

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
- Medical Clinic, For Profit (Outpatient Only)
- Medical Clinic, Nonprofit (Outpatient Only)
- Hospital, For Profit (Out/Inpatient)
- Hospital, Nonprofit (Out/Inpatient)
- Municipal or County Government Agency
- Tribal Government Agency
- State Government Agency
- Federal Government Agency
- Public Library
- Private Library
- Research Corporation, For Profit
- Research Corporation, Nonprofit
- Museum
- Nonprofit Organization
- Other _____

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 _____

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

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.

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.

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.

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

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).

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

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.

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.

8. Provisioning Notes (entered by OneNet when applicable)

Select Your Services

Item and Details	Internet Access Customers Annual Rate	Non-Internet Access Customers Annual Rate	Multiplier	Your Rate
<input type="checkbox"/> Internet Access Circuit(s) <input type="checkbox"/> I am requesting multiple circuits. <input type="checkbox"/> T1 (1.544Mbps) \$514 Monthly <input type="checkbox"/> Fast Ethernet (100Mbps) <input type="checkbox"/> Ethernet (10Mbps) <input type="checkbox"/> Gigabit Ethernet (1,000Mbps) <input type="checkbox"/> Data DS-3 (45 Mbps) <input type="checkbox"/> Other: _____ Mbps One-time establishment fee \$ _____ N/A x _____ \$ _____ One-time construction fee \$ _____ N/A new circuits Not Annual	\$ _____ \$ _____ Monthly	N/A	x _____	\$ _____ Not Annual
<input type="checkbox"/> Web Hosting Website domain name: _____ <input type="checkbox"/> We have only one domain name for this website. <input type="checkbox"/> 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	\$ _____
<input type="checkbox"/> Email Hosting Emails for our organization use the domain name:@_____	\$250*	\$300*	N/A	\$ _____
<i>*Customers with fewer than 25 email accounts, please call for individual pricing.</i>				
<input type="checkbox"/> Email Compliance Archiving <i>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</i>	\$10 per mailbox	\$12 per mailbox	x _____ Mailboxes	\$ _____
<input type="checkbox"/> Register a New Website Domain Name <i>Limit one per circuit or hosting customer; customer must opt in.</i> 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) <input type="checkbox"/> .k12.ok.us (schools) <input type="checkbox"/> .tec.ok.us (vo-tech and career centers) <input type="checkbox"/> .cc.ok.us (community and junior colleges) <input type="checkbox"/> .lib.ok.us (libraries) <input type="checkbox"/> .mus.ok.us (museums) <input type="checkbox"/> Contact me about other ".ok.us" options	\$0	\$0 (Bundled with web/email hosting package)	N/A	\$ _____
Circuit customers check one:				
<input type="checkbox"/> Our organization has one OneNet circuit and maintains one website. <input type="checkbox"/> Our organization has multiple circuits and maintains multiple websites. We have attached a request for registration of additional domain names.				
<input type="checkbox"/> Router Management <input type="checkbox"/> Customer owned router _____ <small>Manufacturer of Router</small>	\$0	Not Available	N/A	\$ _____
<input type="checkbox"/> OneNet owned router _____ <small>Manufacturer of Router</small>	\$ _____ Monthly			\$ _____
<input type="checkbox"/> Dedicated Application Hosting: Course Management Systems <input type="checkbox"/> Blackboard (Bb) <input type="checkbox"/> Desire2Learn (D2L) <i>Rates do not included software licensing fees, which you must purchase directly from the vendor.</i>	Bb: \$8412 D2L: \$16,145	Bb: \$10,095 D2L: \$19,374	N/A	\$ _____
<input type="checkbox"/> Dedicated Application Hosting: Other Call 888-5-ONENET for details. Application to be hosted: _____	Call for pricing	Call for pricing	N/A	\$ _____
<input type="checkbox"/> Dedicated Virtual Machine <i>Includes VM, bandwidth and support; operating system licensing is not included</i> <input type="checkbox"/> Small VM: 1vCPU, 2G RAM, 36GB disk. <input type="checkbox"/> Medium VM: 2vCPU, 4G RAM, 72GB disk. <input type="checkbox"/> Large VM: 4vCPU, 8G RAM, 144GB disk <input type="checkbox"/> 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	\$ _____

Select Your Services cont.

Item and Details	Internet Access Customers Annual Rate	Non-Internet Access Customers Annual Rate	Multiplier	Your Rate
<input type="checkbox"/> Colocation <i>Rack space for your hardware at our OKC data center. Fees do not include connectivity.</i>	\$240 per rack unit	\$288 per rack unit	X _____ rack units	\$ _____
Connectivity Fee				
<input type="checkbox"/> Gig Port	\$144	\$173	X _____	\$ _____
<input type="checkbox"/> 10 Gig Port	\$324	\$389	X _____	\$ _____
<input type="checkbox"/> Internet Bandwidth per 1 mbps	\$48	\$58	X _____	\$ _____
<input type="checkbox"/> Data Storage: SAN High-Speed/Storage Area Network (IBM N-Series/NetApp) <i>Data stays on spinning disks. No setup fees.</i>	SAS: \$2.40/ GB SATA: \$1.20/ GB	SAS: \$2.88/ GB SATA: \$1.44/ GB	X _____ GB	\$ _____
<input type="checkbox"/> Data Storage: HSM (SAM-FS) Shared Storage <i>Data may be stored on tape but is accessible like disk. No setup fees.</i>	\$13 per 50 GB	\$16 per 50 GB	X _____ qty of 50 GB (x2 if both locations)	\$ _____
Two locations available. Choose one or both: <input type="checkbox"/> OKC <input type="checkbox"/> Lawton				
<input type="checkbox"/> Data Storage: TSM Backup <i>Traditional backup, except that OneNet runs the servers. One-Time setup fees apply.</i> 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.
<input type="checkbox"/> Content Filtering <i>CIPA compliant content filtering for K-12 and library Internet access customers</i> <i>Libraries - please call OneNet for pricing</i>	\$600/year for up to 500 students \$1.30/student/year for 500+ students			\$ _____
<input type="checkbox"/> 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

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

Date

Print Name

Thank you for your order! It is a pleasure to serve you.