
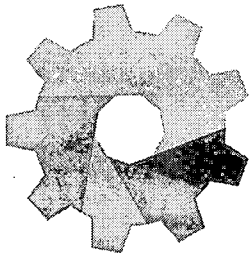
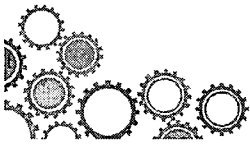


17, 123 (1)

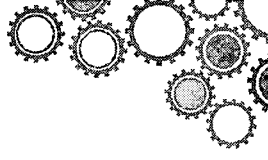
**HUNT COUNTY BID AWARD RENEWAL**  
**FORMAL BID #177-19 JANITORIAL AND PAPER SUPPLIES**  
**Effective 1/1/22 through 12/31/22**

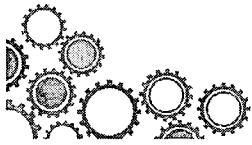
<b>PRODUCT REQUIRED</b>		
	<b>Chaney Paper</b>	<b>NOTES</b>
<b>CARPETS &amp; FLOORS</b>		
1	Ranger Hi-Gloss Floor Finish or = 12.25/gal-Betco	<b>FILED FOR RECORD</b> at <u>12:30</u> o'clock <u>P</u> M  <b>NOV 23 2021</b>  BECKY LANDRUM County Clerk, Hunt County, Tex. By 
2	Ranger Wax Off Floor Stripper or = 11.76/gal-Betco	
3	Ranger Spray Buff or = (Jail) 11.20/gal-Betco	
4	24 oz. Cotton Saddle Mop 3.50/ea	
5	Broom, 24" Push, w/136 Handle (for corrections) 14.30/ea	
6	Mop Bucket w/ Wringer, 26qt 63.90/ea	
7	Corn Brooms UNS 926Y (JV) 8.67/ea	
<b>CLEANERS/DISINFECTANTS/ POLISHES</b>		
8	Spartan NABC Bathroom Cleaner or = 25.10/ cs / 12	
9	Fabulose-Ocean Cool 12.99/gal	
10	Crystal Bright Glass Cleaner or = 7.49/gal	
11	Crystal Bright Glass Cleaner or = 7.49/gal	
12	Ajax #14278 w/Bleach only 28.50/cs	
13	Liquid Bleach 128 oz 6/case 3.48/gal-Purebrite	
14	G.P. 29112 Wiper Wipe-All Wipes or = 44.60/cs/10pk (90 wiper)	
15	Lysol IC3 #REC95029 84.30/cs/12	
16	Lysol IC (Pink) Foam Cleaner #REC95524 39.26/cs/12	
17	Mango Mist Time Mist Freshner #TMS2960 42.76/cs/12	
18	Dutch Apple Time Mist Freshner #TMS4701 42.76/cs/12	
19	Spray Pak Disinfectant Spray (JV) Professional Lysol Disinfectant #REC04650 92.00/cs/12	
20	Boardwalk Disf. Wipes (JV) 33.99/cs/12	
21	Pledge Dust Wipes #DRKCB121289 53.25/ cs/12	
22		



# LimbleCMMS

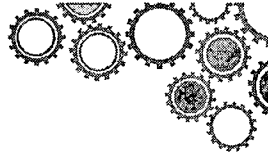
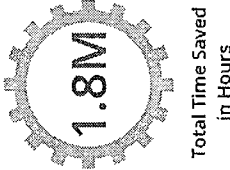
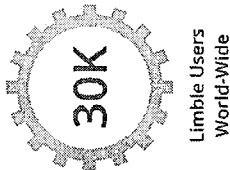
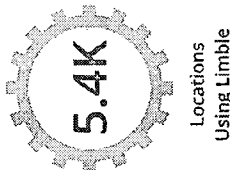
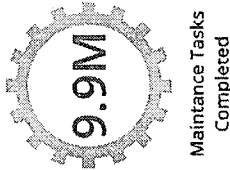
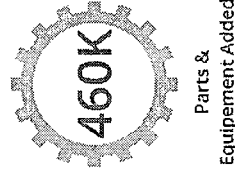
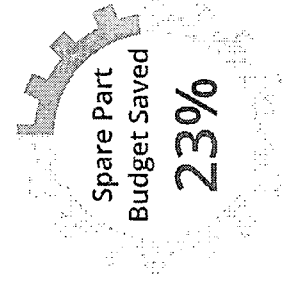
Solving Modern Maintenance Needs

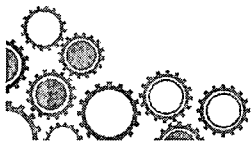




# Our Results

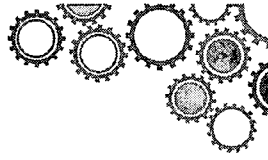
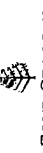
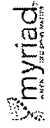
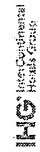
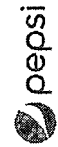
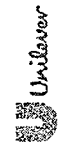
Limble<sup>CMMS</sup>

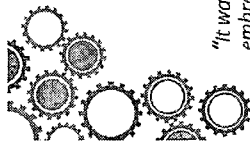




# Who Uses Limble

Limble CIMMS





# Limble Customers

Limble<sup>CMMS</sup>

*"It was really neat to see the maintenance staff start embracing what we were doing. It only took, really, a week or so for the maintenance staff to get the hang of the software. Since then... I've seen an increase in productivity by about 20-30%."*

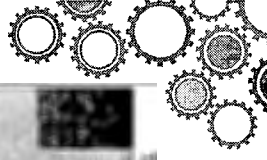
— **Joe Romero**, Director of Facilities



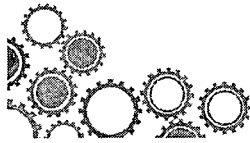
*"After about a month of using Limble we could start to see our maintenance trends on the graphs. Additional P.M.'s were created to counter the trends and we actually witnessed a drop in our downtime."*

*After using Limble for over a year I can say that it is paying for itself and worth every area of implementation"*

— **Ben Jackson**, Maintenance Manager, Little Giant Ladder Systems



(Click to Watch)

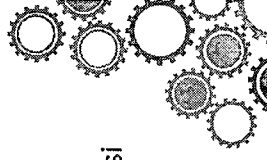


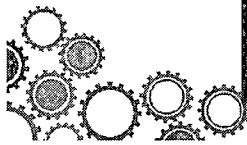
## Limble Summary

Limble is the first modern maintenance management software system that is truly **easy-to-use** and will deliver a **return on investment** within a matter of weeks. Limble presents powerful reports with an intuitive and flexible interface. Our customers don't just use Limble, **they love it.**



pepsi

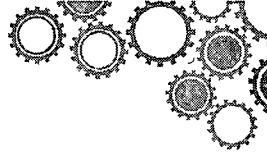
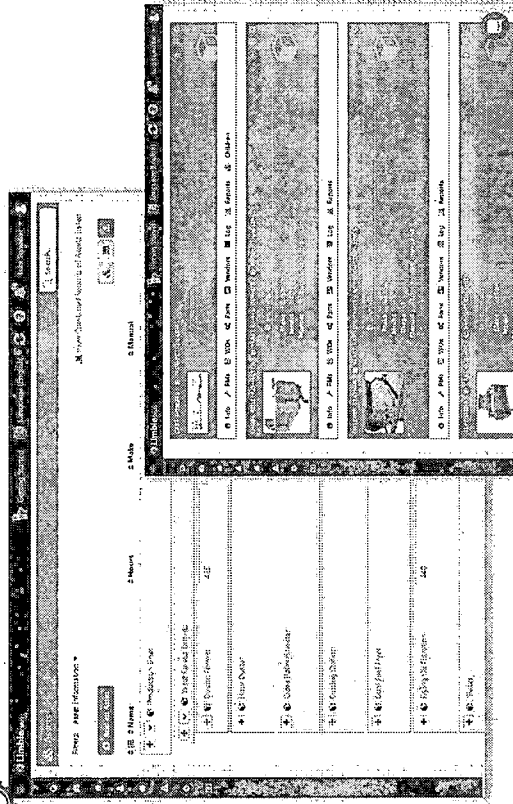




# Asset Management

Limble<sup>CMMS</sup>

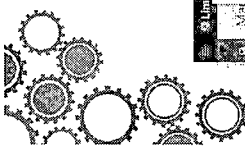
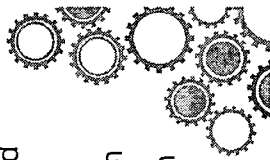
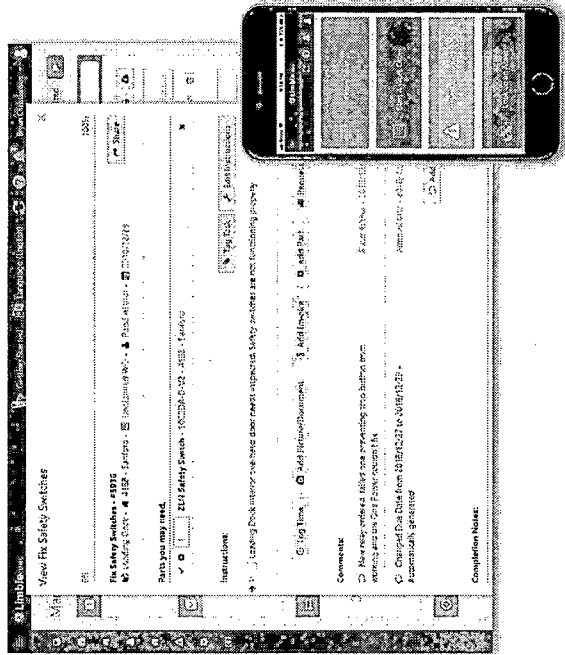
- Know the health of your assets at a glance
- View full Asset work histories
- Know the total cost of ownership for each Asset
- Set and see key maintenance KPIs, such as MTTR and MTBF
- Make actionable decisions based on real-time data



