

## Account Summary

Customer Name	COUNTY OF LIVINGSTON 304 E GRAND RIVER AVE
Quote #	2254099
Windstream Enterprise Representative	Suzy Flees
Contract Term Length	48 Months
Effective Date	April 27, 2021
MMF	\$6,294.55

## Summary of Charges (Total for All Locations)

Product	Monthly Recurring Charges	One-Time Charges
Internet Service	\$925.28	\$0.00
SD WAN	\$309.00	\$0.00
Toll-Free (8xx)	\$4.95	\$0.00
Advantage Business Lines	\$1,953.60	\$0.00
Common Voice Features	\$720.00	\$0.00
Dynamic IP	\$2,381.72	\$0.00
<b>Total*</b>	<b>\$6,294.55</b>	<b>\$0.00</b>

“The Monthly Recurring Charges represented above DO NOT include the taxes or charges that Windstream passes on to governmental entities AND the following Windstream fees and surcharges: Access Recovery Charge of up to \$3.00 per line or a maximum of 5 per trunk. Regulatory Assessment Surcharge of up to 8% applies to Interstate and International charges in the following states MN, NY and PA. An Administrative Service Fee of up to 12% applies to Interstate, Intrastate and Internet services monthly charges in all states except MN, NY and PA.”

**Usage Rates\*\***

Rates listed within the Usage Rates section are applicable for all locations, unless otherwise noted on the individual Service Location listing in the Usage Rates sub-section. Additional charges apply for all voice features, router maintenance, CPE maintenance and directory listings. Local Usage is an additional charge in CA, DC, MA, MD, NH, NJ, NY, PA and RI and will be billed at the current retail rate. Customers participating in an Equipment for Services Lease Program will be billed program rates. Precision - each call is billed to two decimal places and rounds the billed amount for each call up to the nearest whole cent.

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### Service Agreement Summary

This Service Agreement is subject to and controlled by the Windstream Service Terms and Conditions and the service-specific terms and conditions located at <http://www.windstreamenterprise.com/service-terms-and-conditions>, including how such terms may be modified from time to time, and all of which are hereby incorporated herein by reference. Rates are subject to change on 30 days' notice via bill message on customer's invoice. By your signature you warrant that you have read, understand and agree to the Service Agreement, Windstream Service Terms and Conditions and applicable service-specific terms and conditions, and acknowledge that you are authorized to sign this Service Agreement and order the Service(s) as outlined herein.

CUSTOMER

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WINDSTREAM

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Signature: \_\_\_\_\_

Signature: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Title: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_

This offer is voidable by Windstream if not signed and returned by 6/11/2021.

Location Summary

Location Name	Monthly Recurring Charges	One-Time Charges	Credits
County Of Livingston	\$2,588.20	\$0.00	\$0.00
300 S Highlander	\$1,747.80	\$0.00	\$0.00
224 N 1ST ST	\$414.40	\$0.00	\$0.00
210 S HIGHLANDER WAY	\$118.40	\$0.00	\$0.00
2300 E GRAND RIVER AVE	\$360.15	\$0.00	\$0.00
Station 24	\$59.20	\$0.00	\$0.00
Station 23	\$59.20	\$0.00	\$0.00
1911 Tooley	\$296.00	\$0.00	\$0.00
3399 COUNTY AIRPORT DR	\$118.40	\$0.00	\$0.00
3480 W GRAND RIVER AVE	\$59.20	\$0.00	\$0.00
3755 BOWEN RD	\$59.20	\$0.00	\$0.00
5965 OLD US 23RD	\$59.20	\$0.00	\$0.00
150 S Highlander Way	\$118.40	\$0.00	\$0.00
Station 22	\$59.20	\$0.00	\$0.00
204 Highlander - Ste 101	\$177.60	\$0.00	\$0.00

Location Detail

Location Name	County Of Livingston	Account Number	200423699
Location Address	304 E GRAND RIVER AVE , HOWELL, MI 48843-2323	Service Order Type	Conversion

