); (D) is profane, indecent, obscene, harmful to minors or child pornographic; (E) contains any viruses, Trojan horses, worms, time bombs, cancelbots, corrupted files or other computer programming routines that are intended to damage, detrimentally interfere with, surreptitiously intercept or expropriate any system, data or personal information or property of another; (F) that includes any unsolicited or unauthorized advertising or marketing; and/or (G) is materially false, misleading or inaccurate or that Customer does not have the right to transmit under any law or under contractual or fiduciary relationships; (iii) not to: (R) impersonate any person or entity, falsely or otherwise misrepresent your affiliation with a person or entity, or forge headers or otherwise manipulate identifiers in order to disguise the origin of any content uploaded, posted, emailed or otherwise transmitted; (S) harvest or otherwise collect information about others, including e-mail addresses, without their consent; (T) use, download or otherwise copy, or provide (whether or not for a fee) to a person or entity that is not an end user of Web Conferencing Services any directory of other end users or usage information or any portion thereof other than in the context of Customer's use of Web Conferencing Services; (U) reproduce, duplicate, copy, sell, trade or resell Web Conferencing Services for any purpose, including Customer may not act as a service bureau for Web Conferencing Services or rent, lease, grant a security interest in, or otherwise transfer any rights in the use of Web Conferencing Services; (V) use or exploit any portion of Web Conferencing Services to provide commercial Web Conferencing Services to third parties or otherwise generate income from Web Conferencing Services or use Web Conferencing Services for the development, production or marketing of a service or product substantially similar to Web Conferencing Services; (W) interfere with, damage, disable, overburden, impair or disrupt hardware, software or networks connected to Web Conferencing Services, or any other end users of Web Conferencing Services, or violate the regulations, policies or procedures of any networks; (X) attempt to gain unauthorized access to Web Conferencing Services, other accounts, computer systems or networks connected to Web Conferencing Services, through password mining or any other means; (Y) reverse engineer, modify, decompile, disassemble, translate or otherwise attempt to derive source code from any part of Web Conferencing Services or associated software; and/or (Z) use Web Conferencing Services for illegal purposes (including without limitation, gambling or betting); and (iv) Customer is solely responsible for any and all activities that may occur under Customer's account and to maintain the confidentiality and security of its Host ID, access numbers, keys and passwords/passcodes. Customer agrees to notify Granite immediately if there has been an unauthorized use of its Host ID and/or any access numbers, keys and/or passwords/passcodes or any other breach of security, and Customer shall be liable for fraudulent charges until such time as Customer has notified Granite to suspend any compromised Host IDs, access numbers, keys and/or passwords/passcodes. Customer acknowledges that Granite may from time to time monitor for quality assurance and fraud detection and may further gather system data. Further, and notwithstanding confidentiality provisions herein, Granite may disclose information about Customer's use of Web Conferencing Services to satisfy any law, regulation, government agency request, court order, search warrant, subpoena or other legal process.

(h) Compatibility. Granite does not warrant that Web Conferencing Services will be compatible or interoperable with Customer's or end user's hardware, software, equipment and/or devices (collectively, "Customer Equipment"). Customer

acknowledges that compatibility and interoperability problems can cause the performance of Customer Equipment to diminish or fail, and may result in damage to such Customer Equipment, loss of data or corruption of software or files. Granite and its underlying carrier(s)/provider(s) are not, and will not be, liable to Customer or any third party for any losses suffered resulting from or arising in connection with compatibility or interoperability problems.

5.4.1 Service Schedule I – Granite Guardian Services

Service Schedule I

Granite Guardian Services

1. Services.

1.1 Description of Services.

(a) “Granite Guardian Services” or “Guardian Services” shall mean, and consist of, one or more of the following: (i) Access Remediation Services; (ii) LAN Services; (iii) Security Services; (iv) WAN Optimization Services and (v) Dispatch Add-On in addition any Granite-provided software ancillary to these Granite Guardian Services.

(b) Guardian Services shall only be available to Customer if: (i) Customer purchased applicable underlying Services from Granite; (ii) the CPE is installed and/or approved by Granite; (iii) Customer provides and allows Granite access to applicable information to establish Communication Protocols, as defined herein, and (iv) Customer selected one or more Guardian Services on the Service Order Documents. For purposes of Guardian Services, “Communication Protocol(s)” shall be defined to include but are not limited to: Internet Control Message Protocol (“ICMP”), Simple Network Management Protocol (“SNMP”), and Applicable Programming Interface (“API”).

(c) For purposes of this Service Schedule I, references to CPE may be referring to Provider Equipment dependent upon the Services procured and generally may include but is not limited to, switches, access points, routers, firewalls, and devices.

1.2 Specific Terms and Conditions Applicable to Certain Guardian Services. Customer shall be subject to additional terms and conditions applicable to the specific Guardian Service, as set forth in **Exhibit A** to this Service Schedule, attached hereto, and incorporated herein.

1.3 Equipment and Limitations of Guardian Services.

(a) Customer shall be solely responsible for the selected configuration on the CPE. For the avoidance of doubt, all reference to equipment, appliances and or devices, whether or not capitalized are in reference to and shall be considered, CPE. Customer must complete and provide the appropriate, current configuration forms. Granite may configure Guardian Services in accordance with Customer’s configuration submission. Customer is responsible for confirming that its network elements are configured in accordance with Customer’s preferences prior to and after activation of Guardian Services.

1.4 Physical and Diagnostic Access.

(a) Remote access shall be used by Granite and its subcontractors to support and troubleshoot the Customer’s CPE. Customer agrees to provide an on-site Customer contact for the remote access, remediation and troubleshooting

1.5 Granite Equipment and Core Network; Customer Equipment.

(a) To the extent a Service Order Document requires Granite to complete on-site Services and/or obtain additional Underlying Rights (“Underlying Rights” means any and all agreements, licenses, conduit use agreements, pole attachment agreements, leases, easements, access rights, rights-of-way, franchises, permits, governmental and regulatory approvals and authorizations, and other rights, consents, and approvals that are necessary to construct, install, maintain, operate, Guardian Services) Customer shall use commercially reasonable efforts to assist Granite in obtaining such Underlying Rights as necessary to provide Guardian Services. In the event that Granite

is unable to obtain or maintain any necessary Underlying Rights without incurring additional costs, unless Customer bears the costs of obtaining such Underlying Rights, Granite may cancel the applicable service order and shall incur no liability to Customer hereunder. Granite shall not be deemed to be in breach of the General Terms of Service for its failure to meet any anticipated service installation or delivery date if such failure is caused, in whole or in part, by (i) failure to obtain, or delay in obtaining, any required Underlying Rights; (iii) construction delays; or (iv) any other circumstances beyond the control of Granite.

1.6 Responsibilities of Parties.

(a) Granite is not responsible for any delays in provisioning or failures of Guardian Services related to inaccurate information provided by Customer and/or changes in Customer's network that are not communicated to Granite. Customer must provide Granite with information, documentation, forms and/or a network assessment worksheet (in forms provided by or reasonably acceptable to Granite) for purposes of determining the current status and support characteristics of key network protocols, services and settings (including, but not limited to, a site survey document and Customer's local area network(s) minimum network requirements and firewall specifications) and other information necessary for providing Guardian Services to Customer. Customer will be responsible for the completion of all documentation requested by Granite, including all onboarding information forms to include information regarding sites(s), basic LAN architecture, equipment information, service plan details and contact information. Customer acknowledges that the provisioning of Guardian Services depends on the accuracy and timely receipt of information on the network assessment worksheet, other documents and/or responses to questionnaires and additional questions from Granite. Granite and/or its Providers will evaluate, design, and provision Guardian Services based on a scope proposed to, and accepted by, Customer. Customer acknowledges that there is no guaranty that Customer's current CPE or previously purchased or installed equipment can be used with Guardian Services.

(b) Customer shall cooperate with Granite and any of its employees, agents or contractors as necessary or reasonable requested by Granite in order for Granite to provide Guardian Services. This assistance and cooperation includes, but is not limited to: (i) designating a technical point of contact to work with Granite as needed and a point of contact to receive status reports and other communications; (ii) providing Granite with all necessary information to complete the Guardian Services (including install information to configure CPE); (iii) a complete list of applications that Customer is currently running; (iv) assistance in schedule of installations and service calls (including coordinating with appropriate Customer personnel at branches/locations); (v) providing Granite with existing CPE configurations; (vi) providing a safe and hazard free work environment at each location and property security environmental conditions for CPE at each location; (vii) promptly communicating any details of any changes made by Customer to its internal systems that would impact CPE in any way; (viii) ensuring that the CPE installation location is in the same general area as the local access demarcation point (i.e. no more than 150 feet); and (ix) providing such other cooperation and assistance as is reasonably necessary (e.g. execution of LOA or other documents).

(c) Customer agrees not to modify, enhance, or otherwise alter any CPE or other equipment related to Guardian Services or Guardian Services without Granite's prior written consent.

(d) Customer shall comply with all obligations set forth in any end user software licenses for software provided by Granite. Customer acknowledges that it is not relying on any representations or warranties made by a manufacturer except for those warranties expressly made in any software end user license agreement (if applicable to Customer).

2. Rates and Charges. Rates and Charges for Guardian Services are as set forth in the applicable Service Order Document(s) or as otherwise communicated to Customer at the time of ordering such Guardian Services and may vary depending on Guardian Service type, features, equipment and other costs required to deliver the Guardian Service to Customer.

3. Service Term. The initial minimum Service Term of all Guardian Services shall begin on the Service Start Date and shall be as set forth in the applicable Service Order Documents or other writing accepted by Granite,

provided, notwithstanding the foregoing, all Guardian Services shall commit to, and shall be deemed to have committed to, an initial minimum Service Term of at least twelve (12) months from the Service Start Date.

4. Reserved.

Exhibit A

1. Access Remediation Services.

1.1 Proactive Ticketing.

(a) Customer's Granite-provided internet access Services are eligible for Proactive Ticketing Service if (i) the applicable internet access Service has a public facing routable static IP address.

(b) Proactive Ticketing consist of the following: (i) reachable host monitoring 24x7x365; (ii) initial Customer notification of incident within fifteen (15) minutes via; (iii) incident management and troubleshooting for Granite provided services, (iv) historical incident report; (v) e-mails notifications when tickets are opened, updated or closed.

(c) Granite's Network Operations Center, ("NOC") will support the applicable device after its Service Start Date. Granite's NOC serves as the primary contact point for Customer to report maintenance problems, obtain updates on trouble tickets, or request escalations. During the troubleshooting process, Granite will reach out to Customer to coordinate with a physical presence onsite. If troubleshooting determines that the underlying service is the root cause and that Service is with Granite, a support case will be opened until the issue is remedied.

1.2 Advanced Monitoring Service.

(a) Customer's Granite-provided internet access Services are eligible for Advanced Monitoring if (i) the applicable internet access Service has a public facing routable static IP address and (ii) Communications Protocols are capable of being established.

(b) Advanced Monitoring Service consist of the following: (i) reachable host monitoring 24x7x365; (ii) initial Customer notification of incident within fifteen (15) minutes via email; (iii) incident management and troubleshooting for Granite provided services, (iv) historical incident report; (v) e-mails notifications when tickets are opened, updated or closed; and (vi) portal access and analytics.

(c) Granite's NOC will support the applicable device after its Service Start Date. Granite's NOC serves as the primary contact point for Customer to report maintenance problems, obtain updates on trouble tickets, or request escalations. During the troubleshooting process, Granite will reach out to Customer to coordinate with a physical presence onsite. If troubleshooting determines that the underlying service is the root cause and that Service is with Granite, a support case will be opened until the issue is remedied.

(d) Advanced Monitoring Service is eligible for Dispatch Options identified in Section 5 of this Exhibit A to Service Schedule I.

(h)

2. **WAN Optimization Services.**

2.1 **Proactive Ticketing – SD WAN.**

(a) Customer's Granite-provided internet access Services are eligible for Proactive Ticketing – SD WAN Service if (i) the applicable SD WAN Service has a public facing routable static IP address.

(b) Proactive Ticketing – SD WAN consist of the following: (i) reachable host monitoring 24x7x365; (ii) initial Customer notification of incident within fifteen (15) minutes via email; (iii) incident management and troubleshooting for Granite provided services, (iv) e-mails notifications when tickets are opened, updated or closed.

(c) Granite's NOC will support the applicable device after its Service Start Date. Granite's NOC serves as the primary contact point for Customers to report maintenance problems, obtain updates on trouble

tickets, or request escalations. During the troubleshooting process, Granite will reach out to Customer to coordinate with a physical presence onsite. If troubleshooting determines that the underlying service is the root cause and that Service provided by Granite, a support case will be opened until the issue is remedied.

2.2 Advanced Monitoring – SD WAN Service.

(a) Customer's Granite-provided or Granite-approved SD-WAN Services are eligible for Advanced Monitoring – SD WAN Service if Communications Protocols are capable of being established.

(b) Advanced Monitoring – SD WAN Service consist of the following: (i) reachable host monitoring 24x7x365; (ii) initial Customer notification of incident within fifteen (15) minutes via email; (iii) incident management and troubleshooting for Granite provided services, (iv) e-mails notifications when tickets are opened, updated or closed; and (v) portal access and analytics.

(c) Granite's NOC will support the applicable device after its Service Start Date. Granite's NOC serves as the primary contact point for Customers to report maintenance problems, obtain updates on trouble tickets, or request escalations. During the troubleshooting process, Granite will reach out to Customer to coordinate with a physical presence onsite. If troubleshooting determines that the underlying service is the root cause and that Service provided by Granite, a support case will be opened until the issue is remedied.

(d) Advanced Monitoring – SD WAN Service is eligible for Dispatch Options identified in Section 5 of this Exhibit A to Service Schedule I.

2.3 Managed - SD WAN Service.

(a) Customer is eligible for Managed – SD WAN Service if: (i) the Service utilizes Granite-provided SD WAN CPE; and (ii) Communications Protocols are capable of being established.

(b) Managed - SD WAN Services consists of the following: (i) initial and on-going SD WAN configuration; (ii) active/active WAN configuration; (iii) up/down monitoring 24x7x365 of CPE and WAN interfaces; (iv) initial Customer notification of incident within fifteen (15) minutes via email; (v) Customer portal read access for analytics; (vi) incident management and troubleshooting, (vii) proactive trouble tickets; (vii) e-mail notifications when tickets are opened, updated or closed.

(c) Customer must complete and provide the appropriate, current configuration form as applicable. Granite will configure SD WAN CPE and network policies in accordance with Customer's configuration submission. Customer is responsible for confirming that its network policies are configured in accordance with Customer's preferences prior to and after activation of Managed - SD WAN Service.

(d) Granite's NOC will support the applicable device after its Service Start Date. Granite's NOC serves as the primary contact point for Customer to report maintenance problems, obtain updates on trouble tickets, or request escalations. During the troubleshooting process, Granite will reach out to Customer to coordinate with a physical presence onsite. If troubleshooting determines that the underlying service is the root cause and that Service is with Granite, a support case will be opened until the issue is remedied.

(e) Managed – SD WAN Service is eligible for Dispatch Options identified in Section 5 of this Exhibit A to Service Schedule I.

3. Dispatch Add-On.

3.1 General.

(a) The following Dispatch Add-On options identified in this Section 5 shall be available in connection with all Guardian Services with the exception of Section 1.1, 3.3 and 4.1. Technician arrival time shall

be measured from the point at which the parties make a reasonable determination that remote trouble-shooting will not result in full remediation and Dispatch ticket creation occurs.

(b) Dispatch tickets must be opened prior to 2pm EST. All Dispatch tickets opened subsequent to 2pm EST will be measure from 8am EST on the following business day. All Dispatch Add-On options exclude materials and assume no greater than two (2) hours on-site. Additional time shall be billed Granite's then standard Network Integration rates.

(c) Dispatch Add-On options are intended for diagnostic purposes, repair and remediation is not guaranteed. To the extent additional remediation is required Granite will coordinate with Customer to facilitate such repair.

3.2 Dispatch.

(a) Customer is eligible for Dispatch Services on Guardian Services as described in Section

5.1. Once a trouble ticket is created dispatch shall send a technician to Customer's affected location as follows:

1. Priority One Ticket: 4 hours
2. Priority Two Ticket: 8 hours
3. Priority Three Ticket: 36 hours
4. Priority Four Ticket: 48 hours

3.3 Next Business Day Dispatch.

(a) Customer is eligible for Next Business Day Dispatch Services on Guardian Services as described in Section 5.1. Next Business Day Dispatch shall mean that a technician is sent to Customer's affected location within one (1) business days of trouble ticket creation.

5.4.1 Service Schedule J – Analog Replacement Services

Service Schedule J **Analog Replacement Services**

1. Services.

1.1 Analog Replacement Services shall mean and consist of (i) patented technology that allows analog / TDM lines to be reported by a system that uses wireless and/or wireline means to connect to the internet, a central station or other alarm monitoring service or some other destination; and (ii) Software/Port License(s) (the “License” or “Port License”), as further described in **Exhibits A and C**, attached hereto. Analog Replacement Services uses include, but are not limited to: (i) Life-Safety lines including but not limited to fire alarm panels, elevator phones and burglar alarms; (ii) POS systems; (iii) intercom & OH paging gate entry; (iii) analog fax lines; (iv) T1 PRI /SIP Trunking; (v) voice lines; and (vi) Internet fail over.

(a) Optional Analog Replacement Services. Optional Services include (i) Granite Guardian Monitoring Services; (ii) Staging and Configuration; (iii) Installation, (iv) Extended Device and Battery Protection Programs and (v) upgrades to or replacement of CPE. Optional Services and requests for moves, adds or changes to Analog Replacement Services may be subject to additional fees.

(b) Customer Premises Equipment (“CPE”) as used in this Service Schedule includes patented technology that permits analog / TDM signals / lines to be connected by a cellular communicator or wireline service to the internet, a central station, other monitoring or receiving destination or some other destination.

1.2 Subject to the terms of this Service Schedule, CPE and Port Licenses shall be provided by Granite subject to a monthly recurring charge as provided in this Service Schedule, Service Order Documents, or as communicated to Customer at the time of ordering.

(a) Customer agrees (a) to use such CPE only for Analog Replacement Services provided by Granite and not for any other purpose; (b) comply with all documentation and manufacturer’s instructions; and (c) take reasonable measures to protect and care for CPE. Customer is responsible for loss, damage or destruction to CPE. Promptly upon notice from Granite, Customer shall eliminate any hazard, interference or Service obstruction that any such CPE is causing or may cause as determined by Granite. If the Customer fails to comply with the provisions herein, Granite may suspend services. Within thirty (30) days of disconnection of Analog Replacement Services, Customer agrees to return the associated CPE to Granite in good, working condition, ordinary wear and tear excepted, otherwise Customer shall be liable for the replacement cost of such CPE. Customer may request that Granite dispatch a technician to reclaim CPE upon disconnection of associated Analog Replacement Services subject to an additional one-time charge per dispatch.

(a) Granite grants to Customer, a limited, non-exclusive, non-transferable, non-sublicensable, revocable license to install and use the Port License. Customer acknowledges and agrees permitted uses and restrictions are subject to the End User License Agreement, attached hereto as **Exhibit A**, and may be modified by Granite from time to time. Intellectual property rights in the Port License, CPE, and any other software and operating licenses provided in conjunction with Analog Replacement Services shall remain with Granite or the underlying Provider, as the case may be. Customer shall not, nor shall encourage others to, reverse engineer, de-compile, disassemble, or otherwise derive source code from software and/or operating licenses and CPE.

1.3 Unless otherwise agreed to by Granite, Granite is not responsible for any cross-connect services required to connect the CPE to Customer’s existing telecommunications infrastructure or devices.