# Work Orders

Limble<sup>CMIMS</sup>

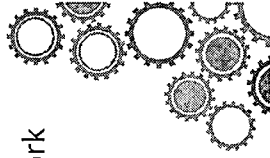
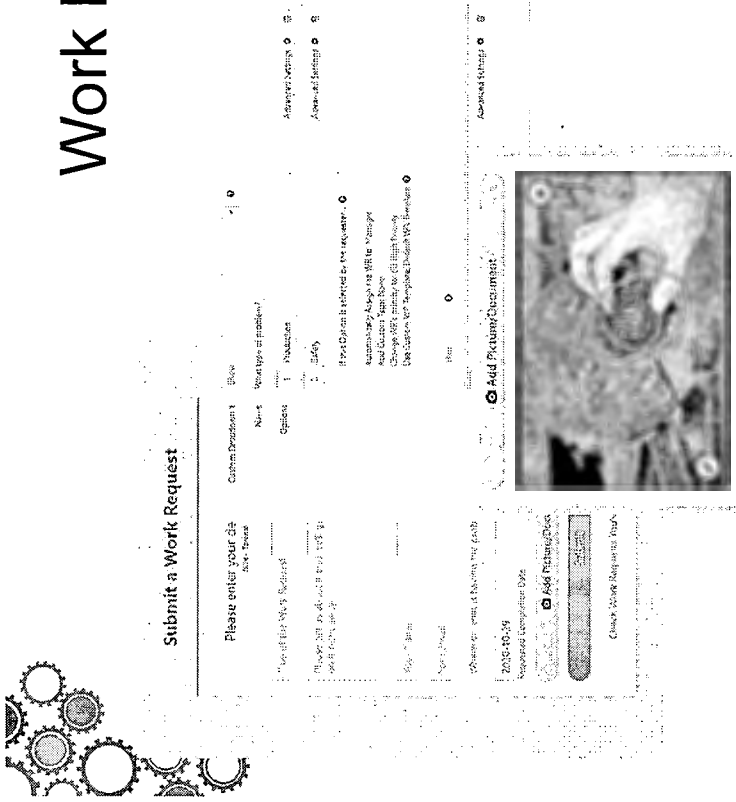
- Get rid of paper or excel work orders
- Increase wrench time
- Lower logging time of work orders to 60 seconds or less
- Increase technician productivity by 12% to 25% (1-2 hrs a day)
- More accurately track Time Spent and Downtime
- Hold your team accountable and gain visibility into who is doing what when

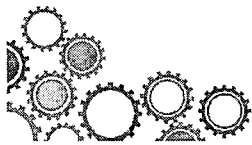




# Work Requests

- Never lose a submitted Work Order again
- Reduce time spent handling Work Requests by 34%
- Reduce time communicating with Requesters by up to 41% (calls, emails, texts).
- Provide real time communication between your team and those requesting work
- Reduced downtime and increased productivity



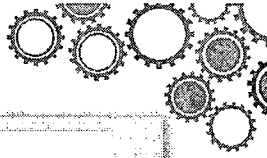


# Parts/Inventory Management

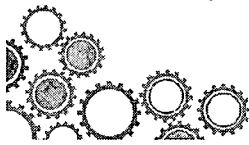
Limble<sup>CMIMS</sup>

- Instant notifications when critical parts are running low
- Visibility on historic parts spend
- Automatic parts usage tracking
- Optimized stock levels
- Spend Forecasting

Part Name	Part Number	Qty	Price	Location	Supplier	Category
3883482	3883482	15	11.82	Orange Unit 1	Industri	Orange
35453	35453	15	11.75	Orange Unit 1	Industri	Orange
3327A	3327A	15	14.05	Orange Unit 1	Industri	Orange
3327B	3327B	3	12.55	Orange Unit 1	Industri	Orange



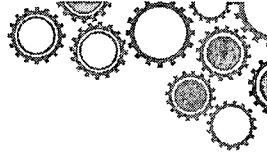
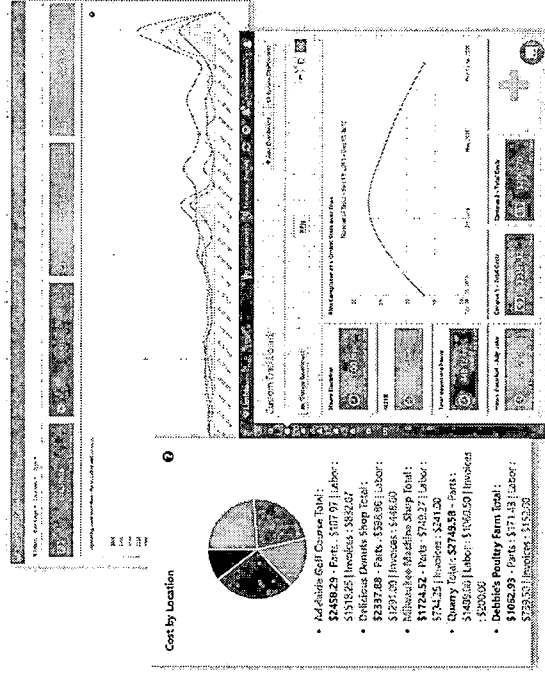


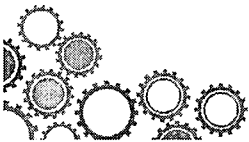


Limble CMMS

# Reports and Dashboards

- Seamlessly create Custom Reports and Dashboards
- Track Expenses, Labor Hours, Failure Metrics, and More
- Improve on what's measured, measure what needs improvement
- Real-time visibility on progress, improvements & cost savings
- Create custom KPIs that matter specifically for you and your org





# Vendor Management

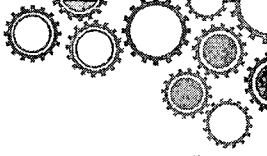
Limble<sup>CMMS</sup>

- Track all Vendors in one easy spot
- Know which vendors service what equipment and their rates
- Know which vendors you purchase which parts from
- Compare vendor to vendor so you are always getting the best deal
- Ensure your vendors are giving you quality service

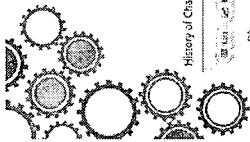
Information: Try any piece of equipment for your vendor including contact information, contact name.

Name:   
 Contact:   
 Email:   
 Phone:   
 Address:

Part	Name	Terms	Price	Contact
NET 30	Playcraft	NET 30	(704) 251-4545	Booby Joe
NET 30	Playcraft	NET 30	(704) 251-4545	Booby Joe
NET 30	North's Corner	NET 30	(704) 251-4545	Booby Joe
NET 30	Elite's Part	NET 30	(704) 251-4545	Booby Joe

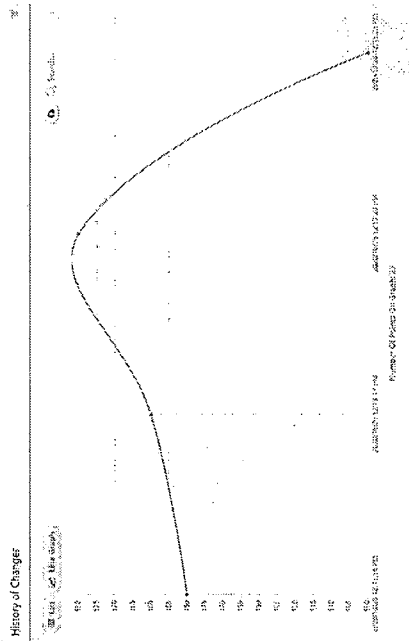




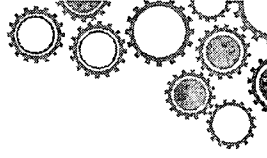


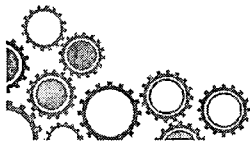
# Predictive Maintenance

Limble<sup>CMMS</sup>



- Predict machine failure before a breakdown
- Track real-time machine data
- Plug-and-Play Sensor Setup
- Automatic Corrective Task Triggers

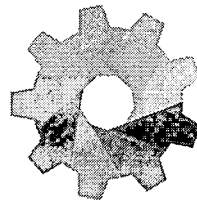




*"Limble CMMS is a great product and is very intuitive. We have been utilizing it for over three years and we have had great success. We are able to keep an eye on our maintenance globally with the ability to capture performance and provide reporting."*

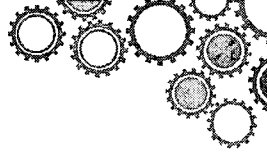
*— Roger Beck, Global Facilities Manager, Holiday Inn*

**Limble**<sup>CMMS</sup>



**Limble**<sup>CMMS</sup>

Solving Modern Maintenance Needs





**HUNT COUNTY BID AWARD RENEWAL**  
**FORMAL BID #177-19 JANITORIAL AND PAPER SUPPLIES**  
**Effective 1/1/22 through 12/31/22**

