

**INDEPENDENT SCHOOL DISTRICT 709**

Duluth Public Schools  
709 Portia Johnson Dr.  
Duluth, Minnesota 55811  
218-336-8738

**MEMORANDUM**

**To:** Simone Zunich, Executive Director of Business Services  
**From:** Cathy Holman, Purchasing Coordinator  
**Subject:** Bid 1349, Full District Wide Area Network Services including First Street building  
**Date:** April 10, 2026

In March, an RFP was issued for data connectivity across district locations, including the renovating First Street building. Starting July 1, the five-year contract will be partially funded by federal E-Rate credits.

The 28-day public notice appeared on the E-Rate website and in the Duluth News Tribune. Bids were reviewed on March 27.

The district received one bid on this opportunity:

**Vendor:** Spectrum

**Amount:** \$11,700 monthly for a 5 year term, \$702,000 total for life of contract

Director of Technology Greg Krueger and Network Architect Nick Krauss confirmed that Spectrum's bid meets district specifications. The proposal augments the current contract to include the First Street building and redesigns the network to reduce future expansion costs.

Executive Director of Business Services Simone Zunich recommends awarding the contract to Spectrum for \$11,700 monthly over a five-year term, totaling \$702,000.

**Program:** Technology

**Fund Custodian:** Simone Zunich, Executive Director of Business Services

Date: March 27, 2026

**BID TAB FOR BID# 1350, FULL-DISTRICT WIDE AREA NETWORK SERVICES INCLUDING FIRST STREET BUILDING**

<u>VENDOR</u>	<u>AMOUNT</u>
SPECTRUM	\$11,700 monthly for 5 year term, \$702,000 total for life of contract

**Awarded Vendor: Spectrum**

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**Kelly Durick Eder, Board Chair**





**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: Rick Arndt
Telephone: (608) 709-1515
Email: rick.arndt@charter.com

**Customer Information**

Customer Name ISD 709 DULUTH PS	Order # 15356454
Address 709 Portia Johnson Dr DULUTH MN 55811	
Telephone (218) 336-8754	Email: gregory.krueger@isd709.org
Contact Name Gregory Krueger	Telephone (218) 336-8754
Billing Address 215 N 1ST AVE E DULUTH 55805	
Billing Contact Name	Email:

**NEW AND REVISED SERVICES AT 3401 Technology Dr , Duluth MN 55811**

Service Description	Order Term	Quantity	Monthly Recurring Charge(s)	Total Monthly Recurring Charge(s)
Hub - ELINE Master	60 Months	1	\$0.00	\$0.00
EP-LAN 10Gbps	60 Months	1	\$1,000.00	\$1,000.00
<b>TOTAL</b>				<b>\$1,000.00</b>

**NEW AND REVISED SERVICES AT 714 1/2 W College St , Duluth MN 55811**

Service Description	Order Term	Quantity	Monthly Recurring Charge(s)	Total Monthly Recurring Charge(s)
Spoke	60 Months	1	\$0.00	\$0.00
EP-LAN 1Gbps	60 Months	1	\$320.00	\$320.00
<b>TOTAL</b>				<b>\$320.00</b>



NEW AND REVISED SERVICES AT 1918 N Arlington Ave , Duluth MN 55811				
Service Description	Order Term	Quantity	Monthly Recurring Charge(s)	Total Monthly Recurring Charge(s)
Spoke	60 Months	1	\$0.00	\$0.00
EP-LAN 1Gbps	60 Months	1	\$320.00	\$320.00
<u>TOTAL</u>				<b>\$320.00</b>

NEW AND REVISED SERVICES AT 3116 E Superior St , Duluth MN 55812				
Service Description	Order Term	Quantity	Monthly Recurring Charge(s)	Total Monthly Recurring Charge(s)
Spoke	60 Months	1	\$0.00	\$0.00
EP-LAN 2Gbps	60 Months	1	\$650.00	\$650.00
<u>TOTAL</u>				<b>\$650.00</b>

NEW AND REVISED SERVICES AT 401 N 44th Ave W , Duluth MN 55807				
Service Description	Order Term	Quantity	Monthly Recurring Charge(s)	Total Monthly Recurring Charge(s)
Spoke	60 Months	1	\$0.00	\$0.00
EP-LAN 2Gbps	60 Months	1	\$650.00	\$650.00
<u>TOTAL</u>				<b>\$650.00</b>

NEW AND REVISED SERVICES AT 301 N 40th Ave E , Duluth MN 55804				
Service Description	Order Term	Quantity	Monthly Recurring Charge(s)	Total Monthly Recurring Charge(s)
Spoke	60 Months	1	\$0.00	\$0.00
EP-LAN 2Gbps	60 Months	1	\$650.00	\$650.00
<u>TOTAL</u>				<b>\$650.00</b>

