



Path to Partnership

43712

Village of Oak Park

Expires:
6/5/2022

Granite

Granite is the nation's largest CLEC. Since our founding in 2002, Granite has experienced industry-leading growth while specializing in dedicated business-to-business customer support and the consolidation of communications services. Our customers trust us with 1.4 million voice and data lines servicing their critical locations in retail, finance, real estate, hospitality, and more. We count over 85 of the Fortune 100 among our customers, including eight of the Top Ten US Retailers in the Forbes Global 2000.

Access Services

From small business to enterprise networks, Granite offers access solutions tailored to your business needs. Our nationwide network offers bandwidth from 1.5Mb to 10GB for Dedicated Internet Access, MPLS and Granite Switched Ethernet. With over 35 vendor partnerships Granite is able to meet virtual and physical diversity requirements, covering the entire US and Canada, while keeping all services on one bill with one contact.

Consolidated Billing

Never sort through multiple phone bills again. Simplify payment with Granite's consolidated billing. All of your business' locations can be on a single invoice.

Service Providers

Granite is bonded to service providers across North America, including Verizon, AT&T, CenturyLink, Frontier, FairPoint, Windstream, Cincinnati Bell, Telus, and Bell Canada. We are e-bonded with all the major carriers, allowing us to place orders and manage any moves, adds, and changes for your business.

DIA (T1, Ethernet, EoC)

All services are subject to the Terms and Conditions of Service set forth on Granite's website. This Quote contains confidential and proprietary information.



Location Detail

<u>Address</u>	<u>NPA NXX</u>	<u>Carrier</u>	<u>Product/Service</u>	<u>Term</u>	<u>QTY</u>	<u>Circuit MRC</u>	<u>IP Type</u>	<u>IP MRC</u>	<u>Total MRC</u>	<u>Total NRC</u>
123 Madison St Oak Park, IL 60302	708383	AT&T - Renewal	DIA GE - 1000Mbps	2 Years	1	\$1,780.00	/27 IP	\$50.00	\$1,830.00	\$0.00
123 Madison St Oak Park, IL 60302	708383	AT&T - Renewal	DIA GE - 1000Mbps	3 Years	1	\$1,375.00	/27 IP	\$50.00	\$1,425.00	\$0.00

Billing starts once DIA circuit loop is dropped.

THIS QUOTE IS AN ESTIMATE. Pricing is subject to availability.

All Services are subject to the General Terms and Conditions of Service set forth at www.granitenet.com.

The information contained herein is confidential and proprietary.

Some taxes, surcharges, regulatory fees and non-recurring charges may be included, additional may apply.

In the event that an underlying carrier or supplier substantially alters the amounts charged to Granite for any Services being provided to the Customer, Granite reserves the right to propose different rates to the Customer.



Network Integration Rates

Granite Site Survey - \$199

Refunded upon moving forward with Granite services

Site Survey Scope of Work (SOW):

Activity Specific Assumptions:

Regular business hours.

1 hour of travel time for the technician.

The tech will be onsite for 1 hour.

Additional time will be billed at a rate of \$99.00 per hour in 30 minute increments.

The technician will not be required to move, add, change or disassemble any components in order to recover the site survey information.

A Granite licensed contract technician will arrive at the designated site, make contact and confirm their arrival with the location's local contact (LCON). This person should be familiar with the scope of the project and basic technical needs of the location. The technician will locate the designated work area required for completion of the site survey and will record all requirements for cabling. Upon completion of the Site Survey, the technician will inform the LCON that the survey has been completed for release authorization. The site survey scope of work (SOW) findings will be included with recommendations in a formal proposal for customer review within ten (10) business days after the survey is completed.

Granite Professional Services - \$250.00, per hr

Granite will assist customer at an hourly rate with network consulting, systems integration, implementation and/or technical support that is outside the original scope or work. Additional charges, over the Professional Services fees, for equipment, time and materials and on-site technical labor may apply.



