

**CITY OF MIRAMAR
PROPOSED CITY COMMISSION AGENDA ITEM**

Meeting Date: April 2, 2025

Presenter's Name and Title: Jerry Logan, IT Network Manager

Prepared By: Jerry Logan, IT Network Manager

Temp. Reso. Number: 8364

Item Description: Temp. Reso. #8364 APPROVING THE PURCHASE OF CITY PHONE TELECOMMUNICATION SERVICES FROM GRANITE TELECOMMUNICATIONS, LLC IN AN AMOUNT OF \$132,000 FOR FISCAL YEAR 2025 THROUGH THE UTILIZATION OF OMNIA PARTNERS CONTRACT # R200901, AND CELLULAR TELECOMMUNICATION SERVICES FROM VERIZON IN THE AMOUNT OF \$180,000 AND T-MOBILE IN AN AMOUNT OF 43,200 FOR A TOTAL EXPENDITURE OF \$355,200 WITH T-MOBILE FOR FISCAL YEAR UTILIZING THE STATE OF FLORIDA DEPARTMENT OF MANAGEMENT SERVICES AGREEMENT NO. DMS 19/20-006C; . (Clayton Jenkins, IT Director)

Consent Resolution Ordinance Quasi-Judicial Public Hearing

Instructions for the Office of the City Clerk: None

Public Notice – As required by the Sec. ____ of the City Code and/or Sec. ____, Florida Statutes, public notice for this item was provided as follows: on _____ in a _____ ad in the _____; by the posting the property on _____ and/or by sending mailed notice to property owners within ____ feet of the property on _____ (fill in all that apply)

Special Voting Requirement – As required by Sec. _____, of the City Code and/or Sec. _____, Florida Statutes, approval of this item requires a _____ (unanimous, 4/5ths etc.) vote by the City Commission.

Fiscal Impact: Yes No

REMARKS: Funding for FY25 in the amount of \$223,200 is available in account: 504-58-581-516-000-604106 entitled Cellular Services, and \$132,000 is available in account: 504-58-581-516-000-604100 entitled Communications Services.


Content:

- Agenda Item Memo from the City Manager to City Commission
- Resolution TR 8364
- Attachment(s)
 - Attachment 1: Link to State of Florida and Omnia Partners Contracts with Rates
 - Attachment 2: Granite Monthly Rates



**CITY OF MIRAMAR
INTEROFFICE MEMORANDUM**

TO: Mayor & City Commissioners

FROM: Dr. Roy L. Virgin, City Manager 

BY: Clayton D. Jenkins, Director of Information & Technology

DATE: March 20, 2025

RE: Temp. Reso. No. #8364 approving the purchase of citywide telecommunication services from Granite, Verizon, and T-Mobile.

RECOMMENDATION: The City Manager recommends approval of Temp. Reso. No. # 8364, for the purchase of City phone telecommunication services from Granite Telecommunication Services, LLC (“Granite”) in an amount not to exceed \$132,000, and cellular communication services from Verizon Wireless (“Verizon”) in the amount of \$180,000, and T-Mobile in an amount of \$43,200 for the remainder of FY25, utilizing the OMNIA Partners Contract # R200901, and the State of Florida Department of Management Services Agreement No. DMS 19/20-006C.

ISSUE: City Commission approval is required for these expenditures because they exceed the annual \$75,000 per-vendor limit.

BACKGROUND: Telecommunications services are also vital to the City’s operations and provide Voice Over IP (“VOIP”) phone services and connectivity for elevators and alarm lines for various City buildings. Additionally, the City utilizes cellular services, such as voice and data services, to maintain effective communication. Employees are assigned mobile devices to facilitate efficient departmental functions, enabling them to serve residents and citizens effectively.

The City currently piggybacks pricing from OMNIA Partners Contract # R200901 for the VOIP telecommunication services renewal with Granite, and the State of Florida Department of Management Services Agreement, DMS 19/20-006C for cellular telecommunication services with Verizon and T-Mobile, which offers competitive rates for different types of mobile devices such as cell phones, MiFi, tablets, and air cards for voice and data communications. The State of Florida contract is valid through August 24, 2026.

