

RESOLUTION APPROVING PHONE SERVICES AGREEMENT WITH SPECTRUM BUSINESS FOR ASHTABULA COUNTY

WHEREAS, in accordance with the Ashtabula County Procurement Policy, Rock Benson, Chief Information Officer, Ashtabula County IT Service has obtained three quotes for phone services, as follows:

Spectrum Business cost of \$1,440.00 per month

AT&T cost of \$2,300 per month

Brightspeed cost of \$3,000 per month

WHEREAS, Rock Benson, Ashtabula County IT Services, has recommended an Agreement be approved by the Board with Spectrum Business, to-wit:

Scope: to provide phone service including Trunking, PRI Trunking and Cloud Calling services for the County

Provider: Spectrum Business, 12405 Powerscourt Dr., St. Louis, MO 63131

Cost: Not to Exceed, \$61,000.00

Term: 36-month agreement

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.

**ASHTABULA COUNTY COMMISSIONERS
CERTIFICATION PAGE**

Resolution No. 2026-312

July 21, 2026

**RESOLUTION APPROVING PHONE SERVICES AGREEMENT WITH SPECTRUM
BUSINESS FOR ASHTABULA COUNTY**

Upon the motion of Kathryn L. Whittington, seconded by J.P. Ducro IV.

VOTE:

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

**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.



Crystal Sturgill, Clerk of the Board
Board of County Commissioners
Ashtabula County, Ohio

Review and complete

Finish



SERVICE ORDER

THIS SERVICE ORDER ("Service Order") is executed and effective upon the date of the signature set forth in the block below ("Effective Date") and is by and between Charter Communications Operating, LLC on behalf of those subsidiaries providing the Service(s) hereunder ("Spectrum") and Customer (as shown below), and is governed by the applicable Spectrum Business - Enterprise Commercial Terms of Service posted at <https://enterprise.spectrum.com/legal/terms-and-conditions.html> (or successor URL) or, if applicable, an existing agreement executed by the parties (each, as appropriate, the "Service Agreement"). Except as specifically modified, other terms and conditions of the Service Agreement shall remain unamended and in full force and effect.

Spectrum Contact Information

Contact: Kailee Y Yassini
Telephone: 6143767309
Email: kailee.yassini@spectrum.com

Customer Information

Customer Name Ashtabula County		Order # 15544524
Address 25 W Jefferson St Jefferson OH 44047		
Telephone (440) 576-3798		Email: rkbenson@ashtabulacounty.gov
Contact Name Rock Benson	Telephone (440) 576-3798	Email: rkbenson@ashtabulacounty.gov
Billing Address 25 W Jefferson St Jefferson OH 44047		
Billing Contact Name	Telephone	Email:

NEW AND REVISED SERVICES AT 8 W Walnut St , Jefferson OH 44047

Service Description	Order Term	Quantity	Monthly Recurring Charge(s)
Enterprise Trunking 23	36 Months	1	\$332.35
DD Block 100 Numbers	36 Months	1	\$0.00
10,000 Minutes	36 Months	1	\$0.00
Trunk Overflow	36 Months	1	\$24.95
Promotional Voice Discount - 2 Months Free	36 Months	1	\$0.00
TOTAL			

Summarize

Search

View Pages

Comment

Download

Print

100%

Powered by docuSign

English (US) Terms of Use Privacy

Copyright © 2026 DocuSign, Inc. All rights reserved

SERVICE ORDER

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 applicable Spectrum Business - Enterprise Commercial Terms of Service posted at <https://enterprise.spectrum.com/legal/terms-and-conditions.html> (or successor URL) or, if applicable, an existing service agreement executed by the parties (each, as appropriate, the "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 Contact Information
Contact: Karlee Y Yassini
Telephone: 6143767309
Email: karlee.yassini@spectrum.com

Customer Information		
Customer Name Ashtabula County	Order # 15944324	
Address 25 W Jefferson St Jefferson OH 44047		
Telephone (440) 376-3798	Email: rkbenson@ashtabulacounty.gov	
Contact Name Rock Benson	Telephone (440) 376-3798	Email: rbenson@ashtabulacounty.gov
Billing Address 25 W Jefferson St Jefferson OH 44047		
Billing Contact Name	Telephone	Email:

