

#6

ALPENA COUNTY I.T. DEPARTMENT

I.T. Director: Eric Vanderveer
720 W. Chisholm St
Alpena, MI 49707
989-354-9585



DATE: September 12th, 2019
TO: Finance Committee
FROM: Eric Vanderveer, I.T. Director
SUBJECT: Millenia Technologies telephone support agreement

When we originally went with Millenia 5 years ago we purchased this support agreement for 5 years. That 5 years is up, and we need to continue it. This amount has been budgeted for, but I am bringing it to you to be approved to order. The amount will be for the 1-year Bronze Support package for \$11,299.00 and will be coming out of line item number 101-958-831.002

Thank you



Eric Vanderveer



Trouble Free Voice over IP Standard Agreement

County of Alpena

720 W Chisholm St

Alpena, MI 49707

Millennia Technologies, Your Voice Technology Partner

Who We Are

We have been committed to providing the best voice and technology products and services to our clients for more than 40 years. With current technologies we support clients in over 27 states and 4 countries.

What We Do

We offer complete voice technology management and support to small, medium and enterprise businesses by:

- *Designing, selling and supporting the Brilliantly Simple Mitel (formerly ShoreTel) UC system and the Mitel Connect Cloud hosted VoIP solutions*
- *Offering network reviews and redesign of carrier network services for both voice and Internet including SDWAN and MPLS*
- *Providing complete back end management for clients looking to outsource UC support*

Facts

- *Mitel Gold Level Champion Partner*
- *Support and manage 30,000+ users/handsets at over 500 locations/offices worldwide*
- *Largest ShoreTel (now Mitel) Partner in the State of Michigan for the last 18 years based on annual sales volume and total clients supported*
- *Net Promoter Scores consistently exceeding world class levels*

Millennia Hours of Operation and Time & Material Pricing (T&M)

<i>Standard business hours</i>	<i>Monday – Friday from 8am through 5pm</i>	<i>\$160/hr</i>
<i>After-hours & weekends</i>	<i>Outside of standard business hours (scheduled)</i>	<i>\$195/hr</i>
<i>Holiday/emergency hours</i>	<i>Any US Federal recognized holidays/unscheduled after hours</i>	<i>\$250/hr</i>

Millennia Confidentiality Policy

Millennia Technologies takes the confidentiality of our customers' information very seriously. Customer data or information that is competitively sensitive or is not generally known or available to the public shall be kept confidential and private. This information includes, but is not limited to, data, client information, lists, and files. Such confidential information shall only be used for the benefit of the Millennia Technologies customer.



Millennia
TECHNOLOGIES

Service Plan Options

Description	BRONZE Support	SILVER Support	GOLD Support
24x7 Remote Monitoring <ul style="list-style-type: none"> Server & Switch stability and performance System Status Alert Emails Troubleshooting of Mitel VoIP software/hardware 	Included	Included	Included
Customer Review & Planning	Included (yearly)	Included (yearly)	Included (bi-annually)
Mitel Upgrade Software Package	Included	Included	Included
Mitel Equipment Warranty (not incl. phones)	Included	Included	Included
Mitel Software Warranty	Included	Included	Included
Online Ticketing Portal	Included	Included	Included
Carrier Network Assessments	Included	Included	Included
Root Cause Analysis Reporting	Included	Included	Included
Remote MAC's (Moves/Adds/Changes)	NOT Incl. (T&M)	Included	Included
Millennia Tech Team - Mitel Software Upgrades	NOT Incl. (T&M)	Included (up to 1 per year)	Included (up to 2 per year)
BrightMetrics – Industry Leading Reporting & Analytics Tools	NOT Incl.	Included	Included
Loaner - Mitel Director Server	\$200/day (optional)	Included (up to 30 days)	Included (up to 30 days)
Daily Off-Site Back up of Mitel Director/ECC Server	\$150/mo (optional)	Included	Included
GAP Coverage (Replacement Switches)	NOT Incl.	Included	Included
Mitel Voice Health Assessment	NOT Incl.	NOT Incl.	Included – Annually
Remote Fully Managed Mitel System	NOT Incl.	NOT Incl.	Included
Voice Carrier Liaison	NOT Incl.	NOT Incl.	Included
New Mitel hardware and software installation	NOT Incl.	NOT Incl.	Included
Hourly Remote and On-Site Rate – Telephony/VoIP	\$130-Normal Bus Hrs \$165-After Hrs/Wkds \$230-Holiday Hrs	\$110-Normal Bus Hrs \$155-After Hrs/Wkds \$220-Holiday Hrs	\$90-Normal Bus Hrs \$145-After Hrs/Wkds \$210-Holiday Hrs
Millennia Branded Phone Coverage	\$25 per phone per yr	\$20 per phone per yr	\$15 per phone per yr
Emergency Response Time	Within 6 Hrs	Within 2 Hrs	Within 1 Hr
Headsets	NOT Incl.	NOT Incl.	NOT Incl.
On-site scheduling of technician (Non-Emergency)	5-6 business days	3-4 business days	Within 2 business days
# of extensions on Mitel system	120	120	120
Pricing – 1 year Mitel Partner Support	11299.00	\$20,443.35	\$24,398.00
Pricing – 3 Year Mitel Partner Support	\$30,509.00	\$54,214.40	\$63,367.10
Pricing – 5 Year Mitel Partner Support	\$48,024.00	\$81,036.00	\$97,844.40