Currently, the majority of the City's cellular services are provided by Verizon and T-Mobile. Most of the City's cellular accounts are assigned to Public Safety (Police and Fire) department personnel to provide voice and data connections in vehicles and to staff when in the field.

DISCUSSION: The State of Florida Agreement provides the City with pre-negotiated service rates as well as pre-negotiated equipment costs. The City currently procures VOIP phone services from Granite, and has over 500 mobile devices (Cell Phones, MiFi, Tablets, and Air Cards, etc.) under contract with Verizon, T-Mobile & AT&T. These devices and services are essential for City employees to carry out different department functions in a timely and efficient manner to serve the residents and citizens.

Cost Breakdown:

SERVICE PROVIDER	CONTRACT	AMOUNT
Granite	NCPA contract # 01-99	\$132,000
Verizon	State of Florida DMS 19/20-006C	180,000
TMobile	State of Florida DMS 19/20-006C	43,200
Total	Multiple Contracts	\$355,200

The City's IT Department currently has PO # 250565 issued to T-Mobile in the amount of \$74,999. An additional \$43,200 is needed to cover the cost of the renewal of telecommunication services, bringing the total expenditure with T-Mobile to \$118,200 for the fiscal year 2025.

ANALYSIS: Funding in the amount of \$223,200 is available in account: 504-58-581-516-000-604106 entitled Cellular Services and \$132,000 is available in account: 504-58-581-516-000-604100 entitled Communications Services for FY25.

Temp. Reso. No. 8364
2/18/25
3/25/25

**CITY OF MIRAMAR
MIRAMAR, FLORIDA**

RESOLUTION NO. _____

A RESOLUTION OF THE CITY COMMISSION OF THE CITY OF MIRAMAR, FLORIDA, APPROVING THE RENEWAL OF CITY PHONE TELECOMMUNICATION SERVICES FROM GRANITE TELECOMMUNICATIONS, LLC, IN AN AMOUNT OF \$132,000 FOR FISCAL YEAR 2025, THROUGH THE UTILIZATION OF OMNIA PARTNERS CONTRACT # R200901, AND CELLULAR TELECOMMUNICATION SERVICES FROM VERIZON IN AN AMOUNT OF \$180,000 AND T-MOBILE IN AN AMOUNT OF \$43,200 FOR A TOTAL EXPENDITURE OF \$355,200 FOR FISCAL YEAR 2025, UTILIZING THE STATE OF FLORIDA DEPARTMENT OF MANAGEMENT SERVICES AGREEMENT NO. DMS 19/20-006C; AND PROVIDING FOR AN EFFECTIVE DATE.

WHEREAS, the City utilizes telecommunication services, such as Voice over Internet Protocol (“VoIP”) phone services, data and cell phone services to maintain effective communications to carry out department functions in an efficient manner; and

WHEREAS, the City uses Granite Telecommunication Services, LLC (“Granite”) and Verizon Wireless (“Verizon”) and T-Mobile to provide the VoIP telecommunications services; and

WHEREAS, the City piggybacks the OMNIA Partners Contract # R200901 and the State of Florida Department of Management Service Agreement No. DMS 19/20-006C (“State of Florida Agreement”), which offers competitive rates from different providers for different types of mobile devices such as cellphones, MiFi, tablets, and air cards for data internet connection; and

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WHEREAS, the services and rates under the State of Florida Agreement are valid through August 24, 2026, and the services and rates under the OMNIA Partners contract are valid through September 30, 2025; and

WHEREAS, the purchase of City phone telecommunication services from Granite is estimated not to exceed \$132,000, and cellular communication services from Verizon, and T-Mobile are estimated to be \$180,000 and \$118,200, respectively, for FY25; and

WHEREAS, pursuant to City Code Section 2-412(a)(2), City Commission approval is required for purchases by a single department from the same person or entity exceeding \$75,000 in a single fiscal year; and