NEW AND REVISED SERVICES AT 713 Portia Johnson Dr , Duluth MN 55811				
Service Description	Order Term	Quantity	Monthly Recurring Charge(s)	Total Monthly Recurring Charge(s)
Spoke	60 Months	1	\$0.00	\$0.00
EP-LAN 2Gbps	60 Months	1	\$650.00	\$650.00
<u>TOTAL</u>				<b>\$650.00</b>



**NEW AND REVISED SERVICES AT 4784 Howard Gnesen Rd , Duluth MN 55803**

Service Description	Order Term	Quantity	Monthly Recurring Charge(s)	Total Monthly Recurring Charge(s)
Spoke	60 Months	1	\$0.00	\$0.00
EP-LAN 2Gbps	60 Months	1	\$650.00	\$650.00
<u>TOTAL</u>				<b>\$650.00</b>

**NEW AND REVISED SERVICES AT 5207 N Tischer Rd , Duluth MN 55804**

Service Description	Order Term	Quantity	Monthly Recurring Charge(s)	Total Monthly Recurring Charge(s)
Spoke	60 Months	1	\$0.00	\$0.00
EP-LAN 2Gbps	60 Months	1	\$650.00	\$650.00
<u>TOTAL</u>				<b>\$650.00</b>

**NEW AND REVISED SERVICES AT 720 N Central Ave , Duluth MN 55807**

Service Description	Order Term	Quantity	Monthly Recurring Charge(s)	Total Monthly Recurring Charge(s)
Spoke	60 Months	1	\$0.00	\$0.00
EP-LAN 2Gbps	60 Months	1	\$650.00	\$650.00
<u>TOTAL</u>				<b>\$650.00</b>

**NEW AND REVISED SERVICES AT 5300 Glenwood St , Duluth MN 55804**

Service Description	Order Term	Quantity	Monthly Recurring Charge(s)	Total Monthly Recurring Charge(s)
Spoke	60 Months	1	\$0.00	\$0.00
EP-LAN 2Gbps	60 Months	1	\$650.00	\$650.00
<u>TOTAL</u>				<b>\$650.00</b>

**NEW AND REVISED SERVICES AT 3215 W 3rd St , Duluth MN 55806**

Service Description	Order Term	Quantity	Monthly Recurring Charge(s)	Total Monthly Recurring Charge(s)
Spoke	60 Months	1	\$0.00	\$0.00
EP-LAN 2Gbps	60 Months	1	\$650.00	\$650.00
<u>TOTAL</u>				<b>\$650.00</b>



NEW AND REVISED SERVICES AT 2000 Rice Lake Rd , Duluth MN 55811				
Service Description	Order Term	Quantity	Monthly Recurring Charge(s)	Total Monthly Recurring Charge(s)
Spoke	60 Months	1	\$0.00	\$0.00
EP-LAN 2Gbps	60 Months	1	\$650.00	\$650.00
<u>TOTAL</u>				<b>\$650.00</b>

NEW AND REVISED SERVICES AT 4000 W 9th St , Duluth MN 55807				
Service Description	Order Term	Quantity	Monthly Recurring Charge(s)	Total Monthly Recurring Charge(s)
Spoke	60 Months	1	\$0.00	\$0.00
EP-LAN 1Gbps	60 Months	1	\$320.00	\$320.00
<u>TOTAL</u>				<b>\$320.00</b>

NEW AND REVISED SERVICES AT 1027 N 8th Ave E , Duluth MN 55805				
Service Description	Order Term	Quantity	Monthly Recurring Charge(s)	Total Monthly Recurring Charge(s)
Spoke	60 Months	1	\$0.00	\$0.00
EP-LAN 2Gbps	60 Months	1	\$650.00	\$650.00
<u>TOTAL</u>				<b>\$650.00</b>

NEW AND REVISED SERVICES AT 2900 E 4th St , Duluth MN 55812				
Service Description	Order Term	Quantity	Monthly Recurring Charge(s)	Total Monthly Recurring Charge(s)
Spoke	60 Months	1	\$0.00	\$0.00
EP-LAN 2Gbps	60 Months	1	\$650.00	\$650.00
<u>TOTAL</u>				<b>\$650.00</b>

NEW AND REVISED SERVICES AT 2827 Chambersburg Ave , Duluth MN 55811				
Service Description	Order Term	Quantity	Monthly Recurring Charge(s)	Total Monthly Recurring Charge(s)
Spoke	60 Months	1	\$0.00	\$0.00
EP-LAN 2Gbps	60 Months	1	\$650.00	\$650.00
<u>TOTAL</u>				<b>\$650.00</b>