<b>PRODUCT REQUIRED</b>		
<b>FEMININE PRODUCTS</b>		
23	Playtex Tampons, Super Non-Vend or =	64.50/cs/ 500
24	Feminine Napkins #4 Maxi Thins or =	42.50/cs/250
<b>HAND SOAP/CLEANER/ SANITIZERS</b>		
25	Debs Azure Foam Soap	49.05/cs/6
26	DER410 Pink Hand Soap or =	5.20/gal- Performance Plus
27	Purell Instant Hand Snitizer	11.58/ea-Gojo
28	Hand Sanitizer	13.95/ea
29	Dial Soap Small Bars (JV)	47.50/cs/72
30	Ivory Soap Small Bars (JV)	46.50/cs/72
31	Lice Shampoo (1) Gallon Jugs (JV)	15.62/gal-Gold
32	Clippercide - 15oz. Can	12.00/ea
33	Lotion, Hand Body Lotion, 12 oz bottle (JV)	36.95/cs/12- Derma Pro
34	Palmolive Dish Soap #46114	2.95/ea/28oz.
35	Clorox Cream Cleaner #CLO30613	4.15/ea/32oz.
36	WD 40 #c10152	5.03/ea/16oz
<b>GLOVES &amp; PERSONAL ITEMS</b>		
37	Gloves, Latex, Med, Large & X-Large Medical Grade, (Disposable, non-powdered)	12.00/box/100
38	Nitrile Powder Free Tex Blue Gloves N201, N202, N203, N204	12.00/box/100
39	Latex Powder-Free Textured Golves #20005,20010,20015,20020	12.00/box/100
40	Nitrile Powder Free Tex ONYX Gloves N641,N642,N643,N644	12.00/box/100
<b>PAPER &amp; PLASTIC</b>		
41	Copy Paper, <u>Letter</u> <b>Brightness 92</b> (multipurpose) 5000 sheets/box	38.00/cs/10
42	Copy Paper, <u>Legal</u> <b>Brightness 92</b> (multipurpose) 5000 sheets/box	60.45/cs/10

**HUNT COUNTY BID AWARD RENEWAL**  
**FORMAL BID #177-19 JANITORIAL AND PAPER SUPPLIES**  
**Effective 1/1/22 through 12/31/22**

PRODUCT REQUIRED			
43	Livi Tissue, #11513, 2 ply 30/cs	23.40/cs/ 36	(formally Tissue, #AFF100, 2 ply 30/cs)
44	B50096 Tissue or =	39.72/cs/96	(formally Classique)
45	Toilet Tissue, 500, 2 ply, B&B white	31.20/cs/96	
46	9" Jumbo Toilet Tissue, 2 ply 2000' Roll or =	23.40/cs/12	(formally Roses)
47	Toilet Tissue, 9" Jumbo, p ply, 2000' AFF 902-01 Rolls white	21.25/cs/12	
48	Toilet Seat Covers, White #KRSK5000 5000/cs	49.10/cs/5000	
49	Win 1797 Kitchen Towel Roll or = Natural Roll MOR R 12350	23.47/cs/30	(formally Win 1220 & Win 1797)
50	Towel, 8" x 350' roll Brown or = Gen 1800 White Roll	21.29/cs/12	(formally Gen 9525)
51	Towel, 8" x 350' roll White or = AFF 200 Brown Multi-fold towels 9 1/4 x 9	22.97/cs/12	
52	1/2	17.73/cs/4000	
53	Paper Towels, BWK #6272	23.59/cs/30	
54	Urinal Screens KRY 1001	12.50 dz	
55	Urinal Deodorizer Blocks #KRYU0333	9.00 dz	
56	Urinal Wall Blocks #KRYW16	4.50 ea	
57	Styrofoam Cups, 6oz Dart 6J6 or =	29.90/cs/1000	
58	Styrofoam Cups, 12oz Dart 12J12 or =	52.20/cs/1000	
59	Paper Cups #F100, 1oz.	31.25/cs/2500	
60	Cone Drinking Cupls, #42F	53.75/cs/5000	
61	Styrofoam Food Trays 3 compartment Carry Out 85HT3 (JV)	36.05/cs/1000	
62	Plastic (Forks) White DART F6 BW	12.40/cs/1000	
63	Plastic (Spoons) White DART S6 BW	12.40/cs/1000	
64	Plastic (Knives) White DART K6 BW	12.40/cs/1000	
65	Paper Plates, 8 5/8" DIX 5 X P9" SAGE	95.65/cs/1000	
66	Paper Bowls, 12 oz DIX 5 X 12" SAGE	58.55/cs/500	

**HUNT COUNTY BID AWARD RENEWAL**  
**FORMAL BID #177-19 JANITORIAL AND PAPER SUPPLIES**  
**Effective 1/1/22 through 12/31/22**

<b>PRODUCT REQUIRED</b>		
<b>MISC ITEMS &amp; CLEANING TOOLS</b>		
67	Dust Pan, 12" Plastic Hand Held	6.50 ea
68	Toilet Bowl Brush, Stiff Bristle Minimum Length 19.5 Fiber Trim 2" Dia	3.99 ea
<b>Trash Bags / Canliners</b>		
69	24 x 33 06N Clear Canliners	28.85/cs
70	40 x 46 White Canliners	22.80/cs
71	43 x 47 x HB Black Heavy Duty Trash Bags	34.05/cs
72	38 x 58 x HB Black Trash Bags	34.70/cs
73	33 x 39 White Trash Bags	21.70/cs
<b>Purchase Orders are required. Please enter your requisition thru InCode</b>		
<b>Contact the Purchasing Department if you need assistance</b>		



17,123 (3)

FILED FOR RECORD  
12:30 o'clock 10 M

# QUOTE



INTER-COUNTY COMMUNICATIONS, INC.

P.O. BOX 896  
SULPHUR SPRINGS, TEXAS 75483  
PHONE: 903-885-3101  
FAX: 903-885-3102

NOV 23 2021



To: HUNT CO SO	Date: 11/8/2021	Fax:
	Phone:	Quote ID: 404-11821-1
	Attn: VIRGINIA HENDERSON	

Qty	Description	Unit Price	Total Price
1	SUPPLY AND INSTALL A THIRD POSITION TO THE EXISTING ZETRON	\$30,519.37	\$30,519.37
	MAX DISPATCH CONSOLE, 8 CHANNELS, FULL IP SYSTEM TO INCLUDE:		\$0.00
1	MAX STANDARD WORK STATION BUNDLE PACKAGE		\$0.00
1	1 YEAR STANDARD SERVICE PLAN		\$0.00
1	4 YEARS OF MAX PSP EXTENDED SERVICE PLAN FOR A TOTAL OF 5.		\$0.00
2	REBATE FOR 2 EACH OLD CONSOLES	-\$1,250.00	-\$2,500.00
			\$0.00
			\$0.00
			\$0.00
			\$0.00
			\$0.00
			\$0.00
			\$0.00
	PAYMENT REQUIRED WITH ORDER: 75%	\$21,389.53	\$0.00
	PAYMENT REQUIRED UPON COMPLETION OF INSTALLATION 25%	\$7,129.84	\$0.00

Proposal Valid for:	90 DAYS	Equipment Total	\$28,019.37
Payment with Order:	75% \$23,264.53	Shipping and Handling	\$500.00
Monthly Payment: X: Months:		FUEL SURCHARGE	
Monthly Maintenance Agreement:		Taxable Misc.	
<u>MISCELLANEOUS EXPENSES</u>		Sub-Total	\$28,519.37
Monthly Repeater/Site Rental:	Tax Rate:	Tax	\$0.00
FCC License Fee:		Non Taxable Misc.	
Frequency Coordination Fee:		<b>Total System Cash Price</b>	\$28,519.37
Purchase Order #	Presented By: LEO DRESSLER		

Signature & Title: \_\_\_\_\_ SERVICE MANAGER

Accepted By/Title/Date: [Signature]

**RADIO DOESN'T COST. IT PAYS**

17,123 (4)



FILED FOR RECORD  
at 12:30 o'clock A M

NOV 23 2021

By BECKY LANDRUM  
County Clerk, Hunt County, Tex.

# Hunt County Texas - New Deal

Hunt County Texas  
2507 Lee Street  
Greenville, TX 75401  
United States

Laizza Harkey  
lharkey@huntcounty.net

Reference: 20211104-101340795  
Quote created: November 4, 2021  
Quote expires: December 4, 2021  
Quote created by: Natalie Harbin  
Account Executive  
natalie.harbin@limblecmms.com  
+1 (478) 951-4979

## Products & Services

Item & Description	Quantity	Unit Price	Total
Professional (\$70/user/month) - Annually	7	\$840.00 / year	\$5,880.00 / year for 1 year

## Subtotals

Annual subtotal			\$5,880.00
		<b>Total</b>	<b>\$5,880.00</b>

Questions? Contact me

Natalie Harbin  
Account Executive



17,123 (5)

FILED FOR RECORD  
at 12:30 o'clock PM M

NOV 23 2021

**SERVICE ORDER**

BECKY LANDRUM  
County Clerk, Hunt County, Tex.  
By

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 Spectrum Enterprise Commercial Terms of Service posted to the Spectrum Enterprise website, <https://enterprise.spectrum.com/> (or successor url) or, if applicable, an existing services agreement mutually executed by the parties (each, as appropriate, a "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 Enterprise Contact Information	
Contact:	Antonio Boyd
Telephone:	972-829-3437
Email:	antonio.boyd@charter.com

Customer Information		
Customer Name	Order #	
HUNT COUNTY	12828346	
Address		
2217 Washington St. Greenville TX 75401		
Telephone	Email:	
(903) 408-4247	bbrand@huntcounty.net	
Contact Name	Telephone	Email:
Brandon Brand	(903) 408-4247	bbrand@huntcounty.net
Billing Address		
P.O. Box 1097 Greenville TX 75403		

**NEW AND REVISED SERVICES AT 2217 Washington St Unit HSD, Greenville TX 75401**

Service Description	Order Term	Quantity	Monthly Recurring Charge(s)	Total Monthly Recurring Charge(s)
1 Static IP	Month to Month	1	\$ 14.99	\$ 14.99
Spectrum Business Internet Ultra	Month to Month	1	\$ 94.99	\$ 94.99
Spectrum Business Voice	Month to Month	9	\$ 29.99	\$ 269.91
<b>TOTAL</b>				<b>\$379.89</b>

