



BULLITT COUNTY PUBLIC SCHOOLS
DEPARTMENT OF TECHNOLOGY

KEVIN FUGATE, DIRECTOR & CIO

SARAH SMITH, ADMINISTRATIVE ASSISTANT

SARAH CARNES, FIXED ASSETS COORDINATOR

ANDREW HOBBS, NETWORK ADMINISTRATOR

M E M O

06.03.26

TO: Jesse Bacon, Superintendent

FR: Kevin Fugate, Director of Technology & CIO

RE: Spectrum Fiber Circuit Move

The closure of Nichols Elementary posed some challenges with how we supplied connectivity to that school. Each year we filed Erate to help us pay for a Spectrum connection at a discounted rate. With the closure of the school we had to make some decisions about equipment and connectivity with Spectrum beginning July 1st, 2026.

We are contracted with Spectrum through November of 2026, per our Erate filing 5 years ago. After discussing this scenario with our Spectrum sales rep, and their customer service disconnect team for enterprise, we would be in breach of contract and it would cost us over \$14,000 to disconnect service.

During our discussion, I had mentioned potentially looking at an Esports circuit for our schools that participate. This line would be dedicated to Esports; allowing them access to participate in competition without restrictions of the state network (which blocks the use of the Nintendo Switch). This line would not be an unfettered access to the internet, it would only be allowable for those devices. This circuit would also have a Fortinet Firewall, much like the one we have at the district and state level. Our monthly charge for this will still be given at Erate discounted prices without filing the paperwork. The total charge for the district will increase about \$350 a month, paid for by the Technology Department.

I ask permission to proceed with moving Nichols Elementary's fiber connection to the district for distribution to a dedicated Esports circuit. The attached contract is for 3 year pricing and has been reviewed and approved by Emily Wade with Dinsmore. Thank you!

OUR MISSION IS TO INSPIRE AND EQUIP OUR STUDENTS TO SUCCEED IN LIFE

BULLITT COUNTY PUBLIC SCHOOLS IS AN EQUAL EDUCATION AND EMPLOYMENT INSTITUTION

SERVICE ORDER

THIS SERVICE ORDER (“Service Order”) is executed and effective upon the date of the signature set forth in the signature block below (“Effective Date”) and is by and between Charter Communications Operating, LLC on behalf of those operating subsidiaries providing the Service(s) hereunder (“Spectrum”) and Customer (as shown below), and is governed by and subject to the applicable Spectrum Business - Enterprise Commercial Terms of Service posted at <https://enterprise.spectrum.com/legal/terms-and-conditions.html> (or successor URL) or, if applicable, an existing service agreement executed by the parties (each, as appropriate, the “Service Agreement”). Except as specifically modified herein, all other terms and conditions of the Service Agreement shall remain unamended and in full force and effect.

Spectrum Contact Information
Contact: Gerard Kuntz
Telephone: 812-646-2508
Email: jerry.kuntz@spectrum.com

Customer Information		
Customer Name BULLITT COUNTY KY PUBLIC SCHOOLS	Order # 15540508	
Address 1040 HIGHWAY 44 E SHEPHERDSVILLE KY 40165		
Telephone (502) 869-8000	Email: kevin.fugate@bullitt.kyschools.us	
Contact Name Kevin Fugate	Telephone (502) 869-8000	Email: kevin.fugate@bullitt.kyschools.us
Billing Address 1040 HIGHWAY 44 E SHEPHERDSVILLE 40165		
Billing Contact Name	Telephone	Email:

NEW AND REVISED SERVICES AT 1040 Highway 44 E , Shepherdsville KY 40165				
Service Description	Order Term	Quantity	Monthly Recurring Charge(s)	Total Monthly Recurring Charge(s)
Dedicated Fiber Internet 1Gbps	36 Months	1	\$750.00	\$750.00
Static IP Address	36 Months	1	\$0.00	\$0.00
TOTAL				\$750.00