1.4 Access. To the extent construction and/or additional Underlying Rights (as defined below) are required to complete the Analog Replacement Services, Customer shall use commercially reasonable efforts to assist Granite in obtaining such Underlying Rights as necessary. In the event that Granite is unable to obtain any necessary Underlying Rights without incurring additional costs, unless Customer bears the costs of obtaining such Underlying

Rights, Granite may terminate/cancel the affected Analog Replacement Services and shall incur no liability to Customer hereunder. Granite shall not be deemed to be in breach of the Agreement for its failure to meet any anticipated installation or delivery date if such failure is caused, in whole or in part, by (i) failure to obtain, or delay in obtaining, any required Underlying Rights; (iii) construction delays; or (iv) any other circumstances beyond the control of Granite. “Underlying Rights” means any and all agreements, licenses, conduit use agreements, pole attachment agreements, leases, easements, access rights, rights-of-way, franchises, permits, governmental and regulatory approvals and authorizations, and other rights, consents, and approvals that are necessary to construct, install, and repair Analog Replacement Services provided by Granite. Upon expiration or termination of the applicable Service Term, Customer shall grant Granite access to the premises as necessary to enable Granite to remove the CPE and any elements of the Core Network.

(a) Customer, at its own expense, shall secure throughout the Service Term any easements, leases, licenses or other agreements necessary to allow Granite to use pathways into and in each building at which Customer’s or its end user’s premises is located, to the Demarcation Point. Such access rights shall grant to Granite the right to access such premises during business hours of each location and as otherwise reasonably requested by Granite to install, maintain, repair, replace and remove any and all equipment, cables or other devices Granite deems necessary to provide Services once necessary backgrounds and training is satisfied. Whenever possible, Granite shall provide at least twenty-four (24) hours’ notice to Customer’s designated representative before visiting the premises so that the necessary preparations can be made for Granite’s arrival. Any site where Services shall be performed shall be clear of any furniture, fixtures, debris or other material that may hinder the performance of the Services. Customer’s failure to adhere to these terms may result in additional fees based on Granite’s standard hourly rates.

(b) Granite may reject any order for Services that is not in accordance with the provisions of this Agreement or if Granite is unable to provision such Services as ordered.

(c) Granite is not responsible for loss of income or time due to an order not being completed within the time frame desired, service outages, missed appointments, and/or trouble ticket dispatches.

(d) An individual, who is authorized and has the capacity to act on behalf of Customer, must be present to grant access so that the technician can complete his/her work. In the event that there is no such individual present at the scheduled time of the technician visit, and notification was not provided to Granite at least two (2) business days in advance. If Granite dispatches a field technician to Customer location and the problem is caused by (i) CPE or (ii) any acts or omissions of Customer or any of its end users, invitees, licensees, customers, agents or contractors, Customer will pay Granite for any and all associated time and materials at Granite’s then standard rates.

(e) Any technical support that Granite provides is limited to the connectivity of Services. Support for other applications and uses is not provided or implied unless it is a specifically contracted service.

1.5 WARRANTY. Granite warrants its work and materials against defects for one (1) year from the date of completion. Products or CPE provided as part of the Proposal shall carry the manufacturer’s warranty and shall not be covered under any Granite warranty except as otherwise agreed to in Attachments A-D-1.

2. Customer Responsibilities.

2.1 Customer acknowledges and agrees that Granite is not responsible for monitoring and/or maintaining Analog Replacement Services or CPE provided in conjunction with Analog Replacement Services. More specifically, Granite is not responsible for any central station monitoring or other alarm services for fire, burglary or any other life safety, security or protection systems or equipment. It is recommended that Customer check its central station monitoring service provider communicator regularly (but no less than monthly) to be sure that it is properly functioning. Customer is responsible for complying with all applicable laws, regulation and requirements regarding the use of Analog Replacement Services, including for any change in the applicable fire rating bureau, agency, central station and applicable laws and regulations.

2.2 Customer acknowledges that Analog Replacement Services transmits alarms by telephone, radio, cable or microwave, and that none of such services are infallible, and you specifically acknowledge that the transmission of signals may be interrupted, circumvented or compromised. In addition, Customer understands that the CPE is a non-supervised reporting device.

2.3 Customer is responsible to provide approvals, permits, and consents from any government authority and others as may be required for the performance and installation of CPE under this Service Schedule and any applicable SOWs or Service Order Documents.

2.4 Each port on the EPIK Edge box is intended to support a single line of service / functionality only. Lines that share ports may not function appropriately and/or may interfere with or prevent critical communication from occurring. Customer agrees that it will not utilize a single port for multiple lines of service or functionality ("line share") and will consult with Granite before engaging in multiple uses for single ports.

2.5 Fire panel deployments require Contact ID protocol. If proprietary protocols need to be changed and/or reconfigured, and Customer does not pre-authorize such re-configuration, Customer shall be responsible for contacting the appropriate fire panel monitoring company/alarm company to arrange for such reconfiguration prior to installation.

2.6 EPIK includes dual SIM cards and diverse cellular connections. Certain jurisdictions may require wireline connections for certain applications (Fire / Life Safety) and wireline connections may be necessary to furnish service at certain locations. EPIK connects to existing LAN / wireline resources. EPIK operates through private tunneled connections and does not require any inbound firewall changes at customers' premises. Granite can provide compatible wireline connections for an additional fee.

3. Rates and Charges. The Rates and Charges for Analog Replacement Services are set forth in the applicable Service Order Document(s), or as otherwise communicated to Customer at the time of ordering such Analog Replacement Services and may vary depending CPE, Port Licenses, geographic location, underlying infrastructure and equipment at the Customer's premises, and/or other costs required to access facilities at each Customer's location and complete the Analog Replacement Services to Customer.

4. Service Term. The initial minimum Service Term of all Analog Replacement Services shall begin on the Service Start Date and shall be as set forth in the applicable SOW, Service Order Document or other writing accepted by Granite, provided, notwithstanding the foregoing, all Analog Replacement Services shall be deemed to have committed to an initial minimum Service Term of at least thirty-six (36) months unless otherwise expressly agreed to by the Parties. After the end of the initial minimum Service Term selected by Customer.

5. Cancellation Fees; Early Termination Fees.

5.1 Reserved.

5.2 Reserved.

6. Co-Access.

To assist Customer and optimize Analog Replacement Services ordered by Customer, Customer shall provide Granite, upon Granite's request, with Co-Access to Customer's third-party provider's alarm panel portal under the terms set forth below.

6.1 Description of Services.

(a) "Co-Access" shall mean read-only access to Customer's alarm panel portal (the "Portal") by Granite and Customer (and/or Customer's third-party vendor).

(b) Co-Access is only available for locations where Granite-provided Analog Replacement Services are installed and deployed, and where Customer provides Granite with the necessary read access to the Portal.

(c) Co-Access capabilities shall be effective on the date which Granite and Customer mutually agree that proper access to the Portal is available to Granite.

6.2 Granite Actions.

(a) Granite Co-Access includes read-only access to allow Granite to obtain internal logs and related information from the Portal.

(b) Co-Access includes no services or functionality other than those expressly set forth in this Section 8.

6.3 Customer Responsibilities.

Granite is not responsible for any configuration changes to the Portal, or actions or omissions of Customer. Granite's Co-Access does not include management or monitoring services, and is offered to Customer as-is, without any express or implied warranties. Customer acknowledges and agrees that Granite is not responsible for monitoring and/or maintaining the Portal, Customer's fire alarm panel, or for any central station monitoring or other alarm services for fire, burglary or any other life safety, security or protection systems or equipment. In the event of any issues with Customer's alarm panel or the failure of any service or equipment that is not part of the Analog Replacement Services, Customer's third-party alarm vendor serves as the contact point for Customer to report problems, obtain updates, or request escalations.

7. Assumptions and Exclusions (as applicable).

In addition to any assumptions and exclusions identified in a Service Order Document or SOW, the rates and charges and service availability are subject to the following assumptions and exclusions:

- Any necessary backboard shall be supplied and installed by others.
- Assumes this is a non-union location and has been priced accordingly.

- Significant changes to cable pathways, scope of work, station count or other items that effect the structured cabling installation may require a change to the pricing.
- Idle time incurred by Granite due to absence of Customer supplied materials, required escorts, clearances, permits inability to enter work place or other factors beyond our control, will be billed at \$99.00 per hour per technician plus travel time and related expenses.
- The pricing is budgetary in nature until Granite is able to perform a site survey.
- All work will be performed during daytime hours, 7:00 AM and 12:00 noon and 12:30 PM and 4:00 PM Monday – Friday except holidays recognized by Granite, the contractor. Overtime and premium time labor is excluded.
- Work in any hazardous material environments is excluded.
- Granite shall have clear access to all areas being affected by the performance of work including but not limited to such issues as moving furniture or office equipment and availability of elevators.
- All A.C. power must be accessible, of adequate sizing and locally available.
- Any delays caused by Customer due to interference of work schedule, material delivery, change of work or concealed conditions, resulting in an increase in cost to Granite to perform work shall be at the expense of the Customer.
- Does not include removal of old abandoned cable from the site.

EXHIBIT A

Software License End User Software License Important – Read before Installing or Operating This Service

CUSTOMER (OR AS MAY BE USED IN THIS EXHIBIT, “LICENSEE”) AGREES TO BE BOUND BY THE TERMS OF THIS AGREEMENT BY INSTALLING, HAVING INSTALLED, COPYING, OR OTHERWISE USING THE SERVICE. IF LICENSEE DOES NOT AGREE, DO NOT INSTALL OR USE THE SERVICE.

1. Scope. This License applies to the software product you have licensed from Granite (“Software”) and any published corrections, updates, new releases and new versions of such software provided that you are otherwise entitled to access and use such updates, new releases and new versions. The Software is licensed for use in conjunction with Granite hardware which together with the Software will be referenced as the “Product or Service.” This License is a legal agreement between Granite and the single entity (“Licensee”) that has acquired the Software from Granite under applicable terms and conditions. The Software incorporates certain third-party software programs that Granite has full rights to license in conjunction with the Product hereunder.

2. License Grant. Subject to the terms of this License, Granite grants to Licensee a non-exclusive, non-transferable license to use the Software for which Licensee has paid the required license fees in object code form for its internal business purposes. Other than as specifically described herein, no right or license is granted to Licensee to any of Granite’s trademarks, copyrights, or other intellectual property rights. The Software incorporates certain third-party software, which is used subject to licenses from the respective owners. The protections given to Granite under this License also apply to the suppliers of this third-party software, who are intended third party beneficiaries of this License.

3. Restrictions; Remote Access. The Software, documentation and the associated copyrights and other intellectual property rights are owned by Granite or its licensors and are protected by law. Licensee may not copy, modify, reverse compile or reverse engineer the Software, or sell, sub-license, rent or transfer the Software or any associated documentation to any third party. Licensee may install, use, access, display and run the Software only in the manner in which it has been licensed, including but not limited to any restrictions on number of protected applications, number or type of licensed devices, number of users, bandwidth or database restrictions. Granite reserves the right to audit Licensee’s use of the Software or authorize others to do so on its behalf and to disable any application or functionality that has not been specifically licensed at any time without notice.

4. Export Control. The Service and accompanying documentation are subject to U.S. export control laws and regulations. Licensee agrees to comply with all such applicable laws and regulations. If Licensee exports or re-exports the Service, Licensee will, at its own expense, pay for all export licenses, customs charges, duties and related fees, and take all other actions required to accomplish the legal export or re-export of the Service acquired by Licensee.

5. Limited Warranty. Granite warrants that for a period of 1 year from the date of shipment: the Software substantially conforms to its published specifications.

Restrictions. The foregoing limited warranties extend only to the original Licensee, and do not apply if the Software (a) has been altered, except by Granite or a Granite-designated representative or in accordance with Granite instructions, (b) has not been installed, operated, repaired, or maintained in accordance with Granite's instructions, (c) has been subjected to abnormal physical or electrical stress, misuse, negligence or accident or (d) has been operated outside of the environmental specifications for the Software. Granite's limited software warranty does not apply to software corrections or upgrades.

6. **U.S. Government Customers.** The Software and any related documentation qualify as "commercial items," as that term is defined at Federal Acquisition Regulation ("FAR") (48 C.F.R.) 2.101, consisting of "commercial computer software" and "commercial computer software documentation" as such terms are used in FAR 12.212. Consistent with FAR 12.212 and DoD FAR Supp. 227.7202-1 through 227.7202-4, and notwithstanding any other FAR or other contractual clause to the contrary in any agreement into which this End User License Agreement may be incorporated, Government Customer will acquire, the Software and Documentation with only those rights set forth in this End User License Agreement. Use of either the Software or documentation or both constitutes agreement by the Government that the Software and associated documentation are "commercial computer software" and "commercial computer software documentation" and constitutes acceptance of the rights and restrictions herein.

7. **Termination.** The license granted in Section 2 is effective until terminated, and will automatically terminate if Licensee fails to comply with any of its provisions.

8. **Limited portions of the software provided with the Software contain software code subject to the GNU GPL** Version 2 available at <http://www.gnu.org/licenses/gpl.html>. Please refer to the Acknowledgement section found in the Software documentation for the specific references. Only those portions of the software that are licensed under the GPL are subject to the GPL license. All other software code is subject to the restrictions set forth elsewhere in this Agreement. Furthermore, those portions of the software that are licensed under the GPL are subject to the remaining terms and conditions of the Agreement to the extent that those terms are not inconsistent with the terms of the GPL.

EXHIBIT B

Data Privacy Agreement

This Data Protection Agreement ("**DPA**") accompanies the Analog Replacement Terms of Service that govern Analog Replacement Services provided by Granite to Customer. All capitalized terms not defined herein will have the meaning set forth in the Agreement, or the applicable Service Order, as the case may be.

1.0 Purpose of the DPA. This DPA reflects the Parties' agreement with regard to the Processing of data, including Personal Data, in accordance with the requirements of Applicable Laws. Granite agrees to comply with the provisions of this DPA to the extent Granite will process Personal Data in connection with the provision of the Analog Replacement Services to Customer.

2.0 Definitions: Capitalized terms, used but not otherwise defined herein shall have the meaning set forth in the Agreement. For the purpose of this DPA only, the capitalized terms set forth below shall mean the following:

2.1 “Applicable Laws” shall mean all applicable United States federal, state and local data protection, privacy and data security laws, as well as all related regulations, including, without limitation, the California Consumer Privacy Act, the Health Insurance and Portability Act, The Patriots Act, and any other similar laws, rules and regulations now or hereinafter in effect.

2.2 "Authorized Personnel" means (a) Granite employees who have a need to know or otherwise access Personal Data for the purposes of providing the Services to Customer; and (b) Granite’s contractors, agents, and auditors who have a need to know or otherwise access Personal Data to enable Granite to perform the Services.

2.3 “Personal Data” means any data relating to an identified or identifiable person that is submitted to, or collected by, Granite in connection with the provision of the Services when such data is protected as “personal data” or “personally identifiable information” or a similar term under Applicable Laws.

2.4 “Process” or “Processing” means any operation or set of operations which is performed upon Personal Data, whether or not by automatic means, such as collection, recording, organization, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, blocking, erasure or destruction.

2.5 “Security Breach” means (a) any act or omission that compromises either the security, confidentiality, or integrity of Personal Data or the physical, technical, administrative, or organizational safeguards put in place by Granite (or any Authorized Personnel), or by Customer should Granite have access to Customer’s systems, that relate to the protection of the security, confidentiality, or integrity of Personal Data, or (b) receipt of a complaint in relation to the privacy and data security practices of Granite (or any Authorized Personnel) or a breach or alleged breach of this DPA relating to such privacy and data security practices. Without limiting the foregoing, a compromise shall include any unauthorized access to or disclosure or acquisition of Personal Data.

3.0 Processing Personal Data.

3.1 General. Granite shall process Personal Data in accordance with Attachment D Customer’s written instructions (unless expressly waived in a written requirement) provided during the term of the Agreement. In the event Granite reasonably believes there is a conflict with any Applicable Law and Customer’s instructions, Granite will inform Customer immediately and the Parties shall cooperate in good faith to resolve the conflict and achieve the goals of such instruction

3.2 Granite shall: (i) assist, to a reasonable extent, the fulfillment of Customer’s obligations to respond to requests for exercising a data subject’s rights with respect to Personal Data under Applicable Laws; (ii) assist, to a reasonable extent, Customer in complying with its obligations with respect to Personal Data pursuant to Applicable Laws; (iii) make available to Customer all information necessary to demonstrate compliance with its obligations as a processor specified in the Applicable Laws; (iv) maintain a record of all categories of processing activities carried out on behalf of Customer in accordance with the Applicable Laws; and (v) cooperate, on request, with a regulatory authority in the provision of the Services to Customer.

3.3 Granite agrees as follows: (i) to Process Personal Data only for the purposes specified in the Agreement or as provided by Customer; (ii) to provide at least the same level of privacy protection for Personal Data as is required by the Applicable Laws; (iii) to notify Customer if it makes a determination that it can no longer meet its obligations under subclause (ii) above; and (iv) upon making the determination specified in subclause (iii) above, or upon notice from Customer, to take reasonable and appropriate steps to stop and remediate unauthorized Processing.

3.4 Security Controls. Granite shall maintain administrative, physical, and technical safeguards for the protection of the security, confidentiality, and integrity of Customer’s data and confidential and proprietary information, including Personal Data, as further set forth in the Agreement. Granite will regularly monitor compliance with these safeguards. Granite will not decrease the overall security of the Services during the term of the Agreement. Granite hereby certifies that it will delete, de-identify, or otherwise remove any access to any Personal Data after it is no longer needed for the identified processing purpose, or upon termination or expiration of the Agreement.

3.5 Authorized Personnel; Sub-processors. Granite shall ensure that Authorized Personnel have committed themselves to confidentiality or are under an appropriate statutory obligation of confidentiality. In addition, Granite is authorized to use sub-processors provided that Granite shall enter into an agreement with the sub-processor containing data protection obligations that are at least as restrictive as the obligations under this DPA. Granite shall remain liable for any act or omission of a sub-processor that does not comply with the requirements of this DPA.

3.6 Security Breaches. Granite will promptly, but no later than twenty-four (24) hours, after becoming aware of a Security Breach (a) notify Customer of the Security Breach; (b) investigate the Security Breach; (c) provide Customer with details about the Security Breach; and (d) undertake diligent efforts to prevent a recurrence of the Security Breach. Granite agrees to cooperate in Customer’s handling of the matter by: (i) providing reasonable assistance with Customer’s investigation; and (ii) making available relevant records, logs, files, data reporting, and other materials related to the Security Breach’s effects on Customer, as required to comply with Applicable Law.

4.0 Miscellaneous.

4.1 In the event of any conflict or inconsistency between this DPA and any future agreement from this Contract, the terms of this DPA shall prevail, but only with regard to the subject matter set forth herein.

4.2 In the event any provision of this DPA, in whole or in part, is invalid, unenforceable or in conflict with the Applicable Laws of any jurisdiction, such provision will be replaced, to the extent possible, with a provision which accomplishes the original business purposes of the provision in a valid and enforceable manner, and the remainder of this DPA will remain unaffected and in full force.

EXHIBIT C

Subscription Services Addendum (Software as a Service)

1. DESCRIPTION. (A) Rights Grant. Subject to the terms and conditions of this Addendum, Granite grants to Customer the following rights to access and use the Subscription Services solely for the purposes of providing access to the Subscription Services to Customer. **(B) Limitations.** (i) Customer shall not, and shall not permit others to modify (except as may be authorised by Granite), alter, adapt, translate, disassemble, reverse engineer or decompile the Subscription Services, in whole or in part, or in any way to distribute or resell the Subscription Services on a standalone basis, or authorise anyone else to do the foregoing; (iii) Customer acknowledges that no title to any intellectual property of the Subscription Services is transferred to Customer; and (iv) this Addendum is personal to Customer and Customer agrees not to transfer or assign any rights to the Subscription Services to any third party. Granite reserves the right to take reasonable steps to prevent unauthorized access to, and use of, the Subscription Services, including its Documentation. **(C) Service Facts.** In consideration of Customer's payment of the applicable Service Fees, Granite will provide access to the Subscription. **(D) Non-Exclusive Relationship.** Granite reserves the right to distribute Subscription Services using its own personnel or independent sales representatives or via any other distribution channel or means.

2. SERVICES TERM. This Addendum will run concurrent to the Term of the Agreement and shall automatically terminate in the event of expiration or termination of the Agreement.

3. END-USERS RESPONSIBILITIES. (A) General Sales Obligations. Customer agrees to the following; (i) Customer will (1) conduct business that relates to the Subscription Services in a manner that does not reflect unfavourably on the Subscription Services or the good name, goodwill, and reputation of Granite; (2) avoid deceptive, misleading, or unethical practices that are or might be detrimental to Granite, (3) make no false or misleading representation with respect to the Subscription Services; (4) not publish or use any misleading or deceptive advertising material; (5) make no representations with respect to the Subscription Services that are inconsistent with the literature distributed by Granite, including all warranties and disclaimers contained in such literature; and (6) comply with all applicable laws, including but not limited to all applicable export laws and regulations.