**ONE TIME CHARGE(S) AT 2217 Washington St Unit HSD, Greenville TX 75401**

Service Description	Quantity	One Time Charge(s)	Total One Time Charge(s)
Voice Installation	1		\$ 49.50
Internet Installation	1		\$ 49.50
<b>TOTAL</b>			<b>\$99.00</b>

**VOICE SERVICE ORDER INFORMATION**

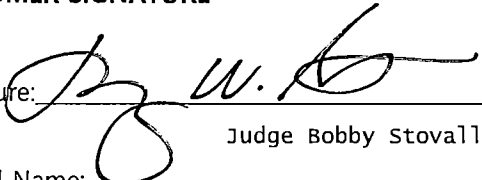
E-911 Location Address	Current LEC	Current IXC	LEC BTNs





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.**

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

<b>CUSTOMER SIGNATURE</b>	
Signature: 	_____
Printed Name: Judge Bobby Stovall	_____
Hunt County Judge	_____
Title: _____	_____
Date: 11-23-2021	_____



This page intentionally left blank



## SPECTRUM ENTERPRISE SERVICE AGREEMENT

The customer identified below ("Customer") hereby acknowledges and agrees to the Commercial Terms of Service available at <https://enterprise.spectrum.com/> ("Terms of Service"), which are incorporated herein by this reference, with respect to any service order(s) placed by Customer and accepted by Spectrum hereafter (each, a "Service Order"), which together with this agreement constitute the "Service Agreement" by and between the Customer and Charter Communications Operating, LLC on behalf of those operating subsidiaries providing the service(s) hereunder ("Spectrum").

Spectrum Contact Information	
Spectrum Enterprise 12405 Powerscourt Drive St. Louis, MO 63131	Contact: 0nt0h000000 Telephone: 002002000000 Email: 0nt0h000000d0 000t0r0000

Customer Information				
Customer Name (Exact Legal Name): 000T00000T0			Main Tel. No.:	
Billing Address: 221000 0s0000h0St0	Suite:	City: 0r00h0000	State: T0	Zip Code: 00001
Billing Contact Name: Hunt County Auditor's Office	Tel.No.: (903)408-4124		E-mail: auditor@huntcounty.net	
Authorized Contact Name: 0r0nd0h00r0nd	Tel.No.: 000000000200		E-mail: 00r0nd0 00nt00nt00d0t	

BY EXECUTING THIS SERVICE AGREEMENT BELOW, CUSTOMER ACKNOWLEDGES THAT: (1) CUSTOMER ACCEPTS AND AGREES TO BE BOUND BY THE TERMS OF SERVICE, INCLUDING THE ARBITRATION SECTION THEREOF, WHICH PROVIDES THAT THE PARTIES DESIRE TO RESOLVE ANY CONTROVERSY OR CLAIM ARISING OUT OF OR RELATING TO THE SERVICE AGREEMENT THROUGH ARBITRATION; AND (2) BY AGREEING TO ARBITRATION, CUSTOMER IS GIVING UP VARIOUS RIGHTS, INCLUDING THE RIGHT TO TRIAL BY JURY.

Customer: 000T00000T0

By: 

Name (printed): Judge Bobby Stovall

Title: Hunt County Judge

Date: 11-23-2021



**Spectrum™ Business Voice Service E911 Acknowledgment**

**Customer Name:** \_\_\_\_\_  
□□□□□□□□□□

**Billing Address:** \_\_\_\_\_  
221□□□ □□□□□□□□□□ □□□□□□□□ □□□□ □□□□

Please confirm that you understand this important information regarding E911 access and Spectrum Business Voice service.<sup>1</sup>

**Spectrum Business Voice service customer premise equipment ("CPE") is electrically powered and, in the event of a power outage or Spectrum network failure, E911 services may be unavailable.**

When you dial 911, your service address is automatically provided to an emergency services provider. Spectrum Business Voice service CPE must not be moved to a new service address without first contacting Spectrum to identify your new service location. If you move the Spectrum Business Voice service CPE to a new service address without authorization and dial 911, you will need to provide your address to the 911 operator or your call may be misdirected to the wrong location or wrong emergency provider.

During the first 72 hours after initiating service or advising us of an address change, if you dial 911, you must provide your new service address to the emergency operator. This is necessary to ensure emergency services are dispatched to your new service address because the emergency operator may not have the new service address in their records. In some locations, depending on the equipment used by local governments to provide 911 service, you will always need to convey the 911 service location information to the emergency operator.

You must ensure that all alarm, security, medical and/or other monitoring systems and services are tested to validate proper operation after Spectrum Business Voice service is installed.

By signing my name below, I acknowledge that I have received and understand this Acknowledgement and agree to the obligations described above.

\_\_\_\_\_ 11-23-2021  
(Authorized Customer Signature) (Date Signed)

Judge Bobby Stovall Hunt County Judge  
(Printed Name) (Title)

<sup>1</sup> "Spectrum" refers to Charter Communications Operating, LLC and its subsidiaries providing you the Services.

# Service Level Agreement

This document outlines the Service Level Agreement ("SLA") for Spectrum's Service.

This document outlines the Service Level Agreement ("SLA") for Spectrum's Service.

This SLA is subject to the terms and conditions, attachments, and Service Orders described therein, the "Agreement". The Service is provided by Spectrum's own network ("OnNet") and not any portion that is provided by a third party. The Service is provided on a best effort basis and is not guaranteed. The Service is provided on a best effort basis and is not guaranteed. The Service is provided on a best effort basis and is not guaranteed.

Table 1: Service Level Agreement

Service Category	Mean Time To Restore (MTTR)
Service A	4 hours

## Service Disruption

A "Service Disruption" is defined as an outage, disruption, or severe degradation, or a combination thereof, that results in the Service being unavailable or severely degraded for a period of time. A "Service Disruption" is defined as an outage, disruption, or severe degradation, or a combination thereof, that results in the Service being unavailable or severely degraded for a period of time.

"Service Degradation" means a degradation of the Service that is not a Service Disruption or a result of an Excluded Disruption, but Customer's use of the Service is impacted.

"Excluded Disruption" means (i) planned outages, (ii) routine or urgent maintenance, (iii) inability to gain access to Customer's premises to troubleshoot, repair or replace equipment or the Service, (iv) service interruptions due to the actions of Customer or Customer's representatives or agents, (v) Customer outages due to the actions of Customer or Customer's representatives or agents.

## Service Outages

Outage Category	Outage Definition
Priority 1	Each a "Priority 1 Outage" <ul style="list-style-type: none"> <li>Service Disruption that results in the Service being unavailable for a period of 4 hours or more.</li> <li>Service Disruption that results in the Service being severely degraded for a period of 4 hours or more.</li> </ul>
Priority 2	Service Disruption that results in the Service being unavailable for a period of 8 hours or more.
Priority 3	<ul style="list-style-type: none"> <li>Service Disruption that results in the Service being unavailable for a period of 24 hours or more.</li> <li>Service Disruption that results in the Service being severely degraded for a period of 24 hours or more.</li> </ul>

"Service Availability" is calculated as the total number of minutes in a month that Net Service is unavailable due to a Priority 1 Outage ("Downtime"), divided by the total number of minutes in a month.

**Mean Time To Repair ("MTTR")**

MTTR is the average time it takes to restore service after a Priority 1 Outage. It is calculated as the total number of minutes that service is unavailable due to a Priority 1 Outage, divided by the total number of Priority 1 Outages.

Priority 1 Outage	MTTR (minutes)
0	0
1	15
2	30
3	45
4	60
5	75
6	90
7	105
8	120
9	135
10	150
11	165
12	180
13	195
14	210
15	225
16	240
17	255
18	270
19	285
20	300
21	315
22	330
23	345
24	360
25	375
26	390
27	405
28	420
29	435
30	450
31	465
32	480
33	495
34	510
35	525
36	540
37	555
38	570
39	585
40	600
41	615
42	630
43	645
44	660
45	675
46	690
47	705
48	720
49	735
50	750
51	765
52	780
53	795
54	810
55	825
56	840
57	855
58	870
59	885
60	900
61	915
62	930
63	945
64	960
65	975
66	990
67	1005
68	1020
69	1035
70	1050
71	1065
72	1080
73	1095
74	1110
75	1125
76	1140
77	1155
78	1170
79	1185
80	1200
81	1215
82	1230
83	1245
84	1260
85	1275
86	1290
87	1305
88	1320
89	1335
90	1350
91	1365
92	1380
93	1395
94	1410
95	1425
96	1440
97	1455
98	1470
99	1485
100	1500

**Mean Time To Restore ("MTTR")**

MTTR is the average time it takes to restore service after a Priority 1 Outage. It is calculated as the total number of minutes that service is unavailable due to a Priority 1 Outage, divided by the total number of Priority 1 Outages.

**Mean Time To Restore ("MTTR")**

MTTR is the average time it takes to restore service after a Priority 1 Outage. It is calculated as the total number of minutes that service is unavailable due to a Priority 1 Outage, divided by the total number of Priority 1 Outages.

**Mean Time To Restore ("MTTR")**

MTTR is the average time it takes to restore service after a Priority 1 Outage. It is calculated as the total number of minutes that service is unavailable due to a Priority 1 Outage, divided by the total number of Priority 1 Outages.

Priority 1 Outage	Number of Outages	Mean Time To Restore ("MTTR")	
		Mean	Standard Deviation
01000 minutes ≤ 24 hours	000	> 4 hours ≤ 7:59:59 hours	000
020000's	00000	≥ 00000's	00000

- 
- 
- 
- 
- 

Service is available in all areas. Pricing and actual speeds may vary. Restrictions may apply. Subject to change without notice.

Customer shall have the right to terminate this Agreement if Spectrum fails to provide service in accordance with the SLA for a period of more than four (4) months of Customer's applicable monthly Service Charges during the term of this Agreement.

