

Account Executive: James Mitchell  
Phone: (509) 330-5046 ext:  
Cell Phone: 208-874-7955  
Fax: 704-945-1738  
Email: james.mitchell4@twcable.com

**Business Class Customer Service Order**

**Order # 7226009**

<b>Customer Information: Customer Code 0000</b>															
<b>Business Name</b>					Palouse Prairie School of Expeditionary Learning					<b>Customer Type:</b>					
<b>Federal Tax ID</b>					<b>Tax Exempt Status</b>					<b>Tax Exempt Certificate #</b>					
*****0679															
<b>Billing Address</b>															
<b>Attention To:</b>															
PO BOX 9511 MOSCOW ID 83843															
<b>Billing Contact</b>					<b>Billing Contact Phone</b>					<b>Billing Contact Email Address</b>					
Debbie Berkana					(208) 882-3684					dberkana@palouseprairieschool.org					
<b>Authorized Contact</b>															
<b>Authorized Contact Phone</b>					<b>Authorized Contact Email Address</b>										
Jacob Ellsworth					(208) 882-3684					jellsworth@palouseprairieschool.org					
<b>Technical Contact</b>															
<b>Technical Contact Phone</b>					<b>Technical Contact Email Address</b>										
Brian Augenstein					(208) 596-0302					augytek@gmail.com					
<b>Business Class Phone Service Order Information 1500 S Levick St Moscow ID 83843</b>															
<b>Current LEC</b>					<b>LEC BTN</b>					<b>Porting Required</b>					
Frontier Comm					(208) 882-3684					Yes					
<b>Business Class Phone Line Information For 1500 S Levick St Moscow ID 83843</b>															
Product Line & Type	Number & Caller ID Display	Porting	HG	Hunt Group Type	SEQ	VM	SVM#	GVM#	AA	BGF	Call ID Priv	MP	Global Calling Plan	E-911 Location	Directory Listing YPHV & Listing Details
Data BCP Unlimited Local & LD WTN	(208) 882-3647 PALOUSE PRAIRIE	Port				No			No		No	No	No	BLDGOffice STEN/A FLN/A	Private
Phone BCP Unlimited Local & LD WTN	(208) 882-3671 PALOUSE PRAIRIE	Port	A	Seque ntial	2	No			No		No	No	No	BLDGOffice STEN/A FLN/A	Private

Jenelle Branan  
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Phone BCP Unlimited Local & LD BTN	(208) 882-3684 PALOUSE PRAIRIE	Port	A	Seque ntial	1	No		No	No	No	No	No	BLDGOffice STEN/A FLN/A	SCHOOLS Palouse Prairie Charter School 1500 S Levick St Moscow ID
Fax BCP Unlimited Local & LD WTN	(208) 882-3689 PALOUSE PRAIRIE	Port				No		No	No	No	No	No	BLDGOffice STEN/A FLN/A	Private

**Product Line & Type:** (BTN) Billing Telephone Number, (WTN) Working Telephone Number  
**Features:** (HG) Hunt Group, (SEQ) Hunt Group Sequence, (VM) Voice Mail, (SVM#) Shared Voice Mail, (GVM#) Group Voice Mail, (AA) Auto Attendant, (BGF) Business Group Feature Package, (MP) Mobility Package  
**Outbound Call Block\*:** (900) 900 Numbers, (INT) International, (900INT) 900 and International, (ACB) All Charges Blocked: 411, 900, 976, INTL, OS/DA, (OBR) Outbound Restricted: Allows only 611 and 911  
**Inbound Call Block\*:** (COL) Collect, (TP) Third Party, (CTP) Collect and Third Party, (IBR) Inbound Restricted  
 \*Customer's election of call blocking can minimize potential exposure to fraud or unnecessary charges.  
**Dir Listing:** (YPHV) Yellow Page Heading Verbiage

TWC Business Class offers inbound and outbound blocking options to help protect your account from unauthorized use. TWC recommends the use of International Blocking for all customers who do not make international calls. The table below summarizes the options selected for your order. If you have any questions or would like to change the blocking options, please contact your TWC Account Representative.