4. MAINTENANCE OBLIGATIONS. Upon receipt of an order from Customer, Granite will work with Customer to activate the Subscription Services. Granite reserves the right in its sole discretion to withdraw Subscription Services or discontinue various variants of its Subscription Services.

5. THIRD PARTIES. The parties to this Addendum do not intend that any of its terms will be enforceable by any person not party to it.

6. DEFINITIONS. As used in this Addendum only the following words have the meanings ascribed below:

"Service" means the sale of the Hardware, Software License and Subscription Services to Customer.

"Documentation" means the version(s) of the manual and on-line help files pertaining to the Subscription Services, in printed or electronic form, prepared by Granite and generally provided to users of the Customer version of the Subscription Services.

"Subscription Services" means the Subscription Services products and programs that are listed in an applicable Service Order Document or otherwise communicated to Customer at the time of ordering Analog Replacement Services and are included in the Service.

"Users" shall mean each and every electronic account through which electronic messages can be sent or received, which account (i) is owned or operated by Customer or used by its employees or agents in the scope of their employment for Customer and (ii) receives Services for which Service Fees have been paid.

EXHIBIT D

END-USER NOTICE OF 911 AND E911 SERVICE LIMITATIONS

This Notice of 911 and E911 service limitations (the “Service Limits”) supplements the terms and conditions set forth in the Agreement and applies to Analog Replacement Services that provide, or include, access to the internet, including the hosted Subscription Services, or that are provided over the internet or wireless data and telecommunications networks (collectively “Services”) of Granite’s underlying hosted service providers, internet service providers or wireless data and/or telecommunications service providers (collectively “Service Providers”). These Service Limits apply to Customer and any of its end users, invitees, licensees, customers, agent or contractors gaining access to the Services through Customer (collectively with Customer, “Users”). All capitalized terms used but not otherwise defined herein have the meaning attributed to them in the Agreement.

PLEASE READ THIS NOTICE CAREFULLY. AS A USER OF ANALOG REPLACEMENT SERVICES, YOU ARE REQUIRED TO AGREE THAT YOU HAVE READ AND UNDERSTOOD THE LIMITATIONS ASSOCIATED WITH THE 911 AND E911 EMERGENCY SERVICES AVAILABLE THROUGH THE GRANITE CALLING SERVICES. IF YOU DO NOT AGREE, YOU ARE NOT AUTHORIZED TO USE THE ANALOG REPLACEMENT SERVICES.

Definitions: Capitalized terms used within this document have the following meanings:

“911 Services” means functionality that allows Users to contact emergency services by dialing the digits 911.

“Enhanced 911 Service” or “E911” means the ability to route an emergency call to the designated entity authorized to receive such calls, which in many cases is a Public Safety Answering Point (“PSAP”), serving Customer’s registered or User-provided address and to deliver the User’s telephone number and registered address information automatically to the emergency operator answering the call.

“Basic 911 Service” means the ability to route an emergency call to the designated entity authorized to receive such calls serving the Customer’s registered or user-provided address. With basic 911, the emergency operator answering the phone will not have access to the caller’s telephone number or address information unless the caller provides such information verbally during the emergency call.

Notwithstanding the foregoing Granite shall not be exempt from responsibility or liability for failures in voice service or the handling of 911 or E911 calls to the extent that such failures are attributable to a Granite's network malfunction, equipment failures preventable by Granite, or any issues within Granite's reasonable control. In situations where external factors beyond Granite's control (like natural disasters, power outages not attributable to Granite, or acts of third parties) lead to service failures, Granite's liability shall be limited accordingly.

Industry Standard Functionality

With Basic 911 Service, when a caller from your registered location dials the digits 911, the call is sent to the local emergency center serving that location. Operators answering the call will not have automatic access to the caller’s call-back telephone number or the associated registered address, even if that address has been properly registered, because with Basic 911 Service the emergency center is not equipped to receive, capture or retain the telephone number associated with any originator’s calling service or the registered address. Accordingly, callers must be prepared to provide both call-back and address information. If the call is dropped or disconnected, or if the caller is unable to speak, the emergency operator answering the call will not be able to call the caller back or dispatch help to the caller’s address if call-back and address information has not been provided by the caller.

With Enhanced 911 Service (“E911”), when a caller from your properly registered location dials the digits 911, the call is sent to the local emergency center serving that location, and the phone number and registered location address are automatically presented to the local emergency center serving the location. Emergency operators will have access to this information regardless of whether the caller is able to verbally provide such information and can promptly dispatch to the registered address.

EMERGENCY SERVICE LIMITATIONS APPLICABLE TO ALL CALLING SERVICES OFFERED BY GRANITE:

Emergency 911 Services (including Enhanced 911 or “E911”) **may have an adverse impact upon the ability or timeliness of 911 responders to respond to or assist Users or others in the event of an emergency.** In addition, due to limitations in the technology, the location reported to the public safety dispatcher for Customer telephones may

not include a User's specific location within a business premise. For this reason, it is important that Customer's carefully follow the instructions below and inform all Users of the same requirements.

Calling Services Limitations

The limitations detailed here are applicable to all of Granite's calling services (which include but are by no means limited to: Phonebooth OnDemand, SIP Trunking, SIP Origination/Termination, Boxset, FreePBX/SipStation, and Hosted IP-PBX). Customer agrees to inform all Users of Granite's calling services of the potential complications arising from the delivery of emergency services when dialing 911. Specifically, Customer and Users acknowledge

and agree to inform all employees, guests and other third persons who may use the calling services of the limitations associated with emergency calling capabilities.

The Analog Replacement calling services have Basic 911 Services capabilities that are different from those offered by traditional providers of local telephone services: Customer and Users acknowledge and agree that the calling services are internet or wireless based and that the 911 calling capabilities associated with the calling services are different from those offered by traditional providers of local telephone services. The calling services are not meant to be relied upon in the case of an emergency. While Granite attempts to provide access to emergency service, these services are not intended to be used to support or to carry emergency calls to any type of hospitals, law enforcement agencies, medical care units or any other kind of emergency services. **YOU SHOULD MAINTAIN AN ALTERNATIVE MEANS OF CALLING EMERGENCY SERVICES.**

BASIC 911 SERVICE WILL NOT WORK IF YOU EXPERIENCE A POWER OUTAGE, SERVICE OUTAGE OR ANY OTHER NETWORK DISRUPTION. Outages of your electricity and problems with your connection, including network congestion, will disrupt the calling service and you will not be able to use it for 911 emergency calling unless the battery within the CPE provides sufficient power to support placing a call.

911 SERVICE WILL NOT WORK IF YOUR SERVICE IS DISCONNECTED OR YOU EXPERIENCE AN OUTAGE FOR ANY REASON. If you have a service outage due to a suspension of your account due to billing issues or for any other reason, you will not be able to use the calling services for any calls, including for emergency 911 calls.

YOU MAY NOT BE ABLE TO REACH THE CORRECT EMERGENCY SERVICES IF YOU HAVE A TELEPHONE NUMBER THAT DOES NOT MATCH YOUR ACTUAL GEOGRAPHIC LOCATION. The calling services are technically capable of being used in locations that are not associated with the traditional geographic area of a telephone number. These capabilities can cause 911 dispatch problems because the call may be routed to an emergency service provider in the wrong location. All 911 capabilities will only be available in the location that you have associated with the particular assigned direct-inward-dial (“DID”) telephone number. For Basic 911 Services or E911 to be accurately routed to the appropriate local emergency service provider, Customer must provide accurate DID telephone numbers as the call-back telephone number for all 911 calls and accurate address information. Additionally, if you are using the service in a location that uses a different area code than the area code for the number you are using with your calling service, when you dial 911 you may not be able to reach any emergency personnel. Even if you do reach emergency personnel, your call may not reach the emergency personnel near your actual physical location and the emergency personnel may not be able to transfer your call or respond to your emergency.

YOU MAY NOT BE ABLE TO REACH THE CORRECT EMERGENCY SERVICE CENTER IF YOU FAIL TO REGISTER A VALID SERVICE ADDRESS. Failure to provide a correct physical address in the correct format may cause all Basic 911 Service or E911 calls to be routed to the incorrect local emergency service provider. Furthermore, use of any calling service from a location other than the location to which such service was ordered, i.e., the “primary registered address,” may result in Basic or Enhanced 911 calls being routed to the incorrect local emergency service provider.

YOU MAY NOT BE ABLE TO REACH THE CORRECT EMERGENCY SERVICES IF YOU MOVE YOUR PHONE TO A LOCATION DIFFERENT FROM THE ADDRESS YOU INITIALLY REGISTERED. It is important that you register accurate location information every time you move the equipment associated with your calling service. If you move your CPE to another location without reregistering, when you dial 911, you may not be able to reach any emergency personnel. Even if you do reach emergency personnel, if you have not provided valid location information you will not be calling the emergency personnel near your actual location and this emergency personnel may not be able to transfer your call or respond to your emergency.

YOU MAY NOT BE ABLE TO REACH THE CORRECT EMERGENCY SERVICES IF YOU FAIL TO ACCURATELY REGISTER OR REREGISTER YOUR NEW LOCATION OR CALL 911 WITHIN 48 HOURS OF UPDATING YOUR LOCATION. It is important that you register an accurate physical location when you initiate your service and every time you move the CPE associated with your calling service. When you change your location, it may take up to 72 hours for your location change to be reflected in our records. During that time, you may not be able to reach may not be able to reach the correct emergency services center or any emergency service provider by dialing 911.

GRANITE UNDERSTANDS THAT YOU HAVE READ AND UNDERSTAND THE LIMITATIONS ASSOCIATED WITH THE BASIC 911 AND E-911 EMERGENCY SERVICES AVAILABLE THROUGH THE CALLING SERVICES.

NOTWITHSTANDING THE FOREGOING, TO THE EXTENT THAT ANY FAILURES IN VOICE HANDLING SERVICE OR THE HANDLING OF 911 OR E911 CALLS ARE ATTRIBUTABLE TO GRANITE'S NETWORK, EQUIPMENT, OR ISSUES WITHIN GRANITE'S REASONABLE CONTROL GRANITE SHALL BE RESPONSIBLE FOR SUCH FAILURE(S). GRANITE SHALL NOT BE EXEMPT FROM RESPONSIBILITY OR LIABILITY FOR FAILURES IN VOICE SERVICES OR THE HANDLING OF 911 OR E911 CALLS TO THE EXTENT THAT SUCH FAILURE ARE ATTRIBUTABLE TO GRANITE'S NETWORK MALFUNCTION, EQUIPMENT FAILURES PREVENTABLE BY GRANITE, OR ANY ISSUES WITHIN GRANITE'S REASONABLE CONTROL. IN SITUTATIONS WHERE EXTERNAL FACTORS BEYOND GRANITE'S CONTROL (LIKE NATURAL DISASTERS, POWER OUTAGES NOT ATTRIBUTABLE TO GRANITE, OR ACTS OF THIRD PARTIES) LEAD TO SERVICE FAILURES, GRANITE'S LIABILITY SHALL BE LIMITED ACCORDINGLY.

Any obligations that may be imposed by federal and state law on operators of private branch exchange or multiline telephone systems are obligations imposed on Customer and, and not on Granite. The calling services will only be used for business, non-residential purposes in an environment that requires either multiple lines or extensions and if this situation ever changes you will discontinue the use of the calling services.

5.4.1 Service Schedule K – Network Integration
 Service Schedule K
 Network Integration Services

1. Services.

1.1 Description of Services. Granite shall provide Network Integration Services, (“NI Services”) for various projects (referred to individually as a “Project” and collectively as “Projects”). NI Services includes structured cabling, inside wiring, network infrastructure, equipment installation and related services, as may more fully be set forth on an individual project basis. The NI Services to be provided by Granite to Customer will be detailed on a form or other order document that the parties will execute to authorize and initiate a specific project (the “Proposal,” “Statement of Work,” and/or “SOW”).

1.2 Changes to Services. Customer may order changes in the SOW within the general scope of the SOW, consisting of additions, deletions, or other revisions to the specifications, including, but not limited to, scheduling changes. All changes to the NI Services, including scheduling or time of performance changes, shall be pursuant to a written change order prepared by Granite and executed by both Customer and Granite (the “Change Order”). The Change Order must set forth in detail (i) any changed or additional NI Services or scheduling changes under the applicable SOW to be performed or to be deleted, (ii) the additional (or reduced) fees resulting from the change in the NI Services, and (iii) any resulting change in the time of performance of the NI Services. No Change Order shall be effective unless signed by an authorized representative of both Customer and Granite.

1.3 Access. Except as otherwise provided in a SOW, Customer shall provide Granite with reasonable access during normal business hours to the site(s) described in a SOW in order to perform the NI Services once applicable training and background checks have been satisfied. Whenever possible, Granite shall provide at least 24 hours’ notice to Customer’s designated representative for the project before visiting a facility so that the necessary preparations can be made for Granite’s arrival. Any site where NI Services shall be performed shall be clear of any furniture, fixtures, debris, or other material that may hinder the performance of the NI Services. Any customer provided equipment or supplies to be installed shall be located near the site of installation or use, or as otherwise requested by Granite or set forth in a SOW.

WARRANTY. Granite warrants its work and materials against defects for one (1) year from the date of completion. Products provided as part of the Proposal shall carry the manufacturer’s warranty and shall not be covered under any Granite warranty except as otherwise provided in Attachments A-D-1.

2. INTENTIONALLY OMITTED.

3. INTENTIONALLY OMITTED.

4. Ordering Network Integration Services.

4.1 Order Processes. Customer may order NI Services by accepting a Proposal or SOW submitted to Customer or another substantially similar document, with the requisite information included or appended therewith; through, other Service Order Documents; or, via other means mutually agreeable to the parties, e.g., emails between authorized representative of the parties, provided such emails explicitly authorize and accept such additional services by an authorized representative of both parties. Said additional services will be subject to the terms and conditions of the Agreement and any additional terms and conditions agreed to between the parties. Where there is not a Proposal, Granite may charge Customer for certain additional NI Services that are furnished or arranged by Granite, on an “a la carte” basis, provided that before Granite arranges or furnishes any Network Integration Services, Granite will obtain the prior written or oral approval of Customer.

5. Assumptions and Exclusions (as applicable).

In addition to any assumptions and exclusions identified in a SOW the following assumptions and exclusions

- Any necessary backboard shall be supplied and installed by others.
- Granite is not responsible for any installation/programming of any electronic equipment.
- Assumes this is a non-union location and has been priced accordingly.
- Significant changes to cable pathways, scope of work, station count or other items that effect the structured cabling installation may require a change to the pricing.
- Idle time incurred by Granite due to absence of Customer supplied materials, required escorts, clearances, permits inability to enter work place or other factors beyond our control, will be billed at \$99.00 per hour per technician plus travel time and related expenses.
- The above pricing is budgetary in nature until Granite is able to perform a site survey.
- Length of cable used to determine proper billing classification will be based upon actual length as determined by the certification test results.
- Only work and materials specified in this proposal will be performed and supplied. Both parties will agree upon any deviations and any adjustments will be made only with written Change Order/Work Authorization.
- All work will be performed during daytime hours, 7:00 AM and 12:00 noon and 12:30 PM and 4:00 PM Monday – Friday except holidays recognized by Granite, the contractor. Overtime and premium time labor is excluded.
- All work areas are assumed to be within an asbestos free environment. Work in any hazardous material environments is excluded.
- All right of ways, easements and permits shall be provided by Customer or Customer’s agent.
- Granite will utilize existing conduits, wire troughs and raceways provided they are in good condition, free of obstruction, contain “drag lines” and are of adequate size. Where conduits are not available, cable will be installed in shafts and/or above ceilings when possible.
- Granite shall have clear access to all areas being affected by the performance of work including but not limited to such issues as moving furniture or office

equipment and availability of elevators.

- All A.C. power must be accessible, of adequate sizing and locally available.
- All staging and phasing is excluded. The project, once started is to be continuous.
- All scaffolding or aerial lifts needed to provide services hereunder are excluded from the pricing.
- All materials supplied by Granite and installation thereof, will conform to National Fire Protection Agency (NFPA) and National Electrical Code (NEC), Local Electrical Code, and any other applicable codes, regulations, or laws.
- In the event of materials furnished by others, all such materials shall be delivered to the job-site not less than twenty-four (24) hours prior to installation of the required materials. Granite shall make a requisition with sufficient notice to the provider for such materials. Granite shall bear no responsibility for provider-generated quantities specifications, suitability for intended use, or timely delivery of such materials and consequent delay, if any.
- Any delays caused by Customer due to interference of work schedule, material delivery, change of work or concealed conditions, resulting in an increase in cost to Granite to perform work shall be at the expense of the Customer.
- Does not include removal of old abandoned cable from the site.
- Price does not include any shipping/destination charges, tax and permits.
- Any work requiring specialty licenses and / or permits may be performed, as required, by Granite's licensed affiliated entities and / or by Granite's subcontractors.

5.4.1 Service Schedule L – Granite Switched Ethernet Services
Service Schedule L
Granite Switched Ethernet (GSE) Services

1. Services.

1.1 Description of Services. “GSE Services” shall mean, and consist of one or more of the following:

- (a) E-LAN: a GSE Service which provides a multipoint-to-multipoint Ethernet transport solution through which (2) or more UNIs are associated by an EVC. E-LAN enables the Customer to connect physically distributed locations across as if they are on the same Local Area Network (“LAN”). E-LAN provides Virtual Local Area Network (“VLAN”) transparency enabling the Customer to implement its own VLANs without any coordination with Granite.
- (b) E-LINE: a GSE Service which provides a point-to-point Ethernet transport solution through which two (2) UNIs are associated by an EVC. E-LINE allows the Customer to implement its own VLANs between the two (2) Customer locations without coordination with Granite.
- (c) E-TREE: a GSE Service which provides a rooted multipoint-to-multipoint Ethernet transport solution through which two or more UNIs are associated by an EVC. In an E-TREE Service, each point to which service is delivered is configured as either a “root” or a “leaf”. Roots may forward traffic to any Root site and/or any Leaf site. Leaf sites may forward traffic only to Root sites.
- (d) Any configuration not listed above is subject to availability and configured on an individual case basis and shall be subject to mutually agreeable terms between the Parties.

1.2 Service Components. GSE Services consist of a variety of the following components depending on the specific Service:

- (a) UNI: User Network Interface is the interface used to interconnect a Customer to Granite’s Core Network. The UNI also provides a reference point for demarcation between Granite’s and Customer’s networks. Granite is responsible for service up to the UNI point, which is the default demarcation point.
- (b) EVC: Ethernet Virtual Connection is an association of two or more UNIs.
- (c) NID: Network Interface Device is the physical device (in the case of an underlying Granite Grid Service, the NID may be interchangeable with the Main Distribution Frame “MDF”) used to interconnect a Customer to Granite’s Core Network.
- (d) ENNI: External Network-to-Network Interface is an interface used to connect the Customer’s network to Granite’s Core Network.

1.3 NID and Core Network.

- (a) The NID and the Core Network shall remain the sole and exclusive property of Granite and/or its Provider(s), as applicable, and nothing contained herein, in any Service Order Documents or in any other document or writing accepted by Granite grants or conveys to Customer any right, title or interest in any NID or the Core Network, nor shall anything herein constitute, create or vest in Customer any easement or any other property right. Notwithstanding that it may be or become attached or affixed to real property, the Core Network and the NID will at all times remain the property of Granite and/or its Providers, as applicable. Customer may not, nor permit others to, alter, adjust, encumber, tamper, repair or attempt to repair, rearrange, change, remove, relocate, or damage any NID or the Core Network without the prior written consent of Granite. Customer may not cause any liens to be placed on any NID

or the Core Network, and will cause any such liens to be removed within ten (10) days of Customer's knowledge thereof. Customer shall be liable to Granite for any loss or damage to a NID or the Core Network caused by Customer or any of its end users, invitees, licensees, customers, agents or contractors. Nothing herein shall prevent Granite from using the Core Network and/or the NID to provide GSE Services to other customers.

