

# Lake County Public Works

## Why Granite

Many companies still depend on POTS for alarm circuits, POS, Fax Machines and other critical business functions. Granite offers an array of POTS options that can address these needs—and now we’ve added Granite EPIK as an alternative. Granite EPIK is an exciting new option, with patented technology that makes it an ideal replacement for traditional copper circuits – meeting or exceeding the reliability and compatibility of POTS at a cost savings of up to 30%, with quick availability across the US. With Granite EPIK, you’ll benefit from:

- Compatibility with all existing analog line devices, including alarm panels, POS, elevators, fax and specialty devices
- Fire & building code compliance (NPFA 72, MFVN) for alarm communications
- Reliability with 24-hour built-in batter backup and options for dual SIMs for multi-carrier redundancy
- PCI compliant solution for payments, POS and other financial transactions
- Built-in support for up to 8 analog lines
- Universal availability across the US – even in locations where traditional POTS lines are hard-to-get or have very long lead times

## Your Benefits and Savings with Granite

Granite Services	Granite Benefits	Granite Amount
<p><b>1 Carrier</b> <b>83 EPIK lines</b></p>	<p><b>Single</b> National Account Manager</p> <p><b>One</b> customized bill with standard accounting software integration</p> <p><b>Customer portal</b> offering extensive data analytics</p> <p><b>Premier Support Team</b> to support you and help manage your account 24x7x365</p>	<p><b>\$49,752</b> <b>Annually</b></p> <p><b>\$4,146</b> <b>Monthly</b></p>

