



SERVICE ORDER

THIS SERVICE ORDER ("Service Order"), is executed and effective upon the date of the signature set forth in the signature block below ("Effective Date") and is by and between Charter Communications Operating, LLC on behalf of those operating subsidiaries providing the Service(s) hereunder ("Spectrum") and Customer (as shown below) and is governed by and subject to the Spectrum Enterprise Commercial Terms of Service posted to the Spectrum Enterprise website, <https://enterprise.spectrum.com/> (or successor url) or, if applicable, an existing services agreement mutually executed by the parties (each, as appropriate, a "Service Agreement"). Except as specifically modified herein, all other terms and conditions of the Service Agreement shall remain unamended and in full force and effect.

Spectrum Enterprise Contact Information

Contact: Wayne Gilchrist
Telephone: 760-674-5543
Email: wayne.gilchrist@charter.com

Customer Information

Customer Name CITY OF SANTA ANA		Order # 14441749
Address 20 CIVIC CENTER PLZ SANTA ANA CA 92701		
Telephone 7146475384		Email: mfetner@santa-ana.org
Contact Name Mike Fetner	Telephone 7146475384	Email: mfetner@santa-ana.org
Billing Address 20 CIVIC CENTER PLZ SANTA ANA CA 92701		
Billing Contact Name	Telephone	Email:

NEW AND REVISED SERVICES AT 1801 E Chestnut Ave , Santa Ana CA 92701

Service Description	Order Term	Quantity	Monthly Recurring Charge(s)	Total Monthly Recurring Charge(s)
Hub - ELINE Master	48 Months	1	\$0.00	\$0.00
EVPL 200Mbps	48 Months	1	\$840.00	\$840.00
TOTAL*				\$840.00

NEW AND REVISED SERVICES AT 3750 W Mcfadden Ave Unit Ste I, Santa Ana CA 92704				
Service Description	Order Term	Quantity	Monthly Recurring Charge(s)	Total Monthly Recurring Charge(s)
EVPL 100Mbps	48 Months	1	\$660.00	\$660.00
Spoke	48 Months	1	\$0.00	\$0.00
TOTAL*				\$660.00

NEW AND REVISED SERVICES AT 706 N Newhope St , Santa Ana CA 92703				
Service Description	Order Term	Quantity	Monthly Recurring Charge(s)	Total Monthly Recurring Charge(s)
Spoke	48 Months	1	\$0.00	\$0.00
EVPL 100Mbps	48 Months	1	\$660.00	\$660.00
TOTAL*				\$660.00

NEW AND REVISED SERVICES AT 220 S Daisy Ave , Santa Ana CA 92703				
Service Description	Order Term	Quantity	Monthly Recurring Charge(s)	Total Monthly Recurring Charge(s)
Spoke	48 Months	1	\$0.00	\$0.00
EVPL Custom Bandwidth	48 Months	1	\$840.00	\$840.00
TOTAL*				\$840.00

NEW AND REVISED SERVICES AT 600 E Memory Ln , Santa Ana CA 92705				
Service Description	Order Term	Quantity	Monthly Recurring Charge(s)	Total Monthly Recurring Charge(s)
EVPL Custom Bandwidth	48 Months	1	\$660.00	\$660.00
Hub - ELINE Master	48 Months	1	\$0.00	\$0.00
TOTAL*				\$660.00

NEW AND REVISED SERVICES AT 3405 W Castor St , Santa Ana CA 92704				
Service Description	Order Term	Quantity	Monthly Recurring Charge(s)	Total Monthly Recurring Charge(s)
Spoke	48 Months	1	\$0.00	\$0.00
EPL Custom Bandwidth	48 Months	1	\$650.00	\$650.00
TOTAL*				\$650.00

NEW AND REVISED SERVICES AT 424 W 3rd St , Santa Ana CA 92701				
Service Description	Order Term	Quantity	Monthly Recurring Charge(s)	Total Monthly Recurring Charge(s)
Hub - ELINE Master	48 Months	1	\$0.00	\$0.00
EVPL Custom Bandwidth	48 Months	1	\$600.00	\$600.00
TOTAL*				\$600.00

NEW AND REVISED SERVICES AT 510 Memory Ln , Santa Ana CA 92705				
Service Description	Order Term	Quantity	Monthly Recurring Charge(s)	Total Monthly Recurring Charge(s)
Hub - ELINE Master	48 Months	1	\$0.00	\$0.00
EVPL Custom Bandwidth	48 Months	1	\$660.00	\$660.00
TOTAL*				\$660.00

NEW AND REVISED SERVICES AT 20 Civic Center Plz , Santa Ana CA 92701				
Service Description	Order Term	Quantity	Monthly Recurring Charge(s)	Total Monthly Recurring Charge(s)
Hub - ELINE Master	48 Months	1	\$0.00	\$0.00
EPL Custom Bandwidth	48 Months	1	\$1,309.00	\$1,309.00
TOTAL*				\$1,309.00

