

COMMERCIAL SERVICE AGREEMENT

THIS COMMERCIAL SERVICE AGREEMENT (the “**Agreement**”) is made this _____ between Armstrong Utilities, Inc., (“**Armstrong**”) whose principal offices are located at One Armstrong Place, Butler, Pennsylvania 16001 and KEDC (the “**Subscriber**”) whose service address is 904 W. ROSE RD, ASHLAND, KY 41102-9169 (the “**Premises**”) and whose billing address is 904 W. ROSE RD, ASHLAND, KY 41102-9169.

PREAMBLE

Armstrong is in the business of providing fiber network, telephone and related services to customers. Subscriber operates a facility located at the Premises. Subscriber desires to grant Armstrong the right to install, own, operate and maintain a fiber network and certain Voice over Internet Protocol telephony (“**VoIP**”) services from Armstrong, and Armstrong desires to provide fiber network and VoIP services to Subscriber pursuant to the terms and conditions of this Agreement. Therefore, for good and valuable consideration, the parties, intending to be legally bound, hereby agree as follows:

1. Services Provided to Subscriber. Subject to Subscriber’s continuing compliance with this Agreement and Armstrong’s Terms and Conditions of Service found at www.armstrongonewire.com/policies, Armstrong will operate and maintain a system (the “**System**”) in the Premises and provide those services identified on Exhibit A (the “**Services**”). Any maintenance or service of the System will be performed by Armstrong. Any damage to the System caused directly or indirectly by Subscriber, will be repaired by Armstrong at Subscriber’s sole cost and expense.

2. Fees; Payment.

(a) Subscriber agrees to pay during the Term the amounts described on Exhibit A (the “**Fee**”). Subscriber will pay to Armstrong a one-time installation fee of Five hundred dollars (\$500.00), which will be included on the invoice with the first Fee. After the Initial Term, the Fee may be adjusted by Armstrong, in its sole discretion, at any time by providing Subscriber at least sixty (60) days prior written notice of such adjustment. If Subscriber receives such notice of adjustment, Subscriber will have the right to terminate this Agreement by providing Armstrong written notice within thirty (30) days following receipt of such notice of adjustment. Armstrong will provide Subscriber with a monthly invoice for the Fee, which will be due and payable by Subscriber on the date indicated on such invoice. The Fee does not include federal, state or local taxes, regulatory charges, franchise fees or similar assessments, which will be the responsibility of Subscriber.

(b) Armstrong’s sole liability for any disruption of the Service shall be as set forth in the Service Level Agreement attached hereto as Exhibit B.

3. Term and Termination.

(a) Unless earlier terminated in accordance with the terms of this Agreement or Armstrong's Terms and Conditions of Service, the term of this Agreement shall be for a period of 5 Years beginning on the date Services are activated (the "**Initial Term**"). After the Initial Term, this Agreement shall automatically renew for successive one (1) year terms at the then applicable one (1) year rate unless and until either of the parties provides the other party with written notice of its intent not to renew at least thirty (30) days in advance of the annual renewal date. The Initial Term and any renewal term are herein collectively referred to as the "**Term**".

(b) During the Term, Armstrong may terminate this Agreement at any time with thirty (30) days written notice to the Subscriber if: (i) Subscriber fails to pay any Fee due in a timely manner, (ii) Armstrong, for any reason, no longer offers the Services within the area where the Premises is located; (iii) Subscriber ceases to do business at the Premises, in which case Subscriber agrees to pay Armstrong (a) all amounts then due and (b) the balance of the amount due to Armstrong for the remainder of the then-current term of the Agreement; or (iv) any change occurs in any applicable law that affects Armstrong's ability to perform its obligations under this Agreement.