NEW AND REVISED SERVICES AT 1040 Highway 44 E Unit DFIENE, Shepherdsville KY 40165				
Service Description	Order Term	Quantity	Monthly Recurring Charge(s)	Total Monthly Recurring Charge(s)
Enterprise Network Edge Up To 1 Gbps	36 Months	1	\$440.00	\$440.00
TOTAL				\$440.00

ONE TIME CHARGE(S) AT 1040 Highway 44 E Unit DFIENE, Shepherdsville KY 40165			
Service Description	Quantity	One Time Charge(s)	Total One Time Charge(s)
Enterprise Network Edge Installation	1	\$0.00	\$0.00
<u>TOTAL</u>			\$0.00

ONE TIME CHARGE(S) AT 1040 Highway 44 E , Shepherdsville KY 40165			
Service Description	Quantity	One Time Charge(s)	Total One Time Charge(s)
Dedicated Fiber Internet Install	1	\$0.00	\$0.00
<u>TOTAL</u>			\$0.00

1. **TOTAL CHARGE(S).** Total monthly recurring charges and total one-time charges are due in accordance with the monthly invoice.
2. **TAXES.** Plus applicable taxes, fees, and surcharges as presented on the respective invoice(s).
3. **SPECIAL TERMS.**

E-Rate Funding Contingency.

Customer may submit this Service Order and the Agreement to the Schools and Libraries Division of the Universal Service Administrative Company, (i.e., the entity appointed by the Federal Communications Commission to administer the Universal Service Program with respect to Schools and Libraries (E-Rate) funding) as part of any application seeking a federal subsidy or funding.

Customer is responsible for notifying Spectrum of its election of either the Service Provider Invoice (SPI) or Billed Entity Applicant Reimbursement ("BEAR") discount method by May 15th prior to the applicable funding year. Customer must complete and return an E-Rate Discount Election Form to Spectrum prior to such date, or Customer will be deemed to have chosen the BEAR discount method for the funding year.

Upon Spectrum's receipt of appropriate notice that Customer is an approved E-Rate program participant for a Service, Spectrum will invoice Customer for the Service in accordance with E-Rate guidelines and/or rules. If Spectrum invoices Customer for a Service pursuant to any E-Rate program rates, discounts or credits in advance of receiving such notice and Customer's request for E-Rate program funding is denied, limited or reduced, Spectrum will invoice Customer and Customer will pay the difference between such invoiced amount(s) and the actual amount of the charges for the Service as described in this Service Order. Notwithstanding anything herein to the contrary, Customer's obligations under this Service Order shall remain in full force and effect in the event Customer withdraws or is removed from the E-Rate program, receives E-Rate program funding that is less than Customer's requested funding amount, or is denied E-Rate program funding for any Service described in this Service Order. For the avoidance of doubt, Customer is solely responsible for all charges for services, as described in this Service Order, that were installed prior to the E-Rate program funding year start date.

By signing below, the signatory represents they are duly authorized to execute this Service Order

Customer

Signature: _____

Printed Name: Kevin Fugate

Title: CIO & Director of Technology

Date: _____

Charter Communications Operating, LLC

By: Charter Communications, Inc., its Manager

Signature: _____

Printed Name: Michael Hunkele

Title: _____

Date: _____

Spectrum Business – for enterprise Services

pre-service installation guide



Welcome, and thank you for choosing Spectrum Business. After you sign your service order, our teams will keep you updated on the status of your order. In the meantime, this document will help you understand what happens as you progress toward the service installation process.

Feel free to reach out to your sales contact if you have questions or need additional information. When installation begins, however, you'll have a dedicated project manager who'll partner with you as your main point of contact for a successful installation.

Client project milestones

Spectrum Business project milestones

- 1 Sign service order.
- 2 If necessary, work with our internal teams to provide any additional information or forms required to finalize your order.
- 3 Your Spectrum Enterprise project manager will contact you to introduce themselves and discuss next steps.