□  
□

Customer shall be responsible for providing accurate information to Spectrum for the purpose of providing service. Customer shall be responsible for providing accurate information to Spectrum for the purpose of providing service. Customer shall be responsible for providing accurate information to Spectrum for the purpose of providing service.



# Spectrum Enterprise pre-service installation guide

Welcome, and thank you for choosing Spectrum Enterprise. 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

- 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.

## Spectrum Enterprise project milestones

- 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 Enterprise 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.

©2020 Charter Communications. All rights reserved.

[enterprise.spectrum.com](http://enterprise.spectrum.com)

**Spectrum**  
ENTERPRISE

**Certificate Of Completion**

Envelope Id: FF4E34156663428F8BA96AA03DAE5B9F

Status: Sent

Subject: Documents for your DocuSign Signature

Source Envelope:

Document Pages: 11

Signatures: 0

Envelope Originator:

Certificate Pages: 5

Initials: 0

Antonio Boyd

AutoNav: Enabled

antonio.boyd@charter.com

Enveloped Stamping: Disabled

IP Address: 13.110.74.8

Time Zone: (UTC-08:00) Pacific Time (US & Canada)

**Record Tracking**

Status: Original

Holder: Antonio Boyd

Location: DocuSign

11/10/2021 8:40:43 AM

antonio.boyd@charter.com

**Signer Events**

**Signature**

**Timestamp**

Judge Bobby Stovall

Sent: 11/10/2021 8:40:45 AM

bstovall@huntcounty.net

Viewed: 11/10/2021 9:47:53 AM

Hunt County Judge

Security Level: Email, Account Authentication (None)

**Electronic Record and Signature Disclosure:**

Accepted: 11/10/2021 9:47:53 AM

ID: 17652276-b608-4d46-a57c-296f7e020e8b

Company Name: Spectrum Enterprise

**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**

Brandon Brand

bbrand@huntcounty.net

Security Level: Email, Account Authentication (None)

**Electronic Record and Signature Disclosure:**

Accepted: 11/9/2021 9:09:47 AM

ID: cc3e90a2-381c-4a70-96cf-d86c5ce4ed31

Company Name: Spectrum Enterprise

Hayley Dawson

hdawson@huntcounty.net

Security Level: Email, Account Authentication (None)

**Electronic Record and Signature Disclosure:**

Not Offered via DocuSign

Stephen Finlan

stephen.finlan@charter.com

Security Level: Email, Account Authentication (None)

**Electronic Record and Signature Disclosure:**

Not Offered via DocuSign

**Carbon Copy Events****Status****Timestamp**

Antonio Boyd

antonio.boyd@charter.com

Security Level: Email, Account Authentication  
(None)**Electronic Record and Signature Disclosure:**  
Not Offered via DocuSign**Witness Events****Signature****Timestamp****Notary Events****Signature****Timestamp****Envelope Summary Events****Status****Timestamps**

Envelope Sent

Hashed/Encrypted

11/10/2021 8:40:45 AM

Certified Delivered

Security Checked

11/10/2021 9:47:53 AM

**Payment Events****Status****Timestamps****Electronic Record and Signature Disclosure**

## **ELECTRONIC RECORD AND SIGNATURE DISCLOSURE**

From time to time, Charter Communications Operating, LLC (“Spectrum”) may be required by law to provide to you certain written notices or disclosures. Described below are the terms and conditions for providing to you such notices and disclosures electronically through the DocuSign system. Please read the information below carefully and thoroughly, and if you can access this information electronically to your satisfaction and agree to this Electronic Record and Signature Disclosure (ERSD), please confirm your agreement by selecting the check-box next to ‘I agree to use electronic records and signatures’ before clicking ‘CONTINUE’ within the DocuSign system.

### **Getting paper copies**

At any time, you may request from us a paper copy of any record provided or made available electronically to you by us. You will have the ability to download and print documents we send to you through the DocuSign system during and immediately after the signing session and, if you elect to create a DocuSign account, you may access the documents for a limited period of time (usually 30 days) after such documents are first sent to you. If you wish to receive paper copies in lieu of electronic documents, you may close this browser and request paper copies from the “sending party” by following the procedures outlined below.

### **Withdrawing your consent**

If you decide to receive notices and disclosures from us electronically, you may at any time change your mind and tell us that thereafter you want to receive required notices and disclosures only in paper format. How you must inform us of your decision to receive future notices and disclosure in paper format and withdraw your consent to receive notices and disclosures electronically is described below.

### **Consequences of changing your mind**

If you elect to receive required notices and disclosures only in paper format, it will slow the speed at which we can complete certain steps in transactions with you and delivering services to you because we will need first to send the required notices or disclosures to you in paper format, and then wait until we receive back from you your acknowledgment of your receipt of such paper notices or disclosures. Further, you will no longer be able to use the DocuSign system to receive required notices and consents electronically from us or to sign electronically documents from us.

### **Requesting paper copies, withdrawing consent, and updating contact information**

*Requesting Paper Copies.*

Please provide your name, title, email, telephone, postal address and document title.

*Withdraw Consent.*

Please provide your name, title, email, date, telephone number and postal address.

*Update Contact Information.*

Please provide your name, title, email, telephone and postal address.

Any fees associated with sending paper copies or withdrawing consent will be determined by the sending party.

**All notices and disclosures will be sent to you electronically**

Unless you tell us otherwise in accordance with the procedures described herein, we will provide electronically to you through the DocuSign system all required notices, disclosures, authorizations, acknowledgements, and other documents that are required to be provided or made available to you during the course of our relationship with you. To reduce the chance of you inadvertently not receiving any notice or disclosure, we prefer to provide all of the required notices and disclosures to you by the same method and to the same address that you have given us. Thus, you can receive all the disclosures and notices electronically or in paper format through the paper mail delivery system. If you do not agree with this process, please let us know as described below. Please also see the paragraph immediately above that describes the consequences of your electing not to receive delivery of the notices and disclosures electronically from us.

**To withdraw your consent with DocuSign**

To inform us that you no longer wish to receive future notices and disclosures in electronic format you may:

- i. decline to sign a document from within your signing session, and on the subsequent page, select the check-box indicating you wish to withdraw your consent, or you may;
- ii. notify the "sending party" by email and in the body of such request you must state your email, full name, title, mailing address, and telephone number. We do not need any other information from you to withdraw consent. The consequences of your withdrawing consent for online documents will be that transactions may take a longer time to process.

**Required hardware and software**

The minimum system requirements for using the DocuSign system may change over time. The current system requirements are found here: <https://support.docusign.com/guides/signer-guide-signing-system-requirements>.

### **Acknowledging your access and consent to receive and sign documents electronically**

To confirm to us that you can access this information electronically, which will be similar to other electronic notices and disclosures that we will provide to you, please confirm that you have read this ERSD, and (i) that you are able to print on paper or electronically save this ERSD for your future reference and access; or (ii) that you are able to email this ERSD to an email address where you will be able to print on paper or save it for your future reference and access. Further, if you consent to receiving notices and disclosures exclusively in electronic format as described herein, then select the check-box next to 'I agree to use electronic records and signatures' before clicking 'CONTINUE' within the DocuSign system.

By selecting the check-box next to 'I agree to use electronic records and signatures', you confirm that:

- You can access and read this Electronic Record and Signature Disclosure; and
- You can print on paper this Electronic Record and Signature Disclosure, or save or send this Electronic Record and Disclosure to a location where you can print it, for future reference and access; and
- Until or unless you notify Charter Communications Operating, LLC ("Spectrum") as described above, you consent to receive exclusively through electronic means all notices, disclosures, authorizations, acknowledgements, and other documents that are required to be provided or made available to you by DocuSign during the course of your relationship with Charter Communications Operating, LLC ("Spectrum").

For HUNT COUNTY

# Communications Solutions Proposal

Prepared by:

Antonio Boyd

SAPM-Strategic Account Rep E



The terms of this proposal are confidential and should not be disclosed directly or indirectly to any third party, except as may be required by law. If you and/or your agents or representative make any unauthorized disclosure, Charter shall be entitled to revoke this proposal, terminate any associated agreement without liability and to seek damages and/or injunctive relief arising from such unauthorized disclosure. This proposal is an estimate for discussion purposes only and is not intended to give rise to binding obligations for either party.

**Spectrum**  
ENTERPRISE

Table of contents

Introduction .....2  
Company Overview .....3  
Proposed services – features and benefits .....4  
Summary .....7  
Spectrum Enterprise services\* .....8





## Introduction

Thank you for considering Spectrum Enterprise for your communications technology needs. This proposal outlines a solution that addresses the needs and requirements we have discussed. It also provides an overview of our service delivery process and other relevant information.

I will schedule a time to review the details of this proposal with you, however, please contact me in the meantime with any questions.

I look forward to speaking with you soon about how we can partner to help you achieve your goals.

Regards,

Antonio Boyd  
SAR3-Strategic Account Rep 3

Office: 972-829-3437  
Cell:  
Email: [antonio.boyd@charter.com](mailto:antonio.boyd@charter.com)



## Company Overview

Technology unlocks powerful opportunities for business success. With competition at an all-time high, you need technology that doesn't just keep up, but puts you ahead.

Spectrum Enterprise, a part of Fortune 100 company Charter Communications, provides the digital infrastructure your business needs to drive success. Our secure and scalable technology portfolio includes wide area network (WAN), Internet, managed services, voice and TV solutions.