- (b) As necessary for the interconnection of the GSE Service with services provided by third parties, Granite may request (as applicable), and Customer will provide to Granite, circuit facility assignment information, firm order commitment information, and design layout records necessary to enable Granite to make the necessary cross-connection between the GSE Service and Customer's other service provider(s). Granite may charge Customer nonrecurring and monthly recurring cross- connect charges to make such connections.
- (c) To the extent a Service Order Document requires Granite to complete construction, extend the Core Network and/or obtain additional Underlying Rights (as defined herein), Customer shall use commercially reasonable efforts to assist Granite in obtaining such Underlying Rights as necessary to provide GSE Services. In the event that Granite is unable to obtain or maintain any necessary Underlying Rights without incurring additional costs, unless Customer bears the costs of obtaining such Underlying Rights, Granite may cancel the applicable service order and shall incur no liability to Customer hereunder. Granite shall not be deemed to be in breach of the Agreement for its failure to meet any anticipated service installation or delivery date if such failure is caused, in whole or in part, by (i) failure to obtain, or delay in obtaining, any required Underlying Rights; (iii) construction delays; or (iv) any other circumstances beyond the control of Granite. "Underlying Rights" means any and all agreements, licenses, conduit use agreements, pole attachment agreements, leases, easements, access rights, rights-of-way, franchises, permits, governmental and regulatory approvals and authorizations, and other rights, consents, and approvals that are necessary to construct, install, maintain, operate, and repair the Core Network and/or for Granite to provide GSE Services. Without limiting the foregoing, Underlying Rights include agreements for Off-Net GSE Services that are necessary for Granite to provide GSE Services.

1.4 Access.

- (a) Upon expiration or termination of the applicable Service Term, Customer shall grant Granite access to its premises as necessary to enable Granite to remove the NID and any elements of the Core Network. Granite, its employees, contractors and/or agents shall have access to any NID, elements of the Core Network or facilities at a Customer premises at a time agreed to by the parties.
- (b) Neither Customer nor any of its end users, invitees, licensees, customers, agents or contractors shall have any recourse against any property owner or property manager of any premises to which any GSE Services are delivered and/or at which the Core Network or the NID is located, as a result of or in reliance upon the Agreement. Without limiting the foregoing, this provision shall not be construed to impose any liability on Granite and/or its underlying Provider(s), nor shall Granite have any liability for, or on behalf of, such property owner or property manager.

1.5 Provisioning. Customer must provide Granite with a network assessment worksheet (in a form provided by or acceptable to Granite) for purposes of determining the current status and support characteristics of key network protocols, services and settings (including, but not limited to, a site survey document and Customer's local area network(s) minimum network requirements and firewall specifications) necessary for providing GSE Services to Customer. Customer acknowledges that the provisioning of GSE Services depends on the accuracy and timely receipt of information on the network assessment worksheet, other documents and/or responses to questionnaires and additional questions from Granite. Granite is not responsible for any delays in provisioning or failures of GSE Services related to inaccurate information provided by Customer or changes in Customer's network that are not communicated to Granite. Granite and/or its Providers will evaluate, design, and provision GSE Services based on a configuration proposed to, and accepted by, Customer. Customer acknowledges that there is no guaranty that Customer's current CPE or previously purchased or installed equipment can be used with GSE Services.

1.6 Maintenance.

- (a) Granite will endeavor to conduct (or cause to be conducted) scheduled maintenance on GSE Services that is reasonably expected to interrupt GSE Services between 12:00 midnight and 6:00 a.m. local time or, upon Customer's reasonable request, at a time mutually agreed to by Customer and Granite. Granite will use commercially reasonable efforts to notify Customer of scheduled maintenance that is reasonably expected to interrupt Service via telephone or e-mail, no less than two (2) days prior to commencement of such maintenance activities. Customer shall provide a list of Customer contacts for maintenance and escalation purposes, which may be included on the Service Order Documents, and Customer shall provide updated lists to Granite, as necessary. Except as otherwise provided in the Agreement, Customer shall not be entitled to receive any remuneration for such scheduled interruptions.
- (b) Granite and/or its Providers may perform emergency maintenance on GSE Services to in their respective sole and absolute discretion, with or without prior notice to Customer, to preserve the overall integrity of the Core Network or such Provider's network. Granite will use commercially reasonable efforts to notify Customer as soon as reasonably practicable of any such emergency maintenance activity that materially and adversely impacts any GSE Services.

1.7 Miscellaneous.

- (a) GSE Services will accept and carry untagged (no pre-established VLAN) and/or tagged (pre-established VLAN) traffic as described per IEEE 802.1Q networking standard. VLANs may be tagged using a four digit VLAN ID ranging from 0000 – 4094.

2. Class of Service (CoS). GSE Services are available with four different class of service ("CoS") options that allow for differentiated service performance levels for different types of network traffic. These include Bronze, Silver, Gold, and Platinum. CoS is used to prioritize customer mission-critical traffic from lesser priority traffic in the network.

3. Customer Responsibilities. Customer agrees to the following conditions in order to receive the GSE Services(s):

- (a) Receive shipment of the NID at the Customer location provided by the Customer;
- (b) Provide all cross-connects and extensions required to extend the GSE Service from the NID to the Customer location;
- (c) Obtain any licenses, approvals, and permissions required by a landlord, building manager, or governmental authority for the installation;
- (d) Provide adequate power, cooling, and grounding capabilities required to provide the GSE Service; and
- (e) Provide adequate rack space required to provide the GSE Service.

4. Rates and Charges. Rates and Charges for GSE Services are as set forth in the applicable Service Order Document(s) or as otherwise communicated to Customer at the time of ordering such GSE Services and may vary depending on GSE Service type, features, equipment and other costs required to deliver the GSE Service to Customer.

5. Service Term. The initial minimum Service Term of all GSE Services shall begin on the Service Start Date and shall be as set forth in the applicable Service Order Documents or other writing accepted by Granite, provided, notwithstanding the foregoing, all GSE Services shall commit to, and shall be deemed to have committed to, an initial minimum Service Term of at least twelve (12) months from the Service Start Date.

6. Reserved.

5.5 LEASE TERMS

The Lease Agreement is hereby amended as set forth below and supersedes all prior documents by Granite or discussed by the parties. The parties agree to use this Lease Agreement or a document substantially similar in the form of this Lease Agreement.

LEASE AGREEMENT

AMORTIZATION PAYMENT TERMS AND CONDITIONS

These AMORTIZATION PAYMENT TERMS AND CONDITIONS, ("Payment Terms") are in supplement to the Master Service Agreement (SW1014) or other signed agreement, including but not limited to a Proposal or SOW, ("Agreement") entered by and between Granite and _____ ("Customer"), on _____, 2024.

Granite in its sole discretion may pay in advance, and permit Customer to amortize the cost of certain equipment or other non-recurring charges, including but not limited to, customer premise equipment, installations, construction services and network integration services, (hereinafter collectively referred to as "Expenses") in connection with the Agreement. For any Expenses amortized in connection with this Agreement, these Supplemental Amortization Payment Terms shall apply. The Parties agree as follows;

1. Interpretation.

1.1 To the extent of any conflicts with the Agreement, the Payment Terms shall control.

2. Payment.

2.1 Granite agrees to accept amortized installment payments, in lieu of immediate payment in full, for the value of the Expenses in connection with the Agreement. Such amortized installment payments for Expenses shall be identified by the Payment Terms and appendices hereto, the provisions of quotes, Service Order Documents and/or other written document(s) accepted by Granite which identify the Expenses and/or amortized installment payments. Such amortized installment payments shall be made for a specified period as determined by Granite and as may be identified in one or more of the aforementioned documents, (the "Amortization Period").

2.2 Customer unconditionally promises to pay to Granite all amortized installment payments as may be set forth in these Payment terms and appendices hereto, the provisions of quotes, Service Order Documents and/or other written document(s) accepted by Granite which identify the Expenses and/or amortized installment payments. Customer shall pay such amortized installments on a timely basis in accordance with the terms of the Agreement.

2.3 There shall be no prepayment penalty in the event Customer elects to pay the balance of all amortized installment payments at any time during the Amortization Period.

2.4 Should Granite or Customer terminate this Agreement or any portion thereof in relation to the Expenses prior to expiration of the Amortization Period.

3. Default.

3.1 Customer shall be in default of the Payment Terms if; (a) Customer fails to pay any amount due to Granite within ten (10) days of the due date; (b) tangible Expenses are lost or damaged, beyond ordinary wear and tear, and/or become the subject of civil or criminal actions due to Customer misconduct; and/or, (c) Customer breaches the terms of the Agreement or the Payment Terms or any other agreement between Customer and Granite.

3.2 In the event of Customer's default Granite shall be entitled to; (a) terminate the Agreement; (b) demand immediate return of any tangible Expenses or suspend performance of the intangible Expenses.

3.3 No delay or omission on the part of Granite in exercising any right under this Section 4 shall operate as a waiver of such right.

4. Loss or Destruction.

5.1. Customer shall bear the risk of loss or destruction with regard to the Expenses. In the event that Expenses are lost or destroyed due to theft or damage from any cause whatsoever, the Customer shall be responsible for replacement, repair or restoration of the Expenses. Should

such loss or destruction to the Expenses be irreparable, the balance of all unpaid amortized installment payments shall become due immediately.

5.2 Reserved.

5.3 Loss or Destruction Waiver. Granite will waive Customer's responsibility for loss or destruction of the subject of these Expenses and obligations under this Section 5 in the event that Customer purchases and timely pays the Loss or Destruction Waiver Fee. The Loss or Destruction Waiver Fee shall be an additional monthly recurring charge in an amount not to exceed twenty percent (20%) of an installment payment.

5. Assurances.

5.1 Customer will promptly and duly execute and deliver to Granite such further documents and assurances and take such further action as Granite may from time to time reasonably request in order to carry out the intent and purpose of the Payment Terms and to establish and protect the rights and remedies created or intended to be created in favor of Granite hereunder, including but not limited to the obtaining of waivers of any interest in the Expenses from Customer's secured creditors.

"Customer"

Granite Telecommunications, LLC

By: _____

By:

Name: _____

Name:

Title: _____

Title:

Date: _____

Date:

ATTACHMENT E6

MASTER TERMS

Intentionally left blank.

ATTACHMENT E7

17:GT-JEL-1184
Attachment 13



PRICE VOLUME

Table Of Contents:

<u>Tab</u>	<u>Description</u>
1	Broadband Pricing Schedule
2	Zone 1 Pricing*
2A	Zone 1 Wire Centers**
3	Zone 2 Pricing*
3A	Zone 2 Wire Centers**

* In an effort to provide the most competitive pricing structure based on its underlying costs, Granite has provided pricing for Carrier Services in two (2) Geographic Zones the wire centers associated with Zones 1 and 2 are provided at tabs 2A and 3A, respectively.

** All sites are subject to prequalification to confirm service availability.





Network Carrier Services		Cost		
		Per Month	Install Cost	Ips Included
DSL				
1.5 Mbps/384 Kbps		\$65.00	\$200.00	5
3.0 Mbps/512 Kbps		\$68.00	\$200.00	5
6.0 Mbps/768 Kbps		\$70.00	\$200.00	5
Block of 13 IPS		\$30.00		13
		Cost		
		Per Month	Install Cost	Ips Included
Fiber				
1.5 Mbps/384 Kbps		\$65.00	\$200.00	5
3.0 Mbps/512 Kbps		\$68.00	\$200.00	5
6.0 Mbps/768 Kbps		\$70.00	\$200.00	5
12.0 Mbps/1 Mbps		\$75.00	\$200.00	5
18.0 Mbps/1.5 Mbps		\$85.00	\$200.00	5
24.0 Mbps/3 Mbps		\$97.00	\$200.00	5
45.0 Mbps/6.0 Mbps		\$118.00	\$200.00	5
75.0 Mbps/8.0 Mbps		\$155.00	\$200.00	5
Block of 13 IPS		\$30.00		13
		Cost		
		Per Month	Install Cost	Ips Included
Cable				
Tier 1				
3.0 Mbps/1.0 Mbps		\$45.00	\$200.00	1
10.0 Mbps/2.0 Mbps		\$56.00	\$200.00	1
15 Mbps/1 Mbps		\$79.99	\$200.00	1
25.0 Mbps/5 Mbps		\$125.00	\$200.00	1
50.0 Mbps/5 Mbps		\$195.00	\$200.00	1
100 Mbps/10 Mbps		\$250.00	\$200.00	1
200 Mbps/20 Mbps		\$315.00	\$200.00	1
300 Mbps/30 Mbps		\$450.00	\$200.00	1
5 IPs		\$25.00		5
13 IPs		\$45.00		13
32 IPs		\$60.00		32
64 IPs		\$85.00		64
		Cost		
		Per Month	Install Cost	Ips Included
Tier 2				
12 Mbps/2.0 Mbps		\$65.00	\$200.00	1
20 Mbps/5.0 Mbps		\$82.00	\$200.00	1
50 Mbps/8.0 Mbps		\$100.00	\$200.00	1
75 Mbps/10.0 Mbps		\$160.00	\$200.00	1
100 Mbps/10.0 Mbps		\$165.00	\$200.00	1
150 Mbps/10.0 Mbps		\$170.00	\$200.00	1
200 Mbps/20.0 Mbps		\$175.00	\$200.00	1
300 Mbps/30.0 Mbps		\$225.00	\$200.00	1
500 Mbps/50 Mbps		\$295.00	\$200.00	1
2 Ips		\$15.00		2
5 Ips		\$48.00		5
8 Ips		\$80.00		8



Carrier Services	Cost Per		EUCL	LNP	ARC
	Month	Install Cost			
Voice Carrier Services					
POTS	\$22.00	\$0.00	\$5.95	\$0.43	\$1.93
ISDN PRI	\$400.00	\$100.00	\$60.00	\$0.00	\$0.00
Toll Free Number	\$12.95	\$0.00	\$0.00	\$0.00	\$0.00

Network Carrier Services	Cost Per	
	Month	Install Cost
Internet - Dedicated		
50 Mbps	\$1,600.00	\$200.00
100 Mbps	\$1,920.00	\$200.00
150 Mbps	\$2,490.00	\$200.00
250 Mbps	\$2,730.00	\$200.00
500 Mbps	\$4,010.00	\$200.00
1000 Mbps	\$5,130.00	\$200.00
Private Networking		
MPLS		
50 Mbps	\$2,950.00	\$200.00
100 Mbps	\$2,840.00	\$200.00
150 Mbps	\$3,720.00	\$200.00
250 Mbps	\$4,430.00	\$200.00
500 Mbps	\$5,920.00	\$200.00
1000 Mbps	\$8,370.00	\$200.00
Layer 2		
50 Mbps	\$1,460.00	\$200.00
100 Mbps	\$1,610.00	\$200.00
150 Mbps	\$1,910.00	\$200.00
250 Mbps	\$2,020.00	\$200.00
500 Mbps	\$2,170.00	\$200.00
1000 Mbps	\$2,630.00	\$200.00

Telecommunications Collaboration Tools	Cost Per	
	Month	Per Minute
Global Meet Audio Only	N/A	\$0.049
Global Meet Audio & Web	\$29.00	\$0.049

Television	Cost Per	
	Month	Install Cost
Smart Pack Private	\$41.99	\$0.00
Smart Pack Public	\$51.99	\$0.00
Flex Pack Private	\$34.99	\$0.00
Flex Pack Public	\$44.99	\$0.00
America's Top 120 Private	\$84.99	\$0.00
America's Top 120 Public	\$109.99	\$0.00
America's Top 200 Private	\$99.99	\$0.00
America's Top 200 Public	\$124.99	\$0.00
America's Top 250 Private	\$109.99	\$0.00
America's Top 250 Public	\$134.99	\$0.00

Hosted or Cloud Telecommunications Services	Cost Per	
	Month	Install Cost
Hosted Base	\$9.99	\$0.00
Hosted Business	\$12.99	\$0.00
Hosted Executive	\$19.99	\$0.00
Easy Auto Attendant	\$13.50	\$0.00
Premium Auto Attendant	\$24.50	\$0.00
VoiceMail	\$16.99	\$0.00
Music On Hold	\$6.00	\$0.00
Directory Assistance	\$3.99	\$0.00

SIP Volume Pricing	Cost Per	
	Month	Install Cost
SIP Paths Quantity		
0-100	\$16.00	\$0.00
101-200	\$15.00	\$0.00
201-300	\$14.00	\$0.00
301-400	\$12.00	\$0.00
500+	\$10.00	\$0.00

Wire Center availability for Pricing Sheet 2A

Wire Center	KEN
WSTVOKMA	Central Oklahoma
CHRKOKMA	Central Oklahoma
ATOKOKMA	Central Oklahoma
MEADKSSL	Central Oklahoma
EKCYOKMA	East Central
SAYROKMA	East Central
BGTNOKMA	East Central
CADDOKMA	East Central
DRNTOKMA	East Central
ANDROKMA	East Central
BNGROKMA	East Central
CMNTOKMA	East Central
FTCBOKMA	East Central
ELRNOKMA	East Central
MSTNOKMA	East Central
OKCYOKCE	East Central
OKCYOKGA	East Central
OKCYOKME	East Central
OKCYOKMU	East Central
OKCYOKOR	East Central
OKCYOKUN	East Central
OKCYOKVI	East Central
OKCYOKWI	East Central
PDMTOKMA	East Central
YUKNOKMA	East Central
YUKNOKSO	East Central
ARMROKMA	Eastern Oklahoma
HLTNOKMA	Eastern Oklahoma
WLSNOKMA	Eastern Oklahoma
PCHROKMA	Eastern Oklahoma
THLQOKCO	Eastern Oklahoma
THLQOKHU	Eastern Oklahoma
THLQOKMA	Eastern Oklahoma
BSWLOKMA	Eastern Oklahoma
FTTWOKMA	Eastern Oklahoma
HUGOOKMA	Eastern Oklahoma
SOPROKMA	Eastern Oklahoma
NOBLOKMA	Eastern Oklahoma
NRMNOKMA	Eastern Oklahoma
OKCYOKPN	Eastern Oklahoma
OKCYOKSW	Eastern Oklahoma
CLGTOKMA	Eastern Oklahoma
TUPLOKMA	Eastern Oklahoma

CACHOKMA	Eastern Oklahoma
INDHOKMA	Eastern Oklahoma
LWTNOKTB	Eastern Oklahoma
LWTNOKWE	Eastern Oklahoma
WLTROKMA	Northeast Oklahoma
CHTPKSBE	Northeast Oklahoma
KTCHOKMA	Northeast Oklahoma
VINTOKMA	Northeast Oklahoma
BRSWOKMA	Northeast Oklahoma
DEPWOKMA	Northeast Oklahoma
DRMROKMA	Northeast Oklahoma
KIFROKMA	Northeast Oklahoma
OLTNOKMA	Northeast Oklahoma
SPLPOKMA	Northeast Oklahoma
TULSOKFI	Northeast Oklahoma
TULSOKGE	Northeast Oklahoma
TULSOKHI	Northeast Oklahoma
TULSOKNA	Northeast Oklahoma
TULSOKRI	Northeast Oklahoma
TULSOKTB	Northeast Oklahoma
TULSOKTE	Northeast Oklahoma
TULSOKWO	Northeast Oklahoma
CLTNOKMA	Northeast Oklahoma
WTFROKMA	Northeast Oklahoma
GRVEOKMA	Northeast Oklahoma
BRRGOKMA	Northwestern Oklahoma
CRRROKMA	Northwestern Oklahoma
ENIDOKMA	Northwestern Oklahoma
FAMTOKMA	Northwestern Oklahoma
HLDLOKMA	Northwestern Oklahoma
KRMLOKMA	Northwestern Oklahoma
WKMSOKMA	Northwestern Oklahoma
PLVYOKMA	Northwestern Oklahoma
SRFROKMA	Northwestern Oklahoma
WYWDOKMA	Northwestern Oklahoma
ALEXOKMA	Northwestern Oklahoma
CHCKOKMA	Northwestern Oklahoma
MINCOKMA	Northwestern Oklahoma
PCSTOKMA	Northwestern Oklahoma
RSSPOKMA	Northwestern Oklahoma
TUTLOKMA	Northwestern Oklahoma
MDFDOKMA	Northwestern Oklahoma
GRANOKMA	Northwestern Oklahoma
MNGMOKMA	Northwestern Oklahoma
STGLOKMA	Northwestern Oklahoma
CLVNOKMA	Northwestern Oklahoma
HDVLOKMA	Northwestern Oklahoma