Monthly Recurring Charges

Product	Qty.	Unit Price	Total Price
<b>Common Voice Features</b>			
900/976 Block	1	\$0.00	\$0.00
International Block	1	\$0.00	\$0.00
LD Block of 1000	36	\$20.00	\$720.00
<b>Dynamic IP</b>			\$504.17
Call Paths - SIP	100	Included	
Managed Router - Advanced	1	Included	
Managed Router Equipment	1	Included	
20 DID Station Numbers	35	\$1.00	\$35.00
FSLC Charge	25	\$9.20	\$230.00
PS-ALI Account Service Charge	1	\$25.00	\$25.00
Direct Trunk Overflow Charge	1	\$34.95	\$34.95
<b>Internet Service</b>			\$829.28
Ethernet Access(1,000 Mb)	1	Included	
Internet Service (1,000.0 Mbps)	1	Included	
IP Addresses Block of 64 Charge	1	\$96.00	\$96.00
<b>SD WAN</b>			\$113.80
Equipment - VMware VCE 610	1	Included	
SD-WAN Management - Advanced	1	Included	

SD-WAN Service License ( 50Mbps)	1	Included	
		<b>Total</b>	<b>\$2,588.20</b>

*Usage Rates\*\**

Product and Usage Rates				
Usage Type	Rate	Initial Increment	Additional Increment	Precision
Regional Long Distance Charges (D)	0.03	6 sec	6 sec	2 digit
In State Long Distance Charges (D)	0.03	6 sec	6 sec	2 digit
Out of State Long Distance Charges (D)	0.03	6 sec	6 sec	2 digit

Location Detail

Location Name	300 S Highlander	Account Number	214279164
Location Address	300 S HIGHLANDER WAY , HOWELL, MI 48843-3974	Service Order Type	Conversion

*Monthly Recurring Charges*

Product	Qty.	Unit Price	Total Price
<b>Common Voice Features</b>			
900/976 Block	1	\$0.00	\$0.00
International Block	1	\$0.00	\$0.00
<b>Dynamic IP</b>			\$1321.60
Call Paths - SIP	100	Included	
Ethernet Access(50 Mb)	1	Included	
Managed Router - Advanced	1	Included	
Managed Router Equipment	1	Included	
20 DID Station Numbers	1	\$1.00	\$1.00
FSLC Charge	25	\$9.20	\$230.00
<b>SD WAN</b>			\$175.20
Equipment - VMware VCE 610	1	Included	
SD-WAN Management - Advanced	1	Included	
SD-WAN Service License ( 100Mbps)	1	Included	
IP Addresses Block of 8 Charge	1	\$20.00	\$20.00
		<b>Total</b>	<b>\$1,747.80</b>

*Usage Rates\*\**

Product and Usage Rates				
Usage Type	Rate	Initial Increment	Additional Increment	Precision
Out of State Long Distance Charges (D)	0.03	6 sec	6 sec	2 digit
In State Long Distance Charges (D)	0.03	6 sec	6 sec	2 digit
Regional Long Distance Charges (D)	0.03	6 sec	6 sec	2 digit

Location Detail

Location Name	224 N 1ST ST	Account Number	204391550
Location Address	224 N 1ST ST , BRIGHTON, MI 48116-1205	Service Order Type	Conversion

*Monthly Recurring Charges*

Product	Qty.	Unit Price	Total Price
<b>Advantage Business Lines</b>			
FSLC	7	\$9.20	\$64.40
Advantage Business Lines Charge	7	\$50.00	\$350.00
<b>Common Voice Features</b>			
900/976 Block	1	\$0.00	\$0.00
International Block	1	\$0.00	\$0.00
<b>Total</b>			<b>\$414.40</b>

**Location Detail**

Location Name	210 S HIGHLANDER WAY	Account Number	204391549
Location Address	210 S HIGHLANDER WAY , HOWELL, MI 48843-1989	Service Order Type	Conversion

*Monthly Recurring Charges*

Product	Qty.	Unit Price	Total Price
<b>Advantage Business Lines</b>			
FSLC	2	\$9.20	\$18.40
Advantage Business Lines Charge	2	\$50.00	\$100.00
<b>Common Voice Features</b>			
900/976 Block	1	\$0.00	\$0.00
International Block	1	\$0.00	\$0.00
<b>Total</b>			<b>\$118.40</b>

**Location Detail**

Location Name	2300 E GRAND RIVER AVE	Account Number	200423703
Location Address	2300 E GRAND RIVER AVE , HOWELL, MI 48843-6551	Service Order Type	Conversion

*Monthly Recurring Charges*

Product	Qty.	Unit Price	Total Price
<b>Advantage Business Lines</b>			
FSLC	6	\$9.20	\$55.20
Advantage Business Lines Charge	6	\$50.00	\$300.00
<b>Common Voice Features</b>			

