



**Letter of Authorization**  
For Local Number Porting (LNP)

The undersigned hereby authorizes Bandwidth to act on the Customer's behalf to port the numbers listed below.

Current Provider: Encore

Please fill out the following information as it appears on the Customer Service Record (CSR) of the current carrier:

Customer Name	Detroit Public Schools Community District
Service Address	3011 W. Grand Blvd, 11th Floor Fisher Building
Service City, State & Zip Code	Detroit, Michigan, 48202

Please fill out the following information as it appears on the customer invoice with the current carrier:

Billing Address	3011 W. Grand Blvd, 11th Floor Fisher Building
Billing City, State & Zip Code	Detroit, Michigan, 48202

**Additional Portability Information:**

Existing BTN (Billing Telephone Number) with current carrier: 3138734063

Will you be porting this BTN? No

Is this a partial port?  YES  NO

If yes, please indicate a new BTN for the current carrier: \_\_\_\_\_

Porting TNs (please use ranges whenever possible): \_\_\_\_\_

3132404377					
3135760100					
3139458600					

Authorized Printed Name: Dr. Mikolaj P. Vitti

Date: 12/12/2022

(Must be dated within 30 days to be valid)

Authorized Signature:

# Five9 Service Order



This Service Order, collectively with the Five9 Master Services Agreement and its addenda, the "Agreement", is entered into by and between Five9, Inc. ("Five9") and Customer named below. This Service Order is subject to the terms and conditions of the Agreement, in the event of any conflict between this Service Order and the Agreement, this Service Order will control. For the avoidance of doubt, if there are terms and conditions in the Agreement regarding subjects on which this Service Order is silent, such silence will not constitute a conflict and the terms and conditions in the Agreement will control.

<b>Customer Name:</b> Detroit Public Schools CD <b>Customer Number:</b> 140202		<b>Order Type:</b> Change Order
<b>Domain Name:</b> Detroit Public Schools CD <b>Domain Number:</b> 140202		<b>Order Term:</b> Co-Terminus
<b>Company Address:</b> 3011 W Grand Blvd Detroit Michigan 48202-3000 United States		<b>Renewal Term:</b> 12 Months
<b>Primary Contact Center Address:</b> 3011 W Grand Blvd Detroit Michigan 48202-3000 United States		<b>Billing Frequency:</b> Monthly
<b>Business Contact:</b> Shana Williams-Gorden <b>Business Phone:</b> (313) 576-0334 <b>Business Email:</b> shana.williams-gorden@detroitk12.org		
<b>Billing Contact:</b> Shana Williams-Gorden <b>Billing Phone:</b> (313) 576-0334 <b>Billing Email:</b> shana.williams-gorden@detroitk12.org		<b>Five9 Account Executive:</b> Emily Daikoku <b>Phone:</b> <b>Email:</b> emily.daikoku@five9.com
<b>Quote/Order #:</b> Q-229821-v2 <b>Quote Expires:</b> <del>October 14, 2022</del> December 12, 2022		

ONE-TIME SERVICES (WITHIN THE CONTRACT TERM)	UNIT	QTY	UNIT PRICE	EXTENDED PRICE
US DID	1.15 VCC Phone Numbers	Number	3	\$5.00
<b>TOTAL:</b>				<b>\$15.00</b>

ONE-TIME SERVICES (WITHIN THE CONTRACT TERM)	EXTENDED PRICE
Activation Fees	Varies
<b>TOTAL:</b>	
	<b>\$45.00</b>

ONE-TIME SERVICES (WITHIN THE CONTRACT TERM)	EXTENDED PRICE
<b>Subscription Fees (by Category)</b>	
1.0x VCC Agent Seats and Bundles	Service Order Date
1.1x VCC Domain Options	Earlier of a) date that each ordered service is first made available for production use, or b) 12 months after Service Order Date
1.2x & 1.3x VCC Features	
2.xx Other Services	
3.xx Professional Services	
<b>One-Time Fees &amp; Deposits</b>	
One-Time Fees	Service Order Date
Telecom Deposit	Upon Approval by Five9 Finance
International Call Blocking	
<b>Usage Fees</b>	
Communications	As Used
Storage	As Used

**SERVICE ORDER TERMS**

All prices are in U.S. Dollars and are exclusive of any taxes to which Customer may be subject.


Initial Term reflected above (the "Order Term") begins on the date when Five9 receives signed Service Order from Customer (the "Service Order Date").

Any Professional Services purchased in this Service Order are non-refundable and expire twelve (12) months after Service Order Date.

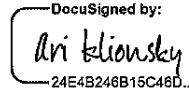
Professional Services (including training) fees do not include travel and expenses for on-site work. Customer will be invoiced for these expenses at actual costs and time. Five9 travel and expense policy can be found here: <https://www.five9.com/legal/travel-and-expense-policy>.



**Customer**

By:   
Name: Nikolai P. Vitti, Ed.D.  
Title: SUPERINTENDENT  
Date: 12/12/22

**Five9, Inc.**

By:   
Name: Ari Klionsky  
Title: SVP, sales & Business operations  
Date: 12/13/2022 | 11:59 PST

**FIVE9 EXHIBIT: ONE TIME DETAILS**

DESCRIPTION	UNIT	QTY	UNIT PRICE	EXPENSED PRICE
RESPORG DID	Number	3	\$15.00	\$45.00
<b>TOTAL:</b>				\$45.00