Network Integration Products

Service	Monthly Payment Option			
	NRC	1 Year	2 Year	3 Year
Site Survey	\$199.00	\$18.42	\$10.11	\$7.38
Predictive Heat Mapping (up to 10k Sq Ft)	\$349.00	\$32.30	\$17.73	\$12.93
Installation of a Broadband or DIA circuit, a Router, Managed Service, Cradlepoint &/or Switch	\$199.00	\$18.42	\$10.11	\$7.38
Hosted Voice Installation (Analog Handoff)	\$199.00	\$18.42	\$10.11	\$7.38
Hosted PBX Installation (up to 4 phones)	\$298.00	\$27.58	\$15.14	\$11.04
Hosted PBX Installation - Additional phone	\$25.00	\$2.31	\$1.27	\$0.93
ADS Diagnostic Dispatch - hourly rate	\$125.00	\$11.57	\$6.35	\$4.63
Test & Tone - hourly rate	\$99.00	\$9.16	\$5.03	\$3.67
Additional Hour for On-site Data Technician	\$125.00	\$11.57	\$6.35	\$4.63
Single Cat 5e Plenum Cable Drop	\$299.00	\$27.67	\$15.19	\$11.08
Single Cat 6 Plenum Cable Drop	\$325.00	\$30.08	\$16.51	\$12.05
Dmarc Cat 5e Plenum Cable Drop	\$325.00	\$30.08	\$16.51	\$12.05
Warehouse Cat 5e Plenum Cable Drop	\$449.00	\$41.55	\$22.81	\$16.64
WAN Wireless Antenna Install Short	\$50.00	\$4.63	\$2.54	\$1.85
WAN Wireless Antenna Install Long	\$100.00	\$9.25	\$5.08	\$3.71
PRI Installation	\$199.00	\$18.42	\$10.11	\$7.38
Managed Wi-Fi Installation	\$199.00	\$18.42	\$10.11	\$7.38
Additional WAP Installation	\$49.00	\$4.53	\$2.49	\$1.82
Managed Wi-Fi Peripherals Installation	\$49.00	\$4.53	\$2.49	\$1.82
MPOE Extension - After Site Survey				
***Travel / Dispatch	\$65.00	\$6.02	\$3.30	\$2.41



Granite Guardian Services

Access Remediation Options

Keep your business safe and productive using optimal network bandwidth and access to your services using Granite's web-based monitoring tool, notifying you in a timely manner and addressing any issues directly to your service provider.

Proactive Ticketing - Access \$10 per Month Min 1 Year Term

24x7 Monitoring and Remediation Service that can be added to any Broadband Circuit with a Public IP Address

Includes:

- 24/7 monitoring via ICMP ping to Static IP
- Automatic ticketing
- Remediation
- Trouble ticket reporting

Advanced Monitoring - Wireless Broadband/IoT Access \$20 per Month Min 2 Year Term

24x7 Monitoring and Remediation Service that can be added to any Cradlepoint or Digi Mobility Device

Includes:

- **Proactive Ticketing +**
- Portal with Granalytics and reporting

Advanced Monitoring - On-Net Access \$30 per Month Min 2 Year Term

24x7 Monitoring and Remediation Service that can be added to any DIA Circuit on Granite's Network

Includes:

- **Proactive Ticketing +**
- Portal with Granalytics and reporting

Advanced Monitoring - Off-Net Access \$40 per Month Min 2 Year Term

24x7 Monitoring and Remediation Service that can be added to a 1 Gbps or less DIA or Broadband Circuit that is not on Granite's Network

Includes:

- **Proactive Ticketing +**
- Portal with Granalytics and reporting
- 1 Gbps throughput network interface hardware provided by Granite



Commercial Account Form and Letter of Agency – Multi-Services

Sales Representative: Matthew Nicoll
Date:
Customer Name: Village of Oak Park
Contact Name
Phone Number:
Corporate Address:
Street:
City, State and Zip:
Billing Address
Street:
City, State and Zip:

Agreement and Authorization:

By signing this Commercial Account Form and Letter of Agency ("LOA"), Customer hereby (a) engages Granite Telecommunications, LLC and/or its affiliates ("Granite") to provide the Services as set forth in this quote and/or other Service Order Documents. as Customer may order from time to time after the date hereof and (b) authorizes and appoints Granite to act as its agent solely for the purposes of handling all arrangements for establishing, converting, ordering, changing and/or maintaining such Services, and to take such other actions as are reasonably necessary to provide such Services and as Customer may request from time to time. Customer directs its current service provider(s), if any, to work with Granite to affect these changes.

Customer agrees to all of the Terms and Conditions of Service as set forth at www.granitenet.com (as such may be modified from time to time, the "Terms of Service"), including, without limitation, the additional terms and conditions of service specifically applicable to a specific service.