900/976 Block	1	\$0.00	\$0.00
International Block	1	\$0.00	\$0.00
<b>Toll-Free (8xx)</b>			
Toll-Free Access *	1	\$4.95	\$4.95
		<b>Total</b>	<b>\$360.15</b>

**Usage Rates\*\***

Usage Type	Product and Usage Rates			
	Rate	Initial Increment	Additional Increment	Precision
International 8XX Charges (D)	Silver	30 sec	6 sec	2 digit
Regional 8XX Charges (S)	0.05	30 sec	6 sec	2 digit
International 8XX Charges (S)	Silver	30 sec	6 sec	2 digit
Regional 8XX Charges (D)	0.05	30 sec	6 sec	2 digit
In State 8XX Charges (S)	0.05	30 sec	6 sec	2 digit
Out of State 8XX Charges (S)	0.05	30 sec	6 sec	2 digit
In State 8XX Charges (D)	0.05	30 sec	6 sec	2 digit
Out of State 8XX Charges (D)	0.05	30 sec	6 sec	2 digit
Canadian 8XX Charges (D)	0.0607	30 sec	6 sec	2 digit
Canadian 8XX Charges (S)	0.0657	30 sec	6 sec	2 digit

**Location Detail**

Location Name	Station 24	Account Number	207653773
Location Address	7304 OAK GROVE RD , HOWELL, MI 48855-9361	Service Order Type	Conversion

**Monthly Recurring Charges**

Product	Qty.	Unit Price	Total Price
<b>Advantage Business Lines</b>			
FSLC	1	\$9.20	\$9.20
Advantage Business Lines Charge	1	\$50.00	\$50.00
<b>Common Voice Features</b>			
900/976 Block	1	\$0.00	\$0.00
International Block	1	\$0.00	\$0.00
		<b>Total</b>	<b>\$59.20</b>

**Location Detail**

Location Name	Station 23	Account Number	207653771
Location Address	2877 W COON LAKE RD , HOWELL, MI 48843-8937	Service Order Type	Conversion

**Monthly Recurring Charges**

Product	Qty.	Unit Price	Total Price
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<b>Advantage Business Lines</b>				
	FSLC	1	\$9.20	\$9.20
	Advantage Business Lines Charge	1	\$50.00	\$50.00
<b>Common Voice Features</b>				
	900/976 Block	1	\$0.00	\$0.00
	International Block	1	\$0.00	\$0.00
			<b>Total</b>	<b>\$59.20</b>

### Location Detail

Location Name	1911 Tooley	Account Number	200423700
Location Address	1911 TOOLEY RD , HOWELL, MI 48855-8703	Service Order Type	Conversion

### Monthly Recurring Charges

Product	Qty.	Unit Price	Total Price
<b>Advantage Business Lines</b>			
FSLC	5	\$9.20	\$46.00
Advantage Business Lines Charge	5	\$50.00	\$250.00
<b>Common Voice Features</b>			
900/976 Block	1	\$0.00	\$0.00
International Block	1	\$0.00	\$0.00
			<b>Total</b>
			<b>\$296.00</b>

### Location Detail

Location Name	3399 COUNTY AIRPORT DR	Account Number	204391554
Location Address	3399 COUNTY AIRPORT DR , HOWELL, MI 48855-8800	Service Order Type	Conversion

### Monthly Recurring Charges

Product	Qty.	Unit Price	Total Price
<b>Advantage Business Lines</b>			
FSLC	2	\$9.20	\$18.40
Advantage Business Lines Charge	2	\$50.00	\$100.00
<b>Common Voice Features</b>			
900/976 Block	1	\$0.00	\$0.00
International Block	1	\$0.00	\$0.00
			<b>Total</b>
			<b>\$118.40</b>

Location Detail

Location Name	3480 W GRAND RIVER AVE	Account Number	204391556
Location Address	3480 W GRAND RIVER AVE , HOWELL, MI 48855-9608	Service Order Type	Conversion

Monthly Recurring Charges

Product	Qty.	Unit Price	Total Price
<b>Advantage Business Lines</b>			
FSLC	1	\$9.20	\$9.20
Advantage Business Lines Charge	1	\$50.00	\$50.00
<b>Common Voice Features</b>			
900/976 Block	1	\$0.00	\$0.00
International Block	1	\$0.00	\$0.00
<b>Total</b>			<b>\$59.20</b>

Location Detail

Location Name	3755 BOWEN RD	Account Number	204391557
Location Address	3755 BOWEN RD , HOWELL, MI 48855-7756	Service Order Type	Conversion