**Call Blocking Options for: 1500 S Levick St Moscow ID 83843**

Phone Number	Inbound Call Blocks	Outbound Call Blocks
(208) 882-3647	Collect and Third Party (CTP)	
(208) 882-3671	Collect and Third Party (CTP)	
(208) 882-3684	Collect and Third Party (CTP)	
(208) 882-3689	Collect and Third Party (CTP)	

**Intercept Message Information For: 1500 S Levick St Moscow ID 83843**

Phone Number	Referral Number	Interval	Start Date
(208) 882-3647			
(208) 882-3671			
(208) 882-3684			
(208) 882-3689			

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**Custom Ring For: 1500 S Levick St Moscow ID 83843**

Number	Custom Ring #1	Directory Listing #1	Custom Ring #2	Directory Listing #2	Custom Ring #3	Directory Listing #3	Custom Ring #4	Directory Listing #4
(208) 882-3647								
(208) 882-3671								
(208) 882-3684								
(208) 882-3689								

**Dedicated Internet, Metro Ethernet, and Private Line Service Order Information For 1500 S Levick St Fiber Moscow ID 83843**

Site Name	Address Location	Location Type	Bandwidth
Palouse Prairie	1500 S Levick St Moscow, ID 83843	Host	50 Mbps

**New and Revised Services and Monthly Charges At 1500 S Levick St Unit Fiber, Moscow ID 83843**

Description	Quantity	Sales Price	Monthly Recurring Total	Contract Term
5 Static IP	1	\$0.00	\$0.00	36 Months
Dedicated Internet Access 50M	1	\$455.00	\$455.00	36 Months
<b>*Total</b>			<b>\$455.00</b>	

\*Prices do not include taxes and fees.

**New and Revised Services and Monthly Charges At 1500 S Levick St , Moscow ID 83843**

Description	Quantity	Sales Price	Monthly Recurring Total	Contract Term
BCP Unlimited and Local and Long Distance	4	\$29.99	\$119.96	36 Months
<b>*Total</b>			<b>\$119.96</b>	

\*Prices do not include taxes and fees.

**One Time fees At 1500 S Levick St , Moscow ID 83843**

Description	Quantity	Sales Price	Total
Install Charge - Business Phone	1	\$75.00	\$75.00
<b>Total</b>			<b>\$75.00</b>

\*Prices do not include taxes and fees.

**One Time fees At 1500 S Levick St Unit Fiber, Moscow ID 83843**

Description	Quantity	Sales Price	Total
Dedicated Internet Access	1	\$500.00	\$500.00
<b>Total</b>			<b>\$500.00</b>

\*Prices do not include taxes and fees.

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**Special Terms**

**Electronic Signature Disclosure**

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

  
James Mitchell (May 25, 2016)

Authorized Signature for Time Warner Cable Enterprises LLC

James Mitchell                      AE1

Printed Name and Title

May 25, 2016

Date Signed

  
Jeneille Branen (May 25, 2016)

Authorized Signature for Customer

Jeneille Branen                      Director

Printed Name and Title

May 25, 2016

Date Signed

**Jeneille Branen**  
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jbranen@palouseprairieschool.org  
Director

**James Mitchell**  
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## Service Agreement



This Time Warner Cable Business Class Service Agreement ("Service Agreement") in addition to the Time Warner Cable Business Class Terms and Conditions ("Terms and Conditions") and any Time Warner Cable Business Class Service Orders (each, a "Service Order"), constitute the Master Agreement by and between customer identified below ("Customer") and Time Warner Cable ("TWC" or "Operator") and is effective as of the date last signed below.

### Time Warner Cable Information

Time Warner Cable Enterprises LLC

Street: 8681 SR 270

City: Pullman

State: WA

Zip Code: 99163

Contact: James Mitchell

Telephone: (509) 330-5046

Facsimile: 704-945-1738

### Customer Information

Customer Name (Exact Legal Name):  
Palouse Prairie School of Expeditionary Learning

Federal ID No:

\*\*\*\*\*0679

Billing Address:

PO BOX 9511

Suite:

City:  
MOSCOW

State:  
ID

Zip Code:  
83843

Billing Contact Name:

Debbie Berkana

Phone:

(208) 882-3684

E-mail:

dberkana@palouseprairieschool.org

Authorized Contact Name:

Jacob Ellsworth

Phone:

(208) 882-3684

E-mail:



jellsworth@palouseprairieschool.org

### Agreement

THIS SERVICE AGREEMENT HEREBY INCORPORATES BY REFERENCE THE TERMS AND CONDITIONS (AVAILABLE AT [WWW.TWCBC.COM/LEGAL](http://WWW.TWCBC.COM/LEGAL)), A COPY OF WHICH WILL BE PROVIDED TO CUSTOMER UPON REQUEST. BY EXECUTING THIS SERVICE AGREEMENT BELOW, CUSTOMER ACKNOWLEDGES THAT: (1) CUSTOMER ACCEPTS AND AGREES TO BE BOUND BY THE TERMS AND CONDITIONS, INCLUDING SECTION 21 THEREOF, WHICH PROVIDES THAT THE PARTIES DESIRE TO RESOLVE DISPUTES RELATING TO THE TIME WARNER CABLE BUSINESS CLASS SERVICES AGREEMENT THROUGH ARBITRATION; AND (2) BY AGREEING TO ARBITRATION, CUSTOMER IS GIVING UP VARIOUS RIGHTS, INCLUDING THE RIGHT TO TRIAL BY JURY.

