



NORTHLAND BUSINESS CLASS SERVICES
Service Order Agreement

BUSINESS CLASS SERVICES

Account: _____

CUSTOMER INFORMATION

Company Name: Forest Bird Charter School

Billing Address: 614 S. Madison
Sandpoint, ID 83864

SS#/FEIN#: 85-0505769

ORDER TYPE

New
Renew
Change

CONTACTS	Name	Email	Mobile	Office	Fax
Customer Contact	Ryan Zimmerle	ryan@forestbirdcarterschool.org	208-304-9228	208-255-7771	
Northland Contact	Bala Bishop	bbishop@northlandco.com	208-610-9803	(208)263-4070	(208)263-1713
Site					
Technical	Ash Updike	aupdike@northlandco.com	208-610-8203	(208)263-4070	(208)263-1713
Billing	Liza Springer	lspringer@northlandco.com		(208)263-4070	(208)263-1713
Other					

SERVICES & FEES	Description	Monthly Recurring Fee	One-Time Charges
Broadband Business Internet			
Business Class Voice			
Ethernet Fiber Solutions	100mbs Fiber Ethernet wth DIA	\$850.00	
	5 static Ip's	\$20.00	
<input type="checkbox"/>	<i>See attached Business Services & Fees Schedule</i>	\$0.00	\$0.00
TOTAL		\$870.00	\$0.00

DEMARICATION POINTS

Location 1: 614 S. Madison, Sandpoint ID
Location 2: _____

SPECIAL TERMS AND CONDITIONS

INITIAL TERM: 12months

Requested DUE DATE: _____

TERM The Initial Term of this Service Order Agreement shall begin on the date installation is completed and shall continue for the Initial Term indicated herein. Upon expiration of the Initial Term, this Service Order Agreement shall continue on a month-to-month basis at Northland's then-current Monthly Service Fees until such time as either party terminates this Service Order Agreement by giving thirty (30) days prior written notice of termination. This Service Order Agreement is not effective until accepted by Northland.

ENTIRE AGREEMENT The terms and conditions set forth herein, together with Northland Communications Business Class Services Terms and Conditions (the "Terms and Conditions") which are available at www.yournorthland.com and are incorporated as though fully set forth herein, comprise the entire agreement between the parties. In the event of any conflict between the terms and conditions of this Service Order Agreement and the Terms and Conditions, the Terms and Conditions shall prevail. All terms not otherwise defined herein will have the same meaning ascribed to them in the Terms and Conditions. This Service Order Agreement may not be amended except by a written agreement signed by both parties.

- E911 NOTICE** Northland's digital phone service (the "Phone Service") may have the E911 limitations specified below:
- In order for your 911 calls to be properly directed to emergency services, Northland must have your correct address. If you move your Northland Phone Service to a different address without Northland's approval, (i) 911 calls may be directed to the wrong emergency authority, (ii) 911 calls may transmit the wrong address, and (iii) the Phone Service (including 911) may fall altogether.
 - The Phone Service uses the electrical power in your home or place of business. If there is an electrical power outage, 911 calling may be interrupted if the battery back-up, if any, in the associated multimedia terminal adapter is not installed, fails or is exhausted after several hours.
 - Calls, including calls to 911, may not be completed if there is a problem with network facilities, including network congestion, network/equipment/power failure or another technical problem.
 - Prior to changing your physical address, you must call your local Northland office and provide your new physical address. Northland will need several business days to update your physical address in the E911 system.

USE OF THE PHONE SERVICE AFTER DELIVERY OF THIS DOCUMENT CONSTITUTES YOUR ACKNOWLEDGMENT OF THE E911 NOTICE ABOVE.

Agreed:

Forest Bird Charter School
By: [Signature]
Printed Name: Ryan Zimmerle
Title: IT Director
Date: 04/19/2016

Accepted this 19 Day of April, 2016
Northland
By: [Signature]
Title: Sales Manager