Monthly Recurring Charges

Product	Qty.	Unit Price	Total Price
<b>Advantage Business Lines</b>			
FSLC	1	\$9.20	\$9.20
Advantage Business Lines Charge	1	\$50.00	\$50.00
<b>Common Voice Features</b>			
900/976 Block	1	\$0.00	\$0.00
International Block	1	\$0.00	\$0.00
<b>Total</b>			<b>\$59.20</b>

Location Detail

Location Name	5965 OLD US 23RD	Account Number	204391562
Location Address	5965 OLD US 23RD , FENTON, MI 48430-9372	Service Order Type	Conversion

Monthly Recurring Charges

Product	Qty.	Unit Price	Total Price
<b>Advantage Business Lines</b>			
FSLC	1	\$9.20	\$9.20
Advantage Business Lines Charge	1	\$50.00	\$50.00



Common Voice Features				
	900/976 Block	1	\$0.00	\$0.00
	International Block	1	\$0.00	\$0.00
			<b>Total</b>	<b>\$59.20</b>

### Location Detail

Location Name	150 S Highlander Way	Account Number	200423701
Location Address	150 S HIGHLANDER WAY , HOWELL, MI 48843-1993	Service Order Type	Conversion

### Monthly Recurring Charges

Product	Qty.	Unit Price	Total Price	
<b>Advantage Business Lines</b>				
FSLC	2	\$9.20	\$18.40	
Advantage Business Lines Charge	2	\$50.00	\$100.00	
<b>Common Voice Features</b>				
900/976 Block	1	\$0.00	\$0.00	
International Block	1	\$0.00	\$0.00	
			<b>Total</b>	<b>\$118.40</b>

### Location Detail

Location Name	Station 22	Account Number	207653767
Location Address	1579 N LATSON RD , HOWELL, MI 48843-9007	Service Order Type	Conversion

### Monthly Recurring Charges

Product	Qty.	Unit Price	Total Price	
<b>Advantage Business Lines</b>				
FSLC	1	\$9.20	\$9.20	
Advantage Business Lines Charge	1	\$50.00	\$50.00	
<b>Common Voice Features</b>				
900/976 Block	1	\$0.00	\$0.00	
International Block	1	\$0.00	\$0.00	
			<b>Total</b>	<b>\$59.20</b>

### Location Detail

Location Name	204 Highlander - Ste 101	Account Number	204666299
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Location Address	204 S HIGHLANDER WAY , SUITE 101, HOWELL, MI 48843-1953	Service Order Type	Conversion
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*Monthly Recurring Charges*

Product	Qty.	Unit Price	Total Price
<b>Advantage Business Lines</b>			
FSLC	3	\$9.20	\$27.60
Advantage Business Lines Charge	3	\$50.00	\$150.00
<b>Common Voice Features</b>			
900/976 Block	1	\$0.00	\$0.00
International Block	1	\$0.00	\$0.00
<b>Total</b>			<b>\$177.60</b>

**APPLICATION FOR CREDIT**

Representative: Suzy Flees

Representative Phone: (248) 660-6813

CUSTOMER INFORMATION					
Customer Name: COUNTY OF LIVINGSTON 304 E GRAND RIVER AVE	Tax Exempt Status: _____				
Federal Tax ID or SS Number: _____	EMR: _____				
Notice Address: _____	Years in Operation: _____				
City: _____	State: _____	Number Of Employees: _____		Zip: _____	
Business Structure: _____					
Nature of Business: _____					
PARENT COMPANY (if Applicable)					
Company Name: _____					
Address: _____					
City: _____ State: _____ Zip: _____					
CUSTOMER CONTACT INFORMATION					
Contact Name: _____		AP Contact Name: _____			
Contact Phone: _____		AP Contact Phone: _____			
Contact Fax: _____		AP Contact Fax: _____			
Contact Email: _____		AP Contact Email: _____			
Principal/Partner/Officer Full Name: Contact Name: _____					
Title: _____					
BANK REFERENCE					
Bank Name: _____					
Address: _____		Bank Contact Name: _____			
City: _____		Bank Contact Phone: _____			
State: _____		Bank Contact Fax: _____			
Zip: _____		Account Number: _____			
TRADE REFERENCES					
	<u>Vendor</u>	<u>Account Number</u>	<u>Phone</u>	<u>Fax</u>	<u>Contact</u>
1. _____	_____	_____	_____	_____	_____
Address: _____					
2. _____	_____	_____	_____	_____	_____
Address: _____					
3. _____	_____	_____	_____	_____	_____
Address: _____					
Current Local Telco: _____ Current I.D. Carrier: _____					
Authorization			Accepted By Customer		
<div style="border: 1px solid black; padding: 5px;">                     I hereby represent that I am authorized to submit this application on behalf of the Customer named above, and the information provides is for the purpose of obtaining credit and is warranted to be true. I/We hereby authorize Company, and its affiliates, to investigate the references listed pertaining to my/our credit and financial responsibility sold. I further represent that the Customer applying for credit has the financial ability and willingness to pay for all invoices with established terms.                 </div>			Signature: _____ Printed Name: _____ Title: _____ Date: _____		