- 1 Sales team submits signed service order to Order Management team.
- 2 Internal teams gather any additional information that's required to finalize your order.
- 3 Dedicated project manager contacts you to discuss next steps.

Spectrum Business pre-service installation details

Let's look at more details about the milestones we'll reach before your service installation process begins.

Milestones

- 1 Sign service order
First, we'll finalize and sign your service order together. We are unable to proceed until the service order is signed, so if you have any concerns or questions about your order, please reach out to your sales contact right away.
- 2 Finalize order
Our internal teams will make sure we have all of the information we need to begin the installation process. This stage can take one to two weeks to complete. During this time, we may be in touch to get additional information and required forms.
If your order includes voice services, this would be a good time to engage your vendor. If you're transferring phone numbers from your current vendor to your Spectrum Enterprise account, we'll need a complete list of the numbers you're transferring. Your vendor can help you pull these from your phone server. We also request your vendor be available to participate in cutover activities on the day of activation. Your project manager will work closely with you and your vendor throughout the implementation process, and schedule the cutover once the service is ready.
- 3 Connect with project manager
As we're finalizing your order, your dedicated project manager will be in touch about next steps. Your project manager will be your primary point of contact during service installation, however, you may hear from additional team members throughout the process.
You will be invited to an introduction call where your project manager will review your order and the installation process in more detail. During this meeting, we will agree to a call and reporting schedule to ensure a smooth and efficient installation.

Additional disclaimer pending - does not apply for coax or upgrades.

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enterprise.spectrum.com

Spectrum Business

Service Level Agreement for Enterprise Services: Dedicated Fiber Internet

This Service Level Agreement (“SLA”) for Spectrum Business (“Spectrum”) Dedicated Fiber Internet (referred to herein as “DFI” or the “Service”) is a part of, and hereby incorporated by reference into the Spectrum Business Agreement for Enterprise Services (including the terms and conditions, attachments, and Service Orders described therein, the “Service Agreement”). To the extent any provision of this SLA conflicts with the Service Agreement, this SLA shall control. Performance goals for the Services (“SLA Targets”) are set forth in the tables below. Capitalized words used but not defined herein shall have the meanings assigned to them in the Service Agreement.

I. Priority Classification and Definitions

Priority classifications for Service Disruptions and Service Degradations are described as follows:

Priority	Criteria
Priority 1	<ul style="list-style-type: none"> Service Disruption resulting in a total loss of Service; or Service Degradation to the point where Customer is unable to use the Service (each a “Priority 1 Outage”)
Priority 2	<ul style="list-style-type: none"> Service Degradation where Customer is able to use the Service
Priority 3	<ul style="list-style-type: none"> A service problem that does not impact the Service; or A single non-circuit specific quality of Service inquiry

As used in this SLA, the following terms have the meanings assigned below:

“Service Disruption” is defined as an outage, disruption, or degradation, other than an Excluded Disruption, that interferes with the ability of a Spectrum network hub to: (i) transmit and receive network traffic on Customer’s dedicated access port at the Spectrum network hub; or (ii) exchange network traffic with another Spectrum network hub. The Service Disruption period begins on the earlier of (i) when Spectrum opens a trouble ticket in connection with a Service Disruption that Spectrum detects and verifies, or (ii) when Customer reports a Service Disruption by contacting Enterprise Technical Support, and then Spectrum validates that the Service is affected and creates a corresponding trouble ticket. The Service Disruption ends when the affected Service has been restored.

“Service Degradation” means a degradation of the Service, such as failure of the Service to achieve the SLA Targets for Latency/Frame Delay, Jitter/Frame Delay Variation, or Packet Delivery.

“Excluded Disruptions” means (i) planned outages, (ii) routine or urgent maintenance, (iii) time when Spectrum is unable to gain access to Customer’s Service Location 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 does not release the Service for testing, and (vii) Force Majeure Events.