## 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](http://granitenet.com).

# Lake County Public Works

Epik Edge Site Summary

Address	City	State	Zip	Product	Term	Install	Quantity	EPIK Lines	500 MB LTE Plan	Wireless Managed Service	Total MRC
26290 N Acorn Ln	Mundelein	IL	60060	EPIK - Voice	3 Year(s)	Up to 3 hour(s) included	1	\$49.95	Included	Included	\$49.95
32514 N Forest Dr	Grayslake	IL	60030	EPIK - Voice	3 Year(s)	Up to 3 hour(s) included	1	\$49.95	Included	Included	\$49.95
20940 N Arlington Heights Rd	Long Grove	IL	60047	EPIK - Voice	3 Year(s)	Up to 3 hour(s) included	1	\$49.95	Included	Included	\$49.95
51 W Midland Dr	Round Lake Park	IL	60073	EPIK - Voice	3 Year(s)	Up to 3 hour(s) included	1	\$49.95	Included	Included	\$49.95
1782 Checker Rd	Long Grove	IL	60030	EPIK - Voice	3 Year(s)	Up to 3 hour(s) included	1	\$49.95	Included	Included	\$49.95
25463 W Chesney Dr	Lake Villa	IL	60046	EPIK - Voice	3 Year(s)	Up to 3 hour(s) included	1	\$49.95	Included	Included	\$49.95
26900 N Chevy Chase Rd	Mundelein	IL	60060	EPIK - Voice	3 Year(s)	Up to 3 hour(s) included	1	\$49.95	Included	Included	\$49.95
7290 1/2 Claridge Ct	Long Grove	IL	60047	EPIK - Voice	3 Year(s)	Up to 3 hour(s) included	1	\$49.95	Included	Included	\$49.95
25255 W Columbia Bay Dr	Lake Villa	IL	60046	EPIK - Voice	3 Year(s)	Up to 3 hour(s) included	1	\$49.95	Included	Included	\$49.95
25321 W Columbia Bay Rd	Lake Villa	IL	60046	EPIK - Voice	3 Year(s)	Up to 3 hour(s) included	1	\$49.95	Included	Included	\$49.95
1101 Creekside Dr	Vernon Hills	IL	60061	EPIK - Voice	3 Year(s)	Up to 3 hour(s) included	1	\$49.95	Included	Included	\$49.95
21381 W Crescent Dr South	Mundelein	IL	60060	EPIK - Voice	3 Year(s)	Up to 3 hour(s) included	1	\$49.95	Included	Included	\$49.95
7235 1/2 Daybreak Ln	Long Grove	IL	60030	EPIK - Voice	3 Year(s)	Up to 3 hour(s) included	1	\$49.95	Included	Included	\$49.95
3501 Deerfield Rd	Riverwoods	IL	60015	EPIK - Voice	3 Year(s)	Up to 3 hour(s) included	1	\$49.95	Included	Included	\$49.95
24925 W Dering Ln	Lake Villa	IL	60046	EPIK - Voice	3 Year(s)	Up to 3 hour(s) included	1	\$49.95	Included	Included	\$49.95
25960 N Diamond Lake Rd	Mundelein	IL	60060	EPIK - Voice	3 Year(s)	Up to 3 hour(s) included	1	\$49.95	Included	Included	\$49.95
25326 W Main St	Ingleside	IL	60041	EPIK - Voice	3 Year(s)	Up to 3 hour(s) included	1	\$49.95	Included	Included	\$49.95
20219 W Hwy 22	Kildeer	IL	60074	EPIK - Voice	3 Year(s)	Up to 3 hour(s) included	1	\$49.95	Included	Included	\$49.95
25721 N Gilmer Rd	Mundelein	IL	60046	EPIK - Voice	3 Year(s)	Up to 3 hour(s) included	1	\$49.95	Included	Included	\$49.95
1330 S Milwaukee Ave	Vernon Hills	IL	60061	EPIK - Voice	3 Year(s)	Up to 3 hour(s) included	1	\$49.95	Included	Included	\$49.95
13100 N Hanlon Rd	Green Oaks	IL	60044	EPIK - Voice	3 Year(s)	Up to 3 hour(s) included	1	\$49.95	Included	Included	\$49.95
294 E Townline Rd	Vernon Hills	IL	60061	EPIK - Voice	3 Year(s)	Up to 3 hour(s) included	1	\$49.95	Included	Included	\$49.95
25532 N HILGERS CT	MUNDELEIN	IL	60060	EPIK - Voice	3 Year(s)	Up to 3 hour(s) included	1	\$49.95	Included	Included	\$49.95
5244 Hilltop Rd	Long Grove	IL	60047	EPIK - Voice	3 Year(s)	Up to 3 hour(s) included	1	\$49.95	Included	Included	\$49.95
25487 W Ingleside Shore Rd	Ingleside	IL	60041	EPIK - Voice	3 Year(s)	Up to 3 hour(s) included	1	\$49.95	Included	Included	\$49.95
36667 N Jackson Ct	Ingleside	IL	60041	EPIK - Voice	3 Year(s)	Up to 3 hour(s) included	1	\$49.95	Included	Included	\$49.95