4. Disclaimer of Warranties & Limitation of Damages / Indemnification.

(a) No Warranties for Services. The Service is provided "as is" with no warranties whatsoever. All express, implied and statutory warranties, including, without limitation, the warranties of merchantability, fitness for a particular purpose, title, and non-infringement, are expressly disclaimed to the fullest extent permitted by law. Armstrong disclaims any warranties for the security, reliability, uptime, availability, timeliness and performance of the Service. Armstrong does not warrant that the functions performed by the Service will be secure, private, uninterrupted or error-free, that the service that support it will be free from viruses or other harmful components, or that the Service will function or operate in conjunction with any other product or shall meet Subscriber's needs. Armstrong does not warrant the accuracy or completeness of any functionality or applications provided by the Service. Subscriber understands and agrees that the submission of any data, content, information, material or image to Armstrong or through the Service is done at Subscriber's own discretion and risk and that Subscriber will be solely responsible for any loss, interception or damage to Subscriber's data, content, images or other materials or any damage to Subscriber's computer system or loss of data that may result in submission of such materials or use of the Service.

(b) Limitation of Liability and Damages. To the fullest extent allowed by law, the "Armstrong Indemnified Parties" (as defined below) shall not be liable for any

indirect, incidental, consequential, special, exemplary and punitive damages (including, without limitation, loss of revenue, anticipated profits or lost business, cost of capital, cost of substitute goods, facilities, services or replacement services, or downtime costs, or loss or destruction of content or data) arising out of (i) the use of or inability to use the Service, (ii) any transaction or transmission conducted through or facilitated by the Service, (iii) any claim attributable to defects, errors, omissions, or other inaccuracies in the Service, (iv) unauthorized access to or alteration of Subscriber's transmissions or content, or (v) any other matter relating to the Service, even if Armstrong has been advised of the possibility of such damages. The foregoing disclaimers, waivers and limitations shall apply notwithstanding any failure of essential purpose of any limited remedy. In addition, unless otherwise required by applicable law without the possibility of contractual waiver or limitation, Armstrong's total aggregate liability under this Agreement and in relation to the Service and anything which Armstrong has done or not done in connection with this Agreement (and whether the liability arises because of breach of contract, negligence or for any other reason) shall be limited to an amount equal to the total amounts paid and payable by Subscriber for the use of the Service.

(c) Indemnification. Subscriber understands and agrees that Subscriber is personally responsible for all activities conducted by Subscriber or under Subscriber's CID Numbers, account and passwords, or otherwise in connection with Subscriber's use of the Service. Subscriber agrees to defend, indemnify and hold harmless Armstrong and its subsidiaries, affiliates, subcontractors, and licensors, and each of its and their respective officers, directors, agents and employees (collectively, the "Armstrong Indemnified Parties") from and against all losses, expenses, and damages, and all third party suits, claims, judgments and costs (including, but not limited to, direct, incidental, consequential, exemplary and indirect damages), and reasonable attorneys' fees, resulting from or arising out of (i) any content submitted, transmitted, stored, used or processed through the Service, including any claims that such content infringes the intellectual property rights of third parties, (ii) any misuse of the Service, (iii) Subscriber's violation of the license or permitted usage provisions hereof, or of Armstrong's Terms and Conditions of Service, (iv) any misappropriation of any Armstrong intellectual property rights or breach of Armstrong's confidential information, or (v) violations of the export provisions hereof.

5. Title to Equipment and Facilities. Title to all equipment and other facilities provided by Armstrong used in connection with the Services (the "**Armstrong Equipment**") will remain vested in, and is the property of, Armstrong. Armstrong Equipment will not be deemed to be a fixture or an addition to the Premises or any other Subscriber property. Title to all equipment and facilities provided by Subscriber in connection with the Services (the "**Subscriber Equipment**") will remain vested in, and is the property of, Subscriber. Armstrong is not responsible for the provision, installation, repair or maintenance of the Subscriber Equipment. Subscriber will provide Armstrong with access to the Subscriber Equipment if reasonably necessary for the provision of the Services.