WTMKOKMA	Northwestern Oklahoma
ALTSOKMA	Northwestern Oklahoma
BLAROKMA	Northwestern Oklahoma
HDRCOKMA	Northwestern Oklahoma
OLSTOKMA	Northwestern Oklahoma
RYANOKMA	Northwestern Oklahoma
WARKOKMA	Northwestern Oklahoma
TSMGOKMA	Northwestern Oklahoma
WPNCOKMA	Northwestern Oklahoma
BLWLOKMA	Northwestern Oklahoma
NWKROKMA	Northwestern Oklahoma
PNCYOKMA	Northwestern Oklahoma
TNKWOKMA	Northwestern Oklahoma
CSHNOKMA	Northwestern Oklahoma
HBRTOKMA	Northwestern Oklahoma
LNWFOKMA	Northwestern Oklahoma
WBTNOKMA	Northwestern Oklahoma
BKSHOKMA	Northwestern Oklahoma
FTSMARMI	Northwestern Oklahoma
POCLOKMA	Northwestern Oklahoma
SPIROKMA	Northwestern Oklahoma
TALHOKMA	Northwestern Oklahoma
CHNDOKMA	South Central Oklahoma
CRNYOKMA	South Central Oklahoma
WLTNOKMA	South Central Oklahoma
COYLOKMA	South Central Oklahoma
GTHROKMA	South Central Oklahoma
MLHLOKMA	South Central Oklahoma
MRDNOKMA	South Central Oklahoma
MRTTOKMA	South Central Oklahoma
FRVWOKMA	South Central Oklahoma
KGTNOKMA	South Central Oklahoma
MDLLOKMA	South Central Oklahoma
PRYROKMA	South Central Oklahoma
BYRSOKMA	South Central Oklahoma
IDBLOKMA	South Central Oklahoma
MENAARMA	South Central Oklahoma
EUFLOKMA	Southern Oklahoma
DAVSOKMA	Southern Oklahoma
BRGSOKMA	Southern Oklahoma
FTGBOKMA	Southern Oklahoma
MSKGOKMA	Southern Oklahoma
BLNGOKMA	Southern Oklahoma
MRLNOKMA	Southern Oklahoma
MRSNOKMA	Southern Oklahoma
PRRYOKMA	Southern Oklahoma
RDRCOKMA	Southern Oklahoma

ALLWOKMA	Southern Oklahoma
CFVLKS10	Southern Oklahoma
DLWROKMA	Southern Oklahoma
NOWTOKMA	Southern Oklahoma
OKMHOKMA	Southern Oklahoma
WLTOKMA	Southern Oklahoma
ARCDOKMA	Southern Oklahoma
EDMDOKMA	Southern Oklahoma
HRRHOKMA	Southern Oklahoma
LTHROKMA	Southern Oklahoma
OKCYOKGR	Southern Oklahoma
OKCYOKNI	Southern Oklahoma
OKCYOKPA	Southern Oklahoma
OKCYOKPE	Southern Oklahoma
OKCYOKSK	Southern Oklahoma
OKCYOKSP	Southern Oklahoma
OKCYOKSU	Southern Oklahoma
OKCYOKWH	Southern Oklahoma
HNRYOKMA	Southern Oklahoma
OKMLOKMA	Southern Oklahoma
PWHSOKMA	Southern Oklahoma
SKTKOKMA	Southern Oklahoma
AFTNOKMA	Southern Oklahoma
CMMROKMA	Southern Oklahoma
FRLDOKMA	Southern Oklahoma
MIAMOKMA	Southern Oklahoma
CLEVOKMA	Southern Oklahoma
PAWNOKMA	Southern Oklahoma
RLTNOKMA	Southern Oklahoma
CSNGOKMA	Southern Oklahoma
GLCOOKMA	Southern Oklahoma
PRKNOKMA	Southern Oklahoma
RPLYOKMA	Southern Oklahoma
STWROKMA	Southern Oklahoma
YALEOKMA	Southern Oklahoma
HRTSOKMA	Southern Oklahoma
MCLSOKMA	Southern Oklahoma
ADA OKMA	Southern Oklahoma
ALLNOKMA	Southern Oklahoma
ROFFOKMA	Southern Oklahoma
MAUDOKMA	Southern Oklahoma
SHWNOKMA	Southern Oklahoma
WNTTOKMA	Southern Oklahoma
ANTLOKMA	Southern Oklahoma
RTTNOKMA	Southern Oklahoma
CHLSOKMA	Southwest Oklahoma
CLRMOKMA	Southwest Oklahoma

OLGHOKMA	Southwest Oklahoma
TULSOKAM	Southwest Oklahoma
CRWLOKMA	Southwest Oklahoma
KONWOKMA	Southwest Oklahoma
SMNLOKMA	Southwest Oklahoma
WEWKOKMA	Southwest Oklahoma
FTSMARSU	Southwest Oklahoma
MLDROKMA	Southwest Oklahoma
SLSWOKMA	Southwest Oklahoma
VNBRARMA	Southwest Oklahoma
DNCNOKMA	Southwest Oklahoma
MRLWOKMA	Southwest Oklahoma
COVLOKMA	Southwest Oklahoma
TULSOKJE	Southwest Oklahoma
TULSOKOW	Southwest Oklahoma
TULSOKSA	Southwest Oklahoma
TULSOKSP	Southwest Oklahoma
BRVLOKED	Tulsa Area
BRVLOKFE	Tulsa Area
COPNOKMA	Tulsa Area
DEWYOKMA	Tulsa Area
BESSOKMA	Tulsa Area
CRDLOKMA	Tulsa Area
RCKYOKMA	Tulsa Area
ALVAOKMA	Tulsa Area



Carrier Services	Cost Per		EUCL	LNP	ARC
	Month	Install Cost			
Voice Carrier Services					
POTS	\$37.00	\$0.00	\$9.20	\$0.43	\$4.00
ISDN PRI	\$400.00	\$100.00	\$60.00	\$0.00	\$0.00
Toll Free Number	\$12.95	\$0.00	\$0.00	\$0.00	\$0.00

Network Carrier Services	Cost Per	
	Month	Install Cost
Internet - Dedicated		
50 Mbps	\$1,610.00	\$200.00
100 Mbps	\$1,820.00	\$200.00
150 Mbps	\$2,100.00	\$200.00
250 Mbps	\$2,650.00	\$200.00
500 Mbps	\$3,310.00	\$200.00
1000 Mbps	\$4,230.00	\$200.00
Private Networking		
MPLS		
50 Mbps	\$1,610.00	\$200.00
100 Mbps	\$1,820.00	\$200.00
150 Mbps	\$2,100.00	\$200.00
250 Mbps	\$2,650.00	\$200.00
500 Mbps	\$3,310.00	\$200.00
1000 Mbps	\$4,230.00	\$200.00
Layer 2		
50 Mbps	N/A	N/A
100 Mbps	N/A	N/A
150 Mbps	N/A	N/A
250 Mbps	N/A	N/A
500 Mbps	N/A	N/A
1000 Mbps	N/A	N/A

Telecommunications Collaboration Tools	Cost Per	
	Month	Per Minute
Global Meet Audio Only	N/A	\$0.049
Global Meet Audio & Web	\$29.00	\$0.049

Television	Cost Per	
	Month	Install Cost
Smart Pack Private	\$41.99	\$0.00
Smart Pack Public	\$51.99	\$0.00
Flex Pack Private	\$34.99	\$0.00
Flex Pack Public	\$44.99	\$0.00
America's Top 120 Private	\$84.99	\$0.00
America's Top 120 Public	\$109.99	\$0.00
America's Top 200 Private	\$99.99	\$0.00
America's Top 200 Public	\$124.99	\$0.00
America's Top 250 Private	\$109.99	\$0.00
America's Top 250 Public	\$134.99	\$0.00

Hosted or Cloud Telecommunications Services	Cost Per	
	Month	Install Cost
Hosted Base	\$9.99	\$0.00
Hosted Business	\$12.99	\$0.00
Hosted Executive	\$19.99	\$0.00
Easy Auto Attendant	\$13.50	\$0.00
Premium Auto Attendant	\$24.50	\$0.00
VoiceMail	\$16.99	\$0.00
Music On Hold	\$6.00	\$0.00
Directory Assistance	\$3.99	\$0.00

SIP Volume Pricing	Cost Per	
	Month	Install Cost
SIP Paths Quantity		
0-100	\$16.00	\$0.00
101-200	\$15.00	\$0.00
201-300	\$14.00	\$0.00
301-400	\$12.00	\$0.00
500+	\$10.00	\$0.00

Wire Center availability for Pricing Sheet 3A

Wire Center	KEN
BARNOKXA	Central Oklahoma
STTWOKXA	Central Oklahoma
WRDVOKXA	Central Oklahoma
PKCYOKXA	Eastern Oklahoma
RTCYOKXA	Eastern Oklahoma
CLRTOKXA	Eastern Oklahoma
STNGOKXA	Eastern Oklahoma
BTLROKXA	Northeast Oklahoma
ELCYOKXA	Northwestern Oklahoma
ELCYOKXB	Northwestern Oklahoma
LNDSOKXA	Northwestern Oklahoma
MYVLOKXA	Northwestern Oklahoma
ASLDOKXA	Northwestern Oklahoma
GRTYOKXA	Northwestern Oklahoma
CNVLOKXA	Northwestern Oklahoma
MLBNOKXA	Northwestern Oklahoma
MLCKOKXA	Northwestern Oklahoma
KWCYOKXA	Northwestern Oklahoma
GOTBOKXA	Northwestern Oklahoma
MTVWOKXA	Northwestern Oklahoma
RSVTOKXA	Northwestern Oklahoma
SNYDOKXA	Northwestern Oklahoma
CMRNOKXA	Northwestern Oklahoma
HVNROKXA	Northwestern Oklahoma
MOHOOKXA	Northwestern Oklahoma
POTEOKXA	Northwestern Oklahoma
WSTROKXA	Northwestern Oklahoma
MEKROKXA	South Central Oklahoma
PRAGOKXA	South Central Oklahoma
STRDOKXA	South Central Oklahoma
PRCLOKXA	South Central Oklahoma
WASHOKXA	South Central Oklahoma
WAYNOKXA	South Central Oklahoma
BTSTOKXA	South Central Oklahoma
SMVLOKXA	South Central Oklahoma
CHTHOKXD	Southern Oklahoma
BYTNOKXB	Southern Oklahoma
HSKLOKXA	Southern Oklahoma
PADNOKXA	Southern Oklahoma
MRRSOKXC	Southern Oklahoma
AVNTOKXC	Southern Oklahoma
BRNSOKXA	Southern Oklahoma
FRFXOKXA	Southern Oklahoma

HMNYOKXB	Southern Oklahoma
KIOWOKXA	Southern Oklahoma
SVNNOKXA	Southern Oklahoma
ASHROKXA	Southern Oklahoma
STLSOKXA	Southern Oklahoma
TCMSOKXB	Southern Oklahoma
HMMNOKXA	Southern Oklahoma
VIANOKXA	Southwest Oklahoma
BRAROKXB	Southwest Oklahoma
BRAROKXC	Southwest Oklahoma
BRAROKXD	Southwest Oklahoma
BRAROKXE	Southwest Oklahoma
BRAROKXM	Southwest Oklahoma
BRAROKXA	Southwest Oklahoma
COWTOKXB	Southwest Oklahoma
PTEROKXC	Southwest Oklahoma
SNGHOKXA	Southwest Oklahoma
WGNROKXD	Southwest Oklahoma
RAMNOKXA	Tulsa Area
BRFLOKXA	Tulsa Area
CANTOKXA	Tulsa Area
CORNOKXA	Tulsa Area
DLCYOKXA	Tulsa Area
FOSSOKXA	Tulsa Area

*Note that Granite will provide a minimum discount of 30% off of MSRP and will evaluate at the time of purchase whether a further discount can be offered. This is not a comprehensive list. Additional items not listed may be available at the same discount.

[illegible]

Adtran	Nevanta	Router	916.B	42431916F1 + 18000011	Total Access 916E GEN 3 w/ Amphenol Cable	30%
Adtran	Nevanta	Router	916.B	42431916F1 + 18000011	Total Access 916E GEN 3 w/ Amphenol Cable	30%
Adtran	Nevanta	Router	916.B	42431916F1 + 18000011	Total Access 916E GEN 3 w/ Amphenol Cable	30%
Adtran	Nevanta	Router	916.B	42431916F1 + 18000011	Total Access 916E GEN 3 w/ Amphenol Cable	30%
Adtran	Nevanta	Router	916.B	42431916F1 + 18000011	Total Access 916E GEN 3 w/ Amphenol Cable	30%
Adtran	Nevanta	Router	6250.F	4700252F1	Nevanta 6250 8 FXS	30%
Adtran	Nevanta	Router	6250.F	4700252F1	Nevanta 6250 8 FXS	30%
Adtran	Nevanta	Router	6250.F	4700252F1	Nevanta 6250 8 FXS	30%
Adtran	Nevanta	Router	6250.F	4700252F1	Nevanta 6250 8 FXS	30%
Adtran	Nevanta	Router	6250.G	4700252G2	Nevanta 6250 8 FXS W/LIFELINE FXO	30%
Adtran	Nevanta	Router	6250.G	4700252G2	Nevanta 6250 8 FXS W/LIFELINE FXO	30%
Adtran	Nevanta	Router	6250.G	4700252G2	Nevanta 6250 8 FXS W/LIFELINE FXO	30%
Adtran	Nevanta	Router	6250.G	4700252G2	Nevanta 6250 8 FXS W/LIFELINE FXO	30%
Adtran	Nevanta	Router	924.A	4243294F1	Total Access 924E GEN 3	30%
Adtran	Nevanta	Router	924.A	4243294F1	Total Access 924E GEN 3	30%
Adtran	Nevanta	Router	924.A	4243294F1	Total Access 924E GEN 3	30%
Adtran	Nevanta	Router	924.B	4243294F1 + 18000011	Total Access 924E GEN 3 w/ Amphenol Cable	30%
Adtran	Nevanta	Router	924.B	4243294F1 + 18000011	Total Access 924E GEN 3 w/ Amphenol Cable	30%
Adtran	Nevanta	Router	924.B	4243294F1 + 18000011	Total Access 924E GEN 3 w/ Amphenol Cable	30%
Adtran	Nevanta	Router	924.B	4243294F1 + 18000011	Total Access 924E GEN 3 w/ Amphenol Cable	30%
Adtran	Nevanta	Router	924.B	4243294F1 + 18000011	Total Access 924E GEN 3 w/ Amphenol Cable	30%
Adtran	Nevanta	Router	924.B	4243294F1 + 18000011	Total Access 924E GEN 3 w/ Amphenol Cable	30%
Adtran	Nevanta	Router	924	4242924I2	Total Access 924E QUD T1 16FX+BRXO 2ND	30%
Adtran	Nevanta	Router	924	4242924I2	Total Access 924E QUD T1 16FX+BRXO 2ND	30%
Adtran	Nevanta	Router	924	4242924I2	Total Access 924E QUD T1 16FX+BRXO 2ND	30%
Adtran	Nevanta	Router	6250.A	4700254F1	Nevanta 6250 16 FXS	30%
Adtran	Nevanta	Router	6250.A	4700254F1	Nevanta 6250 16 FXS	30%
Adtran	Nevanta	Router	6250.A	4700254F1	Nevanta 6250 16 FXS	30%
Adtran	Nevanta	Router	6250.C	4700254C2	Nevanta 6250 16 FXS W/LIFELINE FXO	30%
Adtran	Nevanta	Router	6250.C	4700254C2	Nevanta 6250 16 FXS W/LIFELINE FXO	30%
Adtran	Nevanta	Router	6250.C	4700254C2	Nevanta 6250 16 FXS W/LIFELINE FXO	30%
Adtran	Nevanta	Router	6250.E	4700254E2	Nevanta 6250 16 FXS W/LIFELINE FXO	30%
Adtran	Nevanta	Router	6250.E	4700254E2	Nevanta 6250 16 FXS W/LIFELINE FXO	30%
Adtran	Nevanta	Router	6250.E	4700254E2	Nevanta 6250 16 FXS W/LIFELINE FXO	30%
Adtran	Nevanta	Router	6250.E	4700254E2	Nevanta 6250 16 FXS W/LIFELINE FXO	30%
Adtran	Nevanta	Router	6250.E	4700254E2	Nevanta 6250 16 FXS W/LIFELINE FXO	30%
Adtran	Nevanta	Router	6250.E	4700254E2	Nevanta 6250 16 FXS W/LIFELINE FXO	30%
Adtran	Nevanta	Router	6250.E	4700254E2	Nevanta 6250 16 FXS W/LIFELINE FXO	30%
Adtran	Nevanta	Router	6250.E	4700254E2	Nevanta 6250 16 FXS W/LIFELINE FXO	30%
Adtran	Nevanta	Router	6250.E	4700254E2	Nevanta 6250 16 FXS W/LIFELINE FXO	30%
Adtran	Nevanta	Router	6250.E	4700254E2	Nevanta 6250 16 FXS W/LIFELINE FXO	30%
Adtran	Nevanta	Router	6250.E	4700254E2	Nevanta 6250 16 FXS W/LIFELINE FXO	30%
Adtran	Nevanta	Router	6250.E	4700254E2	Nevanta 6250 16 FXS W/LIFELINE FXO	30%
Adtran	Nevanta	Router	6250.E	4700254E2	Nevanta 6250 16 FXS W/LIFELINE FXO	30%
Adtran	Nevanta	Router	6250.E	4700254E2	Nevanta 6250 16 FXS W/LIFELINE FXO	30%
Adtran	Nevanta	Router	6250.E	4700254E2	Nevanta 6250 16 FXS W/LIFELINE FXO	30%
Adtran	Nevanta	Router	6250.E	4700254E2	Nevanta 6250 16 FXS W/LIFELINE FXO	30%
Adtran	Nevanta	Router	6250.E	4700254E2	Nevanta 6250 16 FXS W/LIFELINE FXO	30%
Adtran	Nevanta	Router	6250.E	4700254E2	Nevanta 6250 16 FXS W/LIFELINE FXO	30%
Adtran	Nevanta	Router	6250.E	4700254E2	Nevanta 6250 16 FXS W/LIFELINE FXO	30%
Adtran	Nevanta	Router	6250.E	4700254E2	Nevanta 6250 16 FXS W/LIFELINE FXO	30%
Adtran	Nevanta	Router	6250.E	4700254E2	Nevanta 6250 16 FXS W/LIFELINE FXO	30%
Adtran	Nevanta	Router	6250.E	4700254E2	Nevanta 6250 16 FXS W/LIFELINE FXO	30%
Adtran	Nevanta	Router	6250.E	4700254E2	Nevanta 6250 16 FXS W/LIFELINE FXO	30%
Adtran	Nevanta	Router	6250.E	4700254E2	Nevanta 6250 16 FXS W/LIFELINE FXO	30%
Adtran	Nevanta	Router	6250.E	4700254E2	Nevanta 6250 16 FXS W/LIFELINE FXO	30%
Adtran	Nevanta	Router	6250.E	4700254E2	Nevanta 6250 16 FXS W/LIFELINE FXO	30%
Adtran	Nevanta	Router	6250.E	4700254E2	Nevanta 6250 16 FXS W/LIFELINE FXO	30%
Adtran	Nevanta	Router	6250.E	4700254E2	Nevanta 6250 16 FXS W/LIFELINE FXO	30%
Adtran	Nevanta	Router	6250.E	4700254E2	Nevanta 6250 16 FXS W/LIFELINE FXO	30%
Adtran	Nevanta	Router	6250.E	4700254E2	Nevanta 6250 16 FXS W/LIFELINE FXO	30%
Adtran	Nevanta	Router	6250.E	4700254E2	Nevanta 6250 16 FXS W/LIFELINE FXO	30%
Adtran	Nevanta	Router	6250.E	4700254E2	Nevanta 6250 16 FXS W/LIFELINE FXO	30%
Adtran	Nevanta	Router	6250.E	4700254E2	Nevanta 6250 16 FXS W/LIFELINE FXO	30%
Adtran	Nevanta	Router	6250.E	4700254E2	Nevanta 6250 16 FXS W/LIFELINE FXO	30%
Adtran	Nevanta	Router	6250.E	4700254E2	Nevanta 6250 16 FXS W/LIFELINE FXO	30%
Adtran	Nevanta	Router	6250.E	4700254E2	Nevanta 6250 16 FXS W/LIFELINE FXO	30%
Adtran	Nevanta	Router	6250.E	4700254E2	Nevanta 6250 16 FXS W/LIFELINE FXO	30%
Adtran	Nevanta	Router	6250.E	4700254E2	Nevanta 6250 16 FXS W/LIFELINE FXO	30%
Adtran	Nevanta	Router	6250.E	4700254E2	Nevanta 6250 16 FXS W/LIFELINE FXO	30%
Adtran	Nevanta	Router	6250.E	4700254E2	Nevanta 6250 16 FXS W/LIFELINE FXO	30%
Adtran	Nevanta	Router	6250.E	4700254E2	Nevanta 6250 16 FXS W/LIFELINE FXO	30%
Adtran	Nevanta	Router	6250.E	4700254E2	Nevanta 6250 16 FXS W/LIFELINE FXO	30%
Adtran	Nevanta	Router	6250.E	4700254E2	Nevanta 6250 16 FXS W/LIFELINE FXO	30%
Adtran	Nevanta	Router	6250.E	4700254E2	Nevanta 6250 16 FXS W/LIFELINE FXO	30%
Adtran	Nevanta	Router	6250.E	4700254E2	Nevanta 6250 16 FXS W/LIFELINE FXO	30%
Adtran	Nevanta	Router	6250.E	4700254E2	Nevanta 6250 16 FXS W/LIFELINE FXO	30%
Adtran	Nevanta	Router	6250.E	4700254E2	Nevanta 6250 16 FXS W/LIFELINE FXO	30%
Adtran	Nevanta	Router	6250.E	4700254E2	Nevanta 6250 16 FXS W/LIFELINE FXO	30%
Adtran	Nevanta	Router	6250.E	4700254E2	Nevanta 6250 16 FXS W/LIFELINE FXO	30%
Adtran	Nevanta	Router	6250.E	4700254E2	Nevanta 6250 16 FXS W/LIFELINE FXO	30%
Adtran	Nevanta	Router	6250.E	4700254E2	Nevanta 6250 16 FXS W/LIFELINE FXO	30%
Adtran	Nevanta	Router	6250.E	4700254E2	Nevanta 6250 16 FXS W/LIFELINE FXO	30%
Adtran	Nevanta	Router	6250.E	4700254E2	Nevanta 6250 16 FXS W/LIFELINE FXO	30%
Adtran	Nevanta	Router	6250.E	4700254E2	Nevanta 6250 16 FXS W/LIFELINE FXO	30%
Adtran	Nevanta	Router	6250.E	4700254E2	Nevanta 625	