**Letter of Agency**

Contact Name: Janice Hanba	Company Name: COUNTY OF LIVINGSTON 304 E GRAND RIVER AVE
Billing Address:	
City, State, Zip:	
Current Carrier:	Order Date:

**Authorization to Change Service Provider(s)**

On behalf of the Company, I hereby authorized Windstream Communications (“Windstream”) and its operating affiliates\* listed on Exhibit A to change my Company’s provider(s) for the following services from my current telecommunications carrier(s) to Windstream for each of the telephone numbers listed below. Check all applicable services:

<input type="checkbox"/>	Local
<input type="checkbox"/>	Intrastate, IntraLATA Long Distance Service (also known as local toll)
<input type="checkbox"/>	Interstate, InterLATA and International Long Distance

I represent that I am at least eighteen years of age and that I have the authority to change telecommunications carriers for each of the telephone numbers identified below. I understand that I have the right to obtain telecommunications services individually. I also understand that I may designate only one local exchange carrier, one intraLATA carrier, and one interLATA carrier per telephone number.

I choose Windstream to act as my agent to carry out the change(s) and authorize Windstream to handle on my behalf all arrangements, including ordering, changing, and/or maintaining my service, with my local telephone company(s), interexchange carriers, equipment vendor(s), and consultant(s). By designating Windstream to act as my agent, I do not permit Windstream to change my service to a carrier other than Windstream. I understand, that there may be a fee to change from the Company’s current telecommunications carrier(s) to Windstream.

**Telephone Numbers:**


**I authorize Windstream to issue all necessary instructions on my behalf and confirm that my preferred provider for the telecommunications service(s) checked above will be changed for the telephone number(s) specified above. This agreement will remain in effect until revoked in writing by the Company.**

**Company  
Signature:**

\_\_\_\_\_ Date: \_\_\_\_\_

\*Business Telecom of Virginia, Business Telecom, Cavalier Telephone Mid-Atlantic, Cavalier Telephone, Choice One Communications (of Connecticut, Maine, Massachusetts, New Hampshire, New York, Ohio, Pennsylvania, or Rhode Island), Connecticut Broadband, Connecticut Telephone & Communication Systems, Conversent Communications (of Connecticut, Maine, Massachusetts, New Hampshire, New Jersey, New York, Rhode Island, or Vermont), CTC Communications, CTC Communications of Virginia, DeltaCom Business Solutions, DeltaCom, Windstream New Edge, LLC, Windstream FiberNet, LLC, Georgia Windstream, Intellifiber Networks, LDMI Telecommunications, Lightship Telecom, McLeodUSA Telecommunications Services, Nebraska Windstream, Network Telephone, NuVox (Arkansas or Indiana), Oklahoma Windstream, PAETEC Communications of Virginia, PAETEC Communications, Talk America of Virginia, Talk America, Texas Windstream, The Other Phone Company, US LEC Communications, US LEC (of Alabama, Florida, Georgia, Maryland, North Carolina, Pennsylvania, South Carolina, Tennessee, or Virginia), US Xchange (of Illinois, Indiana, Michigan, or Wisconsin), Windstream (Communications Southwest, Accucomm Telecommunications, Alabama, Arkansas, Buffalo Valley, Communications Kerrville, Communications Telecom, Communications, Concord Telephone, Conestoga, D&E Systems, D&E, Direct, EN-TEL, Florida, Georgia Communications, Georgia Telephone, Georgia, Iowa Communications, Iowa-Comm, IT-Comm, KDL, KDL-VA, Kentucky (East or West), Kerrville Long Distance, Lakedale Link, Lakedale, Lexcom Communications, Lexcom Long Distance, Mississippi, Missouri, Montezuma, Norlight, North Carolina, NorthStar, NTI, Windstream of the Midwest, Ohio, Oklahoma, Pennsylvania, South Carolina, Southwest Long Distance, Standard, Sugar Land, Systems of the Midwest, or Western Reserve), or Windstream NuVox (of Indiana, Kansas, Missouri, Ohio, and Oklahoma)

