

Account Executive: Blake Holsclaw
 Phone: 502.410.7306 ext:
 Cell Phone: 502.565.8777
 Fax:
 Email: blake.holsclaw@twcable.com

Order # 6047477

| | | |
|---|--------------------------------------|---|
| Customer Information: Customer Code 0000 | | |
| Business Name | Charles Young Center Senior programs | Customer Type: |
| Federal Tax ID | Tax Exempt Status | Tax Exempt Certificate # |
| *****8140 | | |
| Billing Address | | Account Number |
| Attention To: Charles Young Center | | |
| 1530 Nicholasville Rd Charles Young Center Lexington KY 40503 | | |
| Billing Contact | Billing Contact Phone | Billing Contact Email Address |
| Kristina Stambaugh | (859) 246-0281 | kstambau@lexingtonky.gov |
| Authorized Contact | Authorized Contact Phone | Authorized Contact Email Address |
| Kristina Stambaugh | (859) 246-0281 | kstambau@lexingtonky.gov |
| Technical Contact | Technical Contact Phone | Technical Contact Email Address |
| Business Class Phone Service Order Information 540 E Third St Lexington KY 40508 | | |
| Current LEC | LEC BTN | Porting Required |
| | | |

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|---|--|
| Internet and Video Order Information For 540 E Third St Lexington KY 40508 | |
| Service Type | |
| High Speed Internet (HSD) Voice - BCP | |

| Current Services and Monthly charges At 540 E Third St , Lexington KY 40508 | | | |
|---|----------|-------------|-------------------------|
| Description | Quantity | Sales Price | Monthly Recurring Total |
| CALLER ID | 2 | \$0.00 | \$0.00 |
| ACCOUNT TN | 1 | \$0.00 | \$0.00 |
| BCP TAG CODE | 1 | \$0.00 | \$0.00 |
| MODEM CODE ONLY | 1 | \$0.00 | \$0.00 |
| PRIVATE LISTING | 1 | \$0.00 | \$0.00 |
| HUNT GROUP INITIAL | 1 | \$0.00 | \$0.00 |
| BCP MTA HD PORT OFF | 1 | \$0.00 | \$0.00 |
| BLOCK COLLECT CALLS | 2 | \$0.00 | \$0.00 |
| YELLOW PAGE VERBIAGE | 2 | \$0.00 | \$0.00 |
| Q4-14 PROMO DATA ACQ. | 1 | \$0.00 | \$0.00 |
| BCPCorp Q Promo-UpSell | 2 | (\$5.01) | (\$10.02) |
| BLOCK THIRD PARTY CALLS | 2 | \$0.00 | \$0.00 |
| BCP 4 YEAR CONTRACT DISC | 2 | (\$19.95) | (\$39.90) |
| Q3-14 PROMO VOICE UPSELL | 2 | \$0.00 | \$0.00 |
| BUS CLASS PHONE UNLIMITED | 2 | \$54.95 | \$109.90 |
| *Total | | | \$59.98 |

*Prices do not include taxes and fees.

| One Time fees At 540 E Third St , Lexington KY 40508 | | | |
|--|----------|-------------|-----------------|
| Description | Quantity | Sales Price | Total |
| HSD Transfer | 1 | \$75.00 | \$75.00 |
| BCP Install Fee | 1 | \$50.00 | \$50.00 |
| Total | | | \$125.00 |

*Prices do not include taxes and fees.


| New and Revised Services and Monthly Charges for products being Moved To 540 E Third St , Lexington KY 40508 | | | | |
|--|----------|-------------|-------------------------|---------------|
| Description | Quantity | Sales Price | Monthly Recurring Total | Contract Term |
| BLOCK COLLECT CALLS | 1 | \$0.00 | \$0.00 | |
| VOICE MAIL | 1 | \$5.00 | \$5.00 | 48 Months |
| 15M x 2M HSD - Double Play - 4Yr | 1 | \$139.99 | \$139.99 | 48 Months |
| BCP UNLIMITED - Double Play - 4 YR | 1 | \$40.95 | \$40.95 | 48 Months |
| BLOCK THIRD PARTY CALLS | 1 | \$0.00 | \$0.00 | |
| YELLOW PAGE VERBIAGE | 1 | \$0.00 | \$0.00 | |
| Q3-14 PROMO VOICE UPSELL | 1 | \$0.00 | \$0.00 | |
| PRIVATE LISTING | 1 | \$0.00 | \$0.00 | |
| CALLER ID | 1 | \$0.00 | \$0.00 | |
| *Total | | | \$185.94 | |

*Prices do not include taxes and fees.

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| Special Terms |
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Electronic Signature Disclosure

By signing and accepting below you are acknowledging that you have read and agree to the terms and conditions outlined in this document.