6. Access and Removal. Subscriber agrees to provide to Armstrong, without charge, the rights of ingress, egress and regress and adequate space and right of access to the Premises and any surrounding property for construction, installation, operation, maintenance, inspection, replacement, repair, removal, marketing, sales and disconnection of all or any portion of the System and to perform such other actions as are necessary or desirable by Armstrong to exercise its rights and perform its obligations under this Agreement. Armstrong will have free access to the Premises and all buildings and improvements located on the property on which the Premises is located for all business purposes. Upon termination of this Agreement, Subscriber will return the Armstrong Equipment to Armstrong in the same condition as when installed, normal wear and tear excepted. In addition, in the event of expiration or termination of this Agreement, Armstrong will have the option to remove all or any portion of the Armstrong Equipment at the Premises during normal business hours.

7. Permits, Easements. Subscriber hereby grants to Armstrong for the Term a non-exclusive easement upon, under, over, through and across the property where the Premises is located and all other buildings and improvements thereon, without charge, to conduct all work reasonably related to the installation, operation, maintenance, disconnection and removal of all or any portion of the System. This easement shall be binding upon all parties hereto, and their heirs, successors and assigns. If future improvements to the Premises or the property on which the Premises is located require placement of buildings, structures, roads, etc., on the easement granted by Subscriber to Armstrong under this Agreement, Armstrong will, at Subscriber's sole cost and expense, relocate those portions of the System to such new areas or locations as Armstrong reasonably deems appropriate, and Subscriber will be deemed to have granted an easement to Armstrong under this Agreement to such new areas or locations where Armstrong relocates all or any portion of the System.

8. Warranty of Authority. Subscriber represents and warrants that it is the lawful owner of the Premises and has the authority to enter into this Agreement and convey the rights to Armstrong granted hereunder.

9. Miscellaneous. This Agreement: (a) may be amended only by a writing signed by each of the parties; (b) may be executed in several counterparts, each of which shall be deemed an original but all of which shall constitute one and the same instrument; (c) along with Armstrong's Terms and Conditions of Services, which are hereby incorporated, contains the entire agreement of the parties and supersedes all prior written and oral agreements, and all contemporaneous oral agreements, relating to such transactions; (d) will be governed by, and construed and enforced in accordance with, the laws of the Commonwealth of Pennsylvania without giving effect to any conflict of laws rules; and (e) is freely assignable by Armstrong; Subscriber may assign this Agreement only with Armstrong's prior written consent.

10. Special Provisions Applicable to VoIP. Subscriber acknowledges that it

understands that VoIP telephony works differently than traditional, analog telephone services. Subscriber also acknowledges that it understands the limitations of VoIP services, particularly as those limitations pertain to 911 emergency response services. Subscriber agrees to review the information regarding VoIP and its limitations published by the Federal Communications Commission found at its consumer information websites at <http://www.fcc.gov/cgb/consumerfacts/voip.html> and <http://fcc.gov/cgb/consumerfacts/voip911.html>. Subscriber will execute the VoIP Service Agreement which is required by the FCC and is attached to this Agreement as Exhibit C. Subscriber understands that, notwithstanding any other provisions of this Agreement to the contrary, Armstrong will not commence Services under this Agreement unless and until Subscriber has executed the Service Agreement.

11. Toll Free Numbers. Subscriber agrees to execute the consents and other documents necessary to port any toll-free phone numbers from Subscriber's current telephony provider to Armstrong. Subscriber further agrees to cooperate with Armstrong in any reasonable manner necessary during the porting process, including, but not limited to, providing one or more designated staff, as necessary, for coordination of Subscriber's internal systems or information. Subscriber acknowledges that porting toll-free phone numbers is more complicated than porting a typical phone number and, therefore, the porting process may take up to sixty (60) days. Exhibit D provides a list of all the toll-free phone numbers to be ported pursuant to this Agreement.

12. Authorizations. Subscriber authorizes Armstrong to contact Subscriber's current telephony provider as and when necessary in order to facilitate Armstrong's provision of the Services under this Agreement. Such authorization includes, but is not limited to, Armstrong's request that Subscriber's current telephony provider give Armstrong access to, and transfer, Subscriber's current customer records and other customer information.