**NEW AND REVISED SERVICES AT 4849 Ivanhoe St , Duluth MN 55804**

Service Description	Order Term	Quantity	Monthly Recurring Charge(s)	Total Monthly Recurring Charge(s)
Spoke	60 Months	1	\$0.00	\$0.00
EP-LAN 1Gbps	60 Months	1	\$320.00	\$320.00
<b>TOTAL</b>				<b>\$320.00</b>

**NEW AND REVISED SERVICES AT 715 101st Ave W , Duluth MN 55808**

Service Description	Order Term	Quantity	Monthly Recurring Charge(s)	Total Monthly Recurring Charge(s)
Spoke	60 Months	1	\$0.00	\$0.00
EP-LAN 2Gbps	60 Months	1	\$650.00	\$650.00
<b>TOTAL</b>				<b>\$650.00</b>

**NEW AND REVISED SERVICES AT 424 W 1st St Unit EPL, Duluth MN 55802**

Service Description	Order Term	Quantity	Monthly Recurring Charge(s)	Total Monthly Recurring Charge(s)
Spoke	60 Months	1	\$0.00	\$0.00
EP-LAN 1Gbps	60 Months	1	\$320.00	\$320.00
<b>TOTAL</b>				<b>\$320.00</b>

**ONE TIME CHARGE(S) AT 714 1/2 W College St , Duluth MN 55811**

Service Description	Quantity	One Time Charge(s)	Total One Time Charge(s)
Ethernet Fiber Install	1	\$0.00	\$0.00
Demarc Wiring Service	1	\$500.00	\$500.00
Demarc Wiring Service - Promotion	1	(\$500.00)	(\$500.00)
<b>TOTAL</b>			<b>\$0.00</b>

**ONE TIME CHARGE(S) AT 1918 N Arlington Ave , Duluth MN 55811**

Service Description	Quantity	One Time Charge(s)	Total One Time Charge(s)
Ethernet Fiber Install	1	\$0.00	\$0.00
Demarc Wiring Service	1	\$500.00	\$500.00
Demarc Wiring Service - Promotion	1	(\$500.00)	(\$500.00)
<b>TOTAL</b>			<b>\$0.00</b>

ONE TIME CHARGE(S) AT 3116 E Superior St , Duluth MN 55812			
Service Description	Quantity	One Time Charge(s)	Total One Time Charge(s)
Ethernet Fiber Install	1	\$0.00	\$0.00
Demarc Wiring Service	1	\$500.00	\$500.00
Demarc Wiring Service - Promotion	1	(\$500.00)	(\$500.00)
<u>TOTAL</u>			<b>\$0.00</b>

ONE TIME CHARGE(S) AT 401 N 44th Ave W , Duluth MN 55807			
Service Description	Quantity	One Time Charge(s)	Total One Time Charge(s)
Ethernet Fiber Install	1	\$0.00	\$0.00
Demarc Wiring Service	1	\$500.00	\$500.00
Demarc Wiring Service - Promotion	1	(\$500.00)	(\$500.00)
<u>TOTAL</u>			<b>\$0.00</b>

ONE TIME CHARGE(S) AT 301 N 40th Ave E , Duluth MN 55804			
Service Description	Quantity	One Time Charge(s)	Total One Time Charge(s)
Ethernet Fiber Install	1	\$0.00	\$0.00
Demarc Wiring Service	1	\$500.00	\$500.00
Demarc Wiring Service - Promotion	1	(\$500.00)	(\$500.00)
<u>TOTAL</u>			<b>\$0.00</b>

ONE TIME CHARGE(S) AT 713 Portia Johnson Dr , Duluth MN 55811			
Service Description	Quantity	One Time Charge(s)	Total One Time Charge(s)
Ethernet Fiber Install	1	\$0.00	\$0.00
Demarc Wiring Service	1	\$500.00	\$500.00
Demarc Wiring Service - Promotion	1	(\$500.00)	(\$500.00)
<u>TOTAL</u>			<b>\$0.00</b>

ONE TIME CHARGE(S) AT 4784 Howard Gnesen Rd , Duluth MN 55803			
Service Description	Quantity	One Time Charge(s)	Total One Time Charge(s)
Ethernet Fiber Install	1	\$0.00	\$0.00
Demarc Wiring Service	1	\$500.00	\$500.00
Demarc Wiring Service - Promotion	1	(\$500.00)	(\$500.00)
<u>TOTAL</u>			<b>\$0.00</b>



ONE TIME CHARGE(S) AT 5207 N Tischer Rd , Duluth MN 55804			
Service Description	Quantity	One Time Charge(s)	Total One Time Charge(s)
Ethernet Fiber Install	1	\$0.00	\$0.00
Demarc Wiring Service	1	\$500.00	\$500.00
Demarc Wiring Service - Promotion	1	(\$500.00)	(\$500.00)
<u>TOTAL</u>			<b>\$0.00</b>