All Millennia invoicing is due on a NET30 basis. Any unpaid invoice exceeding NET30 days will be charged an additional service charge of 2% of the outstanding balance due. NET30 begins as of the date of the invoice.

Remote Access – All outlined support options require the customer to allow Millennia to install remote access and monitoring tools/software.



**Executive Summary:
Mitel Partner Support
Bronze/Silver/Gold Levels**

Millennia's Support options are designed to provide everything from basic support for those customers who have their own IT staff to a higher level of support for those customers that don't have a robust IT/Telecom staff or are looking to outsource some of these services to become more efficient in their internal business processes when it comes to your IT/Telephony needs.

Inclusions/Definitions:

The items outlined in this agreement including the descriptions below are included as a part of the Bronze, Silver and Gold levels of Mitel Partner Support through Millennia. Any item not outlined in this agreement is not included and therefore may be subject to additional pricing at our standard T&M rates.

- All customers' initial end user calls are to be directed to the customers' internal IT service/help desk for processing. Customers' IT service/help desk will then open a ticket with Millennia to address the request.
- **24/7 Remote Monitoring** – If a notification comes into Millennia during normal business hours, the issue will be addressed as necessary and the customer will be sent a notification either via email or a phone call depending upon the severity of the issue. If a notification comes into Millennia after hours, Millennia will assess the situation and address it as first priority the next business day. This requires Millennia's remote support tools to be installed on the customers Director/ECC Server. If the customer's MSP (Managed Service Provider) is using Connectwise as their monitoring tool for the virtual environment and/or server(s), customer agrees to have the MSP remove their Connectwise agent and allow Millennia to install/run the Connectwise agent for remote monitoring. Millennia will troubleshoot the customer's Mitel software and/or hardware and provide appropriate measures to resolve the issue. If Millennia's troubleshooting efforts determine that the customer issue is related to the network, network equipment not provided by Millennia, or if the customer does not have a Millennia network support agreement in place then Millennia's standard hourly rates (outlined on page 2 of this agreement) will apply.
- **Customer Review & Planning** – Millennia will conduct a yearly or bi-yearly review per the level of support selected by the customer on page 2 in an effort to assist you in planning and outlining upcoming Mitel software releases/upgrades on the Mitel system as well as provide updates to the Mitel roadmap as they are released to Millennia.
- **Mitel Upgrade Software Package** – Under all 3 levels of support, all Mitel upgrade software will be provided to the customer at their request. Millennia upgrade labor is not included (see Millennia Tech Team – Mitel Software Upgrades below). All upgrades must adhere to Mitel's Best Practices.
- **Mitel Equipment Warranty** – All Mitel equipment is covered under warranty (not including phones) in all levels of support (not including T&M). In the case of failure, Millennia will request the RMA with Mitel for replacement of the faulty Mitel switch (server not included if customer provided). The customer must return all defective replaced products to the manufacturer within 14 calendar days from the date of the RMA request. Customer will be invoiced by Millennia for any RMA products for which the defective products are not returned to the manufacturer within 14 calendar days. RMA's do not include labor or travel for a Millennia Technician or Engineer, these will be billed at our standard T&M and travel rates based upon your respective level of support as outlined on page 2 of this agreement. For EoL (End of Life) Mitel/ShoreTel switches, Millennia will include a warranty for a replacement switch only, no software upgrades/patches will be available for these switches. In the case of a failed switch, a replacement switch will be provided. Millennia reserves the right to provide a refurbished working switch in these cases. If the manufacturer prohibits a software upgrade with systems that have EoL switches, we will provide you an additional quote for replacement of those EoL switches. Please note, it is our recommendation that you purchase replacement switches for any switch that has been deemed EoL by the manufacturer. Any hardware purchased through 3rd parties that Millennia troubleshoots will be charged our Standard T&M Rates as outlined on page 1 of this agreement.
- **Mitel Software Warranty** – Software is covered under warranty unless the software has been slated as "End of Life" by the manufacturer.
- **Online Ticketing Portal** – Millennia will provide the customer with an online ticketing Portal for opening trouble tickets on their Mitel system.



