OneNet use Only

Rec'd __ / __ / __ by ____. Entered DB __ / __ / __ by ____. Ticket # _____. Site ID(s):

Services Order Form & Agreement

Please type or print clearly.

About Your Organization

Name of Organization/Agency/Institution/School

EIN (Federal Tax ID)

☐ **New Customer** *Welcome to OneNet! We look forward to serving your organization*

☐ **Existing Customer** *with OneNet Internet access circuit or other services*

Billing Account Number _____

Phone (Main/Front Desk/Central Switchboard) (_____) _____ After-Hours Phone (_____) _____

Mailing Address _____

City _____ State _____ Zip _____

Billing Address (if different)_____

City _____ State _____ Zip _____

We are a: *(choose one that best describes your organization)*

☐ Public K-12 School District

District Name _____

District Code _____

☐ Private K-12 School or campus

☐ Vocational-Technical School or Career Technology Center

☐ Public College/University

☐ Private College/University

☐ Public Library

☐ Private Library

☐ Medical Clinic, For Profit (Outpatient Only)

☐ Medical Clinic, Nonprofit (Outpatient Only)

☐ Hospital, For Profit (Out/Inpatient)

☐ Hospital, Nonprofit (Out/Inpatient)

☐ Research Corporation, For Profit

☐ Research Corporation, Nonprofit

☐ Municipal or County Government Agency

☐ Tribal Government Agency

☐ State Government Agency

☐ Federal Government Agency

☐ Museum

☐ Nonprofit Organization

☐ Other _____

Scan and email completed form to orders@onenet.net or fax to (405) 225-9250 or mail to 655 Research Parkway, Suite 200 Oklahoma City, OK, 73104.
Questions? Call 888-5-ONENET

Name of Organization/Agency/Institution/School

Customer Contacts

Administrative

*The **Administrative Contact** has authority to request modifications to your OneNet circuit or services. He/She is the primary contact administration, the only person who may modify an agreement, and signatory of this agreement.*

Name _____ Title _____

Daytime Phone (_____) _____ Fax (_____) _____ Email _____

On-Site Tech

*The **On-Site Tech Contact** is available full-time at the circuit site and coordinates with OneNet for basic connectivity needs and troubleshooting. Technical expertise is helpful but not required. This contact also has authority to request technical changes to OneNet services.*

Name _____ Title _____

Daytime Phone (_____) _____ Fax (_____) _____ Email _____

Tech Consultant

*The **Tech Consultant** is contracted with the customer.*

Name _____ Title _____

Daytime Phone (_____) _____ Fax (_____) _____ Email _____

Billing

*The **Billing Contact** has authority to modify the billing address and frequency and is OneNet's contact for resolving billing discrepancies.*

Name _____ Title _____

Daytime Phone (_____) _____ Fax (_____) _____ Email _____

E-Rate

***K-12 SCHOOLS & LIBRARIES ONLY:** The **E-Rate Contact** is responsible for resolving questions related to E-Rate applications and funding awards.*

Name _____ Title _____

Daytime Phone (_____) _____ Fax (_____) _____ Email _____

Website

*The **Website Contact** has authority to modify and update your website and web services, including modification of website-related domain names.*

Name _____ Title _____

Daytime Phone (_____) _____ Fax (_____) _____ Email _____

Email

*The **Email Contact** has authority to modify and update your email services, including modification of email-related domain names.*

Name _____ Title _____

Daytime Phone (_____) _____ Fax (_____) _____ Email _____

Abuse

*The **Abuse Contact** is your liaison in the event of abuse of OneNet circuits (e/g/ illegal file sharing, spamming). IP addresses assigned by OneNet will list this person as primary contact.*

Name _____ Title _____

Daytime Phone (_____) _____ Fax (_____) _____ Email _____

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Are you requesting OneNet Internet service at this time?

☐ YES (continue below)

☐ NO (skip to page 4)

Service Request Details, Terms and Conditions

Existing OneNet customers:

☐ UPGRADE our Internet access circuit to increase bandwidth; replace what we already have.

☐ ADD a new Internet access circuit; keep the one(s) we already have.

☐ RELOCATE an existing Internet access circuit.

Building Name/Identifier_____

Physical (Site) Address for Circuit _____

City_____ State _____ Zip _____

For installation of this circuit, physical access to your site will be provided by:

Name_____ Title _____

Daytime Phone (____) _____ After-Hours Phone (____) _____ Email _____

Total amount of bandwidth requested: _____ Mbps ☐ I would like OneNet's help assessing our bandwidth needs.

The bandwidth/circuit type you request must be available in your **geographic area** (OneNet's network operates in part on local telecommunication lines).

Please tell us about your router.