ONE TIME CHARGE(S) AT 720 N Central Ave , Duluth MN 55807			
Service Description	Quantity	One Time Charge(s)	Total One Time Charge(s)
Ethernet Fiber Install	1	\$0.00	\$0.00
Demarc Wiring Service	1	\$500.00	\$500.00
Demarc Wiring Service - Promotion	1	(\$500.00)	(\$500.00)
<u>TOTAL</u>			<b>\$0.00</b>

ONE TIME CHARGE(S) AT 5300 Glenwood St , Duluth MN 55804			
Service Description	Quantity	One Time Charge(s)	Total One Time Charge(s)
Ethernet Fiber Install	1	\$0.00	\$0.00
Demarc Wiring Service	1	\$500.00	\$500.00
Demarc Wiring Service - Promotion	1	(\$500.00)	(\$500.00)
<u>TOTAL</u>			<b>\$0.00</b>

ONE TIME CHARGE(S) AT 3215 W 3rd St , Duluth MN 55806			
Service Description	Quantity	One Time Charge(s)	Total One Time Charge(s)
Ethernet Fiber Install	1	\$0.00	\$0.00
Demarc Wiring Service	1	\$500.00	\$500.00
Demarc Wiring Service - Promotion	1	(\$500.00)	(\$500.00)
<u>TOTAL</u>			<b>\$0.00</b>

ONE TIME CHARGE(S) AT 2000 Rice Lake Rd , Duluth MN 55811			
Service Description	Quantity	One Time Charge(s)	Total One Time Charge(s)
Ethernet Fiber Install	1	\$0.00	\$0.00
Demarc Wiring Service	1	\$500.00	\$500.00
Demarc Wiring Service - Promotion	1	(\$500.00)	(\$500.00)
<u>TOTAL</u>			<b>\$0.00</b>

ONE TIME CHARGE(S) AT 4000 W 9th St , Duluth MN 55807			
Service Description	Quantity	One Time Charge(s)	Total One Time Charge(s)
Ethernet Fiber Install	1	\$0.00	\$0.00
Demarc Wiring Service	1	\$500.00	\$500.00
Demarc Wiring Service - Promotion	1	(\$500.00)	(\$500.00)
<u>TOTAL</u>			\$0.00

ONE TIME CHARGE(S) AT 1027 N 8th Ave E , Duluth MN 55805			
Service Description	Quantity	One Time Charge(s)	Total One Time Charge(s)
Ethernet Fiber Install	1	\$0.00	\$0.00
Demarc Wiring Service	1	\$500.00	\$500.00
Demarc Wiring Service - Promotion	1	(\$500.00)	(\$500.00)
<u>TOTAL</u>			\$0.00

ONE TIME CHARGE(S) AT 2900 E 4th St , Duluth MN 55812			
Service Description	Quantity	One Time Charge(s)	Total One Time Charge(s)
Ethernet Fiber Install	1	\$0.00	\$0.00
Demarc Wiring Service	1	\$500.00	\$500.00
Demarc Wiring Service - Promotion	1	(\$500.00)	(\$500.00)
<u>TOTAL</u>			\$0.00

ONE TIME CHARGE(S) AT 2827 Chambersburg Ave , Duluth MN 55811			
Service Description	Quantity	One Time Charge(s)	Total One Time Charge(s)
Ethernet Fiber Install	1	\$0.00	\$0.00
Demarc Wiring Service	1	\$500.00	\$500.00
Demarc Wiring Service - Promotion	1	(\$500.00)	(\$500.00)
<u>TOTAL</u>			\$0.00

ONE TIME CHARGE(S) AT 4849 Ivanhoe St , Duluth MN 55804			
Service Description	Quantity	One Time Charge(s)	Total One Time Charge(s)
Ethernet Fiber Install	1	\$0.00	\$0.00
Demarc Wiring Service	1	\$500.00	\$500.00
Demarc Wiring Service - Promotion	1	(\$500.00)	(\$500.00)
<u>TOTAL</u>			\$0.00

ONE TIME CHARGE(S) AT 715 101st Ave W , Duluth MN 55808			
Service Description	Quantity	One Time Charge(s)	Total One Time Charge(s)
Ethernet Fiber Install	1	\$0.00	\$0.00
Demarc Wiring Service	1	\$500.00	\$500.00
Demarc Wiring Service - Promotion	1	(\$500.00)	(\$500.00)
<u>TOTAL</u>			\$0.00

ONE TIME CHARGE(S) AT 424 W 1st St Unit EPL, Duluth MN 55802			
Service Description	Quantity	One Time Charge(s)	Total One Time Charge(s)
Ethernet Fiber Install	1	\$0.00	\$0.00
Demarc Wiring Service	1	\$500.00	\$500.00
Demarc Wiring Service - Promotion	1	(\$500.00)	(\$500.00)
<u>TOTAL</u>			\$0.00

ONE TIME CHARGE(S) AT 3401 Technology Dr , Duluth MN 55811			
Service Description	Quantity	One Time Charge(s)	Total One Time Charge(s)
Ethernet Fiber Install	1	\$0.00	\$0.00
<u>TOTAL</u>			\$0.00

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.**

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#### **E-Rate Funding Contingency.**

Customer may submit this Service Order and the Agreement to the Schools and Libraries Division of the Universal Service Administrative Company, (i.e., the entity appointed by the Federal Communications Commission to administer the Universal Service Program with respect to Schools and Libraries (E-Rate) funding) as part of any application seeking a federal subsidy or funding.