- **Carrier Network Assessments** – Millennia will provide the customer with up to 1 carrier assessment per year which includes a Billing Review and an assessment of the customers' options for both phone and Internet service options for up to 3 additional carriers. As a part of the Gold level of support, Millennia will also act as your vendor liaison for opening trouble tickets on your phone circuits with your voice carrier. This requires the customer to provide a signed LOA to be kept on file with Millennia, a copy of your most recent phone/Internet bill and your contract with your current carrier(s).
- **Root Cause Analysis Reporting** – For any Priority 1 issue on the Mitel system, Millennia will provide a Root Cause Analysis to the customer within 72 hours of resolving the open trouble tickets. Priority Levels are defined as:
 - Priority 1 – Multiple users affected – No work around
 - Priority 2 – One user – No workaround
 - Priority 3 – Multiple users – With workaround
 - Priority 4 – One user – With workaround
- **Remote MAC's (Moves/Adds/Changes)** – Millennia will handle the customers' remote programming changes for MAC's as outlined in the support levels on page 2 of this agreement. All changes regarding Auto Attendant and/or Work Groups/ECC must be clearly designed and defined by the customer except for MAC's related to end users, their extensions and/or locations. Any design and/or onsite work related to Auto Attendants and/or Work Groups/ECC will be billed on a per project basis or at Millennia's standard T&M rates.
- **Millennia Tech Team - Mitel Software Upgrades** – As an option the customer can request the Millennia Tech Team to perform the actual software upgrades to their Mitel system. The Silver Level will include up to 1 upgrade per year and the Gold Level will include up to 2 upgrades per year. All software upgrades on the Bronze Level and any additional upgrades other than what is included on the Silver and Gold Levels will be billed at our standard T&M rates. The customer will be required to have their own Sr. level engineer onsite and available for any and all such upgrades. Millennia will provide remote support for any such upgrades. If the customer requests a Millennia tech onsite for these upgrades standard travel rates will apply as outlined on page 2 of this agreement (and at the bottom of this page). All upgrades must adhere to Mitel's Best Practices.
- **BrightMetrics** – The Bright Metrics reporting tool provides a system view of their Mitel system with cradle to grave reporting on all calls, based upon the analytics/logs the Mitel system provides to BrightMetrics. This includes the "Core UC Reporting & Analytics Tool". For live "Real Time Dashboard" and/or ECC reporting & analytics tools please request a quote from your Millennia Sales Associate. Please NOTE: Brightmetrics pricing is based upon total extensions on your system and therefore is subject to changes based upon your total extension count.
- **Loaner Mitel Director Server** – As a part of the Silver and Gold levels of support, Millennia will provide a loaner server in the case of a failure of their Director server. ECC Server included with Silver and/or Gold levels if necessary. Silver and Gold customers will be billed \$150/day beginning on day 31 for each server.
- **Daily Off-Site Back-up of Mitel Director/ECC Server** – Your Director/ECC Server will be backed up daily after business hours, usually between the hours of 12-5am. This requires Millennia's remote support tools to be installed on the Director and/or ECC server.
- **GAP Coverage** - As a Silver and Gold level customer, Millennia can provide a replacement switch within 48 hours of notification of the RMA on any physical Mitel switch that has failed and is being RMA'd per the description on page 2 of this agreement. This does not include labor or travel for a Millennia Technician or Engineer, these will be billed at our standard T&M and travel rates based upon your respective level of support as outlined on page 2 of this agreement.
- **Mitel Voice Health Assessment with Millennia Engineer** – As a Gold Level customer, Millennia will perform a yearly Voice Health Assessment and provide a formal recommendation to insure the best possible voice quality across your network infrastructure.
- **Remote Fully Managed Mitel System** – Millennia will manage the day to day operations of the Mitel system including system monitoring and MAC's as outlined above. This will include a dedicated local or toll free # to Millennia Tech Support.