NEW AND REVISED SERVICES AT 8 W Walnut St , Jefferson OH 44047				
Service Description	Order Term	Quantity	Monthly Recurring Charge(s)	Total Monthly Recurring Charge(s)
Enterprise Trunking 23	36 Month(s)	1	\$332.35	\$332.35
100 Block 100 Numbers	36 Month(s)	1	\$0.00	\$0.00
10,000 Minutes	36 Month(s)	1	\$0.00	\$0.00
Trunk Overflow	36 Month(s)	1	\$24.95	\$24.95
Promotional Voice Discount - 2 Months Free	36 Month(s)	1	\$0.00	\$0.00
TOTAL				\$357.30

NEW AND REVISED SERVICES AT 25 W Jefferson St Unit 1, Jefferson OH 44047

Service Description	Order Term	Quantity	Monthly Recurring Charge(s)	Total Monthly Recurring Charge(s)
Enterprise Trunking 23	36 Months	2	\$332.35	\$664.70
DID Block 100 Numbers	36 Months	4	\$0.00	\$30.00
10,000 Minutes	36 Months	1	\$0.00	\$0.00
DID Block 20 Numbers	36 Months	2	\$3.00	\$6.00
Trunk Overflow	36 Months	1	\$24.95	\$24.95
Promotional Voice Discount - 2 Months Free	36 Months	1	\$0.00	\$0.00
TOTAL				\$725.65

NEW AND REVISED SERVICES AT 186 E Satin St , Jefferson OH 44047

Service Description	Order Term	Quantity	Monthly Recurring Charge(s)	Total Monthly Recurring Charge(s)
Enterprise Trunking 23	36 Months	1	\$332.35	\$332.35
DID Block 100 Numbers	36 Months	1	\$0.00	\$0.00
10,000 Minutes	36 Months	1	\$0.00	\$0.00
Trunk Overflow	36 Months	1	\$24.95	\$24.95
Promotional Voice Discount - 2 Months Free	36 Months	1	\$0.00	\$0.00
TOTAL				\$357.30

ONE TIME CHARGE(S) AT 186 E Satin St , Jefferson OH 44047

Service Description	Quantity	One Time Charge(s)	Total One Time Charge(s)
PRI Installation	1	\$0.00	\$0.00
TOTAL			\$0.00

ONE TIME CHARGE(S) AT 25 W Jefferson St Unit 1, Jefferson OH 44047

Service Description	Quantity	One Time Charge(s)	Total One Time Charge(s)
PRI Installation	1	\$0.00	\$0.00
TOTAL			\$0.00



ONE TIME CHARGE(S) AT 8 W Walnut St , Jefferson OH 44047			
Service Description	Quantity	One Time Charge(s)	Total One Time Charge(s)
Port Installation	1	\$0.00	\$0.00
TOTAL			\$0.00

VOICE SERVICE ORDER INFORMATION			
E-911 Location Address	Current LEC	Current IXC	LEC BTNs
	Brightspeed		440-576-3707 440-576-3707
	Brightspeed		440-576-9090 440-576-9090
	Brightspeed		440-576-8915 440-576-8915

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.**

Product Promotion - 2 Months Free

Some or all of your Service Order is subject to a promotional offer, of which the full Terms & Conditions can be found by going to the following URL:

<https://enterprise.spectrum.com/legal/2-months-free.html>

Enterprise Trunk Minutes

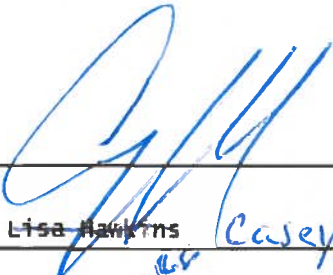
Any additional Domestic and International long distance calls exceeding the minutes of use package will be charged at the rates listed at <https://enterprise.spectrum.com/products/voice-collaboration/trunking/enterprise-trunking/rates.html> (or successor URL). Toll Free calls exceeding the minutes of use package will be charged at the Toll Free rate plan associated with the Toll Free number.

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

Customer

Signature:

Printed Name:


Lisa Hawkins

Casey Kozlowski

Title:

President

Date:

7-21-20

Spectrum Business – for enterprise Services

pre-service installation guide



Welcome, and thank you for choosing Spectrum Business. 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 Business 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 Business 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.
©2025 Charter Communications. All rights reserved.