Customer is responsible for notifying Spectrum of its election of either the Service Provider Invoice (SPI) or Billed Entity Applicant Reimbursement ("BEAR") discount method by May 15th prior to the applicable funding year. Customer must complete and return an E-Rate Discount Election Form to Spectrum prior to such date, or Customer will be deemed to have chosen the BEAR discount method for the funding year.

Upon Spectrum's receipt of appropriate notice that Customer is an approved E-Rate program participant for a Service, Spectrum will invoice Customer for the Service in accordance with E-Rate guidelines and/or rules. If Spectrum invoices Customer for a Service pursuant to any E-Rate program rates, discounts or credits in advance of receiving such notice and Customer's request for E-Rate program funding is denied, limited or reduced, Spectrum will invoice Customer and Customer will pay the difference between such invoiced amount(s) and the actual amount of the charges for the Service as described in this Service Order. Notwithstanding anything herein to the contrary, Customer's obligations under this Service Order shall remain in full force and effect in the event Customer withdraws or is removed from the E-Rate program, receives E-Rate program funding that is less than Customer's requested funding amount, or is denied E-Rate program funding for any Service described in this Service Order. For the avoidance of doubt, Customer is solely responsible for all charges for services, as described in this Service Order, that were installed prior to the E-Rate program funding year start date.

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#### **E-Rate Upgrade within Term**

During the Order Term, Customer shall have the option, exercisable upon thirty (30) days prior written notice to Spectrum (the "Required Notice"), to upgrade its purchased bandwidth at the Service Location(s) reflected in this Service Order to the bandwidth and MRC as reflected in the chart in Exhibit A provided that: (i) Customer has paid for all necessary Equipment, if any, to provide the upgrade; (ii) Customer is in good standing on its payment obligations at the time of the requested upgraded Services; and (iii) such upgrade applies to bandwidth/speed upgrades only, and not a change to Customer's existing Service(s). Nothing herein is intended to modify the Order Term of this Service Order. Except as specifically modified herein, all other terms and conditions of the Service Agreement and this Service Order shall remain unchanged and in full force and effect. Customer will be required to execute a new Service Order to document the upgrade.

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

<b>Customer</b>	
<b>Signature:</b>	<small>Signed by:</small> <i>Sheila Stevens</i> <small>F1F0225D71074D9...</small>
<b>Printed Name:</b>	Sheila Stevens
<b>Title:</b>	Finance Manager
<b>Date:</b>	3/31/2026

<b>Charter Communications Operating, LLC</b>	
<b>By: Charter Communications, Inc., its Manager</b>	
<b>Signature:</b>	<small>DocuSigned by:</small> <i>David Brown</i> <small>F5E211496B4D477...</small>
<b>Printed Name:</b>	David Brown
<b>Title:</b>	Vice President Vertical Markets
<b>Date:</b>	3/31/2026