13. 911 Service. Subscriber acknowledges that Subscriber maintains its own 911 service on its Premises through its distribution system. Thus, when a 911 call from the Premises is transferred from Subscriber's distribution system to the municipal 911 public-safety answering point, only certain, designated return phone numbers and call location addresses are transmitted to the municipal 911 public-safety answering point. This means that the municipal 911 public-safety answering point may not know the exact location on Subscriber's campus that a 911 call is coming from, but only that the 911 call is coming from Subscriber's campus. Subscriber's internal security and emergency response systems are solely responsible for knowing and pinpointing the specific phone number and address from which a 911 call was made. Subscriber agrees and acknowledges that Armstrong has no control over, and is not responsible for, Subscriber's internal 911 or other emergency response call procedures or functionality. Armstrong's sole responsibility for 911 calls is to provide the Service as contemplated by this Agreement. The parties agree that the phone number and address listed on Exhibit E shall be the phone number and address that appear as the caller identification number and location at the municipal 911 public-safety answering point. In addition to any other indemnity obligations which Subscriber may have under this Agreement

(including the Terms and Conditions of Service), and without limiting such indemnity obligations, Subscriber agrees to defend, hold harmless and indemnify Armstrong from and against all claims, damages, suits or other liabilities that may arise in connection with the performance, provision or functionality of the 911 emergency service.

14. Additional Terms. Subscriber acknowledges that any invoice or bill issued to Subscriber by Armstrong pursuant to this Agreement shall be a summary invoice or bill. Detailed information, including call details, can be obtained from Armstrong's website at <https://business.armstrongonewire.com/> for sixty (60) days.

(a) Subscriber may choose up to four (4) telephone numbers which will display as the originating number for caller identification purposes. Subscriber will provide Armstrong with a list of the telephone numbers which Subscriber wishes to use for such purpose.

(b) Subscriber will receive one (1) white page listing and one (1) single line yellow page listing at no charge. Subscriber shall designate which telephone number shall be used for such listings. Subscriber shall be responsible for placing and paying for yellow page advertisements with telephone book publishers.

(c) Subscriber agrees that none of the telephone numbers supplied to Subscriber pursuant to this Agreement shall be listed in a public telephone directory except for those telephone numbers listed on Exhibit A.

Armstrong Utilities, Inc.

By: _____
Name: Steven J. Begg
Title: VP/GM Business Services
Date: _____

KEDC

By: *Chuck Hutchinson*
Chuck Hutchinson (Feb 14, 2019)
Name: Chuck Hutchinson
Title: CIO
Date: Feb 14, 2019

ARMSTRONG®

BUSINESS SOLUTIONS

EXHIBIT A – Voice Services

Customer Name:	KEDC				
Billing Address:	904 W. ROSE RD, ASHLAND, KY 41102-9169				
Service Address:	904 W. ROSE RD, ASHLAND, KY 41102-9169				
Legal Contact:		Phone:		Email:	
Local Contact:	Charles Holbrook	Phone:	606-928-0205	Email:	charlesholbrook@kedc.org
Total Monthly Fee:	\$389.00	Installation:	\$500.00	Aid to Construction Fee:	0
Term of Contract:	5 Year	Special Instructions:			

Product:	1305025 - PRI - Full - 12,500 MOU	Number of Sessions:	
SIP Access:	n/a	Monthly Fee:	
Registration Proxy:	n/a	Priority:	0200800 - N/A (Voice Service)
SLA:	0201000 - Regular	Burst:	0200650 - Nonburst