89 N Lake Ave	Third Lake	IL	60030	EPIK - Voice	3 Year(s)	Up to 3 hour(s) included	1	\$49.95	Included	Included	\$49.95
21880 W Lake Ave	Round Lake	IL	60073	EPIK - Voice	3 Year(s)	Up to 3 hour(s) included	1	\$49.95	Included	Included	\$49.95
37010 N Lake Shore Dr	Lake Villa	IL	60046	EPIK - Voice	3 Year(s)	Up to 3 hour(s) included	1	\$49.95	Included	Included	\$49.95
1790 Lake Cook Rd	Deerfield	IL	60015	EPIK - Voice	3 Year(s)	Up to 3 hour(s) included	1	\$49.95	Included	Included	\$49.95
20771 W Lakeridge Ct	Kildeer	IL	60074	EPIK - Voice	3 Year(s)	Up to 3 hour(s) included	1	\$49.95	Included	Included	\$49.95
21870 N Three Lakes Dr	Long Grove	IL	60047	EPIK - Voice	3 Year(s)	Up to 3 hour(s) included	1	\$49.95	Included	Included	\$49.95
34240 N Lakeside Dr	Grayslake	IL	60030	EPIK - Voice	3 Year(s)	Up to 3 hour(s) included	1	\$49.95	Included	Included	\$49.95
21765 W Long Grove Rd	Deer Park	IL	60010	EPIK - Voice	3 Year(s)	Up to 3 hour(s) included	1	\$49.95	Included	Included	\$49.95
26312 N Maple Ave	Mundelein	IL	60060	EPIK - Voice	3 Year(s)	Up to 3 hour(s) included	1	\$49.95	Included	Included	\$49.95
26219 N Middleton Pkwy	Mundelein	IL	60060	EPIK - Voice	3 Year(s)	Up to 3 hour(s) included	1	\$49.95	Included	Included	\$49.95
10 N Milwaukee Ave	Vernon Hills	IL	60061	EPIK - Voice	3 Year(s)	Up to 3 hour(s) included	1	\$49.95	Included	Included	\$49.95
39166 N Cedar Crest Dr	Lake Villa	IL	60046	EPIK - Voice	3 Year(s)	Up to 3 hour(s) included	1	\$49.95	Included	Included	\$49.95
16287 W Des Plaines Dr	Libertyville	IL	60092	EPIK - Voice	3 Year(s)	Up to 3 hour(s) included	1	\$49.95	Included	Included	\$49.95
33998 N Hwy 45	Grayslake	IL	60030	EPIK - Voice	3 Year(s)	Up to 3 hour(s) included	1	\$49.95	Included	Included	\$49.95
36722 N Ridge Rd	Ingleside	IL	60041	EPIK - Voice	3 Year(s)	Up to 3 hour(s) included	1	\$49.95	Included	Included	\$49.95
26661 N Oakdale Ln	Mundelein	IL	60060	EPIK - Voice	3 Year(s)	Up to 3 hour(s) included	1	\$49.95	Included	Included	\$49.95
23328 N Old McHenry Rd	Lake Zurich	IL	60047	EPIK - Voice	3 Year(s)	Up to 3 hour(s) included	1	\$49.95	Included	Included	\$49.95
27665 W Orchard Ct	Ingleside	IL	60041	EPIK - Voice	3 Year(s)	Up to 3 hour(s) included	1	\$49.95	Included	Included	\$49.95
39075 N Hwy 59	Lake Villa	IL	60046	EPIK - Voice	3 Year(s)	Up to 3 hour(s) included	1	\$49.95	Included	Included	\$49.95
20897 N Plumwood Dr	Kildeer	IL	60074	EPIK - Voice	3 Year(s)	Up to 3 hour(s) included	1	\$49.95	Included	Included	\$49.95
13691 W Polo Trail Dr	Lake Forest	IL	60045	EPIK - Voice	3 Year(s)	Up to 3 hour(s) included	1	\$49.95	Included	Included	\$49.95
5467 Port Clinton Rd	Long Grove	IL	60047	EPIK - Voice	3 Year(s)	Up to 3 hour(s) included	1	\$49.95	Included	Included	\$49.95
2790 W Lake Cook Rd	Riverwoods	IL	60015	EPIK - Voice	3 Year(s)	Up to 3 hour(s) included	1	\$49.95	Included	Included	\$49.95
22104 N Prairie Ln	Kildeer	IL	60074	EPIK - Voice	3 Year(s)	Up to 3 hour(s) included	1	\$49.95	Included	Included	\$49.95
6350 Gilmer Rd	Long Grove	IL	60047	EPIK - Voice	3 Year(s)	Up to 3 hour(s) included	1	\$49.95	Included	Included	\$49.95
21651 N Quentin Rd	Kildeer	IL	60074	EPIK - Voice	3 Year(s)	Up to 3 hour(s) included	1	\$49.95	Included	Included	\$49.95
21615 W Ravine Dr	Lake Zurich	IL	60047	EPIK - Voice	3 Year(s)	Up to 3 hour(s) included	1	\$49.95	Included	Included	\$49.95
28850 N Old Rockland Ln	Green Oaks	IL	60044	EPIK - Voice	3 Year(s)	Up to 3 hour(s) included	1	\$49.95	Included	Included	\$49.95
