

Customer Renewal Quote



Customer Name:	City of Jonesboro
Service Address:	All Current Locations
Service City/State/Zip:	Jonesboro AR 72401
Billing Address:	PO Box 1845
Billing City/State/Zip:	Jonesboro AR 72403

Term (months):	36
Issue Date:	10/24/2023
Expiration Date:	11/23/2023
Contract Number:	058487
Account Number:	00018928-8

Business Contact:	Jason Ratliff
Phone:	870.336.7269 or 870.680.2746
Email:	jratliff@jonesboro.org
Sales Representative:	Scott Roberson

*Quotes are good for 30 days

Product Description per Current Account:	Quantity	Unit Price	Total Price
Current Services in Use on City of Jonesboro Account as of Most Recent Monthly Statement:			
Unlimited 1+ Domestic	1		\$3.00
Sports Programming Surcharge	1		\$5.00
Evolution HD UDTA	3		\$5.98
Additional Directory Listing - Jonesboro	1		\$6.00
Caller ID Service	1		\$6.00
Voicemail Service	1		\$8.95
Static IP Address	8		\$10.00
Sports Programming Surcharge	3		\$15.00
Subscriber Line Charge	3		\$17.01
Wireless Router / Modem + Support	2		\$19.98
Conference Calling Unlimited Minutes	1		\$20.00
Local Service - Fiber Line Access (Resale)	1		\$23.45
DTA Box	30		\$29.90
NexTV Basic Package	1		\$30.00
Local Service - Line Access	2		\$46.90
Additional Directory Listing	11		\$66.00
NexTV Box - MoCa	15		\$72.89
Expanded Basic Cable TV	2		\$81.95
Fiber Optic Internet 30/10	4		\$99.95
Cisco ASA5 Next Gen Firewall	1		\$100.00
Fiber Optic Internet 50/15	1		\$109.95
Veeam Backup & Replications 1000 @ .12	1		\$120.00
NexTV Expanded Package	2		\$120.00
Subscriber Line Charge	28		\$158.76
Veeam Backup & Replication 8 @ \$28.75	1		\$230.00
PTP - Fiber	1		\$250.00
Cloud Solutions - 250Mbps Network Connect	1		\$250.00
Cloud Solutions Replication Storage	1		\$600.00
Fiber Data Internet Dedicated Synchronous 100MB (2630 Lacy Dr)	1		\$650.00
Local Service - Line Access	28		\$650.60
Cloud Solutions High Per Class Storage (Per GB)	1		\$840.00
Fiber Data Internet 500Mb	1		\$1,100.00
Dedicated Internet 100MB	2		\$1,300.00
IaaS Plan 5 - 64 CPU / 128G RAM	2		\$1,350.00
Fiber Data Internet	2		\$1,400.00
Veeam Backups - Per GB	2		\$3,100.00
Cloud Solutions - Performance Storage	2		\$3,120.00
Metro Ethernet	21		\$8,444.44
Change to Existing Service: Delete Current Services on Account From Above:			
Conference Calling Unlimited Minutes	-1		-\$20.00
Fiber Data Internet Dedicated Synchronous 100MB (2630 Lacy Dr)	-1		-\$650.00
Change to Existing Service: Add Services:			
Fiber Data Internet Shared Synchronous 100MB (2630 Lacy Dr)	1		\$119.99

Total Price*
\$23,911.70

I hereby authorize Ritter Communications to proceed with the services and equipment defined in this quote at the monthly rate defined as "Monthly Service Total" for the term specified above (in months) from the date of service activation. Recurring service charges associated with this quote are effective upon the installation date of these services. Any dispute for these service charges must be addressed through the process defined in the Terms and Conditions, within the Bill Disputes section. Additionally, I agree to pay in-full all charges defined as "Installation Fees" defined on this agreement as well as any taxes and regulatory fees charged in addition to quoted amounts contained herein. By authorizing this quote, you are agreeing to the Master Services Agreement and Terms and Conditions appended to this document. Services, Service Level Agreements, procedures and term will be further defined in the Master Services Agreement (MSA) or appended to any existing MSA. *Quote does not include local, state, federal taxes or 911 fees.

Karl's Law: Karl's Law requires customers with multi-line telephone systems to (1) direct-dial 911 (versus dial 9 for outside line) and (2) send automatic notifications via email and / or automated phone calls to a central contact designated by the customer below. By signing this document, the customer agrees and understands that the liability for non-compliance with the law resides with the party actively managing the system. Ritter Communications will ensure compliance with the law upon installation of new phone systems provided by Ritter, and any phone system upgrades or equipment purchased from Ritter, will be configured with Centralized Emergency Contacts designated by the customer to remain in compliance with the law. If a customer actively alters Emergency Contact Notifications in any system, Ritter will not be held liable for non-compliance with the law. If equipment, namely PBX's purchased, is installed, and managed by the customer, liability regarding compliance with the law resides full with the customer. For more information, contact your Ritter Sales or Support Representative. For detailed information on the laws and regulations regarding Karl's Law, please visit <https://docs.fcc.gov/public/attachments/DOC-358435A1.pdf>.

NOTES: Please see "Schedule A and Schedule B" information attached regarding dedicated internet service and metro ethernet service locations. To accept this proposal please sign and fax to 870.336.9443 or scan and email to scott.roberson@rittercommunications.com. Thank you! Scott R. (870.336.3443 office)

Ritter Representative

Signature: Scott Roberson
 Printed Name: Scott Roberson
 Position Title: Business Sales Representative
 Phone: 870-761-2168
 Email: Scott.Roberson@rittercommunications.com
 Date: 10/24/2023

Customer

Signature: _____
 Printed Name: _____
 Position Title: _____
 Federal ID# or SSN: 71-0290019
 Date: _____

Emergency Contact Information

Contact Name: _____
 Contact Department: _____
 Contact Email: _____
 Contact Phone Number: _____

