

## Sonic Service Agreement

### I. Customer Information

Company Name: County of Sonoma- Information Services Dept	
Service Address: 2615 Paulin Dr	City: Santa Rosa
State: CA	Zip Code: 95403-2804
Officer/Owner: John Walsh	Title: Network Communications Manager
Telephone: (707) 565-8253	Email: john.walsh@sonoma-county.org

### II. Order Details

Contract Term: 60 Months			
Qty	Service Description	Setup	Monthly
1	Sonic Business Fiber - 10Gbps	\$ 0.00	\$ 2,880.00
1	SBF Static IP Addresses - /29 (8)	\$ 0.00	\$ 80.00
1	Discount	\$ 0.00	-\$ 80.00
		Total Set up: \$0.00	Total Monthly: \$2,880.00

### III. Notes

Typical provisioning interval for this circuit: 90-120 days

Proposal for 10G Sonic Business Fiber delivered via Micro Build to 2615 Paulin Dr, Santa Rosa. A deposit amount of \$2,720 is required to commence build and will be held in an account with Sonic that will be used toward future billing, once services are installed/tested. A /29 IP block has been included in this order and waived. Customer may change during this term to BGP peering with own ASN and /24.

## IV. Acceptance

By initialing here, you acknowledge that you have reviewed and agree to the full Terms and Conditions set forth at [sonic.com/terms](http://sonic.com/terms) and acknowledge that any cancellation of services listed in section II of this agreement are subject to early termination penalties if cancelled at any time during this term agreement.

By initialing here, you acknowledge that you have reviewed and agreed to the General Service Level Agreement (SLA) set forth at [sonic.com/sla](http://sonic.com/sla) on the date entered by you below.

By initialing here, you acknowledge that the service address listed in above in section I is correct.

By initialing here, you acknowledge and accept that the services being ordered in section II is not inclusive of any federal, state, or local taxes and fees.

By initialing here, you acknowledge that the specified price as detailed in this contract is valid for the duration of the contract term but remains subject to potential increases following the contract's expiration. Any prospective price increases will be communicated in advance, allowing both parties to engage in negotiations during the renewal process.

By initialing here, you consent to receiving electronic communications from Sonic via the email address provided in Section I.

By signing below, the person signing on behalf of Customer personally represents and warrants to Sonic that he or she has the authority and power to sign on behalf of Customer and bind Customer to this Agreement. Sonic agrees to provide, and the Customer agrees to receive and pay for, those services at locations set forth on the Service Agreement, including any services on subsequent Service Agreements and subsequent changes as long as those changes meet Sonic's minimum requirements. THIS AGREEMENT INCLUDES AN ARBITRATION PROVISION WHICH MAY BE ENFORCED BY THE PARTIES. This Agreement shall become a binding contract upon execution by Customer and acceptance by Sonic.

Accepted by: Customer Signature

Date

Customer Name (Print)

Title

Shannon McConnell

(415) 730-9663

Sonic Sales Representative Name

Phone

Accepted by: Sonic Contract Management

Date

## BILLING INFORMATION

Billing Address: 2615 Paulin Dr	City: Santa Rosa
State: CA	Zip Code: 95403
Billing Contact: <b>Chris Smith</b>	
Phone: 707-565-6728	Billing Email: isd-procurement@sonoma-county.org
Desired Username: countyofsonoma2615paulin (make parent to existing: countyofsonoma440arrowd)	
Invoices will be emailed to the billing email address provided above. This email address needs to be in use by someone associated with Accounts Payable.	

## PROVISIONING CONTACTS

Primary Contact Information: This individual will receive all correspondence from Sonic Network Operations during provisioning.

Name:

Jon Kaiser

Phone:

(707) 565-2712

Email:

jon.kaiser@sonoma-county.org

Mobile Number:

Secondary Contact Information: This individual will be contacted by Sonic Network Operations if the primary is unavailable.

Name: Tim Morton

Phone: 707-304-1330

Email: timothy.morton@sonoma-county.org

## ON-SITE TECHNICAL CONTACTS

Primary Technical Contact Information: This individual will be on site and available to meet with Sonic Field Technicians during the site survey and service installation.

Name:

Jon Kaiser

Phone:

(707) 565-2712

Email:

jon.kaiser@sonoma-county.org

Secondary Technical Contact Information: This individual will be contacted by Sonic Field Technicians if the primary is unavailable, and will be on site for the survey and installation.

Name: Tim Morton

Phone: 707-304-1330

Email: timothy.morton@sonoma-county.org