25265 W Rollins Rd	Ingleside	IL	60041	EPIK - Voice	3 Year(s)	Up to 3 hour(s) included	1	\$49.95	Included	Included	\$49.95
20333 W Rand Rd	Kildeer	IL	60074	EPIK - Voice	3 Year(s)	Up to 3 hour(s) included	1	\$49.95	Included	Included	\$49.95
5500 IL Route 22	Long Grove	IL	60047	EPIK - Voice	3 Year(s)	Up to 3 hour(s) included	1	\$49.95	Included	Included	\$49.95
4699 Royal Melbourne Blvd	Long Grove	IL	60047	EPIK - Voice	3 Year(s)	Up to 3 hour(s) included	1	\$49.95	Included	Included	\$49.95
2082 Lexington Rd	Green Oaks	IL	60044	EPIK - Voice	3 Year(s)	Up to 3 hour(s) included	1	\$49.95	Included	Included	\$49.95
1821 O' Plaine Rd	Green Oaks	IL	60044	EPIK - Voice	3 Year(s)	Up to 3 hour(s) included	1	\$49.95	Included	Included	\$49.95
1211 Christine Ct	Vernon Hills	IL	60061	EPIK - Voice	3 Year(s)	Up to 3 hour(s) included	1	\$49.95	Included	Included	\$49.95
1795 Saunders Rd	Riverwoods	IL	60015	EPIK - Voice	3 Year(s)	Up to 3 hour(s) included	1	\$49.95	Included	Included	\$49.95
402 W Seafarer Dr	Third Lake	IL	60030	EPIK - Voice	3 Year(s)	Up to 3 hour(s) included	1	\$49.95	Included	Included	\$49.95
38820 N Cedar Crest Dr	Lake Villa	IL	60046	EPIK - Voice	3 Year(s)	Up to 3 hour(s) included	1	\$49.95	Included	Included	\$49.95
24917 W North Rd	Lake Villa	IL	60046	EPIK - Voice	3 Year(s)	Up to 3 hour(s) included	1	\$49.95	Included	Included	\$49.95
22732 N Krueger Rd	Kildeer	IL	60074	EPIK - Voice	3 Year(s)	Up to 3 hour(s) included	1	\$49.95	Included	Included	\$49.95
205 Southfield Dr	Vernon Hills	IL	60061	EPIK - Voice	3 Year(s)	Up to 3 hour(s) included	1	\$49.95	Included	Included	\$49.95
15741 W Sprucewood Ln	Libertyville	IL	60092	EPIK - Voice	3 Year(s)	Up to 3 hour(s) included	1	\$49.95	Included	Included	\$49.95
36934 N Stanton Point Rd	Ingleside	IL	60041	EPIK - Voice	3 Year(s)	Up to 3 hour(s) included	1	\$49.95	Included	Included	\$49.95
36481 N Streamwood Dr	Gurnee	IL	60031	EPIK - Voice	3 Year(s)	Up to 3 hour(s) included	1	\$49.95	Included	Included	\$49.95
4198 IL ROUTE 83	LONG GROVE	IL	60047	EPIK - Voice	3 Year(s)	Up to 3 hour(s) included	1	\$49.95	Included	Included	\$49.95
5811 Teal Ln	Long Grove	IL	60047	EPIK - Voice	3 Year(s)	Up to 3 hour(s) included	1	\$49.95	Included	Included	\$49.95
640 Thorngate Ln	Riverwoods	IL	60015	EPIK - Voice	3 Year(s)	Up to 3 hour(s) included	1	\$49.95	Included	Included	\$49.95
1800 Trillium Ln	Riverwoods	IL	60015	EPIK - Voice	3 Year(s)	Up to 3 hour(s) included	1	\$49.95	Included	Included	\$49.95
25 Cherokee Rd	Vernon Hills	IL	60092	EPIK - Voice	3 Year(s)	Up to 3 hour(s) included	1	\$49.95	Included	Included	\$49.95
14491 W IL Route 60	Lake Forest	IL	60045	EPIK - Voice	3 Year(s)	Up to 3 hour(s) included	1	\$49.95	Included	Included	\$49.95
NULL	Grayslake	IL	60030	EPIK - Voice	3 Year(s)	Up to 3 hour(s) included	1	\$49.95	Included	Included	\$49.95
22001 W Washington St	Grayslake	IL	60030	EPIK - Voice	3 Year(s)	Up to 3 hour(s) included	1	\$49.95	Included	Included	\$49.95
4752 Wellington Dr	Long Grove	IL	60047	EPIK - Voice	3 Year(s)	Up to 3 hour(s) included	1	\$49.95	Included	Included	\$49.95
22022 W Cuba Rd	Kildeer	IL	60074	EPIK - Voice	3 Year(s)	Up to 3 hour(s) included	1	\$49.95	Included	Included	\$49.95
19521 West Shore Dr	Mundelein	IL	60060	EPIK - Voice	3 Year(s)	Up to 3 hour(s) included	1	\$49.95	Included	Included	\$49.95
985 Westmoreland Dr	Vernon Hills	IL	60092	EPIK - Voice	3 Year(s)	Up to 3 hour(s) included	1	\$49.95	Included	Included	\$49.95
20801 W White Pine Rd	Kildeer	IL	60074	EPIK - Voice	3 Year(s)	Up to 3 hour(s) included	1	\$49.95	Included	Included	\$49.95