II. SLA Targets for DFI Service

Service Availability	Mean Time To Restore (“MTTR”)	Latency / Frame Delay (Roundtrip)	Jitter / Frame Delay Variation	Packet Delivery
End to End: 100%	Priority 1 Outages within 4 hours	≤ 35ms	≤ 1ms	≥ 99.99%

SLA Targets are measured from Customer’s Service Location to the location where Spectrum has local access to the Internet (i.e., the Spectrum point of presence) at the individual circuit or Service level, and any applicable credits are issued only for the affected DFI circuit or Service (the “Affected Service”).

III. SLA Calculations

1. Service Availability

“Service Availability” is calculated as the total number of minutes in a calendar month, less the number of minutes in the calendar month that the Service is unavailable due to a Priority 1 Outage (“Downtime”), with such difference divided by the total number of minutes in the calendar month, and expressed as a percentage.

Service Availability per calendar month is calculated as follows:

Service Availability =	$\frac{\text{Total number of minutes in the calendar month} - \text{Downtime}}{\text{Total number of minutes in a calendar month}} \times 100$
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2. Mean Time to Restore (“MTTR”)

The MTTR SLA Target is applicable to Priority 1 Outages and is measured, each calendar month, as the average time for Spectrum to restore Priority 1 Outages calculated as the cumulative length of time it takes Spectrum to restore a Service following a Priority 1 Outage divided by the corresponding number of trouble tickets for Priority 1 Outages opened during the respective calendar month for the Service.

MTTR per calendar month is calculated as follows:

Mean Time to Restore =	$\frac{\text{Cumulative length of time to restore Priority 1 Outage(s) per Service in the calendar month}}{\text{Total number of Priority 1 Outage trouble tickets per Service in the calendar month}}$
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3. Latency/Frame Delay

Latency or Frame Delay is the average roundtrip network delay, measured every five (5) minutes during a calendar month (except during an Excluded Disruption), to adequately determine a consistent average monthly performance level for frame delay for each Service. The roundtrip delay is expressed in milliseconds (ms).

Latency/Frame Delay is calculated as follows:

Latency or Frame Delay Average (ms) =	$\frac{\text{Sum of the roundtrip delay measurements for a Service in the calendar month}}{\text{Total number of measurements for a Service in the calendar month}}$
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4. Packet Delivery

Packet Delivery is defined as the percentage of frames that are successfully received compared to the total frames that are sent in a calendar month (except during 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.

Packet Delivery is calculated as follows:

Packet Delivery (%) =	$\frac{\text{Number of frames delivered in the calendar month}}{\text{Total frames sent in the calendar month}} \times 100$
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5. Jitter/Frame Delay Variation

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. Spectrum measures a sample set of frames every five (5) minutes during a calendar month (except during 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).

Jitter/Frame Delay Variation is calculated as follows:

Jitter or Frame Delay Variation Average (ms) =	$\frac{\text{Sum of the Frame Delay Variation measurements for a Service in the calendar month}}{\text{Total number of measurements for a Service in the calendar month}}$
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IV. Remedies

1. Service Credits

If a Service fails to satisfy the SLA Targets during any calendar month and Customer is in compliance with the terms of the Service Agreement and this SLA, then Customer may request credit equal to the corresponding percentage of monthly recurring charges (“MRC”) for the Affected Service as set forth in the tables below. Any credit to be applied will be offset against amounts due from Customer to Spectrum in the billing cycle following the date Spectrum makes its credit determination. Credit requests must be submitted to Spectrum within thirty (30) days of the calendar month in which the SLA Target was missed. Spectrum will exercise commercially reasonable efforts to respond to such credit requests within thirty (30) days of receipt thereof.