Exhibit A

Service Location	A or Z Loc	Service	Bandwidth / Product Description	Initial Order Term (Months)	QTY	MRR	OTC
1918 N Arlington Ave Duluth MN 55811	Z	Ethernet EPLAN	5 Gbps	60	1	\$950.00	\$0.00
714 1/2 W College St, Duluth, MN 55811	Z	Ethernet EPLAN	5 Gbps	60	1	\$950.00	\$0.00
3116 E Superior St Duluth MN 55812	Z	Ethernet EPLAN	5 Gbps	60	1	\$950.00	\$0.00
401 N 44th Ave W Duluth MN 55807	Z	Ethernet EPLAN	5 Gbps	60	1	\$950.00	\$0.00
301 N 40th Ave E Duluth MN 55804	Z	Ethernet EPLAN	5 Gbps	60	1	\$950.00	\$0.00
713 Portia Johnson Dr, Duluth, MN 55811	Z	Ethernet EPLAN	5 Gbps	60	1	\$950.00	\$0.00
4784 Howard Gnesen Rd Duluth MN 55803	Z	Ethernet EPLAN	5 Gbps	60	1	\$950.00	\$0.00
5207 N Tischer Rd Duluth MN 55804	Z	Ethernet EPLAN	5 Gbps	60	1	\$950.00	\$0.00
720 N Central Ave Duluth MN 55807	Z	Ethernet EPLAN	5 Gbps	60	1	\$950.00	\$0.00
5300 Glenwood St Duluth MN 55804	Z	Ethernet EPLAN	5 Gbps	60	1	\$950.00	\$0.00
3215 W 3rd St Duluth MN 55806	Z	Ethernet EPLAN	5 Gbps	60	1	\$950.00	\$0.00
2000 Rice Lake Rd Duluth MN 55811	Z	Ethernet EPLAN	5 Gbps	60	1	\$950.00	\$0.00
4000 W 9th St Duluth MN 55807	Z	Ethernet EPLAN	5 Gbps	60	1	\$950.00	\$0.00
1027 N 8th Ave E Duluth MN 55805	Z	Ethernet EPLAN	5 Gbps	60	1	\$950.00	\$0.00
2900 E 4th St Duluth MN 55812	Z	Ethernet EPLAN	5 Gbps	60	1	\$950.00	\$0.00
2827 Chambersburg Ave Duluth MN 55811	Z	Ethernet EPLAN	5 Gbps	60	1	\$950.00	\$0.00
4849 Ivanhoe St Duluth MN 55804	Z	Ethernet EPLAN	5 Gbps	60	1	\$950.00	\$0.00
715 101st Ave W Duluth MN 55808	Z	Ethernet EPLAN	5 Gbps	60	1	\$950.00	\$0.00
424 W 1st St, Duluth, MN 55802	Z	Ethernet EPLAN	5 Gbps	60	1	\$950.00	\$0.00
4000 W 9th St Duluth MN 55807	Z	Ethernet EPLAN	2 Gbps	60	1	\$650.00	\$0.00
4849 Ivanhoe St Duluth MN 55804	Z	Ethernet EPLAN	2 Gbps	60	1	\$650.00	\$0.00



1918 N Arlington Ave Duluth MN 55811	Z	Ethernet EPLAN	2 Gbps	60	1	\$650.00	\$0.00
714 1/2 W College St, Duluth, MN 55811	Z	Ethernet EPLAN	2 Gbps	60	1	\$650.00	\$0.00
424 W 1st St, Duluth, MN 55802	Z	Ethernet EPLAN	2 Gbps	60	1	\$650.00	\$0.00
424 W 1st St, Duluth, MN 55802	Z	Ethernet EPLAN	5 Gbps	60	1	\$950.00	\$0.00
424 W 1st St, Duluth, MN 55802	Z	Ethernet EPLAN	10 Gbps	60	1	\$1,000.00	\$0.00



### Ethernet Intrastate-Only Traffic Certification

**Customer Name (Legal Entity):** ISD 709 DULUTH PS

**Billing Address:**

\_\_\_\_\_  
\_\_\_\_\_  
709 Portia Johnson Dr  
\_\_\_\_\_  
DULUTH MN 55811

#### Circuit ID / Account Number

Charter Communications Operating, LLC and its subsidiaries providing the Services ("Spectrum"), presumes that more than 10% of the traffic carried on the WAN/Ethernet services that we provide to you over any circuit will be interstate in nature, and that therefore by Federal Communications Commission regulation each such circuit must be treated as jurisdictionally interstate in its entirety. If you expect that **10% or less** of the traffic to be carried over any circuit will be **interstate** in nature, please complete the certification form below to identify the relevant circuit(s) and specify the expected jurisdictional allocation of your traffic associated with such circuit(s). Please note that all Internet-related traffic is presumptively interstate. Also, please note that **you must provide this when you enter into, or renew, your contract or Service Order, when you add WAN/Ethernet services or circuits, and whenever there is a material change in the actual or expected jurisdictional nature of your traffic.** In the event that you fail to provide this certification in accordance with procedures specified by Spectrum, Spectrum reserves the right to again presume that more than 10% of the traffic carried over each circuit is interstate in nature and calculate the fees applicable to that usage accordingly.

#### CERTIFICATION

I certify that the traffic carried by Spectrum in its provision of WAN/Ethernet services on the circuits **listed on the attached Service Order** is jurisdictionally intrastate and **will contain no more than 10% interstate traffic.**

Signed by:

*Sheila Stevens*

F1F0225D71074D9...

3/31/2026

(Authorized Customer Signature)

(Date Signed)

Sheila Stevens

Finance Manager

(Printed Name)

(Title)



**Ethernet Intrastate-Only Traffic Certification**

Authorized Customer Contact Information:

Phone: (218) 336-8754

Email: [gregory.krueger@isd709.org](mailto:gregory.krueger@isd709.org)

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# 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.