- **Voice Carrier Liaison** – Gold Level customers receive the added benefit of having a vendor liaison. This allows the Millennia Tech Team to open trouble tickets on behalf of our Gold customers with their voice and/or Internet providers. This requires the customer to provide a signed LOA which will be kept on file with our tech team and for our tech team to be added as authorized to speak on behalf of the customer for troubleshooting purposes. Bronze and Silver customers can receive the same level of service as a Gold Level customer, however the service will be billable for Millennia's Tech time. If a customer at any level signs a voice and/or Internet service agreement with their carrier through Millennia, Millennia Tech time will be non-billable in cases of troubleshooting. If Bronze and Silver customers would like this additional service, Millennia will require a signed LOA from the customer and also will need to be added to the account.
- **New Mitel Hardware/Software Installation** – Gold Level customers receive an added benefit of having Millennia install any new hardware and/or software onto their system. This does NOT include phones. T&E will be charged for customers outside of 200 miles from Grand Rapids, MI.
- **Hourly Remote and Onsite Rates** – as outlined on page 2 of this agreement. This is for any service that Millennia provides that falls outside of the "included" coverages of your respective level of support. IE – network gear, PC's and or customer provided servers in addition to any device, product or service that Millennia did not sell the customer. Also, if an issue is deemed resolvable in a more current software release Millennia will bill for any work arounds provided if the customer chooses not to upgrade the software per Millennia's recommendations. **Travel Rates** are computed using one-way mileage from Google Maps. Any travel within 45 miles will be charged a flat \$50. Any travel 46+ miles will be billed at \$60 per hour. Note – during travel time only the travel rates will apply. Once the Millennia tech is onsite our T&M rates will apply per the customer's level of support.
- **Millennia Branded Phone Coverage** – This coverage includes like model refurbished phones as replacements and/or handset/base/cord replacement when applicable (if like model is unavailable the closest available model will be used as the replacement). Please contact your Sales Consultant for a quote. All phones on the Mitel system must be included in this additional optional support.
- **Emergency Response Time** – Rates are based upon our outlined hourly rates for the chosen level of support on page 2. If you are a customer on T&M then your rates are outlined on page 1 of this agreement.
- **Headsets** – Headsets are not included in any level of support from Millennia. Any troubleshooting that we do for headsets will be billed at our standard T&M rates per your level of support as outlined on page 2 of this agreement. If you've purchased the headsets from Millennia and they are under warranty, we will provide the necessary information for you to RMA the headsets directly with the manufacturer.
- **Onsite Scheduling of Technician (Non-Emergency)** – For scheduling of an onsite technician or engineer, we plan these in advance of the requested date in an effort to coordinate schedules efficiently and effectively. Those timelines are spelled out on page 2 of this agreement.



This agreement is made as of 09/10/19 between Millennia Technologies (AKA Millennia Telecom and/or Millennia) and County of Alpena located at 720 W Chisholm St

- 1. AGREEMENT: Millennia Technologies is providing County of Alpena with the Mitel Partner Support option(s) selected below as outlined on the previous pages of this agreement. All future yearly support amounts could reflect increases to this amount due to additional licenses and/or equipment purchases. Upon signature of this agreement by both parties, this agreement is in force and binding between the two parties.

Customer agrees to all terms and conditions of the End User License Agreements of the manufacturers and/or service providers for any products/services purchased through Millennia.

All support options committed to by County of Alpena are in turn committed to and paid for by Millennia to Mitel and therefore are not subject to refunds or cancellations. If you are choosing the Silver or Gold levels, they come with the Brightmetrics "Core UC Reporting & Analytics Tool". Brightmetrics services (including: Additional licensing amounts based upon the size of your organization, "Live - Real Time Dashboard" and/or Enterprise Call Center Reporting") are also paid for up front by Millennia and therefore are not subject to refunds or cancellations.

All levels include the "multi-year billed annually" as an option. These options simply divide the total support amount from page 2 of this agreement by the number of years you've chosen. If you choose to do a multi-year billed annually, the agreement with Mitel and/or Brightmetrics creates a legal obligation to pay the full amount; an early termination fee of 25% of the outstanding balance in addition to the full support amount for the entire term will be assessed if the agreement is cancelled for any reason prior to the expiration date (beginning at the date on the first line of this page). Please signify your option below by circling to the right of the support level you are choosing. If you prefer to be billed up front for the entire term just circle the term you would like.

Options:

- X Bronze - 1 Year
o Bronze - 3 Year Multi-Year billed annually
o Bronze - 5 Year Multi-Year billed annually
o Silver - 1 Year
o Silver - 3 Year Multi-Year billed annually
o Silver - 5 Year Multi-Year billed annually
o Gold - 1 Year
o Gold - 3 Year Multi-Year billed annually
o Gold - 5 Year Multi-Year billed annually

Millennia Technologies

Name: Raechel Hines

Name: Eric Vanderveer

Title: Administrative Assistant

Title:

Signature: [Handwritten Signature]

Signature:

Date: 09/10/19

Date:



9-1-1 and e9-1-1

Please read the following important notice regarding limitations on 9-1-1 and e9-1-1 emergency services available through your carrier and/or other VoIP services and sign the acknowledgement at the end of the page.