Service Locations:	904 W. ROSE RD, ASHLAND, KY 41102-9169				
Access Type:	0200550 - Dedicated	Delivery Method:	0202200 - Direct Fiber		
Analog Lines:		Fee per Analog Line:		Analog Lines Total:	
DID Numbers:	132	Fee:	\$20.00	800 Numbers:	1
				Fee per 800 Number:	\$2.00
Add'l Long Distance/Minute:	0.03	Numbers to be Published:	606-928-0205		
911 Address:	904 W. ROSE RD, ASHLAND, KY 41102-9169				
	(Add'l 911 Addresses)				
	(Add'l 911 Addresses)				
PIN #:					

Customer Initial:	<u>CWH</u> <small>CWH</small>	Date:	Feb 14, 2019
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Armstrong Internal Use Only

Account Executive:	Erin Sheader	Number:	96
System:	South Point	Hubsite:	
Company:	AUI		

EXHIBIT B

Service Level Agreement to Commercial Service Agreement

This Service Level Agreement (“SLA”) shall be attached to, and incorporated in, the Commercial Service Agreement (“CSA”) dated _____, executed by Subscriber. All terms herein shall be read in conjunction with those in the CSA, provided, however, if any term herein is determined to be inconsistent with any term(s) in the CSA, this SLA shall govern.

Cumulative Outage. If, during the Initial Term of this Agreement, a "Cumulative Outage Event" (defined herein) occurs, Subscriber shall have the right to request a “Service Credit” (defined herein). “Cumulative Outage Event” is defined as a sixteen (16) cumulative hour “Service Outage” (defined herein) within a thirty (30) day period. Subscriber must notify Armstrong’s Customer Service Center of Subscriber’s Cumulative Outage Event within five (5) business days to request a “Service Credit.” A “Service Credit” is a credit to be issued to Subscriber upon notice of any “Service Outage” that occurs within a calendar month that affects the primary rate interface or the direct inward dialing numbers. In addition, Subscriber shall be responsible for any usage charges and invoices up to and including the termination date of this Agreement.

As used herein, “Service Outage” is defined as: (a) any disruption in Subscriber’s Service; (b) which prevents Subscriber from terminating dedicated inbound or outbound traffic using the service; and (c) which occurs within Armstrong’s control and on Armstrong’s network backbone. A Service Outage does not include (u) failure resulting from a force majeure event; (v) interruptions during any period when Subscriber has released the service to Armstrong for maintenance or rearrangement purposes or for the installation of a Subscriber order; (w) interruptions during the period when the Subscriber elects not to release the service for testing or repair and continues to use it on an impaired basis; (x) non-completion of calls due to another carrier’s network busy conditions; (y) interruptions not reported to Armstrong; or (z) interruptions due to the failure of power, equipment, service or systems not provided by Armstrong.

As used herein, a “Service Credit” shall be equal to the portion of the Monthly Fee for the month in which the Cumulative Outage Event occurred that is equal to (i) the aggregate monthly fees for the primary rate interface (PRI) and (ii) the direct inward dialing numbers (DID).

KEDC

Armstrong Utilities, Inc.

By: Chuck Hutchinson
Chuck Hutchinson (Feb 14, 2019)
Name: Chuck Hutchinson
Title: CIO
Date: Feb 14, 2019

By: _____
Name: Steven J. Begg
Title: VP/GM Business Services
Date: _____

Exhibit E

E 911 Locator Form

*Required for each physical location

Single Location Worksheet

E911 Number Information (Main number from physical calling location)

Present # for E911:	606-928-0205
Present # Location Name and Address:	KEDC - 904 W ROSE RD ASHLAND KY 41102-9169
County:	Boyd

Company: **KEDC**

Name: _____
Chuck Hutchinson

Customer Title: _____
CIO

Customer Signature: *Chuck Hutchinson*

Date: _____
Chuck Hutchinson (Feb 14, 2019)
Feb 14, 2019



ARMSTRONG®

Letter of Authorization

Thank you for choosing Armstrong Telephone. Since you have opted to keep your existing telephone number(s) and change your telephone service provider to Armstrong, this form is required by your existing service provider to maintain accurate records and ensure that your number is transferred correctly. This process will take up to 7 business days to complete. Armstrong will notify you if there are any unusual delays.