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

### Electronic Signature Disclosure

Authorized Signature for Time Warner Cable Enterprises LLC	Authorized Signature for Customer
By:  <small>James Mitchell (May 25, 2016)</small>	By:  <small>Jeneille Branen (May 25, 2016)</small>
Name (printed): James Mitchell	Name (printed): Jeneille Branen
Title: AE1	Title: Director
Date: May 25, 2016	Date: May 25, 2016

Jeneille Branen

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jbranen@palouseprairieschool.org

Director

James Mitchell

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Business Class Phone and Business Class Trunk Service  
Letter of Agency

Company Name: Palouse Prairie School of Expeditionary Learning  
Billing Address: PO BOX 9511 MOSCOW ID 83843

By checking the following items, I designate Time Warner Cable to be the service provider for the telephone number(s) listed on the attached Business Class Service Order.



I choose Time Warner Cable to provide local telephone service for the telephone number(s) listed on the attached Service Order.



I choose Time Warner Cable to provide domestic and international long distance service for the telephone number(s) listed on the attached Service Order.

I am at least 18 years of age and I am authorized to designate the provider for these services and telephone number(s). I understand that I may choose only one provider for each telephone service and number identified herein. By signing my name below, I acknowledge that I have read and understand these statements, confirm that that this information is correct as of this date, and authorize Time Warner Cable to act as my agent for these preferred carrier designations.

  
Jeneille Branan (May 25, 2016)

May 25, 2016

(Authorized Customer Signature)

(Date Signed)

Jeneille Branan

Director

(Printed Name)

(Title)

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Page 1 of 1

Note: To complete your order, you must confirm your selection of Time Warner Cable as your service provider by checking the boxes next to each statement. Should you have any questions, please call your Time Warner Cable Business Class account representative.

Director

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## DEDICATED INTERNET ACCESS

### • **SK Manager or On-site Services**

SERVICE AVAILABILITY	MEAN TIME TO RESTORE ("MTTR")	LATENCY / FRAME DELAY (ROUNDTRIP)	JITTER / FRAME DELAY VARIATION	PACKET LOSS / FRAME LOSS
End to End: 99.99%	Priority 1 Outages within 4 hours	45ms	< 2ms	< 0.1%

A "Service Disruption" is defined as an outage, disruption, or severe degradation, other than an Excluded Disruption, that interferes with the ability of a TWC network hub to: (i) transmit and receive network traffic on Customer's dedicated access port at the TWC network hub, and (iii) exchange network traffic with another TWC network hub. The Service Disruption period begins when Customer reports a Service Disruption using TWC's trouble ticketing system by contacting Customer Care. TWC acknowledges receipt of such trouble ticket. TWC validates that the Service is affected, and Customer releases the Service for testing. The Service Disruption ends when the Affected Service has been restored.

"Service Degradation" means a degradation of the Service that is not a Service Disruption or a result of an Excluded Disruption, such as failure of the Service to achieve the SLA Targets for Latency / Frame Delay, Jitter / Frame Delay Variation, or Packet / Frame Loss.

"Excluded Disruptions" means (i) planned outages, (ii) routine or urgent maintenance, (iii) time when TWC is unable to gain access to Customer's premises to troubleshoot, repair or replace equipment or the Service, (iv) service problems resulting from acts or omissions of Customer or Customer's representatives or agents, (v) Customer equipment failures, (vi) Customer is not prepared to release the Service for testing, and (vii) Force Majeure Events.

TWOC will classify Service problems as follows:

PRIORITY	CRITERIA
Priority 1	A. Service Disruption resulting in a total loss of Service; or B. Service Degradation to the point that Customer is unable to use the Service and is prepared to release it for immediate testing (each a "Priority 1 Outage").
Priority 2	Service Degradation where Customer is able to use the Service and is not prepared to release it for immediate testing.
Priority 3	A. A service problem that does not impact the Service; or B. A single non-circuit specific quality of Service inquiry.

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## DEDICATED INTERNET ACCESS SERVICE-LEVEL AGREEMENT (CONT.)

**Abstract**

"Service Availability" is calculated as the total number of minutes in a calendar month less the number of minutes that the On-Net Service is unavailable due to a Priority 1 Outage ("Downtime"), divided by the total number of minutes in a calendar month.