Technology and expertise that exceeds expectations

Dense fiber reach nationwide	<ul style="list-style-type: none"><li>• 32 metros across 41 states</li><li>• 217,000+ fiber-lit buildings</li><li>• 230,000+ fiber-route miles</li></ul>
Deep expertise	<ul style="list-style-type: none"><li>• Fiber and IT infrastructure solutions</li><li>• Over two times more active MEF-certified professionals than all other top Ethernet providers combined</li></ul>
Committed to delivering quality experiences	<ul style="list-style-type: none"><li>• One team = one experience</li><li>• Unparalleled service level agreements (SLAs)</li><li>• Self-service portals</li><li>• Network Operations Center</li></ul>
Recognized for solution and service excellence	<ul style="list-style-type: none"><li>• Ranked #1 for 'Ease of doing business' by ATLANTIC-ACM</li><li>• MEF 2019 award-winner</li><li>• TMC 2019 SD-WAN Implementation award-winner</li><li>• INTERNET TELEPHONY 2020 Hosted Call Center Excellence award</li></ul>

The right partner for your digital journey

Spectrum Enterprise has invested over \$2 billion to support client progress, and we continue to add over 50 fiber-lit buildings to our network every day. Our goal is to increase client access to our national fiber network. We are doing that by absorbing the costs of fiber construction for the majority of enterprise buildings within our footprint.

We're committed to ensuring an exceptional client experience, and we put the needs of our clients at the center of everything we do. With national reach, committed teams and proven expertise, we can connect you and go beyond your expectations.

We invite you to join us as we turn the promise of digital technology into progress.



Proposed services – features and benefits



Certain features subject to availability. Please consult with your sales representative for details.



New and revised services and monthly charges at: 2217 Washington St Unit HSD, Greenville TX 75401.

Product	Quantity	Sales price	Contract term	Monthly price
Retail 2018-Spectrum Business Static IP 1	1	\$14.99	Month to Month	\$14.99
Spectrum Business Internet Ultra (Bundle) - Includes Discount - Total \$94.99 (Mos 1-12), \$124.99 (Mos 13+)	1	\$94.99	Month to Month	\$94.99
Retail Spectrum Voice Unlimited (Bundle/Only) - Includes Discount - Total \$29.99 (Mos 1-12), \$39.99 (Mos >12)	9	\$29.99	Month to Month	\$269.91
Total*:				\$379.89

\*Prices do not include taxes, surcharges, and/or fees

One-time charges at: 2217 Washington St Unit HSD, Greenville TX 75401

Product	Quantity	Sales price	Price
Retail Spectrum Business Voice Installation - Double Play	1	49.5	49.5
Retail Spectrum Business Internet Installation - Double Play	1	49.5	49.5
Total*:		\$99.00	

\*Prices do not include taxes, surcharges, and/or fees



## Summary

Spectrum Enterprise is fully committed to providing you with the solutions that are right for your unique needs, and delivering a seamless experience through installation and beyond. From our exceptionally reliable, scalable fiber technology solutions to our highly skilled and certified team, we are well-positioned to help you meet your needs not only today, but in the future as your business evolves.

We look forward to helping your company achieve its full potential by not only providing you with the right digital infrastructure, but by establishing a long-term partnership that delivers support and expertise you can count on.

THE SPECIFICATIONS AND INFORMATION REGARDING THE SERVICES IN THIS DOCUMENT ARE SUBJECT TO CHANGE WITHOUT NOTICE. ALL STATEMENTS, INFORMATION, AND RECOMMENDATIONS IN THIS DOCUMENT ARE BELIEVED TO BE ACCURATE BUT ARE PRESENTED WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED. USERS MUST TAKE FULL RESPONSIBILITY FOR THEIR APPLICATION OF ANY SERVICES.

Third party trademarks are the property of their respective owners.


Spectrum Enterprise services*			
<b>Fiber Internet Access</b>	<p>Leverage the power of fiber</p> <p>Dedicated fiber connection, not shared, for consistent performance with symmetrical bandwidth where downloads and uploads are equally as fast.</p>	<p>Ensure reliable performance</p> <p>High performance and availability for your mission-critical applications is assured by a competitive service level agreement (SLA).</p>	<p>Meet your growth needs</p> <p>Speeds are easily scalable to meet your evolving business needs.</p>
<b>Wireless Internet Backup</b>	<p>Seamless and secure connection</p> <p>In the event of a network or power interruption, we provide seamless, automatic failover and fallback to an encrypted 4G wireless signal. This ensures there are no internet service disruptions so your organization can remain productive.</p>	<p>End-to-end service and support</p> <p>Wireless Internet Backup includes everything your organization needs, including wireless hardware and battery backup, at no additional cost to you. We also manage the service for you, starting from installation, and we provide 24/7/365 U.S.-based support.</p>	<p>Cost-effective wireless backup</p> <p>Wireless Internet Backup has unlimited data and no overage fees, enabling you to wirelessly connect as long as you need to without impacting your budget.</p>
<b>Wireless Internet</b>	<p>Internet access</p> <p>Provide connectivity for point-of-sale systems, network equipment management, WAN integration and more.</p>	<p>Business continuity</p> <p>Gain peace of mind knowing that your organization will continue to operate through an interruption when configured as an alternate connection or backup.</p>	<p>Rapid installation</p> <p>Quickly deploy internet access to any of your locations, including rural, remote and hard-to-reach sites.</p>
<b>Ethernet</b>	<p>Assure network performance</p> <p>Our competitive service level agreement (SLA) exceeds industry specifications and ensures the network is meeting performance objectives.</p>	<p>Connect your locations</p> <p>Ethernet can cost effectively connect your locations with secure, point-to-point, point-to-multi-point, or multi-point-to-multi-point topologies.</p>	<p>Scale your network</p> <p>Quickly increase bandwidth to meet changing business requirements.</p>
<b>Cloud Connect</b>	<p>Improve performance</p> <p>Access to public clouds is faster and more consistent with high performance, service level agreement (SLA)-backed, dedicated connectivity.</p>	<p>Reduce risk</p> <p>Private connectivity protects against disruptive intrusions and malicious attacks.</p>	<p>Simplify cloud connectivity</p> <p>Easily link multiple cloud environments to any network resource.</p>

<p>Managed SD-WAN</p>	<p>Adapt to different workloads</p> <p>Application-aware, intelligent routing steers and prioritizes traffic, maximizing network performance so that applications and different workloads get the performance, reliability and security necessary.</p>	<p>Improve insight and control</p> <p>A centralized approach to network management through an intuitive portal providing real-time insight into network performance, traffic and utilization. Access tools to create or adjust network performance parameters based on the needs of each location.</p>	<p>Enable configurability</p> <p>Utilize a wide range of configurations to meet your needs such as all IP/Layer 3, Layer 2 over IP or a hybrid SD-WAN integrated with a native Layer 2 Ethernet network.</p>
<p>Wavelength Services</p>	<p>A smart, cost-effective option for high-capacity requirements</p> <p>Consider Wavelength Services if you're in search of very high transport speeds — but not the cost and complexity of owning and operating dedicated network infrastructure. It efficiently converges network services, including WAN and Internet access, while keeping capital expenses to a minimum.</p>	<p>Keep your most valuable data secure</p> <p>Wavelength Services provides a non-shared, point-to-point circuit for connecting locations. Traffic passes seamlessly across the network, separated from other data streams and encapsulated inside a wavelength frequency.</p>	<p>Speeds designed to power productivity</p> <p>Delivering speeds up to 100 Gbps, Wavelength Services offer more bandwidth and low-latency data transmission without handling frames or packets, providing the data-intensive transport your organization needs to run critical business applications.</p>
<p>Managed WiFi</p>	<p>Enable scalability</p> <p>Leverage the high-speed connectivity of our Internet service and allocate the appropriate bandwidth to support different usage needs at one location or across a large campus environment.</p>	<p>Manage end-to-end WiFi</p> <p>Simplify local network infrastructure and minimize administration effort with industry experts to install, manage and maintain WiFi infrastructure and online portals to view WiFi performance.</p>	<p>Ensure network performance</p> <p>A highly competitive service level objective (SLO) helps ensure optimal network performance and availability to support mission-critical wireless operations.</p>
<p>Managed Router Service</p>	<p>Ensure network continuity</p> <p>Gain insight into network performance and improve reliability and uptime of WAN connections with up-to-date equipment that identifies and corrects issues.</p>	<p>Enable a connected solution</p> <p>Bundle Managed Router Service with Business Internet or Ethernet for a turn-key solution delivered over a fiber-rich network.</p>	<p>Enhance productivity</p> <p>Free up your IT staff to work on more strategic initiatives and offload network support requirements.</p>
<p>Managed Security Service</p>	<p>Maintain up-to-date security</p> <p>Managed Security Service integrates security and firewall solutions. We handle all the software updates and install the latest security patches, so you don't have to.</p>	<p>Support regulatory compliance</p> <p>To be compliant with federal mandates — including HIPAA, CIPA and PCI-DSS — you must have secure firewall connections that block external access. We provide that support and maintain detailed log tracking of events and resolutions that many mandates require.</p>	<p>Connect remote users and locations</p> <p>When you're faced with different network solutions spread across multiple groups and locations, our fully managed service helps you streamline your operations and standardize your protection and VPN across all U.S. locations.</p>



