

**RESOLUTION APPROVING AMENDMENT TO THE AGREEMENT WITH MUNI LINK FOR RATE INCREASE ON THE NOTIFICATION MODULE, ACDES.**

WHEREAS, Doug Starkey, Director of the Ashtabula County Department of Environmental Services, has presented an amendment, to-wit:

**Parties:** Ashtabula County Dept. of Environmental Services, 36 W. Walnut St., Jefferson, OH 44047 and Muni Link PO Box 250, Bellwood, PA, 16617

**Description:** Charges for the use of the notification module have increased from \$2.00 per 1,000 emails to \$3.00 per 1,000emails, voice messages from \$0.05 per minute to \$0.06 per minute, SMS from \$0.35 each to \$0.45 each and a \$10.00 monthly campaign fee due to new 10DLC regulations. Confirmation of 10DLC compliance also required on attached notification Addendum Agreement.

**Term:** Effective March 1, 2024

**Cost:** Not to Exceed, \$1,000.00 per year

THEREFORE, BE IT RESOLVED, By the Board of Commissioners of Ashtabula County, Ohio that the agreement as noted above is approved in accordance with the copy now on file in this office.

BE IT FURTHER RESOLVED that the President of the Board, on behalf of the Board of Commissioners of Ashtabula County, is authorized to execute any and all necessary documents.

**ASHTABULA COUNTY COMMISSIONERS  
CERTIFICATION PAGE**

**Resolution No. 2024-127**

**February 27, 2024**

**RESOLUTION APPROVING AMENDMENT TO THE AGREEMENT WITH MUNI LINK  
FOR RATE INCREASE ON THE NOTIFICATION MODULE, ACDES**

**Upon the motion of J.P. Ducro IV, seconded by Casey R. Kozlowski.**

**VOTE:**

**Kathryn L. Whittington  
J.P. Ducro IV  
Casey R. Kozlowski**

**Aye  
Aye  
Aye**

**CERTIFICATE OF CLERK**

IT IS HEREBY CERTIFIED that the foregoing is a true and correct transcript of a resolution acted upon and duly passed by the Board of County Commissioners of Ashtabula County, Ohio, on the date noted above.



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Lisa Hawkins, Clerk of the Board  
Board of County Commissioners  
Ashtabula County, Ohio



# MUNI-LINK

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PO BOX 250 | STADIUM DRIVE | BELLWOOD | PA | 16617 | 814.742.7700

[www.muni-link.com](http://www.muni-link.com)

## Notifications Addendum

**Date:** February 6, 2024

**Customer:** Ashtabula County of Board Commissioners

**Project:** Notification Module

**Contract Type:** Addendum to existing Notifications Agreement

**Proposed Details:** Charges increase and 10DLC compliance regulations

### Notification Module Fees:

Muni-Link Customer Notifications Module: ~~\$75.00 (one-time initial setup fee)~~

- Usage charges: (separate invoice)
  - Email \$3.00 per 1,000 (.3 cents each)
  - Voice \$ .06 per minute (whole minute increments)
  - SMS \$ .045 per each 160-character message
- Local Number and Caller ID: **\$5.00** per month, added to monthly invoice

Caller ID (up to 15 characters): ACDES WTR / SWR

\*Local Number will be provided based on your area code.

### Notification Module Options:

Email

Voice

SMS/Messaging (Additional fees and requirements for SMS)

- Brand & 10DLC Campaign registration and submission fee: ~~\$100.00 (one-time fee)~~  
\*If campaign is rejected due to the information provided this will result in a resubmission fee of \$60.00.
- Campaign charges: **\$10.00** per month
- The attached SMS 10DLC Registration Form must be completed in its entirety and returned. The vetting process performed by the wireless carriers can take 4-6 weeks. Incomplete or inaccurate forms will be denied and result in an additional fee for resubmission.