Authorized Signature for Time Warner Cable Enterprises LLC
Blake Holsclaw AM
Printed Name and Title
6-24-15
Date Signed

Authorized Signature for Customer

Printed Name and Title

Date Signed

Service Agreement



This Time Warner Cable Business Class Service Agreement ("**Service Agreement**") in addition to the Time Warner Cable Business Class Terms and Conditions ("**Terms and Conditions**") and any Time Warner Cable Business Class Service Orders (each, a "**Service Order**"), constitute the **Master Agreement** by and between customer identified below ("**Customer**") and Time Warner Cable ("**TWC**" or "**Operator**") and is effective as of the date last signed below.

Time Warner Cable Information

Time Warner Cable Enterprises LLC

Street: 10168 Linn Station Rd
 City: Louisville
 State: KY - Kentucky
 Zip Code: 40223

Contact: Blake Holsclaw
 Telephone: 502.410.7306
 Facsimile:

Customer Information

| | | | | |
|---|---------------------------|--------------------|-------------------------------------|--------------------|
| Customer Name (Exact Legal Name): Charles Young Center Senior programs | | | Federal ID No: *****8140 | |
| Billing Address: 1530 Nicholasville Rd | Suite: Charles Young C | City: Lexington | State: KY | Zip Code: 40503 |
| Billing Contact Name: Kristina Stambaugh | Phone: (859) 246-0281 | | E-mail: kstambau@lexingtonky.gov | |
| Authorized Contact Name: Kristina Stambaugh | Phone: (859) 246-0281 | | E-mail: kstambau@lexingtonky.gov | |

Agreement

THIS SERVICE AGREEMENT HEREBY INCORPORATES BY REFERENCE THE TERMS AND CONDITIONS (AVAILABLE AT WWW.TWCBC.COM/LEGAL), A COPY OF WHICH WILL BE PROVIDED TO CUSTOMER UPON REQUEST. BY EXECUTING THIS SERVICE AGREEMENT BELOW, CUSTOMER ACKNOWLEDGES THAT: (1) CUSTOMER ACCEPTS AND AGREES TO BE BOUND BY THE TERMS AND CONDITIONS, INCLUDING SECTION 21 THEREOF, WHICH PROVIDES THAT THE PARTIES DESIRE TO RESOLVE DISPUTES RELATING TO THE TIME WARNER CABLE BUSINESS CLASS SERVICES AGREEMENT THROUGH ARBITRATION; AND (2) BY AGREEING TO ARBITRATION, CUSTOMER IS GIVING UP VARIOUS RIGHTS, INCLUDING THE RIGHT TO TRIAL BY JURY.

By signing and accepting below you are acknowledging that you have read and agree to the terms and conditions outlined in this document.

Electronic Signature Disclosure

| Authorized Signature for Time Warner Cable Enterprises LLC | Authorized Signature for Customer |
|---|-----------------------------------|
| By: | By: |
| Name (printed): Blake Holsclaw | Name (printed): |
| Title: AM | Title: |
| Date: 6-24-15 | Date: |



Business Class Phone & Business Class Trunk Service Notice and Acknowledgement Regarding E911

Customer understands and acknowledges that the Time Warner Cable Business Class Phone & Business Class Trunk (SIP or PRI) voice-enabled customer premise equipment is electrically powered and, in the event of a power outage or Time Warner Cable network failure, Enhanced 9-1-1 ("E911") services may not be available.

The Time Warner Cable Business Class Services Agreement prohibits moving your Time Warner Cable voice-enabled customer premise equipment to a new service address. Customer understands and acknowledges that if this equipment is moved to another location, E911 services may not operate properly and emergency operators may be unable to accurately identify the caller's address in an emergency. The E911 location specified on the Time Warner Cable Business Class Service Order will be provided to emergency operators for emergency calls made from the telephone numbers associated with this Service Order. To move your service to another location, you must call Time Warner Cable.

Customer agrees to specifically advise every end user of the Time Warner Cable Business Class Phone or Trunk service, prominently and using the language provided above, of the circumstances under which E911 service may not be available through Time Warner Cable Business Class Phone or Trunk service and to distribute Safety Stickers, to be supplied by Time Warner Cable, to all end users of the Time Warner Cable Business Class Phone or Trunk service and instruct each end user to place a Safety Sticker on or near any telephone or other equipment used in conjunction with the service.

Customer must ensure that all alarm, security, medical and/or other monitoring systems and services are tested to validate proper operation after Business Class Phone or Trunk service is installed.

By signing my name below, I acknowledge that I have received and understand this Notice and Acknowledgement and agree to the obligations described above.

X

(Authorized Customer Signature)

(Date Signed)