NEW AND REVISED SERVICES AT 1780 E Mcfadden Ave Unit Ste11B, Santa Ana CA 92705				
Service Description	Order Term	Quantity	Monthly Recurring Charge(s)	Total Monthly Recurring Charge(s)
EVPL Custom Bandwidth	48 Months	1	\$600.00	\$600.00
Hub - ELINE Master	48 Months	1	\$0.00	\$0.00
TOTAL*				\$600.00

NEW AND REVISED SERVICES AT 2201 W Mcfadden Ave , Santa Ana CA 92704				
Service Description	Order Term	Quantity	Monthly Recurring Charge(s)	Total Monthly Recurring Charge(s)
EVPL Custom Bandwidth	48 Months	1	\$660.00	\$660.00
Spoke	48 Months	1	\$0.00	\$0.00
TOTAL*				\$660.00

NEW AND REVISED SERVICES AT 2627 W Mcfadden Ave , Santa Ana CA 92704				
Service Description	Order Term	Quantity	Monthly Recurring Charge(s)	Total Monthly Recurring Charge(s)
EVPL Custom Bandwidth	48 Months	1	\$600.00	\$600.00
Hub - ELINE Master	48 Months	1	\$0.00	\$0.00
TOTAL*				\$600.00

NEW AND REVISED SERVICES AT 2102 S Flower St , Santa Ana CA 92707				
Service Description	Order Term	Quantity	Monthly Recurring Charge(s)	Total Monthly Recurring Charge(s)
EVPL 100Mbps	48 Months	1	\$650.00	\$650.00
Spoke	48 Months	1	\$0.00	\$0.00
TOTAL*				\$650.00

NEW AND REVISED SERVICES AT 401 N Sullivan St Unit Fiber, Santa Ana CA 92703				
Service Description	Order Term	Quantity	Monthly Recurring Charge(s)	Total Monthly Recurring Charge(s)
Spoke	48 Months	1	\$0.00	\$0.00
EVPL 100Mbps	48 Months	1	\$600.00	\$600.00
TOTAL*				\$600.00

NEW AND REVISED SERVICES AT 602 N Flower St , Santa Ana CA 92703				
Service Description	Order Term	Quantity	Monthly Recurring Charge(s)	Total Monthly Recurring Charge(s)
EVPL Custom Bandwidth	48 Months	1	\$660.00	\$660.00
Hub - ELINE Master	48 Months	1	\$0.00	\$0.00
TOTAL*				\$660.00

NEW AND REVISED SERVICES AT 1009 N Custer St , Santa Ana CA 92701				
Service Description	Order Term	Quantity	Monthly Recurring Charge(s)	Total Monthly Recurring Charge(s)
Hub - ELINE Master	48 Months	1	\$0.00	\$0.00
EVPL 100Mbps	48 Months	1	\$660.00	\$660.00
TOTAL*				\$660.00

1. **TOTAL CHARGE(S).** Total monthly recurring charges and total one-time charges are due in accordance with the monthly invoice.
2. **TAXES.** Plus, applicable taxes, fees, and surcharges as presented on the respective invoice(s).
3. **SPECIAL TERMS.**

For the purposes of this Service Order only, the Parties agree to the following provision.

PORTABILITY. After the first twelve (12) months of the Initial Order Term of a Service hereunder, and upon at least sixty (60) days prior written notice to Spectrum, Customer may elect to terminate and move the Service from an existing Service Location (the "Original Location") to a new location within the Spectrum service area where use of a third-party service provider is not required ("New Location"). Such termination and relocation shall not be subject to a Termination Charge provided that Customer: (a) provides notice to Spectrum of the date on which Spectrum is to terminate Service at the Original Location ("Termination Date"); (b) places a Service Order for replacement Services at the New Location on or prior to the Termination Date; (c) pays Spectrum all amounts due and owing (including, without limitation, unpaid OTCs) as of the Termination Date



for all Services provided by Spectrum and the costs and expenses incurred by Spectrum to terminate Services at the Original Location (including, without limitation, applicable third-party termination charges); and (d) pays Spectrum upon receipt of invoice all applicable OTCs associated with the replacement Service at the New Location. Additionally, the replacement Service at the New Location must have a value (determined by multiplying the number of months in the replacement Service's Initial Order Term by such Service's MRCs) equal to or greater than the remaining value in the original Service (such value determined by multiplying the number of months remaining in the original Service's Initial Order Term by such Service's MRCs).

By signing below, the signatory represents they are duly authorized to execute this Service Order

CUSTOMER	Charter Communications Operating, LLC By: Charter Communications, Inc., its Manager
Signature: _____	Signed by: Signature: <u>Mark A Kornegay</u> 6845ECFF1C68458
Printed Name: _____	Printed Name: <u>Mark A Kornegay</u>
Title: _____	Title: <u>GVP, Vertical Markets Sales</u>
Date: _____	Date: <u>2/24/2025</u>