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**Spectrum**   
BUSINESS®

# Spectrum Business

## Service Level Agreement for Enterprise Services: Ethernet

This Service Level Agreement (“SLA”) for fiber-based Spectrum Business (“Spectrum”) Ethernet Service and Spectrum Cloud Connect Service (individually the “Service” and collectively the “Services”) is a part of, and hereby incorporated by reference into the Spectrum Business Agreement for Enterprise Services (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 tier 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	<ul style="list-style-type: none"> <li>• Service Disruption resulting in a total loss of Service; or</li> <li>• Service Degradation to the point where Customer is unable to use the Service (each a “Priority 1 Outage”)</li> </ul>
Priority 2	<ul style="list-style-type: none"> <li>• Service Degradation where Customer is able to use the Service</li> </ul>
Priority 3	<ul style="list-style-type: none"> <li>• A service issue that does not impact the Service; or</li> <li>• A single non-circuit specific quality of Service inquiry</li> </ul>

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

“Service Disruption” is defined as an outage, disruption, or degradation, other than an Excluded Disruption, that interferes with the ability of a Spectrum network to transmit and receive network traffic between Customer’s Service Locations. 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 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, such as failure of the Service to achieve the SLA Targets for Latency/Frame Delay, Jitter/Frame Delay Variation, or Packet Delivery.

“Excluded Disruptions” 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) Service issues for Cloud Connect Service beyond the Peering Point (vi) Customer does not release the Service for testing, and (viii) Force Majeure Events.

## II. SLA Targets for Ethernet and Cloud Connect Services

Spectrum Ethernet Services and Cloud Connect Peering Point SLA Targets <sup>1</sup>				
Performance Tier	Metro 0 – ≤ 155 miles <sup>3</sup>	Regional > 155 – ≤ 746 miles <sup>3</sup>	National <sup>2</sup>	
			> 746 – ≤ 1,500 miles <sup>3</sup>	> 1,500 miles <sup>3</sup>
Service Availability	100%	100%	100%	100%
MTTR	4 hrs.	4 hrs.	4 hrs.	4 hrs.
Latency	≤ 10ms	≤ 25ms	≤ 60ms	≤ 95ms
Packet Delivery	≥ 99.99%	≥ 99.99%	≥ 99.99%	≥ 99.99%
Jitter	≤ 1ms	≤ 4ms	≤ 8ms	≤ 8ms

<sup>1</sup> Measured as described below.

<sup>2</sup> Notwithstanding the table above, for Service Locations that require use of a third-party service provider to deliver the Services, the SLA Targets shall be those reflected in the National > 1,500 miles column regardless of fiber route distance.

<sup>3</sup> Refers to the length of the actual fiber route.

Ethernet Service SLA Targets are measured end to end (i.e. from any two applicable Customer edge devices or network interface devices (“NID”) at the Service Location) at the individual circuit or Service level, and any applicable credits are issued only for the affected circuit or Service (the “Affected Service”).

The Cloud Connect Service SLA Target for Service Availability is measured between Spectrum’s NID located at Customer’s Service Location and the point of physical handoff of the Service to the cloud service provider’s cloud peering point (“Peering Point”).

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

Service Availability per calendar month is calculated as follows:

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

### 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:

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

### 3. Latency/Frame Delay

Latency or Frame Delay is the average roundtrip network delay, measured every five (5) minutes during a calendar month (except during an Excluded Disruption), to adequately determine a consistent average monthly performance level for frame delay for each Service. The roundtrip delay is expressed in milliseconds (ms).

Latency/Frame Delay is calculated as follows:

<b>Latency or Frame Delay Average (ms) =</b>	<b><math>\frac{\text{Sum of the roundtrip delay measurements for a Service in the calendar month}}{\text{Total number of measurements for a Service in the calendar month}}</math></b>
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#### 4. Packet Delivery

Packet Delivery is defined as the percentage of frames that are successfully received compared to the total frames that are sent in a calendar month (except during an Excluded Disruption). The percentage calculation is based on frames that are transmitted from a network origination point and received at a network destination point.

Packet Delivery is calculated as follows:

<b>Packet Delivery (%) =</b>	<b><math>\frac{\text{Number of frames delivered in the calendar month}}{\text{Total frames sent in the calendar month}} \times 100</math></b>
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#### 5. Jitter/Frame Delay Variation

Jitter or Frame Delay Variation is defined as the variation in delay for two consecutive frames that are transmitted (one way) from a network origination point and received at a network destination point. Spectrum measures a sample set of frames every five (5) minutes during a calendar month (except during an Excluded Disruption), and determines the average delay between consecutive frames within each sample set. The monthly Jitter/Frame Delay Variation is calculated as the average of all of the frame delay variation measurements during such calendar month and is expressed in milliseconds (ms).