WHEREAS, the City Manager recommends approval of the purchase of City phone telecommunication services from Granite in an amount of \$132,000 for FY25 through the utilization of the OMNIA Partners Contract # R200901, and cellular communication services from Verizon, and T-Mobile in an amount of \$ 180,000 and \$118,200 respectively, through the utilization of State of Florida Contract # DMS 19/20-006C for FY25; and

WHEREAS, the City Commission deems it to be in the best interest of the citizens and residents of the City of Miramar to approve the renewal of City phone telecommunication services from Granite in an amount of \$132,000 for FY25, through the utilization of OMNIA Partners Contract # R200901, and cellular communication services from Verizon, and T-Mobile in an amount of \$180,000 and \$118,200 respectively, through the utilization of State of Florida contract # DMS 19/20-006C for FY25.

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**NOW, THEREFORE, BE IT RESOLVED BY THE CITY COMMISSION OF THE CITY OF
MIRAMAR, FLORIDA, AS FOLLOWS:**

Section 1: That the foregoing “**WHEREAS**” clauses are ratified and confirmed as being true and correct and are made a specific part of this Resolution.

Section 2: That the City Commission approves the purchase of the citywide wireless services from Granite Telecommunications, LLC in an amount of \$132,000 for FY25 through the utilization of OMNIA Partners Contract # R200901 and from Verizon Wireless in the amount of \$180,000 and T-Mobile in the amount of \$43,200 bringing the total expenditure with T-Mobile to \$118,200 for FY25, utilizing the State of Florida Department of Management Services Agreement No. DMS-19/20-006C.

Section 3: That the appropriate City Officials are authorized to do all things necessary and expedient in order to carry out the aims of this Resolution.

Section 4: That this Resolution shall be effective upon Commission adoption.

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3/25/25

PASSED AND ADOPTED this _____ day of _____, _____.

Mayor, Wayne M. Messam

ATTEST:

City Clerk, Denise A. Gibbs

I HEREBY CERTIFY that I have approved
this RESOLUTION as to form:

City Attorney,
Austin Pamies Norris Weeks Powell, PLLC

<u>Requested by Administration</u>	<u>Voted</u>
Commissioner Maxwell B. Chambers	_____
Commissioner Avril Cherasard	_____
Commissioner Yvette Colbourne	_____
Commissioner Carson Edwards	_____
Mayor Wayne M. Messam	_____

Reso. No. _____

LINK TO STATE OF FLORIDA CONTRACT # DMS 19/20-006C

<https://facts.fldfs.com/Search/ContractDetail.aspx?AgencyId=720000&ContractId=TC109>

LINK TO OMNIA PARTNERS CONTRACT # R200901

<https://www.omniapartners.com/suppliers/granite-telecommunications/public-sector/contract-documents#contract-385>

Proposal to deliver simplicity, efficiency and savings for:

City of Miramar



202621

Why Granite

We are laser-focused on helping businesses simplify the increasingly complex task of managing voice, cellular, data and networking to deliver secure, reliable, flexible and costefficient communications. With our coast-to-coast providers.

- A single point of contact for service and maintenance
- Dedicated relationship management with clear escalation paths supported by 24/7US-based customer service
- Consolidated billing customized to your accounting needs
- An intuitive portal that provides a centralized view of circuits, bills, network traffic and service ticket

From design and implementation to monitoring and management, we offer a full suite of managed solutions and a scalable support model to maintain your data, cellular and telephony infrastructure nationwide. Our 24/7 Network Operations Center provides continuous monitoring to ensure reliability and quality for all our customers. We earn our customers' loyalty every day through relentless commitment to delivering value exceeding expectations.