By completing and returning this form, you are authorizing Armstrong to transfer your telephone number(s) from your existing provider to Armstrong Telephone. Acceptance of the Armstrong Telephone Subscription Agreement is required to complete this order. This document will be mailed to you prior to or shortly after installation / service activation. A customer service agent may also supply this Agreement at installation or you may access an electronic copy of it at www.ArmstrongOneWire.com/policies.

(Please Print)

Current Telephone Numbers: See Attachment A

Armstrong Account Number: _____

Business Name: Kentucky Educational Development Corporation

First Name: _____ **Last Name:** _____

Address Line 1: 904 West Rose Road

Address Line 2: _____

City: Ashland **State:** KY **Zip Code:** 41101

(The above information must be identical to the information on file with your existing telephone service provider and shown on your most recent telephone bill.)

By signing below, I designate Armstrong Digital Services, Inc. or its designated agent to transfer my telephone number from my current telephone provider to Armstrong and to obtain any necessary billing information, customer service records, and other network information as required to provide me with Armstrong Telephone.

Signature: *Chuck Hutchinson*
Chuck Hutchinson (Feb 14, 2019)

Date: Feb 14, 2019

Unless I contact Armstrong and indicate to the contrary, my consent will remain in effect until my order is completed. Armstrong is required by law to keep this information confidential to protect my privacy.

PLEASE REMIT THIS FORM TO:

Armstrong Business Division • 437 North Main Street • Butler, PA 16001 Phone: 1-877-277-5705 • Fax: 724-256-8090 • E-mail: abdreturnform@agoc.com

You must include your most recent telephone bill with this form. That bill must display your name, number and service address along with your current telephone provider's name.

AFTER SUBMITTING THIS FORM PLEASE DO NOT MAKE ANY CHANGES TO YOUR EXISTING TELEPHONE SERVICE, AS THIS MAY CAUSE A DELAY OR CANCELLATION IN TRANSFERRING YOUR NUMBER.

Attachment A: Ported Telephone Numbers

606-929-2201	606-929-2229	606-929-2101	606-929-2129	606-929-2193
606-929-2202	606-929-2230	606-929-2102	606-929-2130	606-929-2194
606-929-2203	606-929-2231	606-929-2103	606-929-2131	606-929-2195
606-929-2204	606-929-2232	606-929-2104	606-929-2132	606-929-2196
606-929-2205	606-929-2233	606-929-2105	606-929-2133	606-929-2197
606-929-2206	606-929-2234	606-929-2106	606-929-2134	606-929-2198
606-929-2207	606-929-2235	606-929-2107	606-929-2135	606-929-2199
606-929-2208	606-929-2236	606-929-2108	606-929-2136	606-928-3785
606-929-2209	606-929-2237	606-929-2109	606-929-2137	606-928-0205
606-929-2210	606-929-2238	606-929-2110	606-929-2138	
606-929-2211	606-929-2239	606-929-2111	606-929-2139	
606-929-2212	606-929-2240	606-929-2112	606-929-2140	
606-929-2213	606-929-2241	606-929-2113	606-929-2141	
606-929-2214	606-929-2242	606-929-2114	606-929-2142	
606-929-2215	606-929-2243	606-929-2115	606-929-2143	
606-929-2216	606-929-2244	606-929-2116	606-929-2144	
606-929-2217	606-929-2245	606-929-2117	606-929-2145	
606-929-2218	606-929-2246	606-929-2118	606-929-2146	
606-929-2219	606-929-2247	606-929-2119	606-929-2147	
606-929-2220	606-929-2248	606-929-2120	606-929-2148	
606-929-2221	606-929-2249	606-929-2121	606-929-2149	
606-929-2222	606-929-2250	606-929-2122	606-929-2150	
606-929-2223	606-929-2251	606-929-2123	606-929-2151	
606-929-2224	606-929-2252	606-929-2124	606-929-2152	
606-929-2225	606-929-2253	606-929-2125	606-929-2153	
606-929-2226	606-929-2254	606-929-2126	606-929-2154	
606-929-2227	606-929-2255	606-929-2127	606-929-2155	
606-929-2228	606-929-2256	606-929-2128	606-929-2156	

Thank you for choosing Armstrong Telephone.