Brand: _____ Model #: _____

Do you own or lease your router? ☐ Own ☐ Lease

Important! **Preferred Internet access circuit start date:** ____ / ____ / ____ Best efforts will be made to meet your request.

Please initial below

Circuit readiness depends on several factors:

1. You must have the **hardware** to support the bandwidth used.
2. Your **demarc(s)** must be properly located, added or extended, to direct the circuit to its end point.
3. In the event conduit, backboard or power is necessary, the customer is responsible for construction unless specifically requested in the quoting process.

_____ Initials

1. As the end user, you are responsible for items 1, 2, and 3 above. To discuss your circuit usage and needs, availability in your area, or the wiring infrastructure and equipment required, call 888-5-ONENET.

_____ Initials

2. **Billing begins** on the date your circuit becomes operational (i.e. your requested bandwidth is provisioned, open and ready for data flow). Typically the date matches your requested start date (it will not be before). Any delay on your end (equipment is on order, a demarc has yet to be extended, etc.) will not constitute cause for deferment of billing. Please call if you experience extreme delays.

_____ Initials

3. **Public IP addresses** will be assigned to customers by OneNet and remain under the control of OneNet.

_____ Initials

4. **Included automatically** with your Internet access are 1) access to OneNet's 24-hour helpdesk and 2) multipoint videoconference bridging. You may schedule a multipoint videoconference by calling 888-5-ONENET; our video team will help determine whether your needs require special equipment. OneNet offers other bundled services at no additional charge, but customers must opt in (see page 4).

_____ Initials

5. I agree to the terms of OneNet's Client Connection Policy and Acceptable Use Policy.

_____ Initials

6. **Billing continues** until OneNet receives written notice of cancellation from customer's authorized administrator. Depending on the configuration of your circuit(s), the termination of OneNet services may incur service fees from one or more of our telecommunications partners. OneNet will hold customers responsible for such fees levied as the result of customer's voluntary cancellation.

_____ Initials

7. **(OPTIONAL)** Customer agrees to an initial one-year agreement with up to four (4) voluntary annual renewals subject to annual ratification by customer and OneNet. Services will continue on a month-to-month basis if mutual annual ratification is not agreed upon until services are cancelled by the customer's authorized administrator as stated in # 6 above.

_____ Initials

8. **Provisioning Notes** (entered by OneNet when applicable)

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Name of Organization/Agency/Institution/School

Select Your Services

Item and Details	Internet Access Customers Annual Rate	Non-Internet Access Customers Annual Rate	Multiplier	Your Rate
☐ **Internet Access Circuit(s)** ☐ I am requesting multiple circuits.	$ _____	N/A	x __ circuits	$ _____
☐ T1 (1.544Mbps) $514 Monthly ☐ Ethernet (10Mbps) ☐ Data DS-3 (45 Mbps) ☐ Fast Ethernet (100Mbps) ☐ Gigabit Ethernet (1,000Mbps) ☐ Other: _____ Mbps	$ _____ Monthly			
One-time establishment fee	$ _____	N/A	x_____ new circuits	$ _____ Not Annual
One-time construction fee	$ _____	N/A		$ _____ Not Annual
☐ **Web Hosting** Website domain name: _____ ☐ We have only one domain name for this website. ☐ We have additional domain name(s) for this website, which we have registered through a third party. Park the following with our ".ok.us" site at no charge Domain name 1: _____ Domain name 2: _____	$50	$100	N/A	$ _____
☐ **Email Hosting** Emails for our organization use the domain name:@_____	$250*	$300*	N/A	$ _____
***Customers with fewer than 25 email accounts, please call for individual pricing.**				
☐ **Email Compliance Archiving** *Potentially unlimited retention customized for tiered policies; user-friendly web interface; advanced search; available for customers not on OneNet's messaging system; call 888-5-ONENET for availability*	$10 per mailbox	$12 per mailbox	x ____ Mailboxes	$ _____
☐ **Register a New Website Domain Name** *Limit one per circuit or hosting customer; customer must opt in.* NOTE: OneNet registers only domain names with "ok.us" suffixes, Domain names with more common suffixes (.com, .org, .edu) are available through commercial registrars and Educause. At your request (see "Web Hosting" above), OneNet can "park" (aka "point" or "forward") any domain name with your ".ok.us" site, saving your from building and maintaining separate websites for each name. _____ + suffix: Preferred domain name (should be short and memorable) ☐ .k12.ok.us (schools) ☐ .tec.ok.us (vo-tech and career centers) ☐ .cc.ok.us (community and junior colleges) ☐ .lib.ok.us (libraries) ☐ .mus.ok.us (museums) ☐ Contact me about other ".ok.us" options **Circuit customers check one:** ☐ Our organization has one OneNet circuit and maintains one website. ☐ Our organization has multiple circuits and maintains multiple websites. We have attached a request for registration of additional domain names.	$0	$0 (Bundled with web/email hosting package)	N/A	$ _____
☐ **Router Management** ☐ Customer owned router _____ Manufactuer of Router	$0	Not Available	N/A	$ _____
☐ OneNet owned router _____ Manufactuer of Router	$ _____ Monthly			$ _____
☐ **Dedicated Application Hosting: Course Management Systems** ☐ Blackboard (Bb) ☐ Desire2Learn (D2L) *Rates do not included software licensing fees, which you must purchase directly from the vendor.*	Bb: $8412 D2L: $16,145	Bb: $10,095 D2L: $19,374	N/A	$ _____
☐ **Dedicated Application Hosting: Other** *Call 888-5-ONENET for details.* Application to be hosted: _____	Call for pricing	Call for pricing	N/A	$ _____
☐ **Dedicated Virtual Machine** *Includes VM, bandwidth and support; operating system licensing is not included* ☐ Small VM: 1vCPU, 2G RAM, 36GB disk. ☐ Medium VM: 2vCPU, 4G RAM, 72GB disk. ☐ Large VM: 4vCPU, 8G RAM, 144GB disk ☐ Customized VM:_____	Small: $600 Medium: $1,100 Large: $2,100 Custom: Call for pricing	Small: $720 Medium: $1,320 Large: $2,520 Custom: Call for pricing	x_____ Quantity	$ _____