Service Availability Credits		
Downtime		Service Credit
> 0	< 1 hour	10% of MRC
≥ 1 hour	< 2 hours	20% of MRC
≥ 2 hours	< 4 hours	30% of MRC
≥ 4 hours	< 8 hours	40% of MRC
≥ 8 hours	< 12 hours	50% of MRC
≥ 12 hours	< 16 hours	80% of MRC
≥ 16 hours		100% of MRC

Mean Time To Restore (“MTTR”) Credits		Latency/Frame Delay (Roundtrip) Credit	Jitter/Frame Delay Variation Credit	Packet Delivery Credit
MTTR > 4 hours	40% of MRC	50% of MRC	50% of MRC	50% of MRC
< 8 hours	50% of MRC			
MTTR ≥ 8 hours	50% of MRC			

All SLA Targets are monthly measurements, and Customer may request only one credit per SLA Target per month for the Affected Service. Should one event impact more than one SLA hereunder, Customer shall receive the single highest of the qualifying credits only. Service Credits hereunder shall not be cumulative per Service. The aggregate credit amount due to Customer in any month will not exceed 100% of the MRC for the Affected Service. Except as set forth below, the credits described in this SLA shall constitute Customer’s sole and exclusive remedy, and Spectrum’s sole and exclusive liability, with respect to any missed SLA Targets.

2. Chronic Priority 1 Outages

If Customer experiences and reports three (3) separate Priority 1 Outages where the Downtime exceeds four (4) hours during each Priority 1 Outage within three (3) consecutive calendar months, then Customer may terminate the Affected Service without charge or liability by providing at least thirty (30) days written notice to Spectrum; provided, however, that (i) Customer may only terminate the Affected Service; (ii) Customer must exercise its right to terminate the Affected Service by providing written notice to Spectrum within thirty (30) days after the event giving rise to Customer's termination right; (iii) Customer shall have paid Spectrum all amounts due at the time of such termination for all Services provided by Spectrum pursuant to the Service Agreement, and (iv) the foregoing termination right provides the sole and exclusive remedy of Customer and the sole and exclusive liability of Spectrum for chronic Priority 1 Outages and Customer shall not be eligible for any additional credits.

V. Network Maintenance

Maintenance Notice:

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

Maintenance Windows:

Routine maintenance may be performed Monday – Friday 12 a.m. – 6 a.m. local time.

Spectrum Business

Service Level Agreement for Enterprise Services: Managed Network Edge and Enterprise Network Edge

This document outlines the Service Level Agreement (“SLA”) for Managed Network Edge (“MNE”) Service and Enterprise Network Edge (“ENE”) Service (collectively, the “Network Edge Services,” and each a “Network Edge Service”).

This SLA is a part of, and is hereby incorporated by reference into, the Spectrum Business Agreement for Enterprise Services (including the terms and conditions, attachments, and Service Orders described therein, the “Agreement”). To the extent any provision of this SLA conflicts with the Agreement, this SLA shall control. Any applicable credits are issued only for the affected Network Edge Service(s) (the “Affected Service”). Capitalized words used, but not defined herein, shall have the meanings given to them in the Agreement.

I. On-Time Provisioning

The On-Time Provisioning SLA target measures on-time achievement of Spectrum-committed scheduled activation of a new ENE Service. Scheduled activation date is established following completion of all needed site surveys, pre-wiring steps and confirmation of equipment and technician availability. When multiple Network Edge Services are ordered at a Customer location there may be individual activation dates established for each Service. Notwithstanding anything to the contrary herein, the On-Time Provisioning SLA does not apply to MNE Teleworker, MNE AnyConnect, MNE Virtual Edge (vMX), or ENE Virtual Machine Services.

On-Time Provisioning SLA	Service Credit
Spectrum and Customer agreed upon Service activation date	50% of the standard NRC installation charge*

* Not applicable for non-standard NRC Network Edge Service installation charge (e.g., construction or access charges).

If the agreed upon Service activation date is missed due to Spectrum’s failure, Customer will be eligible for a Service Credit.

II. Service Availability

The ENE Service offers a Service Availability SLA target for each of the unique Network Edge Service offerings which require customer premises equipment (“CPE”) to deliver the Service (i.e., MNE/ENE Network Edge, MNE/ENE Switch, MNE/ENE WiFi, and MNE Camera). Notwithstanding anything to the contrary herein, the Service Availability SLA does not apply to the MNE Teleworker or MNE AnyConnect Services.