Spectrum Business

Trunking and Cloud Calling Service Level Agreement

This Service Level Agreement ("SLA") for Spectrum Business ("Spectrum") SIP Trunking Service, PRI Trunking Service and Cloud Calling Service (individually the "Service" and collectively the "Services") is a part of, and hereby incorporated by reference into the Spectrum Business Service Agreement (including the terms and conditions, attachments, and Service Orders described therein, the "Service Agreement"). To the extent any provision of this SLA conflicts with the Service Agreement, this SLA shall control. Performance goals for the Services ("SLA Targets") are set forth in the tables below. Capitalized words used but not defined herein shall have the meanings assigned to them in the Service Agreement.

I. Priority Classifications and Definitions:

Priority classifications for Service Disruptions and Service Degradations are described as follows:

Priority	Criteria
Priority 1	- Service Disruption resulting in a total loss of Service; or - Service Degradation to the point where Customer is unable to use the Service (each a "Priority 1 Outage")
Priority 2	- Service Disruption or Service Degradation resulting in individual call failures - Service Degradation where Customer is able to use the Service
Priority 3	- A service problem that does not impact the Service; or - A single non-circuit or trunk specific quality of Service inquiry

As used in this SLA, the following terms have the meanings assigned below:

"Service Disruption" is defined as an outage, disruption, or severe degradation, other than an Excluded Disruption, that interferes with the ability of a Service to complete inbound and/or outbound voice calls. The Service Disruption period begins on the earlier of (i) when Spectrum opens a trouble ticket in connection with a Service Disruption that Spectrum detects and verifies, or (ii) when Customer reports a Service Disruption by contacting Enterprise Technical Support, and then Spectrum validates that the Service is affected and creates a corresponding trouble ticket. The Service Disruption ends when the Affected Service has been restored.

"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) time when Spectrum is unable to gain access to Customer's Service Location to troubleshoot, repair or replace equipment or the Service, (iv) Service problems resulting from acts or omissions of Customer or Customer's representatives or agents, (v) Customer equipment failures, (vi) Customer does not release the Service for testing, and (vii) Force Majeure Events.

II. SLA Targets for SIP Trunking, PRI Trunking and Cloud Calling Services

Service Availability	Mean Time To Restore ("MTTR")
100%	Priority 1 Outages within 4 hours

SLA targets are measured at the individual circuit or Service level, and any applicable credits are issued only for the affected circuit or Service (the "Affected Service").

III. SLA Calculations

1. Service Availability

"Service Availability" is calculated as the total number of minutes in a calendar month, less the number of minutes that the Service is unavailable due to a Priority 1 Outage ("Downtime"), with such difference divided by the total number of minutes in a calendar month, and expressed as a percentage.

Service Availability per calendar month is calculated as follows:

Service Availability =	$\frac{\text{Total number of minutes in the calendar month} - \text{Downtime}}{\text{Total number of minutes in the calendar month}} \times 100$
------------------------	--

2. Mean Time to Restore ("MTTR")

The MTTR SLA Target is applicable to Priority 1 Outages and is measured each calendar month as the average time for Spectrum to restore Priority 1 Outages, calculated as the cumulative length of time it takes Spectrum to restore a Service following a Priority 1 Outage divided by the corresponding number of trouble tickets for Priority 1 Outages opened during the respective calendar month for the Service.

MTTR per calendar month is calculated as follows:

Mean Time to Restore =	$\frac{\text{Cumulative length of time to restore Priority 1 Outage(s) per Service in a calendar month}}{\text{Total number of Priority 1 Outage trouble tickets per Service in the calendar month}}$
------------------------	---

IV. Remedies

1. Service Credits

If a Service fails to satisfy the SLA Targets during any calendar month and Customer is in compliance with the terms of the Service Agreement and this SLA, then Customer may request credit equal to the corresponding percentage of monthly recurring charges ("MRC") for the Affected Service as set forth in the tables below. Any credit to be applied will be offset against amounts due from Customer to Spectrum in the billing cycle following the date Spectrum makes its credit determination. Credit requests must be submitted to Spectrum within thirty (30) days of the calendar month in which the SLA Target was missed. Spectrum will exercise commercially reasonable efforts to respond to such credit requests within thirty (30) days of receipt thereof.