The following table contains examples of the percentage of Service Availability translated into minutes of Downtime for the 99.99% Service Availability Target:

PERCENTAGE BY DAYS PER MONTH	TOTAL MINUTES / MONTH	DOWNTIME MINUTES
99.99% for 31 Days	44,640	4.5
99.99% for 30 Days	43,200	4.3
99.99% for 29 Days	41,760	4.2
99.99% for 28 Days	40,320	4

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The MTTR measurement for Priority 1 Outages is the average time to restore Priority 1 Outages during a calendar month calculated as the cumulative length of time it takes TWC to restore an On-Net Service following a Priority 1 Outage in a calendar month divided by the corresponding number of trouble tickets for Priority 1 Outages opened during the calendar month for the On-Net Service.

MTTR per calendar month is calculated as follows:

$$MTR = \frac{\text{Cumulative length of time to restore Priority 1 Outage(s) per On-Net Service}}{\text{Total number of Priority 1 Outage trouble tickets per On-Net Service}}$$

# Introduction

Latency or Frame Delay is the average roundtrip network delay, measured every 5 minutes during a calendar month, unless measurement is not possible as a result of an Excluded Disruption, to adequately determine a consistent average monthly performance level for frame delay for each On-Net Service. The roundtrip delay is expressed in milliseconds (ms). TWC measures frame delay on an end-to-end basis using a standard 64-byte ping from the Customer's dedicated access port at the Customer premises to the TWC Internet access router in a roundtrip fashion.

Latency is calculated as follows:

$$\text{Latency / Frame Delay} = \frac{\text{Sum of the roundtrip delay measurements for an On-Net Service}}{\text{Total \# of measurements for an On-Net Service}}$$

## Common Diseases

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## Abstract

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**DEDICATED INTERNET ACCESS SERVICE-LEVEL AGREEMENT (CONT.)**

#### V. Packet Loss / Frame Loss Ratio

Packet Loss or Frame Loss Ratio is defined as the percentage of frames that are not successfully received compared to the total frames that are sent in a calendar month, except where any packet or frame loss is the result of an Excluded Disruption. The percentage calculation is based on frames that are transmitted from a network origination point and received at a network destination point (TWC network hub to TWC network hub).

Packet Loss / Frame Loss Ratio is calculated as follows:

$$\text{Packet Loss / Frame Loss (\%)} = 100 (\%) - \text{Frames Received}$$

[illegible]

Jitter or Frame Delay Variation is defined as the variation in delay for two consecutive frames that are transmitted (one way) from a network origination point and received at a network destination point (TWC network hub to TWC network hub). TWC measures a sample set of frames every 5 minutes during a calendar month, unless measurement is not possible as a result of an Excluded Disruption, and determines the average delay between consecutive frames within each sample set. The monthly Jitter / Frame Delay Variation is calculated as the average of all of the frame delay variation measurements during such calendar month and is expressed in milliseconds (ms).

$$\text{Jitter / Frame Delay Variation} = \frac{\text{Sum of the Frame Delay Variation measurements for an On-Net Service}}{\text{Total \# of measurements for an On-Net Service}}$$

# Week 10: Kinematics

**Maintenance Notice:**

Customer understands that from time to time TWC will perform network maintenance for network improvements and preventive maintenance. In some cases, TWC will need to perform urgent network maintenance, which will usually be conducted within the routine maintenance windows. TWC will use reasonable efforts to provide advance notice of the approximate time, duration, and reason for any urgent maintenance outside the routine maintenance windows.

### Maintenance Windows:

Routine maintenance may be performed Monday – Friday 12 midnight – 3 a.m. Local Time.

Johnnie Brown

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Director

James Nickel

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## Commercial Property Ownership Verification Form

To assist in the timely delivery of your contracted services Time Warner Business Class will need to document if you are the owner of the building in which your business resides by completing Section 1 below. If you **do not** own the property we require the Property Owner/Manager contact information to be provided by completing Section 2 below. We would also ask that you notify the Property Owner/Manager that you have signed up for Time Warner Cable services. We will be contacting the Property Owner/Manager to obtain a right of entry agreement to permit us to enter upon the property to install the services.

Section 1 - Please complete this section if **you own** your Commercial Property

Jeneille Branen

Authorized Signature

Jeneille Branen, Director

Printed Name and Title

5/25/16

Date Signed

Section 2 - Please complete this section if **you do not own** your Commercial Property

Tim Brown

Landlord

Property Owner/Manager Name and Title

509-496-1172

Property Owner/Manager Phone #

Property Owner/Manager Email Address

Jeneille Branen

E-signed 2016-05-25 11:37AM PDT

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