Network Edge Service “Service Availability” is based on the individual Network Edge Service offering and is based on the total number of minutes in a calendar month during which the ENE Service is available to exchange data between Network Edge Service devices and is calculated by taking the total number of minutes of Service availability (Service uptime) and divided by the total number of possible minutes in that month. Service Disruptions, subject to Excluded Disruptions, as each defined below, shall be used to determine downtime for each of the unique Network Edge Service offering.

A “Service Disruption” is defined as loss of connection to an individual Network Edge Service CPE device for a duration that makes the Service no longer available to the customer. The Service Disruption period begins on the earlier of (i) when Spectrum opens a trouble ticket in connection with a Service Disruption that Spectrum detects and verifies, or (ii) when Customer reports a Service Disruption by contacting Customer Care, and then Spectrum validates that the Service is affected and creates a corresponding trouble ticket. The Service Disruption ends when the affected Service has been restored.

“Excluded Disruptions” means (i) planned outages, (ii) routine or urgent maintenance, (iii) time when Spectrum 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, power, or battery failures, (vi) Customer is not prepared to release the Service for testing, Service problems resulting from an outage of or disruption to the underlying Internet access service, and (vii) Force Majeure Events.

This SLA only applies when the Service Disruption is caused by the individual Network Edge Service CPE device. In the event the Network Edge Service is not available due to downtime caused by Spectrum’s Internet Service which qualifies for Service Credits, then Service Credits will not be available for the same event causing the downtime.

Duration of Service Disruption	Credit Amount is Percentage of One Month’s MRC
≤5 minutes (99.99% Service Availability)	N/A
> 5 minutes and ≤ 4 hours	10%
> 4 hours and ≤ 8 hours	15%
> 8 hours and ≤ 12 hours	20%
> 12 hours and ≤ 16 hours	30%
>16 hours and ≤ 24 hours	40%
>24 hours	50%

Credits for Service Disruptions will be offered as a percent of the individual Network Edge Service MRC.

III. On-Site CPE Replacement

The ENE Service offers an On-site CPE Replacement SLA target. In the event of a Service Disruption caused by a faulty or defective ENE Service CPE, Spectrum’s target to repair or replace such CPE is within 4 hours. Customer must contact the Spectrum Network Operations Center (“NOC”) to open a trouble ticket of which Spectrum Business will determine if the CPE is the source of the Service Disruption.

CPE Replacement SLA Target	
On-site with replacement Network Edge Service CPE	Within 4 hours after the determination has been made by Spectrum NOC that the issue is CPE related. (365x24x7)**

** Notwithstanding anything to the contrary herein, (i) Hawaii locations will be excluded from the On-site CPE Replacement SLA, (ii) the On-Site CPE Replacement SLA does not apply to MNE AnyConnect Service, MNE vMX Service, or ENE Virtual Machine Service, and (iii) MNE Teleworker and MNE sensor replacement CPE will be shipped via overnight courier within 24 hours of Spectrum’s determination that CPE needs to be replaced.

IV. Mean Time to Restore (“MTTR”)

The ENE Service has a Mean Time to Restore (MTTR) target of four hours to restore Service in the event of a Service failure not associated with the respective access service. Notwithstanding anything to the contrary herein, the MTTR SLA does not apply to MNE sensors, MNE Teleworker or MNE AnyConnect Services.