Service Availability Credits		
Downtime		Service Credit
> 0	< 1 hour	10% of MRC
≥ 1 hour	< 2 hours	20% of MRC
≥ 2 hours	< 4 hours	30% of MRC
≥ 4 hours	< 8 hours	40% of MRC
≥ 8 hours	< 12 hours	50% of MRC
≥ 12 hours	< 16 hours	80% of MRC
≥ 16 hours		100% of MRC

Mean Time To Restore ("MTTR") Credits	
MTTR > 4 hours < 8 hours	40% of MRC
MTTR ≥ 8 hours	50% of MRC

All SLA Targets are monthly measurements, and Customer may request only one credit per SLA Target per month for the Affected Service. Should one event impact more than one SLA hereunder, Customer shall receive the single highest of the qualifying Service Credits only. Service Credits hereunder shall not be cumulative per Service. The aggregate credit amount due to Customer in any month will not exceed 100% of the MRC for the Affected Service. Credits hereunder shall not exceed four (4) months of Customer's applicable MRC during any calendar year. Except as set forth below, the credits described in this SLA shall constitute Customer's sole and exclusive remedy, and Spectrum's sole and exclusive liability, with respect to any missed SLA Targets.

2. Chronic Priority 1 Outages

If Customer experiences and reports three (3) separate Priority 1 Outages where Downtime exceeds four (4) hours during each Priority 1 Outage within three (3) consecutive calendar months, then Customer may terminate the Affected Service without charge or liability by providing at least thirty (30) days written notice to Spectrum; provided, however, that (i) Customer may only terminate the Affected Service; (ii) Customer must exercise its rights to terminate the Affected Service by providing written notice to Spectrum within thirty (30) days after the event giving rise to Customer's termination right; (iii) Customer shall have paid Spectrum all amounts due at the time of such termination for all Services provided by Spectrum pursuant to the Service Agreement; and (iv) the foregoing termination right provides the sole and exclusive remedy of Customer and the sole and exclusive liability of Spectrum for chronic Priority 1 Outages and Customer shall not be eligible for any additional credits.

V. Network Maintenance

Maintenance Notice:

Customer understands that, from time to time, Spectrum will perform network maintenance for network improvements and preventive maintenance. In some cases, Spectrum will need to perform urgent network maintenance, which will usually be conducted within the routine maintenance windows. Spectrum will use reasonable efforts to provide advance notice of the approximate time, duration, and reason for any urgent maintenance outside of the routine maintenance windows.

Maintenance Windows:

Routine maintenance may be performed Monday – Friday, 12 a.m. – 6 a.m. local time.

Prepared for: Ashtabula County PRI
 Prepared by: Kailee Yassini
 Location: 25 W Jefferson St.



Proposed Solution - Monthly Cost				
Spectrum Enterprise Solution Quote	Qty	Term	Monthly Unit Price	Monthly Total
25 W Jefferson St. (Main)				
PRI 23	2	36	\$14.45	\$664.70
Automatic DID Overflow/Failover	1	36	\$24.95	\$24.95
10,000 LD Minutes Included	2	36	\$0.00	\$0.00
PRI Block 100 Numbers	4	36	\$15.00	\$30.00
PRI Block 20 Numbers	2	36	\$3.00	\$6.00
2 Months Free	1	36	\$0.00	\$0.00
Total Monthly				\$725.65
8 W Walnut St. (BOE)				
PRI 23	1	36	\$14.45	\$332.35
Automatic DID Overflow/Failover	1	36	\$24.95	\$24.95
10,000 LD Minutes Included	1	36	\$0.00	\$0.00
PRI DID Block 100 Numbers	1	36	\$0.00	\$0.00
2 Months Free	1	36	\$0.00	\$0.00
Total Monthly				\$357.30
186 E Satin St. (Engineer)				
PRI 23	23	36	\$14.45	\$332.35
Automatic DID Overflow/Failover	1	36	\$24.95	\$24.95
10,000 LD Minutes Included	1	36	\$0.00	\$0.00
PRI DID Block 100 Numbers	1	36	\$0.00	\$0.00
2 Month Free	1	36	\$0.00	\$0.00
Total Monthly				\$ 357.30