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- Plivo may contact you to verify authorization of Muni-Link registering your company for SMS notifications. Please be sure to have correct contact information on the attached SMS 10DLC form.
- Please visit the URL's listed below to review guideline documentation.
  - <https://www.10dlc.org/en/TCPA>
  - <https://www.plivo.com/docs/sms/concepts/us-messaging-best-practices/>
  - <https://www.plivo.com/blog/sms-api-best-practices/>

By signing this Notifications Agreement, you acknowledge and assume the responsibility for SMS notification use and agree to Plivo's guidelines and best practices. Link Computer Corporation is not responsible for misuse of the SMS notification messaging.

The Customer Notifications module is intended for customer information, alerts and service announcement purposes only. It is the responsibility of you, the end user/customer to be informed of local and national regulations regarding customer notification requirements. Link Computer Corporation cannot be held liable for misuse of the notification system.

All other terms of the existing contract agreement including the Automatic Price Increase and Annual Price Adjustment remain unchanged.

**Acceptance:**



Signature – Link Computer Corporation

Jack E. Collins

Printed

3-1-2024

Date



Signature – Ashtabula County of Board Commissioners

Kathryn Whittington

Printed

2-27-24

Date

**To be completed by Link Computer Corporation**

Total one-time fees: \$ (will be billed on monthly invoice)

Total recurring monthly fees: \$ (will be billed on monthly invoice)

Notification usages charges will be billed on a separate invoice quarterly.



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## SMS 10DLC Registration Form

Incomplete or inaccurate forms will be denied and result in an additional resubmission fee of \$60.00.

### Profile & Brand Registration

#### Company Information

Company Name: **Ashtabula County Department of Environmental Services**

*\*The values you enter for Company Name **MUST** exactly match the values on your tax registration document.*

Registration Type: (Select a minimum of one )

- Government**
- Non-Profit**
- Private**
- Public**

Company Registration Number: **34-6000128**

*\*The values you enter for Tax ID number **MUST** exactly match the values on your tax registration document.*

Company Website: **[www.ashtabulacounty.us](http://www.ashtabulacounty.us)**

*\*The website needs to be secured by an SSL certificate to support HTTPS protocol, and include About Us, Contact Us, Terms & Conditions and Privacy Policy pages.*

Address Information: (Physical address of Company not mailing)

**Street: 36 West Walnut St**

**City: Jefferson**

**State: Ohio**

**Zip code: 44047**

Contact Information:

*\*Provide working contact information for company support and/or clerk, preferably matching company website.*

**First Name: Angela**

**Last Name: Gruber**

**Email: [algruber@ashtabulacounty.us](mailto:algruber@ashtabulacounty.us)**

**Phone Number: 440-576-3083**



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## Campaign Registration

### Campaign Details

Campaign Name: Customer Notifications

Campaign Type: **Mixed (\$10.00 per month)**

Mixed Campaign Sub-Type:

- Account Notifications
- Delivery Notifications
- Marketing
- Public Service Announcement
- Customer Care

Campaign Description:

Approve

**ACDES uses this campaign to provide real time delivery notifications to utility customers about their account or service; Examples include boil water notice, shutoff notice, payment past due, construction, etc.**

Message Flow:

Approve

**ACDES: Customers opt-in to receive notifications during new account set up or by contacting the ACDES office to request notifications. Instructions on how to opt-out are sent with every text message."**

Sample Message #1:

Approve

**"ACDES: You are under a boil water advisory in your area as of Sunday December 20, 2020 until further notice. To opt-out reply STOP."**

Sample Message #2:

Approve

**"ACDES: Your utility account 12345-0 is delinquent in the amount of \$153.55. To avoid shut off please make payment by February 23, 2021. To pay online go to <https://ashtabulaco.authoritypay.com>. To opt-out reply STOP."**

Help Message:

Approve

**"ACDES: For help, please contact our office at 440-576-3722. To opt-out reply STOP."**

Opt-Out Message:

Approve

**"ACDES: You have opted out and will no longer receive notifications. If you feel this is incorrect, contact our office at 440-576-3722."**

Opt-In Message:

Approve

**"ACDES: You are now enrolled to receive notifications on your account and service provided. To opt-out reply STOP."**