MTTR per calendar month is calculated as follows:

$\frac{\text{Total cumulative length of time to restore Network Edge Services}}{\text{Total number of trouble tickets per Network Edge Service}}$

MTTR	Target
Mean Time to Restore is the average time it takes to restore the Network Edge Service.	4 Hours

V. Proactive Outage Notification

The ENE Service provides proactive monitoring for the individual CPE devices that are deployed within a Service location. If a Service Disruption arises with respect to an individual Network Edge Service, Spectrum will assess the situation and if necessary will open a trouble ticket and will notify the Customer’s designated technical contact via email. If Spectrum fails to notify Customer (e.g. via email) of a Service Disruption, then Customer will qualify for a credit which is a percentage of the MRC. Proactive notifications are delayed when SNMP is not enabled on client provided access circuits, and in that circumstance Customer shall not be eligible for a credit. Notwithstanding anything to the contrary herein, the SLA in this section does not apply to MNE Teleworker or MNE AnyConnect Services.

Credits for Proactive Outage Notification are as follows:

Proactive Outage Notification SLA	Credit Amount
Once a Service Disruption has been identified by Spectrum, Customer will be notified by email within 15 minutes	10% of the MRC

VI. Incident Response

Spectrum monitors the availability and health of the Network Edge Service CPE devices deployed to Service Locations. In the event of an unplanned incident that results in a Service Disruption, Spectrum will assess the situation and if necessary open a trouble ticket on Customer’s behalf to resolve the issue. Customer will be notified via email of the incident and will prioritize based the criteria specified below.

Incident Response Criteria for Network Edge Services:

Incident Severity	Definition	Notification Target
High	An incident in which one or many Network Edge Service CPE devices are unreachable and may affect the overall performance of the network.	Within 15 minutes
Medium	An incident in which the Network Edge Service CPE are reporting degraded performance. An example of this type of incident would be packet loss errors on the network.	Within 20 minutes
Low	An incident where sensors or other individual Network Edge Service CPE is affected and having a minimal impact to the overall network.	Within 30 minutes

VII. Configuration Change Requests

The ENE Service offers a configuration change request acknowledgement target and configuration change target. The targets are only available for non-Service Disruption configuration changes submitted by an authorized Customer contact. Configuration change requests can be submitted by contacting the Spectrum NOC or via the Spectrum web portal 365x24x7.

Configuration Change Request Acknowledgement Target:

Spectrum will use commercially reasonable efforts to acknowledge a Customer submitted service configuration change request within two (2) hours of receiving the request via the Spectrum web portal.

Configuration Change Target:

For configuration changes, Spectrum has a target completion timeframe of within twenty-four (24) hours following Spectrum's acknowledgment of the properly submitted configuration change request. However, some configuration changes may require additional investigation and collaboration, for which a completion timeframe of greater than twenty-four (24) hours may be required.

VIII. Network Maintenance

Maintenance Notice:

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

Maintenance Windows:

Routine maintenance may be performed Monday – Friday, 12 a.m. – 6 a.m. local time.

IX. Remedies

Service Credits:

If the actual performance of a Network Edge Service during any calendar month is less than the SLA assurances outlined within this document and Customer is in compliance with the terms of the Agreement and this SLA, then Customer may request credit equal to the corresponding percentage of MRCs for the Affected Service as set forth in this SLA. Any credit to be applied will be off-set against amounts due from Customer to Spectrum in the billing cycle following the date Spectrum makes its credit determination. Credit requests must be submitted to Spectrum within thirty (30) days following the calendar month in which the SLA target was missed. Spectrum will exercise commercially reasonable efforts to respond to such credit requests within thirty (30) days of receipt thereof.

SLA targets set forth herein that do not have corresponding financial credits are pursued by Spectrum as service level objectives on a commercially reasonable efforts basis, and no financial consequences or liability shall accrue to Spectrum for missing such SLA targets.

Customer may request only one credit per SLA herein per month for the Affected Service. Additionally, should one event impact more than one Network Edge Service hereunder, Customer shall receive the single highest of the qualifying credits only. Except as set forth below, the credits described in this SLA shall constitute Customer's sole and exclusive remedy, and Spectrum sole and exclusive liability, with respect to any missed SLA targets. Service Credits hereunder shall not be cumulative per Service.