Solution Total \$1,440.25

fees & surcharges should be less than \$250

3/12

COMMERCIAL PROPERTY OWNERSHIP VERIFICATION

Spectrum Business Commercial Property Ownership Verification	Thank you for your request for service from Spectrum Business. To assist in the timely delivery of your contracted services, Spectrum will need the contact information for the Property Owner/Manager of the building in which your business resides. We will be contacting the Property Owner/Manager to obtain a Right of Entry Agreement to permit us to enter upon the property (if necessary) to install ordered services.										
Charter Contact (Sales)	Kailee Y Yassini	Service Order Number:	06647970								
Property Address	Do you own this property?	Customer Name: Ashtabula County									
25 W Jefferson St Unit 1, Jefferson OH 44047	Please answer with Y for Yes or N for No. 	<table border="1"> <tr> <td>Company Name</td> <td>Contact Name</td> </tr> <tr> <td> </td> <td> </td> </tr> <tr> <td>Phone #</td> <td>Email</td> </tr> <tr> <td> </td> <td> </td> </tr> </table>		Company Name	Contact Name			Phone #	Email		
Company Name	Contact Name										
Phone #	Email										
8 W Walnut St , Jefferson OH 44047	Please answer with Y for Yes or N for No. 	<table border="1"> <tr> <td>Company Name</td> <td>Contact Name</td> </tr> <tr> <td> </td> <td> </td> </tr> <tr> <td>Phone #</td> <td>Email</td> </tr> <tr> <td> </td> <td> </td> </tr> </table>		Company Name	Contact Name			Phone #	Email		
Company Name	Contact Name										
Phone #	Email										
186 E Satin St , Jefferson OH 44047	Please answer with Y for Yes or N for No. 	<table border="1"> <tr> <td>Company Name</td> <td>Contact Name</td> </tr> <tr> <td> </td> <td> </td> </tr> <tr> <td>Phone #</td> <td>Email</td> </tr> <tr> <td> </td> <td> </td> </tr> </table>		Company Name	Contact Name			Phone #	Email		
Company Name	Contact Name										
Phone #	Email										

Spectrum™ Voice Service E911 Acknowledgement

Customer Name: Ashtabula County

Billing Address: 25 W Jefferson St Jefferson OH 44047

If Customer's order includes Voice Service, please confirm that you understand this important information regarding E911 access and Spectrum Voice Service.

Spectrum¹ 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.

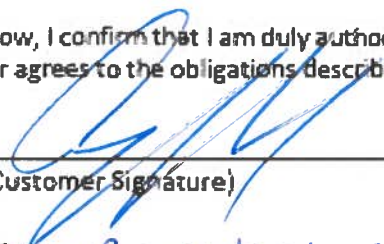
When a user of Voice Service dials 911, the location of the CPE used to place the call is automatically provided to an emergency services provider. Spectrum Voice Service CPE must not be moved to a new location without first advising Spectrum of the new location. If Customer moves the Spectrum Voice Service CPE to a new location without authorization and a user of the service dials 911, the caller will need to provide his or her location, including any building, floor or room identifier, to the 911 operator, or the call may be misdirected to the wrong location or wrong emergency provider.

During the first 72 hours after initiating service or advising Spectrum of an address change, if a user dials 911, the caller must provide the location, including any building, floor or room identifier, to the emergency operator. This is necessary to ensure emergency services are dispatched to the new location 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, a caller will always need to convey the 911 service location information to the emergency operator.

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

Customer must advise each potential user of Spectrum Voice Service of the foregoing characteristics of the service with respect to 911 service.

By signing below, I confirm that I am duly authorized to sign this Acknowledgement on behalf of Customer and that Customer agrees to the obligations described above.


(Authorized Customer Signature)

7-21-20
(Date Signed)

~~Lisa Hawkins~~ Casey Kozlowski
(Printed Name) CK

President
(Title)

¹ "Spectrum" refers to Charter Communications Operating, LLC and its subsidiaries providing the Services.



Spectrum™ Voice, Trunk, and Cloud Calling Service
Letter of Authorization

NAME OF CUSTOMER: Ashtabula County

BILLING ADDRESS: 25 W Jefferson St Jefferson OH 44047

Customer requests a change of its service provider for all or a portion of its local and long distance (including international) telephone service. By completing this form, Customer authorizes Spectrum¹ to become Customer's new voice service provider in place of its current provider(s) for local and long distance (including international) telephone service for the telephone number(s) listed on the attached addendum.