Cisco	ASR	Rack	Rack B	ASR1002-FIPS-KIT=	ASR1002 FIPS Occupy Kit
Cisco	ASR	Rack	Rack B	ASR1002-FIPS-KIT=	ASR1002 FIPS Occupy Kit
Cisco	ASR	Rack	Rack B	ASR1002-FIPS-KIT=	ASR1002 FIPS Occupy Kit
Cisco	ASR	Rack	Rack B	ASR1002-FIPS-KIT=	ASR1002 FIPS Occupy Kit
Cisco	ASR	Rack	Rack B	ASR1002-FIPS-KIT=	ASR1002 FIPS Occupy Kit
Cisco	ASR	Rack	Rack B	ASR1002-FIPS-KIT=	ASR1002 FIPS Occupy Kit
Cisco	ASR	Router	ASR 1002X	ASR1002X-5G-VPNK9	ASR1002-X 5G, VPN Bundle, K9, AES license - AC or DC Power
Cisco	ASR	Router	ASR 1002X	ASR1002X-5G-VPNK9	ASR1002-X 5G, VPN Bundle, K9, AES license - AC or DC Power
Cisco	ASR	Router	ASR 1002X	ASR1002X-5G-VPNK9	ASR1002-X 5G, VPN Bundle, K9, AES license - AC or DC Power
Cisco	ASR	Router	ASR 1002X	ASR1002X-5G-VPNK9	ASR1002-X 5G, VPN Bundle, K9, AES license - AC or DC Power
Cisco	ASR	Router	ASR 1002	ASR1002-5G-VPNK9	ASR1002-5G-VPNK9
Cisco	ASR	Router	ASR 1002	ASR1002-5G-VPNK9	ASR1002-5G-VPNK9
Cisco	ASR	Router	ASR 1002	ASR1002-5G-VPNK9	ASR1002-5G-VPNK9
Cisco	CTLS	Power	250W	PWR-C-250WAC/2	250W AC Config 2 Secondary Power Supply
Cisco	CTLS	Power	250W	PWR-C-250WAC/2	250W AC Config 2 Secondary Power Supply
Cisco	CTLS	Power	250W	PWR-C-250WAC/2	250W AC Config 2 Secondary Power Supply
Cisco	CTLS	Power	250W	PWR-C-250WAC/2	250W AC Config 2 Secondary Power Supply
Cisco	CTLS	Power	350W	CKXP-PWR-350WAC/2	Catalyst 3K X 350W AC Secondary Power Supply
Cisco	CTLS	Power	350W	CKXP-PWR-350WAC/2	Catalyst 3K X 350W AC Secondary Power Supply
Cisco	CTLS	Power	350W	CKXP-PWR-350WAC/2	Catalyst 3K X 350W AC Secondary Power Supply
Cisco	CTLS	Power	1100W	CKXP-PWR-1100WAC/2	Catalyst 3K X 1100W AC Secondary Power Supply
Cisco	CTLS	Power	1100W	CKXP-PWR-1100WAC/2	Catalyst 3K X 1100W AC Secondary Power Supply
Cisco	CTLS	Power	1100W	CKXP-PWR-1100WAC/2	Catalyst 3K X 1100W AC Secondary Power Supply
Cisco	CTLS	Switch	2960.24	WS-C2960-24TS-L	Catalyst 2960 X 24 Gige, 4 x 1G SFP, LAN Base
Cisco	CTLS	Switch	2960.24	WS-C2960-24TS-L	Catalyst 2960 X 24 Gige, 4 x 1G SFP, LAN Base
Cisco	CTLS	Switch	2960.24	WS-C2960-24TS-L	Catalyst 2960 X 24 Gige, 4 x 1G SFP, LAN Base
Cisco	CTLS	Switch	2960.24P	WS-C2960-24PS-L	Catalyst 2960 X 24 Gige Port 370W, 4 x 1G SFP, LAN Base
Cisco	CTLS	Switch	2960.24P	WS-C2960-24PS-L	Catalyst 2960 X 24 Gige Port 370W, 4 x 1G SFP, LAN Base
Cisco	CTLS	Switch	2960.24P	WS-C2960-24PS-L	Catalyst 2960 X 24 Gige Port 370W, 4 x 1G SFP, LAN Base
Cisco	CTLS	Switch	2960.48	WS-C2960-48TS-L	Catalyst 2960 X 48 Gige, 4 x 1G SFP, LAN Base
Cisco	CTLS	Switch	2960.48	WS-C2960-48TS-L	Catalyst 2960 X 48 Gige, 4 x 1G SFP, LAN Base
Cisco	CTLS	Switch	2960.48	WS-C2960-48TS-L	Catalyst 2960 X 48 Gige, 4 x 1G SFP, LAN Base
Cisco	CTLS	Switch	3650.24	WS-C3650-24TS-S	Catalyst 3650 24 Port Data 4x1G Uplink IP Base
Cisco	CTLS	Switch	3650.24	WS-C3650-24TS-S	Catalyst 3650 24 Port Data 4x1G Uplink IP Base
Cisco	CTLS	Switch	3650.24	WS-C3650-24TS-S	Catalyst 3650 24 Port Data 4x1G Uplink IP Base
Cisco	CTLS	Switch	3650.48	WS-C3650-48TS-S	Catalyst 3650 24 Port Data 4x1G Uplink IP Base
Cisco	CTLS	Switch	3650.48	WS-C3650-48TS-S	Catalyst 3650 24 Port Data 4x1G Uplink IP Base
Cisco	CTLS	Switch	3650.48P	WS-C3650-48PS-L	Catalyst 3650 X 48 Gige Port 740W, 4 x 1G SFP, LAN Base
Cisco	CTLS	Switch	3650.48P	WS-C3650-48PS-L	Catalyst 3650 X 48 Gige Port 740W, 4 x 1G SFP, LAN Base
Cisco	CTLS	Switch	3650.48P	WS-C3650-48PS-L	Catalyst 3650 X 48 Gige Port 740W, 4 x 1G SFP, LAN Base
Cisco	CTLS	Switch	3650.24P	WS-C3650-24TS-S	Catalyst 3650 24 Port Data 4x1G Uplink IP Services
Cisco	CTLS	Switch	3650.24P	WS-C3650-24TS-S	Catalyst 3650 24 Port Data 4x1G Uplink IP Services
Cisco	CTLS	Switch	3650.24P	WS-C3650-24TS-S	Catalyst 3650 24 Port Data 4x1G Uplink IP Services
Cisco	CTLS	Switch	3650.48	WS-C3650-48TS-S	Catalyst 3650 48 Port Data 4x1G Uplink IP Base
Cisco	CTLS	Switch	3650.48	WS-C3650-48TS-S	Catalyst 3650 48 Port Data 4x1G Uplink IP Base
Cisco	CTLS	Switch	3650.48	WS-C3650-48TS-S	Catalyst 3650 48 Port Data 4x1G Uplink IP Base
Cisco	CTLS	Switch	3750.24P	WS-C3750X-24PS-S	Catalyst 3750X 24 Port PoE IP Base
Cisco	CTLS	Switch	3750.24P	WS-C3750X-24PS-S	Catalyst 3750X 24 Port PoE IP Base
Cisco	CTLS	Switch	3750.24P	WS-C3750X-24PS-S	Catalyst 3750X 24 Port PoE IP Base
Cisco	CTLS	Switch	3650.48P	WS-C3650-48TS-S	Catalyst 3650 48 Port Data 4x1G Uplink IP Services
Cisco	CTLS	Switch	3650.48P	WS-C3650-48TS-S	Catalyst 3650 48 Port Data 4x1G Uplink IP Services
Cisco	CTLS	Switch	3650.48P	WS-C3650-48TS-S	Catalyst 3650 48 Port Data 4x1G Uplink IP Services
Cisco	CTLS	Switch	3750.48P	WS-C3750X-48PS-S	Catalyst 3750X 48 Port Full PoE IP Base
Cisco	CTLS	Switch	3750.48P	WS-C3750X-48PS-S	Catalyst 3750X 48 Port Full PoE IP Base
Cisco	CTLS	Switch	3750.48P	WS-C3750X-48PS-S	Catalyst 3750X 48 Port Full PoE IP Base
Cisco	CTLS	Switch	3750.48P	WS-C3750X-48PS-S	Catalyst 3750X 48 Port Full PoE IP Base
Cisco	CTLS	Switch	3750.48P	WS-C3750X-48PS-S	Catalyst 3750X 48 Port Full PoE IP Base
Cisco	CTLS	Switch	3750.48P	WS-C3750X-48PS-S	Catalyst 3750X 48 Port Full PoE IP Base
Cisco	CTLS	Switch	3750.48P	WS-C3750X-48PS-S	Catalyst 3750X 48 Port Full PoE IP Base
Cisco	CTLS	Switch	3750.48P	WS-C3750X-48PS-S	Catalyst 3750X 48 Port Full PoE IP Base
Cisco	CTLS	Switch	3750.48P	WS-C3750X-48PS-S	Catalyst 3750X 48 Port Full PoE IP Base
Cisco	CTLS	Switch	3750.48P	WS-C3750X-48PS-S	Catalyst 3750X 48 Port Full PoE IP Base
Cisco	CTLS	Switch	3750.48P	WS-C3750X-48PS-S	Catalyst 3750X 48 Port Full PoE IP Base
Cisco	CTLS	Switch	3750.48P	WS-C3750X-48PS-S	Catalyst 3750X 48 Port Full PoE IP Base
Cisco	CTLS	Switch	3750.48P	WS-C3750X-48PS-S	Catalyst 3750X 48 Port Full PoE IP Base
Cisco	CTLS	Switch	3750.48P	WS-C3750X-48PS-S	Catalyst 3750X 48 Port Full PoE IP Base
Cisco	CTLS	Switch	3750.48P	WS-C3750X-48PS-S	Catalyst 3750X 48 Port Full PoE IP Base
Cisco	CTLS	Switch	3750.48P	WS-C3750X-48PS-S	Catalyst 3750X 48 Port Full PoE IP Base
Cisco	CTLS	Switch	3750.48P	WS-C3750X-48PS-S	Catalyst 3750X 48 Port Full PoE IP Base
Cisco	CTLS	Switch	3750.48P	WS-C3750X-48PS-S	Catalyst 3750X 48 Port Full PoE IP Base
Cisco	CTLS	Switch	3750.48P	WS-C3750X-48PS-S	Catalyst 3750X 48 Port Full PoE IP Base
Cisco	CTLS	Switch	3750.48P	WS-C3750X-48PS-S	Catalyst 3750X 48 Port Full PoE IP Base
Cisco	CTLS	Switch	3750.48P	WS-C3750X-48PS-S	Catalyst 3750X 48 Port Full PoE IP Base
Cisco	CTLS	Switch	3750.48P	WS-C3750X-48PS-S	Catalyst 3750X 48 Port Full PoE IP Base
Cisco	CTLS	Switch	3750.48P	WS-C3750X-48PS-S	Catalyst 3750X 48 Port Full PoE IP Base
Cisco	CTLS	Switch	3750.48P	WS-C3750X-48PS-S	Catalyst 3750X 48 Port Full PoE IP Base
Cisco	CTLS	Switch	3750.48P	WS-C3750X-48PS-S	Catalyst 3750X 48 Port Full PoE IP Base
Cisco	CTLS	Switch	3750.48P	WS-C3750X-48PS-S	Catalyst 3750X 48 Port Full PoE IP Base
Cisco	CTLS	Switch	3750.48P	WS-C3750X-48PS-S	Catalyst 3750X 48 Port Full PoE IP Base
Cisco	CTLS	Switch	3750.48P	WS-C3750X-48PS-S	Catalyst 3750X 48 Port Full PoE IP Base
Cisco	CTLS	Switch	3750.48P	WS-C3750X-48PS-S	Catalyst 3750X 48 Port Full PoE IP Base
Cisco	CTLS	Switch	3750.48P	WS-C3750X-48PS-S	Catalyst 3750X 48 Port Full PoE IP Base
Cisco	CTLS	Switch	3750.48P	WS-C3750X-48PS-S	Catalyst 3750X 48 Port Full PoE IP Base
Cisco	CTLS	Switch	3750.48P	WS-C3750X-48PS-S	Catalyst 3750X 48 Port Full PoE IP Base
Cisco	CTLS	Switch	3750.48P	WS-C3750X-48PS-S	Catalyst 3750X 48 Port Full PoE IP Base
Cisco	CTLS	Switch	3750.48P	WS-C3750X-48PS-S	Catalyst 3750X 48 Port Full PoE IP Base
Cisco	CTLS	Switch	3750.48P	WS-C3750X-48PS-S	Catalyst 3750X 48 Port Full PoE IP Base
Cisco	CTLS	Switch	3750.48P	WS-C3750X-48PS-S	Catalyst 3750X 48 Port Full PoE IP Base
Cisco	CTLS	Switch	3750.48P	WS-C3750X-48PS-S	Catalyst 3750X 48 Port Full PoE IP Base
Cisco	CTLS	Switch	3750.48P	WS-C3750X-48PS-S	Catalyst 3750X 48 Port Full PoE IP Base
Cisco	CTLS	Switch	3750.48P	WS-C3750X-48PS-S	Catalyst 3750X 48 Port Full PoE IP Base
Cisco	CTLS	Switch	3750.48P	WS-C3750X-48PS-S	Catalyst 3750X 48 Port Full PoE IP Base
Cisco	CTLS	Switch	3750.48P	WS-C3750X-48PS-S	Catalyst 3750X 48 Port Full PoE IP Base
Cisco	CTLS	Switch	3750.48P	WS-C3750X-48PS-S	Catalyst 3750X 48 Port Full PoE IP Base
Cisco	CTLS	Switch	3750.48P	WS-C3750X-48PS-S	Catalyst 3750X 48 Port Full PoE IP Base
Cisco	CTLS	Switch	3750.48P	WS-C3750X-48PS-S	Catalyst 3750X 48 Port Full PoE IP Base
Cisco	CTLS	Switch	3750.48P	WS-C3750X-48PS-S	Catalyst 3750X 48 Port Full PoE IP Base
Cisco	CTLS	Switch	3750.48P	WS-C3750X-48PS-S	Catalyst 3750X 48 Port Full PoE IP Base
Cisco	CTLS	Switch	3750.48P	WS-C3750X-48PS-S	Catalyst 3750X 48 Port Full PoE IP Base
Cisco	CTLS	Switch	3750.48P	WS-C3750X-48PS-S	Catalyst 3750X 48 Port Full PoE IP Base
Cisco	CTLS	Switch	3750.48P	WS-C3750X-48PS-S	Catalyst 3750X 48 Port Full PoE IP Base
Cisco	CT				