Your Benefits and Savings with Granite

Granite Services	Granite Benefits	Granite Total
1 Carrier 2 Locations 2 Data Circuits	Single National Account Manager One customized bill with standard accounting software integration Customer portal offering extensive data analytics Premier Support Team to support you and help manage your account 24x7x365	\$44,146 Annually \$3,679 Monthly

About Granite

Granite delivers advanced communications and technology solutions to businesses and government agencies throughout the United States and Canada. The \$1.8 billion company serves more than two-thirds of Fortune 100 companies and has 1.75 million voice and data lines under management, supporting more than 650,000 locations. Founded in 2002, Granite has grown to be one of the largest competitive telecommunications carriers in the U.S. by simplifying sourcing and management of voice, data and cellular service with a single point of contact and consolidated invoicing for all locations nationwide. Today, Granite supports clients with a wide range of services, including access, UCaaS, mobile voice and data, and MSP solutions for SD-WAN, monitoring and network management. Granite employs more than 2,250 people at its headquarters in Quincy, Massachusetts, and 11 regional offices nationwide. For more information, visit granitenet.com.

Proposal to deliver simplicity, efficiency and savings for:

City of Miramar



202621

ADS Quote Request Summary

Address	City	State	Zip	NPA	NXX	Granite Service	Granite Amount	Term
2300 Civic Center Place	Miramar	FL	33025	954	602	1 DIA and 200 SIP Trunk	\$3,064.60	3 Year
11765 City Hall Promenade	Miramar	FL	33025	954	602	1 DIA	\$614.22	3 Year
Grand Total							\$3,678.82	3 Year

Prepared On: 02/09/2024

Expires On: 08/07/2024

Quote Request - 202621

Billing starts once DIA circuit loop is dropped.

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.

Proposal to deliver simplicity, efficiency and savings for:

City of Miramar



202621

ADS Quote Request Detail

Address	Granite Service	Speed/QTY	Granite Amount	Term
2300 Civic Center Place	SIP Trunk	200	\$1,798.00	3 Year
2300 Civic Center Place	Network Access Charge - SIP	200	\$0.00	3 Year
2300 Civic Center Place	DID - Hosted	4123	\$618.45	3 Year
2300 Civic Center Place	SIP Commportal	1	\$3.93	3 Year
2300 Civic Center Place	E911	30	\$30.00	3 Year
2300 Civic Center Place	Direct Trunk Overflow	1	\$34.42	3 Year
2300 Civic Center Place	Advanced Monitoring - On-Net	1	\$29.55	3 Year
2300 Civic Center Place	DIA	20 Mbps	\$550.25	3 Year
2300 Civic Center Place	Carrier Surcharge Recovery	1	\$0.00	3 Year
11765 City Hall Promenade	Direct Trunk Overflow	1	\$34.42	3 Year
11765 City Hall Promenade	Advanced Monitoring - On-Net	1	\$29.55	3 Year
11765 City Hall Promenade	DIA	20 Mbps	\$550.25	3 Year
11765 City Hall Promenade	Carrier Surcharge Recovery	1	\$0.00	3 Year
Grand Total			\$3,678.82	3 Year

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Proposal to deliver simplicity, efficiency and savings for:

City of Miramar



202621

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 \$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 and includes:

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

Advanced Monitoring - Wireless Broadband/IoT \$25 per Month Min 2 Year Term

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

- Proactive Ticketing +
- Portal with Granalytics and reporting

Advanced Monitoring \$30 per Month Min 2 Year Term

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

- Proactive Ticketing +
- Portal with Granalytics and reporting

Advanced Monitoring + CPE \$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 and includes:

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


**GOVERNMENT ACCOUNT FORM AND
LETTER OF AGENCY**
Multi-Services

Sales Rep:

Order Date: 2/9/2024

CUSTOMER INFORMATION

Government Entity Name ("Customer"):	City of Miramar
Government Contract Vehicle:	OMNIA Partners Pricing
Contract Number:	R200901
Billing Telephone Number:	
Designated Contact:	
Contact Phone Number:	
Service Address (Street/Suite): See Appendix A-1	
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.

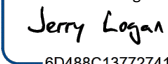
Customer agrees to all of the Terms and Conditions of Service as set forth at www.granitenet.com/legal (as such may be modified from time to time, the "Terms of Service"), including, without limitation, the additional terms and conditions of service specifically applicable to a specific service.

Services under this Agreement shall be for 3 years.

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 except as required by applicable law.***

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: 6D488C137727415...
 Print Name: Jerry Logan
 Title: IT Network Manager
 Date: 3/20/2024

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

DS


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)