Customer will not be charged a fee to change its service provider.

Customer may choose only one local, one in-state, and one state-to-state long distance carrier for each telephone number and that, except in Hawaii, its choice of state-to-state long distance carrier will also be its choice of International carrier for each telephone number.

Spectrum may obtain Customer's customer account records from its current local telephone service provider.

The signature below on this Letter of Authorization designates Spectrum to act as Customer's agent for purposes of a preferred carrier change and authorizes Spectrum to become Customer's current local, long distance and international telephone service provider for the telephone number(s) listed on the attached addendum. Spectrum will notify Customer's current local telephone service provider of this request for Spectrum to become its service provider should such notification be necessary.

I confirm that I am a representative of Customer and am duly authorized to change the service provider for the Customer telephone numbers described on the attached addendum (which is fully incorporated by this reference).

(Authorized Customer Signature)

(Date Signed)

~~Lisa Hawkins~~

Casey Kozlowski

President

(Printed Name)

(Title)

(Enter Telephone Numbers Transferred to Spectrum Below)

¹ "Spectrum" refers to Charter Communications Operating, LLC and its subsidiaries providing the Services.

Addendum

440-576-9090, 440-576-6915, 440-576-3707

[illegible]

**Spectrum™ Voice, Trunk and Cloud Calling Service
Letter of Authorization**

Addendum

CUSTOMER POINT OF CONTACT INFORMATION

Spectrum Business Point of Contact Information Sheet	What?: This sheet is to facilitate the expeditious fulfillment of your order with Spectrum Business. Why?: Completion of this form will assist with accurate and timely installation times and construction How?: Please provide a Local and/or Technical contact for your Service Location(s).				Is site specific contact info needed?	
Charter Contact (Sales)	Kailee Y Yassini		Service Order Number:	06847970	Do all sites share one contact?	
Service Location	Local Site Contact Information: The Local contact at the Service Location must be available: - To provide access to the technician during the arrival window. - To be available throughout the installation to answer any questions the technician may have. - To confirm the service is operational. - Local Contact may be same as Technical, please indicate if so.			Technical Contact Information (ie. Phone/Data Vendor): The Technical contact at the Service Location must be able: - To coordinate with our Spectrum Project Manager - To work with our network design team - To rate your installation experience. - Technical Contact may be same as Local, please indicate if so.		
Street Address	Site Contact Name	Site Contact Phone Number	Site Contact Email	Technical Contact Name	Technical Contact Phone Number	Technical Contact Email
25 W Jefferson St Unit 1, Jefferson OH 44047						
8 W Walnut St , Jefferson OH 44047						
186 E Satin St , Jefferson OH 44047						

CUSTOMER POINT OF CONTACT INFORMATION

Certificate Of Completion

Envelope Id: 2197BABC E248 8977 024B F89CC523367F

Status: Delivered

Subject: Kailee Yassini has requested your signature on a document(s)

Source Envelope:

Document Pages: 17

Signatures: 0

Envelope Originator:

Certificate Pages: 4

Initials: 0

Kailee Yassini

AutoNav: Enabled

Kailee.Yassini@spectrum.com

EnvelopeId Stamping: Disabled

IP Address: 209.112.107.133

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

Record Tracking

Status: Original

Holder: Kailee Yassini

Location: DocuSign

6/26/2026 10:38:32 AM

Kailee.Yassini@spectrum.com

Signer Events

Signature

Timestamp

Lisa Hawkins

Sent: 6/26/2026 10:39:56 AM

llhawkins@ashlandcounty.gov

Viewed: 6/26/2026 10:45:52 AM

Security Level: Email, Account Authentication (None)

Electronic Record and Signature Disclosure:

Accepted: 6/26/2026 10:45:52 AM

ID: fb49cc2a-9819-4ec3-9454-41b42763dace

Company Name: Spectrum

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

Witness Events

Signature

Timestamp

Notary Events

Signature

Timestamp

Envelope Summary Events

Status

Timestamps

Envelope Sent

Hashed/Encrypted

6/26/2026 10:39:56 AM

Certified Delivered

Security Checked

6/26/2026 10:45:52 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").