## Windstream VoIP 911 Disclosure

Windstream and its affiliates (collectively, "WIN") are subject to an FCC requirement to provide notification of any E911 limitations that may be associated with the service provided to your company. There are critical differences between traditional telephone service and WIN VoIP Services:

- 911 emergency services will not be available in the event of a power failure.
- 911 emergency services will not be available in the event of an internet failure.
- There are severe limitations (details below) to 911 emergency services if you move your phone from its registered location.

### **Loss of 911 services due to power failure or Internet connection failure:**

Historically, telephone service has been powered by electrical power within the telephone network. If you subscribe to WIN VoIP Services, power is supplied directly from the premise in which you are operating the telephone.

- In the event of a commercial power outage, and if your building does not have a back-up power system, your telephone service, including 911, will not function until power is restored.
- Loss of power to your broadband gateway (through which your service is provided) will cause a loss of telephone and 911 services.
- Any internet connection failure, including a suspension for nonpayment, will cause a loss of telephone and 911 services.

WIN recommends that you always have an alternative means of accessing 911 during a power failure or internet connection failure such as a basic business or copper line (non-VoIP line) for elevator, alarm, and other critical functions.

### **To ensure that 911 calls are properly routed:**

- **Do not move the equipment installed at your premise to another location.** Use of the telephone service at another location will prevent E911 service (the ability of the 911 operator to automatically determine your location) from working. If you move equipment provided as part of the WIN VoIP Service to another location, you must update your service address with WIN prior to using the service from a different location. Use of your equipment at a location other than the registered physical location may route 911 calls to an incorrect 911 dispatch center, potentially delaying or preventing emergency services.
- **If you have users that will be using devices such as software telephones that are installed on mobile personal computers, laptops, smart phones, netbooks and any other mobile VoIP supported device that is intended to be mobile with WIN service,** you must update your service address prior to using the service from a different location in order for your current location to be transmitted automatically and accurately to emergency services. Use of your software telephone at a location other than the registered physical location may route 911 calls to an incorrect 911 dispatch center, potentially delaying or preventing emergency services.
- **Always state the telephone number and address that you are calling from to the 911 operator.** The 911 operator receiving the emergency call may not be able to automatically identify your phone number and physical location and be able to call you back if the call is disconnected, therefore you must specify the exact location of the emergency and the telephone number from which you are calling.
- **Contact WIN when you plan to move your service address: WIN customers should contact the WIN Business Center at 1-800-600-5050, Windstream New Edge (formerly EarthLink Business) customers should contact Customer Care at 1-800-239-3000 and Broadview customers should contact the OfficeSuite® Support Center at 1-800-623-VOIP (8647).** Since your WIN VoIP Services will not provide 911 services from another location, you must notify WIN before you move the registered location of your service.

To help remind you about the availability of 911 emergency service and its limitations with WIN VoIP Services, we will provide stickers to be placed on or near all of your telephones and devices.

### **To Report a Change to Your Service Location:**

- WIN Customers - Contact Customer Service at 1-855-361-7792.
- Windstream New Edge Customers - Contact Customer Care at 1-800-239-3000.
- Legacy Broadview Customers - Contact the OfficeSuite® Support Center at 1-800-623- VOIP (8647). For Broadview customers with PC/Softphone service, you may also update your address when prompted upon login.
- For Customers with Windstream Hosted Communications - Contact WHC Repair at 1- 855-759-7420. Customers using Windstream Hosted Communications on a smart phone may also access the Windstream Hosted Communications Client Software application to update.
- Legacy MassComm Customers – Contact your Account Manager directly or use 1-866- 791-6277.

### **Customer Affirmation of Notification**

I have read the above notice and understand that there are critical differences between 911 service with WIN VoIP Services and traditional telephone service. I assume all responsibility and risk of harm, loss, or damage in the event that 911 service fails as a result of a power outage or Internet outage, in the event I fail to update my service address with WIN if I use the service from a different location or in the event I do not provide the address, correct address, extension or other information to emergency authorities.

Printed Name	205167954
Signature	Account Number
	Date