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Name of Organization/Agency/Institution/School

Select Your Services *cont.*

Item and Details	Internet Access Customers Annual Rate	Non-Internet Access Customers Annual Rate	Multiplier	Your Rate
☐ **Colocation** *Rack space for your hardware at our OKC data center. Fees do not include connectivity.*	$240 per rack unit	$288 per rack unit	x ____ rack units	$ _____
Connectivity Fee				
☐ Gig Port	$144	$173	x ____	$ _____
☐ 10 Gig Port	$324	$389	x ____	$ _____
☐ Internet Bandwidth per 1 mbps	$48	$58	x ____	$ _____
☐ **Data Storage: SAN** High-Speed/Storage Area Network (IBM N-Series/NetApp) *Data stays on spinning disks. No setup fees.*	SAS: $2.40/ GB SATA: $1.20/ GB	SAS: $2.88/ GB SATA: $1.44/ GB	x _____ GB	$ _____
☐ **Data Storage: HSM** (SAM-FS) Shared Storage *Data may be stored on tape but is accessible like disk. No setup fees.* Two locations available. Choose one or both: ☐ OKC ☐ Lawton	$13 per 50 GB	$16 per 50 GB	x __ qty of 50 GB (x2 if both locations)	$ _____
☐ **Data Storage: TSM Backup** *Traditional backup, except that OneNet runs the servers. One-Time setup fees apply.* NOTE: Custom retention policy work is available at $120/hour. Call 888-5-ONENET for details.	$15 per 50 GB Setup: $500/ processor	$18 per 50 GB Setup: $500/ processor	x __ qty of 50 GB ***plus*** x ___ processors	$ _____ Setup fees are one time only, not annual.
☐ **Content Filtering** *CIPA compliant content filtering for K-12 and library Internet access customers* *Libraries - please call OneNet for pricing*	$600/year for up to 500 students $1.30/student/year for 500+ students			$ _____
☐ **OTHER** _____ _____				$ _____

Total All Services: $_____

Billing Details

Universal Service Fund recipients only:

Our OneNet service will be paid in full or in part by (check all that apply):

☐ E-Rate

☐ OUSF

OUSF may not fund the entire amount of Special Universal Services after E-Rate and OUSF credits are applied. The undersigned understands that OUSF funding, if any, may not be sufficient to cover the entire cost of Special Universal Services, after any E-Rate funding is applied to the bill. The undersigned further understands that it shall be the responsibility of the customer to pay any remaining balances.

☐ Rural Health Care

Invoice My Organization*:

☐ Annually
Email archiving and web/email hosting must be billed annually.

☐ Semiannually

☐ Quarterly

☐ Monthly
Customers receiving E-Rate, OUSF, Rural Health Care funding must be invoiced monthly.

Electronic Invoicing Opt-In:

☐ Opt-In
Please provide the information below to have your invoice sent electronically as a PDF attachment.

Contact Name: _____

Contact Phone: _____

Contact Email:

*You have the option of paying at different frequencies for various services. We will gladly customize our invoices to fit your needs. Call 888-5-ONENET to coordinate with our billing department.

Purchase Order # (where applicable)

Customer's notes/special instructions for OneNet regarding this order:

_____ _____

Signature of Authorized Administrative Representative — Date

Signatory must be customer's primary conect for contract administration and the only person who may modify the contract.

_____

Print Name

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