The Terms of Service set forth rights and responsibilities of Customer and Granite concerning Services to be provided and in regards to other important topics. If Customer does not agree to the Terms of Service, the authorized representative of Customer should not sign this LOA. All terms and conditions of the Terms of Service are incorporated herein by reference. *In accordance with the Terms of Service, Early Termination Fees may apply if specific Services are terminated prior to the end of their initial minimum Service Term. Upon completion of the initial minimum Service Term such Services will automatically renew on a month to month basis and may be terminated by Customer upon thirty (30) days written notice without penalty.* Customer acknowledges and agrees that if Customer uses "customer provided bandwidth" (CPB) or "over the top" connectivity it will result in "best efforts" Services, which limitations are set forth in the Terms of Service. Capitalized terms not defined in this LOA shall have the meaning set forth in the Terms of Service.

Signature: The undersigned is authorized to sign on behalf of Customer and Customer agrees to be bound by the Terms of Service. This LOA is effective as of the date of execution below.

Authorized Signature:

Date:

Printed Name:

Title:

Customer Disclosures (Internet Based Services)

Customer acknowledges and agrees that certain Internet Based Services (which for purposes of this Customer Disclosure, includes, but is not limited to, Hosted PBX, SIP Trunking, SIP PRI, Hosted Voice, Virtual Auto Attendant and Virtual Voicemail Services), ordered through Granite may not operate in the same manner as traditional wireline phone service and that the following terms and conditions apply with respect to such Internet-Based Services: (a) such services are designed only for use with a compatible PBX or similar advanced telephone system; (b) such services only support Granite's local, intralata toll, interstate long distance and international voice services; (c) such services DO NOT support auto dialers, predictive dialers, telemarketing applications, modems, credit card process, heavy faxing lines and elevator lines (only POTS lines should be used for these purposes); (d) a qualified vendor must install the equipment and service at Customer's sole expense and Granite will not process any order without a qualified vendor involved in the installation process; and (e) Granite requires that Customer provide a complete list of all phone numbers to be ported, any numbers omitted from the list may result in those numbers not being ported at the time of circuit turn-up. Granite will attempt to retrieve CSRs from the existing carrier(s), but cannot guarantee its ability to obtain such CSRs. Customer agrees to provide Granite with complete CSRs, if requested.

CUSTOMER ACKNOWLEDGES AND AGREES THAT SOME OF THE SERVICES PROVIDED BY GRANITE ARE INTERNET-BASED SERVICES AND THAT 911 SERVICES ON INTERNET-BASED SERVICES ARE DIFFERENT THAN THAT OF TRADITIONAL WIRELINE SERVICE. FOR BASIC 911 OR E911 TO BE ACCURATELY ROUTED TO THE APPROPRIATE EMERGENCY RESPONDER, CUSTOMER MUST PROVIDE GRANITE WITH THE TELEPHONE NUMBER(S) ASSOCIATED WITH SUCH INTERNET-BASED SERVICES FOR THE REGISTERED ADDRESS.

CUSTOMER ACKNOWLEDGES THAT INTERNET-BASED SERVICES PROVIDED BY GRANITE MAY NOT SUPPORT BASIC 911 OR E911 DIALING IN THE SAME MANNER AS TRADITIONAL WIRELINE PHONE SERVICE. CUSTOMER AGREES TO INFORM THIRD PARTIES OF THE POTENTIAL COMPLICATIONS ARISING FROM BASIC 911 OR E911 DIALING. SPECIFICALLY, CUSTOMER ACKNOWLEDGES AND AGREES TO INFORM ALL EMPLOYEES, GUESTS, AND OTHER THIRD PERSONS WHO MAY USE SUCH INTERNET-BASED SERVICES THAT BASIC 911 AND E911 SERVICES WILL NOT FUNCTION IN THE CASE OF A SERVICE FAILURE FOR ANY OF THE FOLLOWING REASONS: (A) POWER FAILURES; (B) SUSPENDED OR TERMINATED INTERNET ACCESS SERVICE; (C) SUSPENSION OF SERVICES DUE TO BILLING ISSUES; AND/OR (D) ANY OTHER SERVICE OUTAGES NOT DESCRIBED HEREIN. CUSTOMER FURTHER ACKNOWLEDGES AND AGREES THAT FAILURE TO PROVIDE A CORRECT PHYSICAL ADDRESS IN THE REQUISITE FORMAT MAY CAUSE ALL BASIC 911 OR E911 CALLS TO BE ROUTED TO THE INCORRECT LOCAL EMERGENCY SERVICE PROVIDER. FURTHERMORE, CUSTOMER RECOGNIZES THAT USE OF SUCH INTERNET-BASED SERVICES FROM A LOCATION OTHER THAN THE LOCATION TO WHICH SUCH SERVICE WAS ORDERED, I.E., THE "REGISTERED ADDRESS," MAY RESULT IN BASIC 911 OR E911 CALLS BEING ROUTED TO THE INCORRECT LOCAL EMERGENCY SERVICE PROVIDER.

