



by removing spectrum
from city blocking we
should save 6,000 a yr

BUSINESS SIMPLE SERVICE AGREEMENT

CUSTOMER: City of Oneida
CUSTOMER REPRESENTATIVE: Tracy Anderson
DATE: June 2, 2025

Northland Communications and City of Oneida will enter into the following agreement for the period of 36 months for services located as indicated below. The terms for the services contained in this agreement are effective at such time services are available for Customer use.

ORDER INFORMATION

VOICE SERVICES 403 Schononda St, Oneida, NY 13421	MONTHLY CHARGE PER UNIT	QTY	SUBTOTAL
Business Simple Lines + FCC Local + Domestic Long Distance Included	\$25.00	1	\$25.00
409 Schononda St, Oneida, NY 13421			
Business Simple Lines + FCC Local + Domestic Long Distance Included	\$25.00	2	\$50.00
109 N Main St, Oneida, NY 13421			
Business Simple Lines + FCC Local + Domestic Long Distance Included	\$25.00	17	\$425.00
PRI + FCC Local + Domestic Long Distance included	\$386.41	1	\$386.41
387 Harden, Oneida, NY 13421			
Business Simple Lines + FCC Local + Domestic Long Distance Included	\$25.00	3	\$75.00
268 N Main St, Oneida, NY 13421			



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Business Simple Lines + FCC	\$25.00	2	\$50.00
Local + Domestic Long Distance Included			

FIBER INTERNET DESCRIPTION 403 Sconondoa St, Oneida, NY 13421	MONTHLY CHARGE PER UNIT	QTY	SUBTOTAL
250Mbps X 50Mbps	\$80.00	1	\$80.00
FIBER INTERNET DESCRIPTION 409 Sconondoa St, Oneida, NY 13421			
250Mbps X 50Mbps	\$80.00	1	\$80.00
109 N Main St, Oneida, NY 13421			
250Mbps X 50Mbps	\$80.00	1	\$80.00
387 Harden, Oneida, NY 13421			
250Mbps X 50Mbps	\$80.00	1	\$80.00
268 N Main St, Oneida, NY 13421			
250Mbps X 50Mbps	\$80.00	1	\$80.00
Northland Communications will provide dedicated Internet access using IP routing.			

INSTALLATION DESCRIPTION	ONE-TIME CHARGE
Circuit Installation (\$200.00 per site): 268 N Main St, Oneida, NY 13421 403 Sconondoa St, Oneida, NY 13421 409 Sconondoa St, Oneida, NY 13421	\$600.00

Installation will be scheduled to be completed during normal business hours (8am to 4pm, Monday - Friday). If cutover is required to take place outside of normal business hours, an additional \$500.00 fee will apply.

NETWORK EQUIPMENT AND CABLING LOCATION REQUIREMENTS

Northland will install network equipment in a customer specified location to enable customer to connect Northland's voice and Internet service to the customer's network/phone system.

Northland will provide cabling for Northland's installed network equipment at no additional cost given that:

- The distance of the cabling does not exceed 250 feet



- Installation does not require special tools (extension ladder, core drill, lifts, etc.)
- The installation does not run between floors
- There is an open space for the cabling (such as above a dropped ceiling)
- The job can be completed by one technician in less than 2 hours
- The installation of the cabling does not require certification

Cabling installations beyond the scope of the above are not included in this agreement.

TAXES AND SURCHARGES

All charges are exclusive of all taxes, and tax-related surcharges, which Customer agrees to pay. In the event that Customer provides Northland with an authorized exemption certificate, Northland agrees to exempt Customer, effective on the date the exemption certificate is received by Northland.

NOTIFICATIONS

Upon termination of part of a bundle of services, which may include but is not limited to, voice, dedicated Internet, communications equipment and/or data services, pricing for any remaining service is subject to change.

Type 2 transport circuits require a minimum 30 day written notification to cancel the circuits to the appropriate provider.

Additional installation charges may apply for inside wiring beyond the Telco demarcation location.

911/E-911 EMERGENCY SERVICES

Northland Communications is responsible for reporting the physical location of phone numbers to E911 services. For each phone number, Northland's standard policy is to report the location specified on this contract. Should customer implement Voice over Internet Protocol (VoIP) technology on their network and use these phone numbers from locations other than what is specified in this contract, Northland Communications is not liable for erroneous information transmitted to E911 services.

Customer acknowledges reading this notification and understands the limitations associated with their VoIP services by initialing below. By initialing below, Customer also acknowledges that they are authorized to represent and make decisions regarding the telecommunications services provided to this account.

Please reference Northland's full Emergency 911 Policy for more information: 911/E-911 Emergency Services

Tracy Anderson Initials

LETTER OF AGENCY

By initialing below, customer acknowledges that they are authorized to represent and make decisions regarding telecommunications services provided to this account. Northland Communications has been selected as its provider for telephone services. Northland



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Communications is to act as an agent for the ordering of facilities and terminations for local, long distance, products and features. Northland Communications is also authorized to contact all concerned carriers and vendors to obtain information, submit information, place orders for installation, and all other acts necessary to coordinate the successful implementation of this service. The undersigned releases from liability any person to whom this letter is provided for actions taken in accordance with the foregoing.

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CUSTOMER AGREEMENT

Customer acknowledges that Northland Communications' Standard Terms and Conditions, found here: [Standard Terms & Conditions](#) govern the provision of services by Northland Communications to its Customer.

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INTERNET INSTALLATION PROCESS NOTIFICATION

To ensure a successful cutover, it is CRITICAL that Customer is aware that their IP Addresses will change when they move their internet service to Northland. These addresses are used by devices on Customer's network to communicate with the internet. Customer may need to plan accordingly to modify certain network devices such as firewalls, routers or computer servers to ensure that there is no loss of service at the time of the cutover.

Items to consider:

- Changing the IP addresses of servers such as Email and Web servers
- Changing the IP/configuration of Customer's network routers or firewalls
- Making changes to Customer's network backup plans
- Ensuring that Customer has the correct interfaces and configuration to accept Northland's Ethernet or T1 handoff
- Notifying external networks and services that Customer is using new IP addresses
- Having a qualified IT person or network/data vendor onsite to make changes during the installation
- Having a plan to disconnect Customer's current internet provider (after installation with Northland is complete)

Changing Domain Name DNS records in advance to reflect Customer's new IP addresses. Some of these changes must be made 48 hours or more in advance.

Please be advised that Northland is not able to make changes to devices on the Customer's network at any time including during installation. In the event that Northland cannot complete an installation because changes need to be made on Customer owned network devices, Northland will either abort the installation or complete what they can at the direction of the Customer. Additional charges may apply if Northland needs to return to complete an installation that could not be completed because the Customer is not prepared as agreed through this document.

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I UNDERSTAND AND AGREE TO THE ABOVE ITEMS, AND TO THE TERMS AND CONDITIONS OF THIS SERVICE AGREEMENT.
I UNDERSTAND THAT THIS AGREEMENT MAY BE VOIDED IF NOT EXECUTED WITHIN 30 DAYS.

_____	_____	_____
Signature Kyle Lovell	Title	Date

_____	_____
Michael Darby, Michael Darby	Date