83	Proposed Monthly Total	\$4,145.85
	Proposed Install Total	\$0.00
	Proposed Shipping Total	\$0.00

Prepared On: 10/24/2023  
 Expires On: 04/21/2024  
 Quote Request - 170294

THIS QUOTE IS AN ESTIMATE. Pricing is subject to change and is intended to be used for analysis purposes only. Applicable taxes, fees, and shipping are not included.

Standard shipping (ground) rates are \$99 per device. Additional fees may apply for expedited shipments or other circumstances that may result in higher shipping costs, such as shipment to locations outside the continental United States.

Pricing includes: (1) a basic site survey of up to 2 hours on-site, if necessary, and (2) installation of up to 3 hour(s). Additional time on-site will be charged at a rate of \$99.99 per hour and invoiced in 30-minute increments. Customer may elect to self-install without additional charge.

Basic site survey consists of inspection of POTS lines / services being replaced with EPIK services. Further services, such as a comprehensive inventory of unrelated communications lines or systems, are not included in the basic site survey and will be charged at a rate of \$99.99 per hour, invoiced in 30-minute increments.

Additional lines/line sharing may incur an additional charge (\$49.95 per port). All services are subject to the Terms and Conditions of Service set forth at [www.granitenet.com/legal](http://www.granitenet.com/legal) (as such may be modified from time to time). This Quote contains confidential and proprietary information. Data plans dependent on coverage and availability, some restrictions apply.

Analog Replacement Services are subject to a 36-month Initial Service Term.

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.

Customer shall be responsible for providing the following to Granite at least 7 days prior to installation (if applicable):

- Panel manufacturer, model, mode, and receiver type.
- Read-only access to any monitoring portal interface.

Granite Guardian includes 24x7 monitoring and emergency replacement.

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.

Additional charges will apply for any additional services or equipment that may be necessary to complete the installation, such as a remote antenna or extended cabling.

For installations needed to occur on an expedited basis (within 5 business days), Granite may charge expedited installation fees.

	<b>GOVERNMENT ACCOUNT FORM AND LETTER OF AGENCY</b>  <b>Multi-Services</b>	Sales Rep:	George Lambritsios
		Order Date:	10/24/2023

**CUSTOMER INFORMATION**

Government Entity Name ("Customer"):	Lake County Public Works
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](http://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: \_\_\_\_\_

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