CUSTOMER IS REQUIRED TO REGISTER THE PHYSICAL LOCATION OF THEIR EQUIPMENT (I.E., IP PHONE, SOFTPHONE, DIGITAL TELEPHONE ADAPTER OR VIDEOPHONE, ETC.) WITH GRANITE AND AGREES TO UPDATE, AND PROVIDE PRIOR WRITTEN NOTICE TO, GRANITE OF THE LOCATION OF SUCH EQUIPMENT WHENEVER THE PHYSICAL LOCATION OF SERVICE FOR A PARTICULAR TELEPHONE NUMBER CHANGES.

TO THE EXTENT THAT GRANITE PROVIDES INTERNET-BASED 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 INTERNET-BASED 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 INTERNET BASED SERVICES ARE NOT OPERATIVE, NO ALARM SIGNALS CAN BE RECEIVED BY THE MONITORING STATION. CUSTOMER UNDERSTANDS THAT INTERNET-BASED 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 INTERNET-BASED SERVICES 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 INTERNET-BASED 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.

CUSTOMER ACKNOWLEDGES AND AGREES THAT CUSTOMER SHALL BEAR THE SOLE RESPONSIBILITY OF INFORMING THIRD-PARTIES OF POTENTIAL CALL RECORDING USING THE INTERNET-BASED SERVICES.

CUSTOMER ACKNOWLEDGES AND AGREES THAT NEITHER GRANITE, ITS PROVIDERS, NOR ANY OTHER THIRD PARTIES INVOLVED IN THE ROUTING, HANDLING, DELIVERY, OR ANSWERING OF EMERGENCY SERVICES OR IN RESPONDING TO EMERGENCY CALLS, NOR THEIR RESPECTIVE MEMBERS, MANAGERS, DIRECTORS, OFFICERS, EMPLOYEES OR AGENTS, MAY BE HELD LIABLE FOR ANY CLAIM, DAMAGE, LOSS, FINE, PENALTY OR COST (INCLUDING, WITHOUT LIMITATION, ATTORNEY'S FEES) AND CUSTOMER HEREBY WAIVES ANY AND ALL SUCH CLAIMS OR CAUSES OF ACTION, ARISING FROM OR RELATING TO THE PROVISION OF ALL TYPES OF EMERGENCY SERVICES TO CUSTOMER. CUSTOMER INDEMNIFIES AND HOLDS GRANITE HARMLESS FROM ANY CLAIM OR ACTION FOR ANY CALLER PLACING SUCH A CALL WITHOUT REGARD TO WHETHER THE CALLER IS AN EMPLOYEE OF CUSTOMER OR OTHERWISE. CUSTOMER ACKNOWLEDGES AND AGREES TO HOLD HARMLESS AND INDEMNIFY GRANITE FROM ANY CLAIM OR ACTION ARISING OUT OF MISROUTES OF ANY 911 CALLS, OR WHETHER LOCAL EMERGENCY RESPONSE CENTERS OR NATIONAL EMERGENCY CALLING CENTERS ANSWER A 911 CALL OR HOW THE 911 CALLS ARE HANDLED BY ANY EMERGENCY OPERATOR INCLUDING OPERATORS OF THE NATIONAL CALL CENTER. THESE LIMITATIONS APPLY TO ALL CLAIMS REGARDLESS OF WHETHER THEY ARE BASED ON BREACH OF CONTRACT, BREACH OF WARRANTY, PRODUCT LIABILITY, TORT AND/OR ANY OTHER THEORIES OF LIABILITY.

Initialed by Authorized Signer