<p>DDoS Protection</p>	<p>Comprehensive traffic evaluation</p> <p>Proprietary machine learning and advanced analytics, powered by NETSCOUT's Arbor platform, identify anomalies in traffic flows at each of your locations to quickly mitigate attacks before they can negatively impact your organization.</p>	<p>Faster detection and resolution</p> <p>Offered with our Fiber Internet Access services, DDoS Protection quickly detects, redirects and mitigates any malicious traffic and minimizes the impacts of a DDoS attack, ensuring the availability of your network assets.</p>	<p>Continuous support</p> <p>We provide a single source of support for fast and easy resolution. Our network operations center is equipped with experts and resources to ensure mitigation and support during an attack. You also have online access to incident reports that include event mitigation details, countermeasures deployed, IP addresses impacted, configuration settings and more.</p>
<p>Enterprise Trunking</p>	<p>Choose what works for you</p> <p>We're able to meet your ever-changing requirements by supporting your preferred trunk interface and handling both centralized or decentralized configurations. Also, our flexible service lets you scale as needed by adding more capacity, minutes of use or other advanced features.</p>	<p>Rely on a dedicated partner</p> <p>Enterprise Trunking is delivered over our private fiber network. We proactively monitor our network 24/7/365, giving you confidence that your dedicated connection is available and performing at the highest level.</p>	<p>Do business with ease</p> <p>One monthly transaction delivers everything you need —the connection, bandwidth, DID numbers and long distance plans.</p>
<p>Unified Communications (UC) with Webex</p>	<p>Have confidence in a highly reliable service</p> <p>Gain peace of mind in knowing that your cloud-based UC services are always available. By using a dedicated connection on our private, secure, fiber-based network, you'll receive both reliable service and the highest level of voice quality.</p>	<p>One number to make your life easier</p> <p>We design, install and maintain your UC service. Our service-level agreement provides 99.99 percent service availability — all the way to the IP desktop phone. Our 611 feature can be used from any UC phone, giving instant access to U.S.-based technical support representatives 24/7/365 at no extra charge.</p>	<p>Equip your teams with a powerful, flexible suite of collaboration tools</p> <p>Your people can communicate how they want, on the devices they choose, through a range of cloud-based services. Additionally, our UC solution integrates with popular tools such as client relationship management (CRM) applications. Integration maximizes solution adoption, provides a better user experience and enhances functionality.</p>
<p>Hosted Call Center</p>	<p>Ensure clear, reliable service</p> <p>Experience clear voice quality and improved security from service delivered via a dedicated and secure connection over our privately owned and operated fiber network.</p>	<p>Customize your call center</p> <p>Improve call center operations and derive business insights with advanced call monitoring and call analytics software engineered specifically for call center supervisors.</p>	<p>Decrease management time</p> <p>Free IT staff to focus on higher business priorities instead of daily call center management and ensure you have the latest technology through automatic updates.</p>



	<p><b>Provide preferred programs</b></p> <p>Create an exceptional HDTV viewing experience with access to over 200 core and premium channels your viewers want, at a great value, featuring entertainment, news, sports and international programming.</p>	<p><b>Choose your service</b></p> <p>Select the delivery platform that provides the features your viewers want and the performance you need, all within your budget.</p>	<p><b>Count on reliable TV</b></p> <p>Ensure viewers are entertained and informed with highly reliable delivery that is not susceptible to weather-related disruptions.</p>
---	---	--	---

**\*Certain features subject to availability. Please consult your sales representative for details.**

**All rights reserved. Not all products, pricing and services are available in all areas. Pricing and actual speeds may vary. Restrictions may apply. Subject to change without notice.**



17,123 (4)

**HUNT COUNTY COMMISSIONERS COURT  
AGENDA REQUEST**

**COURT DATE: 11/23/2021**

FILED FOR RECORD  
at 12:30 o'clock A M

NOV 23 2021

BECKY LANDRUM  
County Clerk, Hunt County, Tex.  
By 

**REQUEST TO CONSENT CALENDAR:**

**Per Attorney General Guidelines, request for the  
County Auditor's Office to conduct the audit of the  
FY 2020 Chapter 59 State Asset Forfeiture Report  
for the Hunt County Sheriff's Office.**

**PERSON TO ADDRESS THE COURT:**

**Buddy Oxford, Chief Deputy**

**REQUEST MADE BY:**

**Cheryl Tate, HCSO Financial Controller  
903-453-6872**



# KEN PAXTON

ATTORNEY GENERAL of TEXAS

## CHAPTER 59 ASSET FORFEITURE REPORT BY LAW ENFORCEMENT AGENCY

### Agency Information

#### Agency Information

Year: 2021 Agency Name: Hunt County Sheriff's Dept.  
Agency Mailing Street: City: Greenville  
2801 Stuart St. State: TX  
ZIP: 75401 Phone Number: (903) 453-6800  
County: Hunt Agency Fiscal Beginning Month: October Agency Fiscal Ending Month: September

### I. Seized Funds

Do not include federal seizures and/or forfeitures on this form. This form is only for those seizures and/or forfeitures made pursuant to Chapter 59 of the Texas Code of Criminal Procedure.

#### Seized Funds Pursuant to Chapter 59

*Funds that have been seized but have not yet been awarded/forfeited to your agency by the judicial system.*

A) Beginning Balance: \$0.00

#### B) Seizures During Reporting Period

*Include only those seizures which occurred during the reporting period and where the seizure affidavit required by Article 59.03 is sworn to by a peace officer employed by your agency (E.G. seizing officer's affidavit).*

1) Amount seized and retained in your agency's custody: \$0.00

2) Amount seized and transferred to the District Attorney pending forfeiture: \$32,128.00

3) Total Seizures - This field will be auto-calculated when you SAVE or switch sections: \$32,128.00

C) Interest Earned on Seized Funds During Reporting Period: \$0.00

D) Amount Returned to Defendants/Respondents: \$0.00

E) Amount Transferred to Forfeiture Account: \$0.00

F) Other Reconciliation Items (Must provide detail in box below): \$0.00

Description:

G) Ending Balance - This field will be auto-calculated when you SAVE or switch sections: \$0.00

Ending Balance - Mailed Form:

## II. Forfeited Funds & Other Court Awards

---

### Forfeited Funds and Other Court Awards Pursuant to Chapter 59

*Funds awarded to your agency by the judicial system and which are available to spend.*

A) Beginning Balance: \$33,159.52

B) Amount Forfeited to and Received by Reporting Agency (Including Interest) During Reporting Period: \$9,832.41

C) Interest Earned on Forfeited Funds During Reporting Period: \$0.00

D) Amount Awarded Pursuant to 59.022: \$0.00

E) Amount Awarded Pursuant to 59.023: \$0.00

F) Proceeds Received by Your Agency From Sale of Forfeited Property: \$14,107.50

G) Amount Returned to Crime Victims: \$0.00

H) Other Reconciliation Items (Must provide detail in box below): \$0.00

Description:

I) Total Expenditures of Forfeited Funds During Reporting Period. This field will be auto-calculated once section VI has been completed and you save or switch sections.: \$5,467.50

J) Ending Balance - This field will be auto-calculated when you SAVE or switch sections.: \$51,631.93

I) Total Expenditure from Mailed Form:

J) Ending Balance from Mailed Form:

### III. Other Property

**Other Property**

List the number of items seized for each category. Include only those seizures where a seizure is made by a peace officer employed by your agency. If property is sold, list under "Proceeds Received by Your Agency From Sale of Forfeited Property" in Section II (F) in the reporting year in which the proceeds are received. Please note - this should be a number not a currency amount. Example 4 cars seized, 3 cars forfeited and 0 cars put into use.

**A) Motor Vehicles (Include cars, motorcycles, tractor trailers, etc.)**

- 1) Seized: 0
- 2) Forfeited to Agency: 0
- 3) Returned to Defendants/Respondents: 0
- 4) Put into use by Agency: 0

**B) Real Property (Count each parcel seized as one item)**

- 1) Seized: 0
- 2) Forfeited to Agency: 0
- 3) Returned to Defendants/Respondents: 0
- 4) Put into use by Agency: 0

**C) Computers (Include computer and attached system components, such as printers and monitors, as one item)**

Please note - this should be a number not a currency amount. For example, 4 computers seized, 3 computers forfeited and 0 computers put into use.

- 1) Seized: 0
- 2) Forfeited to Agency: 0
- 3) Returned to Defendants/Respondents: 0
- 4) Put into use by Agency: 0

**D) Firearms (Include only firearms seized for forfeiture under Chapter 59. Do not include weapons disposed under Chapter 18)**

Please note - this should be a number not a currency amount. For example, 4 firearms seized, 3 firearms forfeited, 0 firearms put into use.

- 1) Seized: 0
- 2) Forfeited to Agency: 0
- 3) Returned to Defendants/Respondents: 0
- 4) Put into use by Agency: 0

**E) Other Property**

Please note - this should be a number not a currency amount. For example, 4 lots of tools seized, 3 lots of tools forfeited, 0 lots of tools put into use.

Description	Seized	Forfeited To Agency	Returned to Defendants/Respondents	Put into use by Agency
-------------	--------	---------------------	------------------------------------	------------------------

## IV. Forfeited Property Received

### **Forfeited Property Received From Another Agency**

*Enter the total number of items transferred to your agency where the forfeiture judgment awarded ownership of the property to another agency prior to the transfer.*

A) Motor Vehicles: 0

B) Real Property: 0

C) Computers: 0

D) Firearms: 0

E) Other: 0

## V. Forfeited Property Transferred/Loaned

### **Forfeited Property Transferred or Loaned to Another Agency**

*Enter the total number of items transferred or loaned from your agency where the forfeiture judgment awarded ownership of the property to your agency prior to the transfer.*

A) Motor Vehicles: 0

B) Real Property: 0

C) Computers: 0

D) Firearms: 0

E) Other: 0



## VI. Expenditures: A - D

---

### A) Salaries

- 1) Increase of Salary, Expense  
or Allowance for Employees  
(Salary Supplements): \$0.00
- 2) Salary Budgeted Solely  
From Forfeited Funds: \$5,467.50
- 3) Number of Employees Paid  
Using Forfeiture Funds: 1
- 4) TOTAL SALARIES PAID  
OUT OF CHAPTER 59  
FUNDS: \$5,467.50

Total Salaries from Mailed  
Form:

### B) Overtime

- 1) For Employees Budgeted by  
Governing Body: \$0.00
- 2) For Employees Budgeted  
Solely out of Forfeiture Funds: \$0.00
- 3) Number of Employees Paid  
Using Forfeiture Funds: 0
- 4) TOTAL OVERTIME PAID  
OUT OF CHAPTER 59  
FUNDS: \$0.00

Total Overtime from Mailed  
Form:

### C) Equipment

- 1) Vehicles: \$0.00
- 2) Computers: \$0.00
- 3) Firearms, Protective Body  
Armor, Personal Equipment: \$0.00
- 4) Furniture: \$0.00
- 5) Software: \$0.00
- 6) Maintenance Costs: \$0.00
- 7) Uniforms: \$0.00

8) K9 Related Costs: \$0.00  
9) Other (Must provide detail in  
box below): \$0.00

Description:

10) TOTAL EQUIPMENT  
PURCHASED WITH \$0.00  
CHAPTER 59 FUNDS:

Total Equipment from Mailed  
Form:

**D) Supplies**

1) Office Supplies: \$0.00  
2) Mobile Phone and Data  
Account Fees: \$0.00  
3) Internet: \$0.00  
4) Other (Must provide detail in  
box below): \$0.00

Description:

5) TOTAL SUPPLIES  
PURCHASED WITH \$0.00  
CHAPTER 59 FUNDS:

Total Supplies from Mailed  
Form:

**VI. Expenditures: E**

---

**E) Travel**

**1) In State Travel**

a) Transportation: \$0.00  
b) Meals & Lodging: \$0.00  
c) Mileage: \$0.00  
d) Incidental Expenses: \$0.00

e) Total In State Travel: \$0.00

Total In State Travel from  
Mailed Form:

**2) Out of State Travel**

a) Transportation: \$0.00

b) Meals & Lodging: \$0.00

c) Mileage: \$0.00

d) Incidental Expenses: \$0.00

e) Total Out of State Travel: \$0.00

Total Out of State Travel from  
Mailed Form:

**3) Total Travel Paid Out of Chapter 59 Funds**

Total Travel Paid Out of  
Chapter 59 Funds: \$0.00

Total Travel from Mailed Form:

**VI. Expenditures: F - G**

---

**F) Training**

1) Fees (Conferences,  
Seminars): \$0.00

2) Materials (Books, CDs,  
Videos, etc.): \$0.00

3) Other (Must provide detail in  
box below): \$0.00

Description:

4) TOTAL TRAINING PAID  
OUT OF CHAPTER 59 FUNDS: \$0.00

Total Training from Mailed  
Form:

**G) Investigative Costs**

- 1) Informant Costs: \$0.00
- 2) Buy Money: \$0.00
- 3) Lab Expenses: \$0.00
- 4) Other (Must provide detail in  
box below): \$0.00

Description:

- 5) TOTAL INVESTIGATIVE  
COSTS PAID OUT OF  
CHAPTER 59 FUNDS: \$0.00

Total Investigative Costs from  
Mailed Form:

**VI. Expenditures: H - N**

---

**H) Prevention / Treatment Programs / Financial Assistance / Donation**

- 1) Total Prevention/Treatment  
Programs (pursuant to 59.06  
(d-3(6), (h), (j) ): \$0.00
- 2) Total Financial Assistance  
(pursuant to Articles 59.06 (n)  
and (o) ): \$0.00
- 3) Total Donations (pursuant to  
Articles 59.06 (d-2)): \$0.00
- 4) Total scholarships to  
children of officers killed in the  
line of duty (pursuant to Article  
59.06 (r)): \$0.00

- 5) TOTAL  
PREVENTION/TREATMENT  
PROGRAMS/FINANCIAL  
ASSISTANCE/DONATIONS  
(Pursuant to Articles 59.06  
(d-3(6)), (h), (j), (n), (o), (d-2),  
(r)) - This field will be \$0.00

auto-calculated when you  
SAVE or switch sections:

Total  
PREVENTION/TREATMENT  
PROGRAMS/FINANCIAL  
ASSISTANCE/DONATIONS  
from Mailed Form:

**I) Facility Costs**

- 1) Building Purchase: \$0.00
- 2) Lease Payments: \$0.00
- 3) Remodeling: \$0.00
- 4) Maintenance Costs: \$0.00
- 5) Utilities: \$0.00
- 6) Other (Must provide detail in  
box below): \$0.00

Description:

7) TOTAL FACILITY COSTS  
PAID OUT OF CHAPTER 59  
FUNDS: \$0.00

Total Facility Costs from  
Mailed Form:

**J) Miscellaneous Fees**

- 1) Court Costs: \$0.00
- 2) Filing Fees: \$0.00
- 3) Insurance: \$0.00
- 4) Witness Fees (including  
travel and security): \$0.00
- 5) Audit Costs and Fees  
(including audit preparation  
and professional fees): \$0.00
- 6) Other (Must provide detail in  
box below): \$0.00

Description:

7) Total Miscellaneous Fees  
Paid Out of Chapter 59 Funds  
- This will be auto-calculated  
when you SAVE or switch  
sections: \$0.00

Total Miscellaneous Costs  
from Mailed Form:

**K) Paid to State Treasury / General Fund / Health & Human Services Commission**

1) Total paid to State Treasury  
due to lack of local agreement  
pursuant to 59.06 (c): \$0.00

2) Total paid to State Treasury  
due to participating in task  
force not established in  
accordance with 59.06 (q)(1): \$0.00

3) Total paid to General Fund  
pursuant to 59.06 (c-3) (C)  
(Texas Department of Public  
Safety only): \$0.00

4) Total forfeiture funds  
transferred to the Health and  
Human Services Commission  
pursuant to 59.06 (p): \$0.00

5) TOTAL PAID TO STATE  
TREASURY/ GENERAL  
FUND/ HEALTH & HUMAN  
SERVICES COMMISSION  
OUT OF CHAPTER 59  
FUNDS: \$0.00

Total Paid to State  
Treasury/General fund/ Health  
& Human Services  
Commission from Mailed  
Form:

**L) Total Paid to Cooperating Agency(ies) Pursuant to Local Agreement**

TOTAL PAID TO  
COOPERATING  
AGENCY(IES) PURSUANT  
TO LOCAL AGREEMENT: \$0.00

**M) Total Other Expenses Paid Out of Chapter 59 Funds Which Are Not Accounted For In Previous Categories**

TOTAL OTHER EXPENSES  
PAID OUT OF CHAPTER 59  
FUNDS WHICH ARE NOT  
ACCOUNTED FOR IN  
PREVIOUS CATEGORIES \$0.00  
(Must provide detail in box  
below):

Description:

**N) Total Expenditures**

TOTAL EXPENDITURES: \$5,467.50

Total Expenditures from Mailed  
Form:

**Financial Professional Signature**

---

*After signing and pressing "Save", using your email address and password account access, and pursuant to the terms of service, you certify that you swear or affirm that the Commissioners Court, City Council or Head of Agency (if no governing body) has requested that you conduct the audit required by Article 59.06 of the Code of Criminal Procedure and that upon diligent inspection of all relevant documents and supporting materials, you believe that the information contained in this report is true and correct to the best of your Knowledge.*

Do you acknowledge the  
above terms : Yes

Typed Name of  
Auditor/Treasurer/Accounting  
Professional/Preparer:: Diane McNair for  
Bruce Ballard,

Title: County Auditor

**Head of Agency Certification**

---

*After signing and pressing "Submit" using your email address and password account access, and pursuant to the terms of service you swear or affirm, under penalty of perjury, that you have accounted for the seizure, forfeiture, receipt, and specific expenditure of all proceeds and property subject to Chapter 59 of the Code of Criminal Procedure, and that upon diligent inspection of all relevant documents and supporting materials, this asset forfeiture report is true and correct and contains all information required by Article 59.06 of the Code of Criminal Procedure. You further swear or affirm that, to the best of your knowledge, all expenditures reported herein were lawful and proper, and made in accordance with Texas law.*

Do you acknowledge the  
above terms : Yes

Year: 2021

Typed Name of Head of  
Agency:: Terry Jones

Title: Sheriff

Date: 11/8/2021

17,123 (7)



FILED FOR RECORD  
at 12:30 o'clock P M

NOV 23 2021

BECKY LANDRUM  
County Clerk, Hunt County, Tex.  
By

AMENDMENT

This amendment ("Amendment") is effective as of the date of signature of the last party to sign as indicated below ("Amendment Effective Date"), by and between Tyler Technologies, Inc. with offices at One Tyler Drive, Yarmouth, Maine 04096 ("Tyler") and Hunt County, Texas, with offices at 2507 Lee Street, 2<sup>nd</sup> Floor, Greenville, Texas 75401 ("Client").

WHEREAS, Tyler and Client are parties to an agreement dated July 29, 2016 ("Agreement"); and

WHEREAS, Tyler and Client desire to amend the terms of the Agreement as provided herein.

NOW THEREFORE, in consideration of the mutual promises hereinafter contained, Tyler and Client agree as follows:

1. Notwithstanding anything to the contrary in the Agreement, the term of the Agreement is hereby renewed for a five (5) year term commencing October 1, 2021. At the end of the five (5) year term, and in accordance with Section F (1) of the Agreement, the Agreement will renew automatically for additional one (1) year renewal terms at Tyler's then-current SaaS Fees.
2. This Amendment shall be governed by and construed in accordance with the terms and conditions of the Agreement.
3. Except as expressly indicated in this Amendment, all other terms and conditions of the Agreement shall remain in full force and effect.

IN WITNESS WHEREOF, the parties hereto have executed this Amendment as of the dates set forth below.

Tyler Technologies, Inc.

Hunt County, Texas

By: Jisel Lopez

By: Bobby Stovall

Name: Jisel Lopez

Name: Bobby Stovall

Title: Senior Corporate Attorney

Title: Hunt County Judge

Date: November 30, 2021

Date: 11-23-21

