



BLaST IU17 Voice Services Agreement

3/24/2023

Wellsboro School District

227 Nichols Street

Wellsboro, PA 16901

1. Purpose

This Service Agreement is executed between **BLaST Intermediate Unit 17**, single billed entity of the regional pricing consortium known as the **BLaST Intermediate Unit 17 Telephone Services Consortium**, and **Wellsboro School District**. All listed prices below are for a **3 year service agreement**.

2. Service Descriptions

Voip Standard:

Includes One (1) SIP trunk to location with unlimited local and long distance calling. Twenty (20) concurrent calls maximum allotment. Ten (10) DID's including One (1) E911 enabled DID. *If not purchasing the VOIP Premium Add On*, The client agrees to pay the tech agreement hourly rate for VOIP support.

Voip Premium:

Includes all features of Voip Standard but with a monthly rated support package. This includes: Priority response for remote support, on-site support as needed, change requests, troubleshooting issues, extension board updates, IVR updates, firmware upgrades, and other routine changes.

DIDs:

Direct Inward Dialing. Standard phone numbers which can have caller IDs attached but no location information on outbound calls. Generally used to reach an extension directly from the outside.

DIDs E911 Enabled:

Generally used as the main phone number of buildings. These are the same as DIDs except they have a street address attached in the event 911 is dialed.

Fax Lines:

Unlimited faxing. Allows fax machines to Fax over the internet.

**E911 Compliance:

Allows every phone to be attached to a specific location in a building so emergency responders know where the call originated.(Middle School, Floor 1 Gymnasium for example)

****Note: Read Carefully Sections 4 and 5 and review attached note on Kari's Law and Ray Baum's Act**

BLaST IU17 shall use its best efforts to assure reliability and security of voice services. BLaST IU17 shall not be responsible for work delayed or invalidated because of technological problems, software problems, system failures, or similar problems beyond the control of BLaST IU17.

3. Service Selection

Please select which services you would like by entering a value in the Quantity column.

Service	Details	Quantity
VOIP Standard	1 SIP Trunk, 20 Concurrent calls, 10 DID's (1 E911 enabled DID) : \$700 monthly	
VOIP Premium	1 SIP Trunk, 20 Concurrent calls, 10 DID's (1 E911 enabled DID) Also includes Remote/Onsite Support : \$945 Monthly	1
Additional SIP Trunk	\$125 Monthly	
Additional DID	\$2 Monthly	
Additional DID (E911 Enabled)	\$4 Monthly	4
FAX Line	Fax through internet, 1 DID: \$125 yearly	
*E911 Extension(enter total extensions in quantity column)	\$1 monthly per extension for the first 100 extensions. \$0.75 monthly per extension thereafter (\$20 minimum charge if purchasing less than 20)	227

**Read Carefully Sections 4 and 5 and review attached note on Kari's Law and Ray Baum's Act*

Wellsboro School District Signatures:

Name: _____

Title: _____

Date: _____

Signature: _____

Name: _____

Title: _____

Date: _____

Signature: _____

4. E911 Compliance Service Opt - In

BLaST IU17 shall be compliant with "47 CFR Part 9, Subpart F - Multi-Line Telephone Systems"(see attached E911 document). BLaST IU17 cannot perform any major system maintenance or upgrades unless our customers have compliant systems.

What this means for our customers:

Although Multi-Line Telephone Systems (MLTS) installed on or before February 16, 2020 may not apply to subpart F, BLaST IU17 Voice Services still falls under these guidelines and must adhere to them, therefore we recommend purchasing our E911 Compliance service. Included with this service are dispatchable locations for each phone which will provide 911 the building, floor, and room number from which the call was placed.

If purchasing our E911 Compliance service:

By purchasing our E911 Compliance service, you agree to fill out the initial sub location template. By signing off on this section, you agree to fill out the initial sub location template and are liable for the accuracy of this information you must provide to BLaST IU17. By signing off on this section, you also agree to consult with BLaST IU17 before an extension number is added, changed or removed from the system and that both wired and wireless VOIP devices will remain in the room/location as indicated in the initial sub location template. You also agree to consult with BLaST IU17 if any system changes need to be made as it relates to E911.

By signing this section, you acknowledge that BLaST IU17 is not liable for any system changes not made by BLaST IU17 as it relates to E911 and you also agree to consult with BLaST IU17 for any future extension changes, equipment moves and or new sub location assignments.

Monthly costs of purchased E911 extensions will not be charged until BLaST IU17 completes all system changes during an agreed upon and scheduled time.

Wellsboro Area School District Signatures:

Name: _____

Title: _____

Date: _____

Signature: _____

Name: _____

Title: _____

Date: _____

Signature: _____

5. E911 Compliance Opt - Out (only complete this section if not purchasing BLaST IU 17's E911 Compliance Service)

By signing below, you acknowledge that BLaST IU17 is not responsible or liable for extension changes in their phone system and BLaST IU17 is not responsible or liable for E911 compliance as it relates to "47 CFR Part 9, Subpart F - Multi-Line Telephone Systems" .

By signing below, you guarantee that your phone system is or will be E911 compliant with "47 CFR Part 9, Subpart F- Multi-Line Telephone Systems" through another method before requesting any future phone system maintenance from BLaST IU17 .

Wellsboro Area School District Signatures:

Name: _____

Title: _____

Date: _____

Signature: _____

Name: _____

Title: _____

Date: _____

Signature: _____

6. Acceptance of Service Agreement

By signing below, I acknowledge I read and understood all of the above sections and attached documentation. I agree to all monthly charges according to the above selected services and acknowledge a cancellation of service will require a 60 day notice. I also acknowledge that BLaST IU17 does not have a SPIN number and these services are not e-rateable and the **Wellsboro Area School District** will budget the amount of cost of services. I also understand all selected services are for a 3 year agreement.

Wellsboro Area School District Signatures:

Name: _____

Name: _____

Title: _____

Title: _____

Date: _____

Date: _____

Signature: _____

Signature: _____

BLaST IU17 Signatures:

Name: _____

Name: _____

Title: _____

Title: _____

Date: _____

Date: _____

Signature: _____

Signature: _____