



## C Spire Installation Information & Acknowledgments

C Spire is building a custom designed and engineered circuit to provide high speed fiber optic internet and / or Voice over Internet Protocol (VoIP) service to your business. Installation and deployment costs to deliver C Spire fiber internet are significant and based on the completion of the tasks bulleted below. The deployment estimates below are only approximate, impacted by several variables, and cannot be guaranteed for a specific service delivery date.

### Standard Deployment Steps - Voice Only Service

- **Estimated Deployment Timeline** - 45 days from order acceptance by C Spire. Customer must have confirmation of acceptable internet service and bandwidth required.
- **Site Survey** – A C Spire technician will schedule a visit to determine wiring, call flow, phone numbers and verify acceptable internet bandwidth to support VoIP service.
- **Customer Premise Equipment Configuration** – Design and build routers and switches for installation.
- **Phone Installation** – A scheduled day to install phones and other needed equipment.
- **Phone Number Port** – Moving phone numbers from current carrier to C Spire. Porting is estimated to complete approximately 5 – 10 business days after the new C Spire phones are installed.

### Standard Deployment Steps - Internet via Fiber Optic Cable

- **Estimated Internet Fiber Deployment Date** - 90 calendar days from order acceptance by C Spire
- **Estimated Voice Services Deployment** – 15 - 25 days after Internet installation (see steps above)
- **Field Survey** – An engineer will determine the best route to customer premise and determine verification of conduit, easements, right of ways, etc.
- **Engineering Drawings** – CAD drawings for construction and permit application with city, county, DOT, etc.
- **Permitting** – Working with agencies to approve construction
- **Construction** – Trench or bore fiber optic cable
- **Fiber Splice** – Connectivity of fiber to C Spire's network/customer premise
- **Engineering/Field Services** – Program and deploy electronics for service

### Additional circumstances that may also cause a delay to deployment:

- delay by governing city/state organizations for permit approval
- obtaining required permits to cross rivers or railroad tracks (up to 1 year)
- obtaining required permits to cross federal interstate routes
- delays due to long periods of bad weather delaying physical construction.

### **Equipment and Contruction Costs – Payment**

In reliance upon your agreement to receive fiber services, C Spire will expend considerable capital expense to commence deployment to your business.

- **Customer acknowledges** that the construction and equipment cost to deliver C Spire fiber internet to your business is significant, and Customer agrees to begin paying for such cost through regular monthly billing within 60 days after installation is complete. Otherwise, full payment for the construction and equipment cost will be due within 60 days of installation.

### **Business Relocation, Business Sale or other Termination of Service**

- **Customer acknowledges** that this is a custom designed and engineered service for the sole use of the business named in the Telecom Service Agreement (TSA) at the specific business address at the time of installation.
- **Customer acknowledges** that they are responsible to complete the full term of the service acknowledgement on the TSA or otherwise be subject to **Early Termination Fees (ETFs)** as outlined on the TSA.
- **Customer acknowledges** that the relocation, sale or closure of the business for the location in which the service was delivered will result in **Early Termination Fees (ETFs)** unless the service is otherwise assigned, with the permission of C Spire, to a new business entity willing to assume a new contract for service at said location.
- **Customer acknowledges** that since this is a custom designed and engineered service to a specific location it cannot be moved or relocated to a new address without the full process of the initial installation as described above and with a new corresponding TSA.

**You therefore acknowledge that you have read and agree to the C Spire Telecommunications Service Agreement (TSA), which contains important information, including the assessment of penalties for early termination or cancellation of your service once the internal C Spire service delivery process has begun from the date of signature and C Spire order acceptance.**

You also acknowledge C Spire shall not be liable to Customer in any way for failure to commence or complete deployment of the services by the estimated timelines provided.

Customer Name

Date

Customer Signature