Cisco	ISR	Router	1921.D	CSCO1921-SEC/N9	1921 with SEC license	30%
Cisco	ISR	Router	1921.D	CSCO1921-SEC/N9	1921 with SEC license	30%
Cisco	ISR	Router	1921.D	CSCO1921-SEC/N9	1921 with SEC license	30%
Cisco	ISR	Router	4321	SR4321/N9	4321 Base (1GE, 1GE/SP, 2NM)	30%
Cisco	ISR	Router	891.W	CR91FW-A/K9	891FW Wireless Router - 8-port - 2.4/5 GHz - Gigabit Ethernet - 802.11b/a/g/	30%
Cisco	ISR	Router	4321	SR4321/N9	4321 Base (1GE, 1GE/SP, 2NM)	30%
Cisco	ISR	Router	891.W	CR91FW-A/K9	891FW Wireless Router - 8-port - 2.4/5 GHz - Gigabit Ethernet - 802.11b/a/g/	30%
Cisco	ISR	Router	4321	SR4321/N9	4321 Base (1GE, 1GE/SP, 2NM)	30%
Cisco	ISR	Router	891.W	CR91FW-A/K9	891FW Wireless Router - 8-port - 2.4/5 GHz - Gigabit Ethernet - 802.11b/a/g/	30%
Cisco	ISR	Router	4321	SR4321/N9	4321 Base (1GE, 1GE/SP, 2NM)	30%
Cisco	ISR	Router	891.W	CR91FW-A/K9	891FW Wireless Router - 8-port - 2.4/5 GHz - Gigabit Ethernet - 802.11b/a/g/	30%
Cisco	ISR	Router	1921.C	CSCO1921-T1SEC/N9	1921 with T-1 HWIC bundle and SEC license	30%
Cisco	ISR	Router	1921.C	CSCO1921-T1SEC/N9	1921 with T-1 HWIC bundle and SEC license	30%
Cisco	ISR	Router	1921.C	CSCO1921-T1SEC/N9	1921 with T-1 HWIC bundle and SEC license	30%
Cisco	ISR	Router	1921.C	CSCO1921-T1SEC/N9	1921 with T-1 HWIC bundle and SEC license	30%
Cisco	ISR	Router	809	IR809G-IT-GA-K9	809 Industrial ISR, AG/LTE multimode Global	30%
Cisco	ISR	Router	809	IR809G-IT-GA-K9	809 Industrial ISR, AG/LTE multimode Global	30%
Cisco	ISR	Router	809	IR809G-IT-GA-K9	809 Industrial ISR, AG/LTE multimode Global	30%
Cisco	ISR	Router	809	IR809G-IT-GA-K9	809 Industrial ISR, AG/LTE multimode Global	30%
Cisco	ISR	Router	4321/PERF	SR4321/N9 + FL-4320-PEP	4321 with PERF license	30%
Cisco	ISR	Router	4321/SEC	SR4321-SEC/N9	4321 with SEC license	30%
Cisco	ISR	Router	4321/PERF	SR4321/N9 + FL-4320-PEP	4321 with PERF license	30%
Cisco	ISR	Router	4321/SEC	SR4321-SEC/N9	4321 with SEC license	30%
Cisco	ISR	Router	4321/PERF	SR4321/N9 + FL-4320-PEP	4321 with PERF license	30%
Cisco	ISR	Router	4321/SEC	SR4321-SEC/N9	4321 with SEC license	30%
Cisco	ISR	Router	4321/PERF	SR4321/N9 + FL-4320-PEP	4321 with PERF license	30%
Cisco	ISR	Router	1921.O	CSCO1921/N9 + EHWIC-4G	1921 with ATT Wireless EHWIC	30%
Cisco	ISR	Router	1921.O	CSCO1921/N9 + EHWIC-4G	1921 with ATT Wireless EHWIC	30%
Cisco	ISR	Router	1921.O	CSCO1921/N9 + EHWIC-4G	1921 with ATT Wireless EHWIC	30%
Cisco	ISR	Router	1921.O	CSCO1921/N9 + EHWIC-4G	1921 with ATT Wireless EHWIC	30%
Cisco	ISR	Router	1921.O	CSCO1921/N9 + EHWIC-4G	1921 with ATT Wireless EHWIC	30%
Cisco	ISR	Router	1921.O	CSCO1921/N9 + EHWIC-4G	1921 with ATT Wireless EHWIC	30%
Cisco	ISR	Router	1921.O	CSCO1921/N9 + EHWIC-4G	1921 with ATT Wireless EHWIC	30%
Cisco	ISR	Router	4331	SR4331/N9	4331 Base (1GE, 1GE/SP, 15PP, 2NM)	30%
Cisco	ISR	Router	4331	SR4331/N9	4331 Base (1GE, 1GE/SP, 15PP, 2NM)	30%
Cisco	ISR	Router	4331	SR4331/N9	4331 Base (1GE, 1GE/SP, 15PP, 2NM)	30%
Cisco	ISR	Router	4331	SR4331-AX/N9	4331 with AX license	30%
Cisco	ISR	Router	4331	SR4331-AX/N9	4331 with AX license	30%
Cisco	ISR	Router	4331/AX	SR4331-AX/N9	4331 with AX license	30%
Cisco	ISR	Router	4331/AX	SR4331-AX/N9	4331 with AX license	30%
Cisco	ISR	Router	4331/AX	SR4331-AX/N9	4331 with AX license	30%
Cisco	ISR	Router	1921.Q	CSCO1921-SEC/N9 + EHWIC	1921 with SEC license and ATT Wireless EHWIC	30%
Cisco	ISR	Router	1921.Q	CSCO1921-SEC/N9 + EHWIC	1921 with SEC license and ATT Wireless EHWIC	30%
Cisco	ISR	Router	1921.Q	CSCO1921-SEC/N9 + EHWIC	1921 with SEC license and ATT Wireless EHWIC	30%
Cisco	ISR	Router	1921.Q	CSCO1921-SEC/N9 + EHWIC	1921 with SEC license and ATT Wireless EHWIC	30%
Cisco	ISR	Router	1921.Q	CSCO1921-SEC/N9 + EHWIC	1921 with SEC license and ATT Wireless EHWIC	30%
Cisco	ISR	Router	1921.Q	CSCO1921-SEC/N9 + EHWIC	1921 with SEC license and ATT Wireless EHWIC	30%
Cisco	ISR	Router	1921.Q	CSCO1921-SEC/N9 + EHWIC	1921 with SEC license and ATT Wireless EHWIC	30%
Cisco	ISR	Router	4321/SEC-PERF	SR4321-SEC/N9 + FL-4320-4321 with SEC + PERF licenses	30%	
Cisco	ISR	Router	4321/SEC-PERF	SR4321-SEC/N9 + FL-4320-4321 with SEC + PERF licenses	30%	
Cisco	ISR	Router	4321/SEC-PERF	SR4321-SEC/N9 + FL-4320-4321 with SEC + PERF licenses	30%	
Cisco	ISR	Router	1921.S	CSCO1921-T1SEC/N9 + EHW	1921 with T-1 HWIC bundle and SEC license and ATT Wireless EHWIC	30%
Cisco	ISR	Router	1921.S	CSCO1921-T1SEC/N9 + EHW	1921 with T-1 HWIC bundle and SEC license and ATT Wireless EHWIC	30%
Cisco	ISR	Router	1921.S	CSCO1921-T1SEC/N9 + EHW	1921 with T-1 HWIC bundle and SEC license and ATT Wireless EHWIC	30%
Cisco	ISR	Router	1921.S	CSCO1921-T1SEC/N9 + EHW	1921 with T-1 HWIC bundle and SEC license and ATT Wireless EHWIC	30%
Cisco	ISR	Router	1921.S	CSCO1921-T1SEC/N9 + EHW	1921 with T-1 HWIC bundle and SEC license and ATT Wireless EHWIC	30%
Cisco	ISR	Router	1921.S	CSCO1921-T1SEC/N9 + EHW	1921 with T-1 HWIC bundle and SEC license and ATT Wireless EHWIC	30%
Cisco	ISR	Router	1921.S	CSCO1921-T1SEC/N9 + EHW	1921 with T-1 HWIC bundle and SEC license and ATT Wireless EHWIC	30%
Cisco	ISR	Router	1921.S	CSCO1921-T1SEC/N9 + EHW	1921 with T-1 HWIC bundle and SEC license and ATT Wireless EHWIC	30%
Cisco	ISR	Router	1921.S	CSCO1921-T1SEC/N9 + EHW	1921 with T-1 HWIC bundle and SEC license and ATT Wireless EHWIC	30%
Cisco	ISR	Router	1921.S	CSCO1921-T1SEC/N9 + EHW	1921 with T-1 HWIC bundle and SEC license and ATT Wireless EHWIC	30%
Cisco	ISR	Router	1921.S	CSCO1921-T1SEC/N9 + EHW	1921 with T-1 HWIC bundle and SEC license and ATT Wireless EHWIC	30%
Cisco	ISR	Router	1921.S	CSCO1921-T1SEC/N9 + EHW	1921 with T-1 HWIC bundle and SEC license and ATT Wireless EHWIC	30%
Cisco	ISR	Router	4331	SR4331/N9	4331 Base (1GE, 1GE/SP, 15PP, 2NM)	30%
Cisco	ISR	Router	4331	SR4331/N9	4331 Base (1GE, 1GE/SP, 15PP, 2NM)	30%
Cisco	ISR	Router	4331	SR4331/N9	4331 Base (1GE, 1GE/SP, 15PP, 2NM)	30%
Cisco	ISR	Router	4331	SR4331-AX/N9	4331 with AX license	30%
Cisco	ISR	Router	4331	SR4331-AX/N9	4331 with AX license	30%
Cisco	ISR	Router	4331/AX	SR4331-AX/N9	4331 with AX license	30%
Cisco	ISR	Router	4331/AX	SR4331-AX/N9	4331 with AX license	30%
Cisco	ISR	Router	4331/AX	SR4331-AX/N9	4331 with AX license	30%
Cisco	ISR	Router	4331/AX	SR4331-AX/N9	4331 with AX license	30%
Cisco	ISR	Router	4331/AX	SR4331-AX/N9	4331 with AX license	30%
Cisco	ISR	Router	4331/AX	SR4331-AX/N9	4331 with AX license	30%
Cisco	ISR	Router	4331/AX	SR4331-AX/N9	4331 with AX license	30%
Cisco	ISR	Router	4331/AX	SR4331-AX/N9	4331 with AX license	30%
Cisco	ISR	Router	4331/AX	SR4331-AX/N9	4331 with AX license	30%
Cisco	ISR	Router	4331/AX	SR4331-AX/N9	4331 with AX license	30%
Cisco	ISR	Router	4331/AX	SR4331-AX/N9	4331 with AX license	30%
Cisco	ISR	Router	4331/AX	SR4331-AX/N9	4331 with AX license	30%
Cisco	ISR	Router	4331/AX	SR4331-AX/N9	4331 with AX license	30%
Cisco	ISR	Router	4331/AX	SR4331-AX/N9	4331 with AX license	30%
Cisco	ISR	Router	4331/AX	SR4331-AX/N9	4331 with AX license	30%
Cisco	ISR	Router	4331/AX	SR4331-AX/N9	4331 with AX license	30%
Cisco	ISR	Router	4331/AX	SR4331-AX/N9	4331 with AX license	30%
Cisco	ISR	Router	4331/AX	SR4331-AX/N9	4331 with AX license	30%
Cisco	ISR	Router	4331/AX	SR4331-AX/N9	4331 with AX license	30%
Cisco	ISR	Router	4331/AX	SR4331-AX/N9	4331 with AX license	30%
Cisco	ISR	Router	4331/AX	SR4331-AX/N9	4331 with AX license	30%
Cisco	ISR	Router	4331/AX	SR4331-AX/N9	4331 with AX license	30%
Cisco	ISR	Router	4331/AX	SR4331-AX/N9	4331 with AX license	30%
Cisco	ISR	Router	4331/AX	SR4331-AX/N9	4331 with AX license	30%
Cisco	ISR	Router	4331/AX	SR4331-AX/N9	4331 with AX license	30%
Cisco	ISR	Router	4331/AX	SR4331-AX/N9	4331 with AX license	30%
Cisco	ISR	Router	4331/AX	SR4331-AX/N9	4331 with AX license	30%
Cisco	ISR	Router	4331/AX	SR4331-AX/N9	4331 with AX license	30%
Cisco	ISR	Router	4331/AX	SR4331-AX/N9	4331 with AX license	30%
Cisco	ISR	Router	4331/AX	SR4331-AX/N9	4331 with AX license	30%
Cisco	ISR	Router	4331/AX	SR4331-AX/N9	4331 with AX license	30%
Cisco	ISR	Router	4331/AX	SR4331-AX/N9	4331 with AX license	30%
Cisco	ISR	Router	4331/AX	SR4331-AX/N9	4331 with AX license	30%
Cisco	ISR	Router	4331/AX	SR4331-AX/N9	4331 with AX license	30%
Cisco	ISR	Router	4331/AX	SR4331-AX/N9	4331 with AX license	30%
Cisco	ISR	Router	4331/AX	SR4331-AX/N9	4331 with AX license	30%
Cisco	ISR	Router	4331/AX	SR4331-AX/N9	4331 with AX license	30%
Cisco	ISR	Router	4331/AX	SR4331-AX/N9	4331 with AX license	30%
Cisco	ISR	Router	4331/AX	SR4331-AX/N9	4331 with AX license	30%
Cisco	ISR	Router	4331/AX	SR4331-AX/N9	4331 with AX license	30%
Cisco	ISR	Router	4331/AX	SR4331-AX/N9	4331 with AX license	30%
Cisco	ISR	Router	4331/AX	SR4331-AX/N9	4331 with AX license	30%
Cisco	ISR	Router	4331/AX	SR4331-AX/N9	4331 with AX license	30%
Cisco	ISR	Router	4331/AX	SR4331-AX/N9	4331 with AX license	30%
Cisco	ISR	Router	4331/AX	SR4331-AX/N9	4331 with AX license	30%
Cisco	ISR	Router	4331/AX	SR4331-AX/N9	4331 with AX license	30%
Cisco	ISR	Router	4331/AX	SR4331-AX/N9	4331 with AX license	30%
Cisco	ISR	Router	4331/AX	SR4331-AX/N9	4331 with AX license	30%

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	Fortinet	Network Firewall & License	F800-3 Bundle	FG-80D-BDL-950-36	FortiGate-800 UTM Security Appliance plus 3yr 24x7 FortiCare and FortiGuard Bundle	30%
	Fortinet	Network Firewall & License	F600 Bundle	FG-90D-BDL-950-12	FortiGate-900 UTM Security Appliance plus 3yr 24x7 FortiCare and FortiGuard Bundle	30%
	Fortinet	Network Firewall & License	F600-3 Bundle	FG-90D-BDL-950-36	FortiGate-900 UTM Security Appliance plus 3yr 24x7 FortiCare and FortiGuard Bundle	30%
	Fortinet	Network Firewall & License	FG100 Bundle	FG-100D-BDL	FortiGate-100D UTM Security Appliance plus 3yr 24x7 FortiCare and FortiGuard Bundle	30%
	Fortinet	Network Firewall & License	FG100 Bundle	FG-100D-BDL-950-12	FortiGate-100D UTM Security Appliance plus 3yr 24x7 FortiCare and FortiGuard Bundle	30%
	Fortinet	Network Firewall & License	FG100 Bundle	FG-100D-BDL	FortiGate-100D UTM Security Appliance plus 3yr 24x7 FortiCare and FortiGuard Bundle	30%
	Fortinet	Network Firewall & License	FG100 Bundle	FG-100D-BDL-950-12	FortiGate-100D UTM Security Appliance plus 3yr 24x7 FortiCare and FortiGuard Bundle	30%
	Fortinet	Network Firewall & License	FG100 Bundle	FG-100D-BDL	FortiGate-100D UTM Security Appliance plus 3yr 24x7 FortiCare and FortiGuard Bundle	30%
	Fortinet	Network Firewall & License	FG100 Bundle	FG-100D-BDL-950-12	FortiGate-100D UTM Security Appliance plus 3yr 24x7 FortiCare and FortiGuard Bundle	30%
	Fortinet	Network Firewall & License	FG100 Bundle	FG-100D-BDL	FortiGate-100D UTM Security Appliance plus 3yr 24x7 FortiCare and FortiGuard Bundle	30%
	Fortinet	Network Firewall & License	FG100-3 Bundle	FG-100D-BDL-950-36	FortiGate-100D UTM Security Appliance plus 3yr 24x7 FortiCare and FortiGuard Bundle	30%
	Fortinet	Network Firewall & License	FG100-3 Bundle	FG-100D-BDL-950-36	FortiGate-100D UTM Security Appliance plus 3yr 24x7 FortiCare and FortiGuard Bundle	30%
	Fortinet	Network Firewall & License	FG100 Bundle	FG-100D-BDL-950-12	FortiGate-100D UTM Security Appliance plus 3yr 24x7 FortiCare and FortiGuard Bundle	30%
	Fortinet	Network Firewall & License	FG100-3 Bundle	FG-100D-BDL-950-36	FortiGate-100D UTM Security Appliance plus 3yr 24x7 FortiCare and FortiGuard Bundle	30%
	Fortinet	Network Firewall & License	FG100 Bundle	FG-100D-BDL-950-12	FortiGate-100D UTM Security Appliance plus 3yr 24x7 FortiCare and FortiGuard Bundle	30%
	Fortinet	Network Firewall & License	FG100-3 Bundle	FG-100D-BDL-950-36	FortiGate-100D UTM Security Appliance plus 3yr 24x7 FortiCare and FortiGuard Bundle	30%
	Fortinet	Network Firewall & License	FG100 Bundle	FG-100D-BDL-950-12	FortiGate-100D UTM Security Appliance plus 3yr 24x7 FortiCare and FortiGuard Bundle	30%
	Fortinet	Network Firewall & License	FG100-3 Bundle	FG-100D-BDL-950-36	FortiGate-100D UTM Security Appliance plus 3yr 24x7 FortiCare and FortiGuard Bundle	30%
	Fortinet	Network Firewall & License	FG100 Bundle	FG-100D-BDL-950-12	FortiGate-100D UTM Security Appliance plus 3yr 24x7 FortiCare and FortiGuard Bundle	30%
	Fortinet	Network Firewall & License	FG100-3 Bundle	FG-100D-BDL-950-36	FortiGate-100D UTM Security Appliance plus 3yr 24x7 FortiCare and FortiGuard Bundle	30%
	Fortinet	Network Firewall & License	FG100 Bundle	FG-100D-BDL-950-12	FortiGate-100D UTM Security Appliance plus 3yr 24x7 FortiCare and FortiGuard Bundle	30%
	Fortinet	Network Firewall & License	FG100-3 Bundle	FG-100D-BDL-950-36	FortiGate-100D UTM Security Appliance plus 3yr 24x7 FortiCare and FortiGuard Bundle	30%
	Fortinet	Network Firewall & License	FG100 Bundle	FG-100D-BDL-950-12	FortiGate-100D UTM Security Appliance plus 3yr 24x7 FortiCare and FortiGuard Bundle	30%
	Fortinet	Network Firewall & License	FG100-3 Bundle	FG-100D-BDL-950-36	FortiGate-100D UTM Security Appliance plus 3yr 24x7 FortiCare and FortiGuard Bundle	30%
	Fortinet	Network Firewall & License	FG100 Bundle	FG-100D-BDL-950-12	FortiGate-100D UTM Security Appliance plus 3yr 24x7 FortiCare and FortiGuard Bundle	30%
	Fortinet	Network Firewall & License	FG100-3 Bundle	FG-100D-BDL-950-36	FortiGate-100D UTM Security Appliance plus 3yr 24x7 FortiCare and FortiGuard Bundle	30%
	Fortinet	Network Firewall & License	FG100 Bundle	FG-100D-BDL-950-12	FortiGate-100D UTM Security Appliance plus 3yr 24x7 FortiCare and FortiGuard Bundle	30%
	Fortinet	Network Firewall & License	FG100-3 Bundle	FG-100D-BDL-950-36	FortiGate-100D UTM Security Appliance plus 3yr 24x7 FortiCare and FortiGuard Bundle	30%
	Fortinet	Network Firewall & License	FG100 Bundle	FG-100D-BDL-950-12	FortiGate-100D UTM Security Appliance plus 3yr 24x7 FortiCare and FortiGuard Bundle	30%
	Fortinet	Network Firewall & License	FG100-3 Bundle	FG-100D-BDL-950-36	FortiGate-100D UTM Security Appliance plus 3yr 24x7 FortiCare and FortiGuard Bundle	30%
	Fortinet	Network Firewall & License	FG100 Bundle	FG-100D-BDL-950-12	FortiGate-100D UTM Security Appliance plus 3yr 24x7 FortiCare and FortiGuard Bundle	30%
	Fortinet	Network Firewall & License	FG100-3 Bundle	FG-100D-BDL-950-36	FortiGate-100D UTM Security Appliance plus 3yr 24x7 FortiCare and FortiGuard Bundle	30%
	Fortinet	Network Firewall & License	FG100 Bundle	FG-100D-BDL-950-12	FortiGate-100D UTM Security Appliance plus 3yr 24x7 FortiCare and FortiGuard Bundle	30%
	Fortinet	Network Firewall & License	FG100-3 Bundle	FG-100D-BDL-950-36	FortiGate-100D UTM Security Appliance plus 3yr 24x7 FortiCare and FortiGuard Bundle	30%
	Franklin	USB Air Card	U772	FRA-U772-SP-2AKT	Franklin Wireless U772 USB	30%
	Franklin	USB Air Card	U772	FRA-U772-SP-2AKT	Franklin Wireless U772 USB	30%
	Kyocera Duraforce Pro	Mobile Phone	68810	KYC-DURA-FP-RUGGED CELLULAR PHONE	Kyocera Duraforce Pro Rugged Cellular Phone	30%
	Kyocera Duraforce Pro	Mobile Phone	68810	KYC-DURA-FP-RUGGED CELLULAR PHONE	Kyocera Duraforce Pro Rugged Cellular Phone	30%
	Kyocera Kyocera	Mobile Phone	K4233	The Kyocera 4233	The Kyocera 4233	30%
	Kyocera Kyocera	Mobile Phone	K4233	The Kyocera 4233	The Kyocera 4233	30%
	Kyocera Kyocera	Mobile Phone	K4233	The Kyocera 4233	The Kyocera 4233	30%
	Netgear MFi	Mobile Hotspot	AC7B1S	AC7B1S Unite	NETGEAR PROSAFE FS100S-5 Port Fast Ethernet Desktop Switch	30%
	Netgear MFi	Mobile Hotspot	AC7B1S	AC7B1S Unite	NETGEAR PROSAFE FS100S-5 Port Fast Ethernet Desktop Switch	30%
	Netgear ProSafe	Switch	FS10S	P510NA	NETGEAR PROSAFE FS100S-5 Port Fast Ethernet Desktop Switch	30%
	Netgear ProSafe	Switch	FS10S	P510NA	NETGEAR PROSAFE FS100S-5 Port Fast Ethernet Desktop Switch	30%
	Netgear ProSafe	Switch	FS10S	P510NA	NETGEAR PROSAFE FS100S-5 Port Fast Ethernet Desktop Switch	30%
	Netgear USB	Antenna	USF ANT	ANT-006-T59	External High Gain Magnetic Antenna [3G/4G/HSPA/LTE]	30%
	Netgear USB	Antenna	USF ANT	ANT-006-T59	External High Gain Magnetic Antenna [3G/4G/HSPA/LTE]	30%
	Netgear USB	Antenna	USF ANT	ANT-006-T59	External High Gain Magnetic Antenna [3G/4G/HSPA/LTE]	30%
	Netgear USB	Antenna	USF ANT	ANT-006-T59	External High Gain Magnetic Antenna [3G/4G/HSPA/LTE]	30%
	Novatel MFi	Mobile Hotspot	NV4510	4510L	Novatel 4510	30%
	Novatel MFi	Mobile Hotspot	NV4620	4620L	Novatel 4620	30%
	Novatel MFi	Mobile Hotspot	NV510	510L	Novatel 510	30%
	Novatel MFi	Mobile Hotspot	NV4510	4510L	Novatel 4510	30%
	Novatel MFi	Mobile Hotspot	NV4620	4620L	Novatel 4620	30%
	Novatel MFi	Mobile Hotspot	NV510	510L	Novatel 510	30%
	Novatel MFi	Mobile Hotspot	NV4510	4510L	Novatel 4510	30%
	Novatel MFi	Mobile Hotspot	NV4620	4620L	Novatel 4620	30%
	Novatel MFi	Mobile Hotspot	NV510	510L	Novatel 510	30%
	Novatel MFi	Mobile Hotspot	L5792	S792 Liberate	MIFI 6620	30%
	Novatel MFi	Mobile Hotspot	L5792	S792 Liberate	MIFI 6620	30%
	Novatel MFi	Mobile Hotspot	L5792	S792 Liberate	MIFI 6620	30%
	Novatel MFi	Mobile Hotspot	L5792	S792 Liberate	MIFI 6620	30%
	Novatel USB	Air Card	USB551L	USB551L	The USB551L USB modem provides 4G speeds, wide area, wireless connectivity. Compatible with Verizon, Static and Dynamic supported.	30%
	Novatel USB	Air Card	USB551L	USB551L	The USB551L USB modem provides 4G speeds, wide area, wireless connectivity. Compatible with Verizon, Static and Dynamic supported.	30%
	Novatel USB	Air Card	USB551L	USB551L	The USB551L USB modem provides 4G speeds, wide area, wireless connectivity. Compatible with Verizon, Static and Dynamic supported.	30%
	Novatel USB	Air Card	USB551L	USB551L	The USB551L USB modem provides 4G speeds, wide area, wireless connectivity. Compatible with Verizon, Static and Dynamic supported.	30%
	Novatel USB	Air Card	USB551L	USB551L	The USB551L USB modem provides 4G speeds, wide area, wireless connectivity. Compatible with Verizon, Static and Dynamic supported.	30%
	Novatel USB	Air Card	USB551L	USB551L	The USB551L USB modem provides 4G speeds, wide area, wireless connectivity. Compatible with Verizon, Static and Dynamic supported.	30%
	Novatel USB	Air Card	USB551L	USB551L	The USB551L USB modem provides 4G speeds, wide area, wireless connectivity. Compatible with Verizon, Static and Dynamic supported.	30%
	Novatel USB	Air Card	USB551L	USB551L	The USB551L USB modem provides 4G speeds, wide area, wireless connectivity. Compatible with Verizon, Static and Dynamic supported.	30%
	Novatel USB	Air Card	USB551L	USB551L	The USB551L USB modem provides 4G speeds, wide area, wireless connectivity. Compatible with Verizon, Static and Dynamic supported.	30%
	Novatel USB	Air Card	USB551L	USB551L	The USB551L USB modem provides 4G speeds, wide area, wireless connectivity. Compatible with Verizon, Static and Dynamic supported.	30%
	Novatel USB	Air Card	USB551L	USB551L	The USB551L USB modem provides 4G speeds, wide area, wireless connectivity. Compatible with Verizon, Static and Dynamic supported.	30%
	Novatel USB	Air Card	USB551L	USB551L	The USB551L USB modem provides 4G speeds, wide area, wireless connectivity. Compatible with Verizon, Static and Dynamic supported.	30%
	Novatel USB	Air Card	USB551L	USB551L	The USB551L USB modem provides 4G speeds, wide area, wireless connectivity. Compatible with Verizon, Static and Dynamic supported.	30%
	Novatel USB	Air Card	USB551L	USB551L	The USB551L USB modem provides 4G speeds, wide area, wireless connectivity. Compatible with Verizon, Static and Dynamic supported.	30%
	Novatel USB	Air Card	USB551L	USB551L	The USB551L USB modem provides 4G speeds, wide area, wireless connectivity. Compatible with Verizon, Static and Dynamic supported.	30%
	Novatel USB	Air Card	USB551L	USB551L	The USB551L USB modem provides 4G speeds, wide area, wireless connectivity. Compatible with Verizon, Static and Dynamic supported.	30%
	Novatel USB	Air Card	USB551L	USB551L	The USB551L USB modem provides 4G speeds, wide area, wireless connectivity. Compatible with Verizon, Static and Dynamic supported.	30%
	Novatel USB	Air Card	USB551L	USB551L	The USB551L USB modem provides 4G speeds, wide area, wireless connectivity. Compatible with Verizon, Static and Dynamic supported.	30%
	Novatel USB	Air Card	USB551L	USB551L	The USB551L USB modem provides 4G speeds, wide area, wireless connectivity. Compatible with Verizon, Static and Dynamic supported.	30%
	Novatel USB	Air Card	USB551L	USB551L	The USB551L USB modem provides 4G speeds, wide area, wireless connectivity. Compatible with Verizon, Static and Dynamic supported.	30%
	Novatel USB	Air Card	USB551L	USB551L	The USB551L USB modem provides 4G speeds, wide area, wireless connectivity. Compatible with Verizon, Static and Dynamic supported.	30%
	Novatel USB	Air Card	USB551L	USB551L	The USB551L USB modem provides 4G speeds, wide area, wireless connectivity. Compatible with Verizon, Static and Dynamic supported.	30%
	Novatel USB	Air Card	USB551L	USB551L	The USB551L USB modem provides 4G speeds, wide area, wireless connectivity. Compatible with Verizon, Static and Dynamic supported.	30%
	Novatel USB	Air Card	USB551L	USB551L	The USB551L USB modem provides 4G speeds, wide area, wireless connectivity. Compatible with Verizon, Static and Dynamic supported.	30%
	Novatel USB	Air Card	USB551L	USB551L	The USB551L USB modem provides 4G speeds, wide area, wireless connectivity. Compatible with Verizon, Static and Dynamic supported.	30%
	Novatel USB	Air Card	USB551L	USB551L	The USB551L USB modem provides 4G speeds, wide area, wireless connectivity. Compatible with Verizon, Static and Dynamic supported.	30%
	Novatel USB	Air Card	USB551L	USB551L	The USB551L USB modem provides 4G speeds, wide area, wireless connectivity. Compatible with Verizon, Static and Dynamic supported.	30%
	Novatel USB	Air Card	USB551L	USB551L	The USB551L USB modem provides 4G speeds, wide area, wireless connectivity. Compatible with Verizon, Static and Dynamic supported.	

