



Path to Partnership

Midwest Collaborative for Library Services

The Value in Partnering with Granite

Prepared On: 06/17/2020
Expires On: 09/17/2020

Data Plan Options

Data Plan Options:

Carrier	Device Type	Plan Name	MCLS Rates
Verizon	Hotspot	2GB M2M - VZ	\$19.99
Verizon	Hotspot	5GB M2M - VZ	\$39.99
Verizon	Hotspot	10GB M2M - VZ	\$64.99
Verizon	Hotspot	20GB M2M - VZ	\$124.99

Equipment Options:

Equipment	QTY	NRC per Device	12 month term	
5510L Verizon Novatel Wireless Jetpack 4G LTE Mobile Hotspot	1	\$99.00	\$8.89/mo/Hot Spot	*You own the hardware

Optional Granite Services:

Service	MRC per Line
Noverage	\$1.98
CyberReef - Advanced Security & Content Filtering	\$5.50



Q-06005

*\$35.00 for SIM card, activation, configuration, and testing.

*THIS QUOTE IS AN ESTIMATE. Pricing is subject to change and is intended to be used for analysis purposes only. Applicable taxes, fees, shipping and delivery are not included. All services are subject to the Terms and Conditions of Service set forth on Granite's website. This Quote contains confidential and proprietary information. Data plans dependent on coverage and availability, some restrictions apply.

*Note: 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.

*24 month service term required

Quote generated by AcceleRATE.

◆ Complete Coverage ◆ One Source, One Bill ◆ Support 24/7

Granitenet.com 866.847.1500



Path to Partnership

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Granite Mobility Services at a glance



Geographic perfection

All 4 major mobile operators available on one platform providing savings, flexibility, and simplicity all on one bill



Daily Dashboards

Single pane of glass for In-depth visibility into data usage across all underlying carriers



Device Management Solutions

Customized device management platform, including usage control, policy compliance, and advanced mobile security services



Managed Mobility Marketplace

Allows to access and order all of our wireless mobility products easily



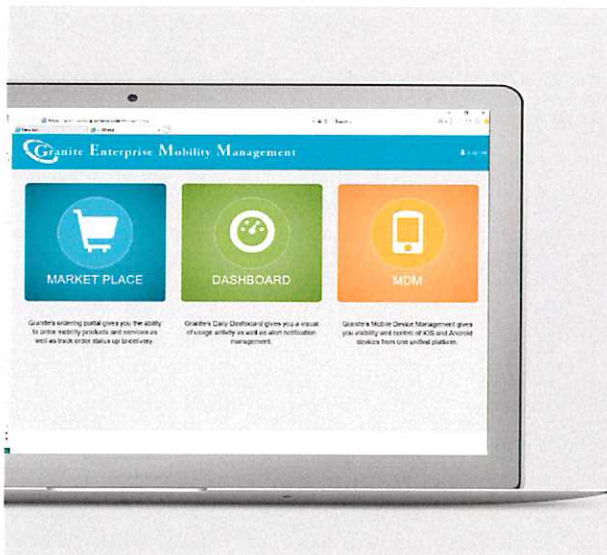
Multi-Carrier Logistics

Forward and reverse logistics with shipping management, in-out repair, and advance replacement



Concierge Support

You'll be given a concierge customer service contact who will be your resource throughout your time with Granite



Granite Managed Portals

Market Place

Granite's ordering portal gives you the ability to order mobility products and services as well as track order status up to delivery.

Daily Dashboards

Granite's Daily Dashboard gives you a visual of data usage activity as well as alert notification management.

Mobile Device Management

Granite's Mobile Device Management gives you visibility and control of iOS and Android devices from one unified platform.