Jitter or Frame Delay Variation is calculated as follows:

<b>Jitter or Frame Delay Variation Average (ms) =</b>	<b><math>\frac{\text{Sum of the Frame Delay Variation measurements for a Service in the calendar month}}{\text{Total number of measurements for a Service in the calendar month}}</math></b>
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### 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 the monthly recurring charges (“MRC”) for the Affected Service as set forth in the tables below. Any credit to be applied will be offset against any 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 30 days of receipt thereof.

Service Availability Credits		
Downtime		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%

Mean Time To Restore ("MTTR") Credits		Latency/Frame Delay (Roundtrip) Credit	Jitter/Frame Delay Variation Credit	Packet Delivery Credit
MTTR > 4 hours < 8 hours	40% of MRC	50% of MRC	50% of MRC	50% 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 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. 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 the 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 right 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.



## 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?	Yes			
<b>Charter Contact (Sales)</b>	Rick Arndt	06618283	Yes			
<b>Service Location</b>	<p><b>Local Site Contact Information:</b> The Local contact at the Service Location must be available:</p> <ul style="list-style-type: none"> <li>To provide access to the technician during the arrival window.</li> <li>To be available throughout the installation to answer any questions the technician may have.</li> <li>To confirm the service is operational.</li> <li>Local Contact may be same as Technical, please indicate if so.</li> </ul>	<p><b>Technical Contact Information (ie. Phone/Data Vendor):</b> The Technical contact at the Service Location must be able:</p> <ul style="list-style-type: none"> <li>To coordinate with our Spectrum Project Manager</li> <li>To work with our network design team</li> <li>To rate your installation experience.</li> <li>Technical Contact may be same as Local, please indicate if so.</li> </ul>	Yes			
<b>Street Address</b>	<b>Site Contact Name</b>	<b>Site Contact Phone Number</b>	<b>Site Contact Email</b>	<b>Technical Contact Name</b>	<b>Technical Contact Phone Number</b>	<b>Technical Contact Email</b>
3401 Technology Dr , Duluth MN 55811						
3401 Technology Dr , Duluth MN 55811						
3401 Technology Dr , Duluth MN 55811						



**CUSTOMER POINT OF CONTACT INFORMATION**

714 1/2 W College St , Duluth MN 55811			
3401 Technology Dr , Duluth MN 55811			
3401 Technology Dr , Duluth MN 55811			
3401 Technology Dr , Duluth MN 55811			



**CUSTOMER POINT OF CONTACT INFORMATION**

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3401 Technology Dr , Duluth MN 55811		
3401 Technology Dr , Duluth MN 55811		
713 Portia Johnson Dr , Duluth MN 55811		



**CUSTOMER POINT OF CONTACT INFORMATION**

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3401 Technology Dr , Duluth MN 55811		
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3401 Technology Dr , Duluth MN 55811		



**CUSTOMER POINT OF CONTACT INFORMATION**

1918 N Arlington Ave , Duluth MN 55811			
1918 N Arlington Ave , Duluth MN 55811			
301 N 40th Ave E , Duluth MN 55804			
4784 Howard Gnesen Rd , Duluth MN 55803			



**CUSTOMER POINT OF CONTACT INFORMATION**

5207 N Tischer Rd , Duluth MN 55804		
720 N Central Ave , Duluth MN 55807		
5300 Glenwood St , Duluth MN 55804		
3215 W 3rd St , Duluth MN 55806		
2000 Rice Lake Rd , Duluth MN 55811		



**CUSTOMER POINT OF CONTACT INFORMATION**

4000 W 9th St , Duluth MN 55807		
1027 N 8th Ave E , Duluth MN 55805		
2900 E 4th St , Duluth MN 55812		
2827 Chambersburg Ave , Duluth MN 55811		
4849 Ivanhoe St , Duluth MN 55804		



**CUSTOMER POINT OF CONTACT INFORMATION**

715 101st Ave W , Duluth MN 55808			
424 W 1st St Unit EPL, Duluth MN 55802			

### Certificate Of Completion

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Subject: Duluth PS - Spectrum Erate service agreement	
Source Envelope:	
Document Pages: 29	Signatures: 3
Certificate Pages: 5	Initials: 0
AutoNav: Enabled	Envelope Originator:
Envelope Stamping: Disabled	Rick Armdt
Time Zone: (UTC-08:00) Pacific Time (US & Canada)	rick.armdt@charter.com
	IP Address: 209.112.107.133

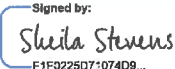
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 Sheila.Stevens@isd709.org  
 Finance Manager  
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### Signature

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 F1F9225D71074D9...  
 Signature Adoption: Pre-selected Style  
 Using IP Address: 24.158.25.244

### Timestamp

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 Company Name: Spectrum

David Brown  
 david.a.brown@charter.com  
 Vice President Vertical Markets  
 Charter Communications  
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Witness Events	Signature	Timestamp
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