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ATTACHMENT E8

VALUE ADD

With its nationwide service area and extensive experience implementing service solutions in a variety of industry applications, Granite is well positioned to provide services to Oklahoma and its eligible entities. Granite will deliver the requested services through its agreements with a variety of Local Exchange Carriers (LECs) across the United States in addition to its own proprietary network, allowing for unsurpassed network to network integration across the United States. Because Granite provides both TDM-based Services and IP-based services, Granite's support platform is set up to facilitate a "like-for-like" transition of services or a transformation to next-generation services at the schedule and pace dictated by Oklahoma and its eligible entities as time and budget allow. The value of this level of transition-transformation support is unsurpassed in the industry. Below are the following additional products and services Granite is proposing to the State:

Service	Description
NOverage	Customers can elect to have Granite automatically upgrade their plans to avoid overage charges.
Overage Protection Fee	Voice service protection
Static IP Blocks <ul style="list-style-type: none"> • /29 • /28 • /27 • /26 • /25 • /24 	Every device on the internet is assigned a unique address (number) called IP address. Without IP address the device become stranded from the network and will not be able to communicate with other network devices.
Second SIM Standby Plan	Mobility Feature
Easy Auto Attendant	Allows businesses to define separate menus to be played during and outside normal business hours
Premium Auto Attendant	A subscriber-configurable automated receptionist. Multi-level menus with intuitive navigation. More control over scheduling with a configurable option to transfer directly to voicemail.
Standalone Voicemail	Allows callers to leave a message in your voice mail box. Callers hear a recorded greeting giving them a variety of instructions and options. Retrieve voice mail from any phone with a secure pass code.
Music On Hold	A feature that plays a recording of music and/or speech when an inbound caller is placed on hold.
Directory Assistance	A service that helps people access caller information via a list or database of phone numbers or other contact information.

Global Meet Audio Only	GlobalMeet is Granite's conferencing product allowing customers to host various conference type calls with many recipients at once.
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Service	Description
Global Meet Audio & Web	GlobalMeet can provide space for many callers to collaborate their ideas and tackle larger projects with a robust workforce.

10.1 SERVICES AT NO ADDITIONAL COST

10.1.1 Customer Service

Granite is able to dispatch directly through our E-bonded LEC systems with ease; as Granite has the highest volume of CLEC business with the ILECS, it is afforded priority access to systems and escalations with carriers. Rather than wait on hold with the ILEC to be redirected to multiple departments just to find a human to speak to, with Granite, the State will reach us directly and dispatch quickly. Granite is unmatched in Quality of Dispatch across the entire industry. Once a tech is dispatched and the repair process is underway, continuous updates from the Premier and repair team will be provided and you will be given direct contact information to reach out personally for updates. You will never find this level of quality and care with the larger incumbent carriers.

Most Granite offices follow office-hours between 8AM-5PM, in their local time zones, however Granite is staffed 24/7. Granite has dedicated teams for every deliverable a telecommunication solution contains from specialized and general billing departments, service transition department, to public-sector focused engineers and service provisioners. Granite also provides industry-leading customer support, including its established single point of contact "Premier" program management model and Helpdesk, in addition to our trained in-house customer service team that is available 24/7/365.

LEVEL	NAME	TITLE	PHONE	EMAIL
1st	Tucker Campbell	Sr. Team Lead - Client Service & Government Accounts		
2nd	Rachel Roach	Team Lead Premier & Govt Accounts		
3rd	Matt Forrest	Sr. Supervisor Premier & Govt Accounts		
4th	Steve Iannacone	Assistant VP of Premier Accounts		
5th	Robert Allen	Senior Vice President of Client Services		

10.1.2 Contract & Legal Personnel

Granite understands the need for transparency during contract negotiations and executions. It is also important to ensure the contract issues are handled by the appropriate parties so as to not interfere with the progress of a project. Accordingly, the below table outlines five (5) levels of Contract escalation to be invoked as needed.

LEVEL	NAME	TITLE	PHONE	EMAIL
1st	Laura MacDougall	Government Contracts Supervisor		
2nd	Ryan Goldrick	Director, Government Solutions		
3rd	Joshua Ruby	General Counsel		
4th	Tim Heaps	General Manager, Government Solutions		
5th	Michael Galvin	Chief Administrative Officer		

10.1.3 Training

Granite understands the inconvenience of learning how to use new hardware. Once our solution is in place, the customer will receive comprehensive training on all aspects of their new devices. The Premier plays a key role here in ensuring that customer's staff is fully capable of using their new devices and accessing the new portals. Utilizing the "train the trainer" methodology, Granite will provide comprehensive training to the customer's Leadership, or those individuals noted as Administrators so as to create local resources for future trainings.

Training sessions on how to use the new systems and the key features can be provided in on-premise, through our online web portal, and via video conferencing. Granite offers robust training and Help Desk Support through Rock Reports, as well as all tools that the customer will need to use for the life of the contract. Our training takes a three-pronged approach consisting of the following parts:

1. Administrative User Training
2. Support Team Training
3. Training for End Users

10.1.4 Rock Reports Features and Functions

As stated in **Section 7** Granite developed, owns, and operates a customer support system called, Rock Reports. This proprietary portal is specifically designed to be user-friendly with our customers' needs in mind.

Portal Element	Description
Dashboard	Quick access to most crucial reporting Interactive map allowing ability to zoom into exact site locations Allows quick visibility of services and pricing offered in specific location Quick access to invoicing
Inventory Management	Offers immediate access to existing inventory, detailed by location and product Immediate access to all locations in a service area including complete breakdown of charges
Invoice Management	User-friendly access to invoices, management reports, financial reports Versatile formats
Charges	Details on every single charge Access to saving summaries and reviews at no additional charge
Online Ordering	Place service orders directly onto Rock Reports which generates a ticket sent to the Senior Program Manager who will monitor and track progress towards fulfillment
Online Repair Tickets	Users may initiate online repair tickets with tracking information made available
Full Visibility on Managed Services	Full visibility on all managed services, notifying users of any network incidents which are responded to using the client's requested protocol

Functions	Capabilities
Location	With this map Granite's client has the ability to scroll in and out to obtain better views of where its locations are. The client also has the ability to click on the locations as well and get a basic overview. Another feature provides the client an overview of all its company locations and what services it has with Granite.
Network	For managed routers on Granite's platform, Rock Reports can show the speed of all the routers. Granite pings

Functions	Capabilities
	routers about once every 3 minutes and if there is an instance where Granite doesn't get feedback from 3 pings in a row the Granite manager and the client will be emailed and a ticket will be automated; this will begin the process to resolve any issues. In this the client can find any utilization reports it would want, e.g. memory storage, usage, and speed.
Line Distribution	This feature allows Granite to get an idea of how many lines each client has, whether it is local, long-distance (LD), or a rebill. Darker colors represent the areas with more of the selected lines or tickets. Granite also has the ability to scroll in and out on the map and click on the areas. Granite can click on the locations and obtain information such as account numbers or the actual lines. Rebills occur when a location is out of Granite's footprint and Granite is unable to acquire the lines. In that instance, Granite will take the invoice and consolidate it into our Granite bill. Small telecom companies that only represent a few counties won't sell their lines to Granite, but Granite will consolidate this and include it in the Granite bill and charge a small fee for this.
Data Services	<i>Broadband (DSL or Cable)</i> - Shared network bandwidth: with more people using at the same time the speed will be slower. <i>High Cap</i> - not shared. With a direct line to the provider, whatever speed you sign up for is what you get.
Open Tickets	Similar to other features on Rock Reports, Granite can scroll in and out and look into locations to get more information, including ticket numbers. These include: Service tickets (includes adding features to lines, moves, adds, or changes or new installs) and Trouble tickets (current issues/repairs going on in the account).
Summary Invoice	The summary invoice is the most useful feature of Rock Reports, showing the details for every "child" account and the "parent" account for the customer. The client can click into an individual account and view all the lines associated with that particular account.
Management Reports	<i>All Charges Report</i> - also listed in total due of the "parent". This is the most detailed report Granite offers and can show every feature on every line, showing the client exactly what they're paying for down to the last cent.

Functions	Capabilities
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	<p><i>Billing Summary</i> - brings up basic info for each “child” account, e. g. how much there bill is and invoice dates.</p> <p><i>Call Detail Report (CDR)</i> - monitors all outbound calls, monitors employees, the number they are calling, the duration, and cost of the call, and length.</p> <p><i>Inbound/Outbound</i> - similar to the CDR but shows inbound calls as well as outbound calls. This will not show the pricing however as Granite does not charge on inbound calls.</p>
Products	<p>Every category has an inventory report for Granite services available. Granite can use this report to show which lines are currently with Granite and every line that has ever been with Granite. Granite can filter these lines to see all the active lines a customer has and from here the client can see what they have and what can be disconnected. Granite can work with the customer to have line identifiers added.</p>
Documents	<p>Monthly Customer reports can create spreadsheets upon request for customers, and can add Account Payable (AP) reports for free. Granite can create a report that has the billing info in the same format as a client’s AP software so that client can just plug it in without having their Account team dig through numbers. Another example is Inside Wiring (IW) reports which includes information such as ticket numbers, scope of work, notes, and charges.</p> <p><i>Invoice</i> - all Granite invoices stored here.</p> <p><i>CDR</i> - all outbound calls are shown here.</p>
Trouble Tickets	<p>Automated ticketing service, the ticket created here will be sent directly to the repair team and the Granite manager will be notified in an email as well. Repair contacts the client directly with follow-ups.</p>
Service Requests	<p>This will go directly to the Granite PM. Any Move, Add, or Changes can be done here. This is 1 of 3 ways to place a request, with the client’s dedicated Granite PM and Granite’s Customer Service Team being the other 2 options. Customer Service is fully capable of handling all client requests and will answer all calls in under 7 seconds and are open 24/7.</p>

ATTACHMENT E9

THIRD PARTY VENDOR TERMS

Intentionally left blank.

ATTACHMENT F

STATE OF OKLAHOMA CONTRACT WITH GRANITE RESULTING FROM SOLICITATION NO. 0900000550 SW1014

Negotiated Exceptions and Additional Terms to the Contract

The Contract is hereby amended to include the terms as set forth below and supersedes all prior terms and exceptions submitted by **Granite** or discussed by the parties.

Requested Exceptions and Additional Terms not addressed below are declined by the State of Oklahoma.

Section	Exception
Attachment B, Page 22, Section 19 and Attachment C, Page 2, Section 5	Granite requests to add this language at the end of the paragraph: Regarding the State's right to terminate the Project or Contract for convenience, Granite is a registered reseller of telecommunication services and enters into agreements with underlying carriers for the provision of those services. In the event the State so terminates the Project or Contract, Granite shall waive all early termination fees it typically would assess, but respectfully reserves the right to pass through the direct and verifiable, unmarked-up cancellation fees assessed by the underlying carrier, not as a penalty but simply as a recovery of direct costs of termination. Granite shall use its best efforts to negotiate the reduction or elimination of such fees. Specific early termination costs shall be specified at the order level.
Attachment B, Page 26, Section 26.5	The existence of the Contract or any Acquisition is in no way an endorsement of Supplier, the products or services and shall not be so construed by Supplier in any advertising or publicity materials. Supplier agrees to submit to the State all advertising, sales, promotion, and other publicity matters relating to the Contract wherein the name of the State or any Customer is mentioned or language used from which, in the State's judgment, an endorsement may be inferred or implied. Supplier further agrees not to publish or use such advertising, sales promotion, or publicity matter or release any informational pamphlets, notices, press releases, research reports, or similar public notices concerning the Contract or any Acquisition hereunder without obtaining the prior written approval of the State. The State agrees not to use trade names, logos, trademarks, or slogans of Granite or its underlying carrier(s)/provider(s) without the written consent of Granite and/or its underlying carrier(s)/provider(s).

ATTACHMENT F1

STATE OF OKLAHOMA CONTRACT WITH GRANITE TELECOMMUNICATIONS, LLC RESULTING FROM SOLICITATION NO. 0900000550

Template for Contract Modifications for Quotes, Statements of Work, or other Ordering Documents

The parties agree to use this template as the process to formally approve any terms, conditions or clauses that are to supersede the terms and Conditions in the Contract for purposes of the applicable quote, statement of work or other ordering document.

Contract Modifications for Quote, Statement of Work, or other Ordering Document

Solely for purposes of this ordering document, the terms and conditions of the Contract are hereby amended as set forth below. This amendment is considered an Addendum.

RFP Section	Exception/Additional Terms

STATE OF OKLAHOMA
by and through the
OFFICE OF MANAGEMENT AND
ENTERPRISE SERVICES

GRANITE TELECOMMUNICATIONS,
LLC

By: _____

By: _____

Name: _____

Name: _____

Title: _____

Title: _____

Date: _____

Date: _____

The [INSERT AGENCY NAME] is additionally executing this document to memorialize its involvement in negotiation of and its agreement with the terms of this document.

By: _____

Name: _____

Title: _____

Date: _____