Please take a few moments to review the Telephone Subscriber Agreement and Internet Acceptable Use Policy. These documents set forth the terms and conditions under which Armstrong will provide service to you. We would like to draw special attention to the following items from the Telephone Subscriber Agreement:

CWH **2 (d). General.**

^{CWH}
Initial(s) Subscriber expressly acknowledges that the Telephone Service does not have its own power source and will not be available without an independent power supply and that, under certain circumstances, including if the electrical power and/or Operator's cable network or facilities are not operating, the Telephone Service, including the ability to access emergency 911 services, will not be available.

CWH **2 (e). General.**

^{CWH}
Initial(s) Subscriber expressly acknowledges that the Telephone Service may not be compatible with security systems, including systems having fire protection, and that, in order to maintain any necessary alarm monitoring functions, Subscriber may be required to maintain a telephone connection through another local exchange carrier. In the event that Operator installs and configures the Telephone Service to operate with Subscriber's security system, including systems having fire protection, Subscriber expressly acknowledges that it must contact the provider of its alarm monitoring services in order to test the compatibility of the alarm monitoring services with the Telephone Service.

CWH **10. Service Interruptions: Force Majeure.**

^{CWH}
Initial(s) Interruptions in Service that are not due to the negligence of or noncompliance with the provisions of this Agreement and/or any applicable tariff(s) by Subscriber or the operation or malfunction of the facilities, power, or equipment provided by the customer will be credited to the customer in accordance with the credit policy set forth in the price list and any applicable tariff(s) for the part of the service that the interruption affects. Any such credit will be refunded on the next practicable bill for the Telephone Service issued by Operator to Subscriber. The Operator Parties shall have no liability, including as set forth in this Section 10, for interruption of the Telephone Service due to circumstances beyond its control, including without limitation, acts of God, flood, natural disaster, regulation or governmental acts, fire, civil disturbance, strike or weather.

If you do not agree to the terms and conditions as set forth in these documents, you must cancel service immediately. Your payment and continued use of the service indicates your acceptance of these terms and conditions and any amendments that may be made from time to time. A current version of these documents and others are available online at www.armstrongonewire.com/policies. For additional assistance, you may also contact our Customer Service department by phone or mail.

By signing this form, I indicate that I am at least 18 years of age and the responsible party for making decisions about telephone service.

Chuck Hutchinson
Signature

Chuck Hutchinson
Print

Feb 14, 2019
Date

Signature

Print

Date

Armstrong Account Number

ARMSTRONG® BUSINESS SOLUTIONS

DIRECTORY/DIRECTORY ASSISTANCE

For your primary telephone number, do you want either of the following? Unlisted Non-Published

Otherwise, the customer receives a single 1-line listing in the white and 1-line listing in the yellow pages for their primary telephone number.

Business Name: _____ KEDC _____

Main telephone number: _____ 606-928-0205 _____

Do you want a White Page Listing? YES, or NO _____ Yes _____

Do you want a Yellow Page Listing? YES, or NO _____ Yes _____

Yellow Page Heading (i.e. restaurant, etc.): Educational Cooperative

ACCOUNT SECURITY PIN

In an effort to help protect your identity, a four digit security number is needed on your account. In the future, when you contact us, you will be asked to verify this number. If you would like another person to have access to your account, please share this security number with them. For your protection, no one will be able to access your account information without this number. Armstrong is committed to protecting Customer Proprietary Network Information ("CPNI") in accordance with regulatory and statutory requirements, as well as in its customers' best interests.