◆ Complete Coverage

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◆ Support 24/7



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Granite Mobility Managed Portals

Granite Marketplace



- Streamlined ordering process**
Easily place orders for smartphones, tablets, routers, USB modems, and access plans
- Payment and term flexibility**
Choose from an array of devices for each mobility service, click and customize features to meet your needs
- Integrated billing**
Device purchases can be allocated in multiple ways to meet individual departments needs

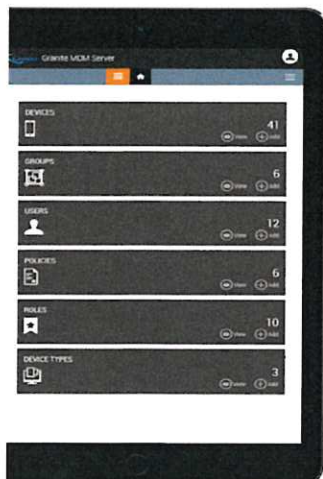
- In-depth analysis and Customizable Reports**
You will have the ability to utilize historical data to help understand usage trends, and Granite can create tailored reports to fit your needs at no extra charge
- Alerts and Notifications**
Set custom alerts at the connection, pool, and account levels to mitigate any overages and flag rouge users
- Overage Protection Plan (NOverage)**
You can elect to have Granite automatically manage your plans to avoid overage charges

Daily Dashboard



Mobile Device Management

- Mobile Application Management**
App Management, Policy and Compliance features, mobile security suite
- Mobile Device Management Policies**
A set of features to help your company create and manage policies, allowing to enforce compliance of all your mobile devices inventory



◆ Complete Coverage

◆ One Source, One Bill

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Granite is the leading communications services provider in the nation

\$1.5B+

GRANITE'S ANNUAL
REVENUE

\$100M+

GRANITE'S ANNUAL
GROWTH RATE LAST 7
YRS

\$0

GRANITE'S DEBT

9K+

SATISFIED CORPORATE
CLIENTS

650K+

LOCATIONS SERVED

85+

FORTUNE 100
CUSTOMERS SERVICED

1/3rd

OF STAFF IN
CUSTOMER SERVICE
ROLE

5X

HIGHER RETENTION
RATE THAN THE
INDUSTRY AVERAGE

1


NUMBER OF INVOICES

◆ Complete Coverage

◆ One Source, One Bill

◆ Support 24/7

 Granitenet.com

 866.847.1500



Sales Rep: Robert Wager

Order Date:

CUSTOMER INFORMATION

Government Entity Name ("Customer"):	
Billing Telephone Number:	
Designated Contact:	
Contact Phone Number:	
Service Address (Street/Suite): See <u>Appendix A-1</u>	
Mailing/Billing Address (Street/Suite):	
City:	
State/Zip Code:	
Additional Comments/Notes (if any):	

AGREEMENT AND AUTHORIZATION

By signing this Government Account Form and Letter of Agency ("LOA"), Customer hereby (a) engages Granite Telecommunications, LLC and/or its affiliates ("Granite") to provide Services as set forth in Appendix A, attached hereto and incorporated herein, and such other Services 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.

Services Under this Agreement shall be for (12 months). Customer can cancel services at any time given 30 (thirty) days written notice.

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. *The Customer Disclosures attached hereto are an integral part of this LOA. This LOA is confidential and may not be disclosed to third parties.*

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.

Customer

By: _____ Print Name: _____ Title: _____

Date: _____

Signing this Government Account Form and Letter of Agency will result in a change of service provider(s).



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.

Initialed by Authorized Signer

Appendix A

Services Selected

- Voice Services (POTs, Long Distance, Local and LD T1 and PRI) (See Note 1)
- Broadband Services
- MPLS and/or Dedicated Internet Access Services
- VoIP Services (Hosted PBX, SIP Trunking, SIP PRI, Hosted Voice, Voice over Cable, Virtual Auto Attendant and Virtual Voicemail Services)
- Mobility Services (Mobility Data and Mobility Voice)
- Granite Grid Services
- Conferencing Services (Audio Conferencing and Web Conferencing)
- Managed Services
- Monitoring Services
- Other Services (List):

Note 1: Unless otherwise noted herein, in addition to these rates and charges set forth in this LOA (a) certain other rates and charges may apply, as provided for by tariff, the FCC or other governmental entity, or other regulation or requirements and (b) Customer will pay to Granite all applicable taxes (including sales, use and excise taxes). In the event that Customer elects additional services, additional fees may apply. Customer acknowledges that it will be charged in accordance with the rates and plans listed on Appendix A-1, attached hereto and incorporated herein, plus any and all additional charges as may be set forth in the Terms of Service.

Note 2: See quote and other documents attached hereto as Appendix A-1 for specific details related to Services ordered.

Appendix A-1

Service Locations and Specifics
(Insert Service Locations, quantities, and the Quote)