



MAINTENANCE - SCHEDULE A

Billing Information

Name: City of Galion Health Dept
Address: 113 Harding
Galion, OH , 44833
Sold To #: 10021701

Black Box Maintenance Service Information

Payment Terms: Annual in Advance

Service Level

Black Box: Standard 8 x 5
Entitlements: Phones Included
SWA: Not Included

Service Information

Term: 12 months
Start Date: 12-18-2025
End Date: 12-17-2026

Vendor: NEC

Quote Expiration Date: 17-12-2025

Black Box Support

Site Location	System Type	Manufacture Support (Included or EOL)	Total
20056668 City of Galion Health Dept - 113 Harding, Galion, OH 44833	SV9100	Included	\$ 1,800.00

Black Box Support Total: \$ 1,800.00

Total Term Price: \$ 1,800.00

OTHER TERMS APPLICABLE TO THIS SCHEDULE

- 1 If this Schedule includes break/fix maintenance support, this Schedule does not include paging, headsets, terminals, printers, UPS, batteries or power plant. Move Add and Change requests are not included as part of the break/fix maintenance and will be invoiced as completed.
- 2 Black Box support of manufacturer or OEM Equipment, Software and/or Systems that are End of Life (EOL) will be based on a commercially reasonable effort. Parts/Software for EOL Systems will be provided, if available, from Black Box depot or OEM.
- 3 All pricing reflected in this Schedule A are reflective of the above system configuration and does not include or forecast for any upgrades or changes. The intention is for the contract to be trued up prior to the beginning of the next annual term with any additional product and/or licenses purchased.
- 4 Remote Diagnostics requires 24X7 access and modem connection, provided by the customer. Any Service provided remotely are dependent upon access via the modem. If Customer does not provide remote access, Black Box will charge on a time and materials basis for work that could be accomplished remotely, but as a result, required an onsite presence.
- 5 Server Hardware is the responsibility of the customer if the unit is out of manufacturer warranty, in a virtual environment or customer provided. Black Box is not responsible for the operation system of virus protection.
- 6 SOFTWARE SUPPORT : If you have SOFTWARE SUPPORT ONLY ORDERS- Any Black Box on site or remote labor will be billable to the customer at contract labor rates. If SOFTWARE SUPPORT IS NOT INCLUDED in the agreement, In the event Black Box Network Services cannot clear an issue, we will not be able to escalate to tier III or IV support with the manufacturer.
- 7 MULTI-YEAR Software Support Term and Payment: The Software Support agreement will have an initial one year, three-year or five year term of service ("initial Term") commencing on the receipt date of the quote(s) and associated Purchase Order(s). The Software Support Plan cannot be terminated for convenience during the initial Term. The Software Support Purchase price will be billed either annual in advance or all upfront (depending on customer choice). Payment is due within thirty (30) days after your receipt of each invoice.

ORDER FORM



SECTION A: CUSTOMER INFORMATION

Customer Name ("Customer"): City of Galion Health Dept	Norstan Communications, Inc. dba Black Box Network Services ("Black Box") 8210 Courthouse Blvd., Suite 200, Inver Grove Heights, MN 55077
Sold to Number: 10021701	
Principal Address/Job Address See Schedule A	Billing Address: City of Galion Health Dept (20056668) 113 Harding, Galion, OH 44833
Tax ID Number:	The terms of the Agreement shall govern this order. <input type="checkbox"/> MOA <input type="checkbox"/> Hosted/Cloud <input checked="" type="checkbox"/> Other: Section E

SECTION B: PAYMENT TERMS (EXCLUDING TAXES)

UCC:	Cabling/Infrastructure Services:
Total Price: \$N/A	Total Material \$N/A
Invoice/Payment Terms: 80% Due Upon Hardware/Software Delivery* 20% Due Upon Cutover*	Total Labor \$N/A
* Net 30 days from date of invoice.	Total Price \$N/A
	Invoice/Payment Terms: 100% Materials due upon delivery* Labor monthly progress payments*
	Hourly Rates (if applicable) \$ NA /hour standard time \$ NA /hour non-standard time * Net 30 day from date of invoice

SECTION C: SERVICES (MAINTENANCE, SUPPORT, MANAGED SERVICES, AND/OR HOSTED/CLOUD)

Service Fee (excluding applicable taxes):	\$1,800.00
Commencement Date:	12/18/25 through 12/17/26
Term of Order (if Applicable)	12 months
Black Box Maintenance Invoice Cycle:	Annual in Advance

SECTION D: ATTACHMENTS

Schedule A, Service Plan

SECTION E: TERMS AND CONDITIONS

<https://www.blackbox.com/en-us/legal/terms-conditions-of-sale/it-services/general-web-terms-conditions>

SECTION F: SIGNATURES

City of Galion Health Dept	Norstan Communications, Inc. dba Black Box Network Services ("Black Box")
BY: <i>Andrea Cinadr</i> (Authorized Signature)	BY: <i>Salvatore Barberi</i> (Authorized Signature)
NAME (please print): <i>Andrea Cinadr</i>	NAME: <i>Salvatore Barberi</i>
TITLE: <i>Health Commissioner</i>	TITLE: Director of Operations - East Region
DATE: <i>12/3/2025</i>	DATE: 12/8/2025