State of Ohio Debarment List

State agencies given the authority to debar suppliers by the Ohio Revised Code (R.C.) are the Ohio Facilities Construction Commission (OFCC), the Ohio Department of Transportation (ODOT), the Department of Administrative Services (DAS), and the Ohio Secretary of State. Respectively, debarment authority is given to these agencies by R.C. [153.02](#), [5513.06](#), [125.25](#) (opens in new webpage). The reasons for debarment are also prescribed by these statutes.

A debarred supplier cannot participate (i.e., do any work in any capacity) in any State agency contracts until the debarment period expires. Neither the Ohio Revised Code nor the Ohio Administrative Code (OAC) establish prescribed debarment periods. Instead, these are determined on a case-by-case basis.

When conducting procurements, State agencies are required to use the Statewide Debarment List. For agencies using OhioBuys, suppliers' profiles can be referenced to determine their debarment status, plus systematic controls are in place preventing debarred vendors from doing business with State agencies. Additionally, agencies must use the [Ohio Secretary of State](#) (opens in new webpage) and the United States General Services Administration's [System for Award Management \(SAM\)](#) (opens in new webpage) list of federally debarred suppliers. State agencies are prohibited from awarding contracts, funded in whole or in part with state and/or federal funds, to any person or company on any of these lists.

Show 25 entries per page

Vendor	Vendor ID	Address	Start Date	End Date	Debarred By
--------	-----------	---------	------------	----------	-------------

No matching records found



Office of Auditor of State
88 East Broad Street
Post Office Box 1140
Columbus, OH 43216-1140

Auditor of State - Unresolved Findings for Recovery Certified Search

(614) 466-4514
(800) 282-0370

I have searched The Auditor of State's unresolved findings for recovery database using the following criteria:

Contractor's Information:

Name: ,
Organization: **spectrum**
Date: **7/20/2026 3:11:25 PM**

This search produced the following list of 5 possible matches:

Name/Organization	Address
Columbia Prospect LLC	3681 Green Road, Suite 419
Speakman	
Speakman, Ron	277 S. Bennett Ave.
Speakman, Ronald	277 S. Bennett Ave.
Spencer, Gwen	199 Mahoning Street

The above list represents possible matches for the search criteria you entered. Please note that pursuant to ORC 9.24, only the person (which includes an organization) actually named in the finding for recovery is prohibited from being awarded a contract.

If the person you are searching for appears on this list, it means that the person has one or more findings for recovery and is prohibited from being awarded a contract described in ORC 9.24, unless one of the exceptions in that section apply,

If the person you are searching for does not appear on this list, an initialed copy of this page can serve as documentation of your compliance with ORC 9.24(E).

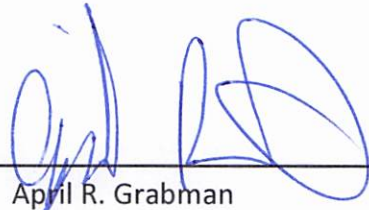
Please note that pursuant to ORC 9.24, it is the responsibility of the public office to verify that a person to whom it plans to award a contract does not appear in the Auditor of State's database. The Auditor of State's office is not responsible for inaccurate search results caused by user error or other circumstances beyond the Auditor of State's control.

Signature Page

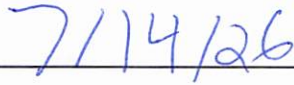
AGREEMENT TITLE: Service Order

APPROVED as to Legal Form Only.

Approved by: _____


April R. Grabman
Ashtabula County Prosecutor

Dated: _____



Reviewed by Earl F. Stoll, Assistant Prosecutor



FISCAL OFFICER'S CERTIFICATE

5705.41 O.R.C.

The undersigned, County Auditor of Ashtabula County, hereby certifies that the amount required to meet the obligations of the County during 2026, under the Agreement, has been lawfully appropriated for that purpose, and is in the Treasury of the County or in the process of collection to the credit of the following funds: 1001.001.108-601

In the amount of \$8,473 for year 2026 and free from any previous encumbrances.

Agreement Title: Spectrum phone service contract

A handwritten signature in blue ink, appearing to read 'Scott Yamamoto', followed by a horizontal line.

Scott Yamamoto, Ashtabula County Auditor

Contact: Janet Discher, County Administrator

Date: July 17, 2026