Armstrong makes its customer's directory listings available to all publishers. Increasingly, directory publishers have chosen to not pick up these listings and in many states these publishers are exiting the business entirely. Your listings are readily available online at popular websites like www.whitepages.com or www.yellowpages.com. More and more consumers are utilizing their smart devices and going online to access your information rather than printed directories.

Business Name _____ Account # _____

Address: _____

Please provide a Four Digit Security Number: 0923 _ _ _ _

ADDITIONAL COMMENTS/SPECIAL INSTRUCTIONS

Signature Chuck Hutchinson _____ Date Feb 14, 2019

Print Name Chuck Hutchinson _____ Date Feb 14, 2019



Letter of Authorization for Toll Free Number and Responsible Organization Transfer

Customer BILLING Information

<p>Company Name <input type="text" value="KEDC"/> <small>EXACTLY as it appears on current Toll-Free Invoice</small></p> <p>Street Address <input type="text" value="904 W. ROSE RD"/> <input type="text"/></p> <p>City <input type="text" value="ASHLAND"/> State <input type="text" value="KY"/> Zip <input type="text" value="41102"/> <small>Complete Address, EXACTLY as it appears on current Toll-Free Invoice</small></p>	<p>In order to validate "TFN Authorization" - PLEASE include your most recent TFN Invoice showing TFN(s), Complete Billing Address and Company Name, and Contact Name on the Invoice.</p> <p>Contact <input type="text"/></p> <p>Phone# <input type="text" value="606-928-0205"/></p>
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RESPONSIBLE ORGANIZATION (RespOrg) Designation and Agreement of Agency

I hereby designate ANPI, LLC, or any of its designees, to act as Responsible Organization ("RespOrg") for the Toll-Free Numbers (8XX) listed below. These designations supersede all prior RespOrg designation pertaining to these Toll-Free Service Numbers.

Toll-Free Numbers (TFNs) for which RespOrg Functions are being Transferred

<input type="text" value="800-737-0204"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Current RespOrg for these TFNs: Release to RespOrg

Agreed to by CUSTOMER

Name <input type="text" value="Chuck Hutchinson"/> <small>EXACTLY as it appears on current Toll Free Number Invoice</small>	 <small>Chuck Hutchinson (Feb 14, 2019)</small> Authorized Signature
Title <input type="text" value="CIO"/>	Date <input type="text"/>
NASC'ing Fee: <input type="text" value="\$2.00"/>	
Is Toll Free Number (TFN) Invoice attached & does it list the correct Name, Address & TFNs, associated with this Move Request?: <input type="text"/>	
Does the current Service Provider's TFN Invoice "Billing Information", EXACTLY match the Billing Information provide above?: <input type="text"/>	



ARMSTRONG[®]

LETTER OF AUTHORIZATION FOR TOLL FREE NUMBER AND RESPONSIBLE ORGANIZATION TRANSFER

Appointment of Agent					
<p>The undersigned Customer hereby appoints Armstrong Telecommunications, Inc. to act as its authorized agent for all matters pertaining to the toll-free number(s) listed below. This agency includes, without limitation, the ordering or rearrangement of service assignment of primary carrier service requests, disconnection of service and other requests as deemed necessary by Armstrong Telecommunications, Inc. to implement the toll-free services ordered from Qwest Communications (LGT**).</p>					
	Check 1 Per Number				
Toll Free Numbers(s)	POTS	DAL	T-1	Ring to #	Qty of Circuits
800-737-0204	X			606-928-0205	
Holder Information					
Current Resp Org. I.D.					
Holder Name			KEDC		
Address			904 W. Rose Rd.		
City, State, Zip			Ashland, KY 41102		
Telephone			606-928-0205		
Authorized Signature			<i>Chuck Hutchinson</i>		
Signatory Name (printed)			Chuck Hutchinson (Feb 14, 2019)		
Title			CIO		
Date			Feb 14, 2019		

ARMSTRONG TELECOMMUNICATIONS, INC.
 ONE ARMSTRONG PLACE · BUTLER, PA 16001
 724-283-0925 · FAX 724-256-8090