CUSTOMER POINT OF CONTACT INFORMATION

Spectrum Business Point of Contact Information Sheet	What?: This sheet is to facilitate the expeditious fulfillment of your order with Spectrum Business. Why?: Completion of this form will assist with accurate and timely installation times and construction How?: Please provide a Local and/or Technical contact for your Service Location(s).			Is site specific contact info needed?		
Charter Contact (Sales)	Gerard Kuntz		Service Order Number:	06642896	Do all sites share one contact?	
Service Location	Local Site Contact Information: The Local contact at the Service Location must be available: <ul style="list-style-type: none"> To provide access to the technician during the arrival window. To be available throughout the installation to answer any questions the technician may have. To confirm the service is operational. Local Contact may be same as Technical, please indicate if so. 			Technical Contact Information (ie. Phone/Data Vendor): The Technical contact at the Service Location must be able: <ul style="list-style-type: none"> To coordinate with our Spectrum Project Manager To work with our network design team To rate your installation experience. Technical Contact may be same as Local, please indicate if so. 		
Street Address	Site Contact Name	Site Contact Phone Number	Site Contact Email	Technical Contact Name	Technical Contact Phone Number	Technical Contact Email
1040 Highway 44 E Unit DFIENE, Shepherdsville KY 40165	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>
11450 Highway 44 E , Mt Washington KY 40047	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>
11450 Highway 44 E , Mt Washington KY 40047	<input style="width: 100%; height: 20px;" type="text"/>			<input style="width: 100%; height: 20px;" type="text"/>		



CUSTOMER POINT OF CONTACT INFORMATION

	<input type="text"/> <input type="text"/>	<input type="text"/> <input type="text"/>
1330 Highway 44 E , Shepherdsville KY 40165	<input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/> <input type="text"/> <input type="text"/>

Certificate Of Completion

Envelope Id: 9FAE3D31-17AF-8C45-8388-7EB225CA5B76	Status: Sent	
Subject: Bullitt Co Schools non E-Rate e-Sports DFI-ENE Svc Order_ Jerry at Spectrum requests your signature		
Source Envelope:		
Document Pages: 16	Signatures: 0	Envelope Originator:
Certificate Pages: 4	Initials: 0	Jerry Kuntz
AutoNav: Enabled		Jerry.Kuntz@spectrum.com
Envelopeld Stamping: Disabled		IP Address: 209.112.107.133
Time Zone: (UTC-08:00) Pacific Time (US & Canada)		

Record Tracking

Status: Original	Holder: Jerry Kuntz	Location: DocuSign
6/9/2026 10:05:16 AM	Jerry.Kuntz@spectrum.com	

Signer Events

Signature	Timestamp
Kevin Fugate	Sent: 6/9/2026 10:14:45 AM
kevin.fugate@bullitt.kyschools.us	Viewed: 6/9/2026 11:46:45 AM
CIO & Director of Technology	
Security Level: Email, Account Authentication (None)	

Electronic Record and Signature Disclosure:
 Accepted: 6/9/2026 11:46:45 AM
 ID: 5992f670-6a19-43d2-9d85-6cefe37397c5
 Company Name: Spectrum

Michael Hunkele
 michael.hunkele@spectrum.com
 Security Level: Email, Account Authentication (None)

Electronic Record and Signature Disclosure:
 Accepted: 5/20/2026 4:20:23 AM
 ID: fcfb38ae-64a1-488b-8e75-49b19ac95a0e
 Company Name: Spectrum

In Person Signer Events	Signature	Timestamp
Editor Delivery Events	Status	Timestamp
Agent Delivery Events	Status	Timestamp
Intermediary Delivery Events	Status	Timestamp
Certified Delivery Events	Status	Timestamp
Carbon Copy Events	Status	Timestamp
Witness Events	Signature	Timestamp
Notary Events	Signature	Timestamp
Envelope Summary Events	Status	Timestamps
Envelope Sent	Hashed/Encrypted	6/9/2026 10:14:45 AM
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