Millennia 9-1-1 and e9-1-1 Service Limitations and Disclaimer

It is essential that ShoreTel, Mitel Connect or any VoIP system customer with multi line VoIP solutions be made aware of what is required for the 9-1-1 and/or e9-1-1 calls to go directly to the correct Public Safety Answering Point (PSAP) so that emergency personnel respond to the location from which the call was actually made.

If you do not provide your voice carrier with the accurate phone number and location information for each telephony device, the 9-1-1 operator may send emergency responders to the location where the main telephone system is located (such as headquarters or a main building) rather than to the exact location from which the 9-1-1 call was placed, posing a major risk to employees and customers.

As your trusted voice vendor, Millennia will assist in entering the numbers and locations along with test calls to the PSAP per our recommendations and best practices regarding 9-1-1 and/or e9-1-1 regulations. This is a "best effort" on the part of Millennia as we do not control your phone service carrier(s) nor the PSAP.

1) Accurate Location/Address and Caller ID Information

Accurate Location/address and Caller ID information is needed for each telephony device, especially if you use a Private Network, MPLS or SD-WAN service to extend your telecommunications services to other physical locations. Therefore, any time a telephony device is unplugged from one location and moved to another location, you need to notify your carrier and request a change in your telephone number location records.

2) Power Outages

Unlike traditional voice services, VoIP and data services may not function during a power outage, causing you to be unable to make a 9-1-1 call. For VoIP services, including 9-1-1 to function in power outages, a back-up power supply, such as back up batteries or a generator will be required. Millennia does not supply such sources of back-up power unless specifically requested to your Millennia Sales Associate and is a part of the purchase agreement.

Disclaimer of Liability and Indemnification

Millennia does not have any control over the answering and response to 9-1-1 calls. We disclaim all responsibility for the conduct of any emergency response centers. We rely upon third parties to assist us in configuring your system to correctly distribute 9-1-1 calls from your location(s) to the correct emergency response centers. We disclaim any and all liability or responsibility in the event such third party call routing is incorrect or yields an erroneous result. NEITHER MILLENNIA NOR ITS OFFICERS, DIRECTORS, EMPLOYEES, AFFILIATES, AGENTS or OWNERS MAY BE HELD LIABLE FOR ANY CLAIM, DAMAGE OR LOSS AND YOU HEREBY WAIVE ANY AND ALL SUCH CLAIMS OR CAUSES OF ACTION, ARISING FROM OR RELATING TO THE SET-UP, DESIGN, EXECUTION OR TESTING OF YOUR 9-1-1 ROUTING OR CALLING BY MILLENNIA OR ANY MILLENNIA STAFF OR SUB-CONTRACTORS UNLESS SUCH CLAIM OR CAUSES OF ACTION AROSE FROM OUR GROSS NEGLIGENCE, RECKLESSNESS OR WILLFUL MISCONDUCT. You shall defend, indemnify and hold harmless Millennia Technologies, its officers, directors, employees, affiliates, agents and owners and any other service provider who furnishes services to you in connection with Millennia's services, from any and all claims, losses, damages, fines, penalties, costs and expenses (including, without limitation, attorneys' fees) by, or on behalf of, you or any third party relating to the absence, failure or outage of services, including 9-1-1 and/or e9-1-1 dialing, incorrectly routed 9-1-1 dialing calls, and/or the inability of any user of the system to be able to use 9-1-1 Dialing or access emergency services personnel.

I AGREE TO NOTIFY MY CARRIER AND MILLENNIA OF ANY CHANGES TO THE SERVICE LOCATION(S) AND CONTACT INFORMATION PROVIDED TO ALLOW BOTH PARTIES TO MAINTAIN ACCURATE RECORDS AT ALL TIMES. I UNDERSTAND THAT NOT FOLLOWING THESE REQUIREMENTS MAY RESULT IN STATE AND FEDERAL LEVEL FINES ALONG WITH ADDITIONAL FEES FOR EACH 9-1-1 CALL PLACED FROM A LOCATION NOT PROPERLY DOCUMENTED IN THE DATABASE.

FINALLY, I ACKNOWLEDGE THAT USE OF 9-1-1 SERVICES AT A NON-REGISTERED LOCATION OR FAILURE TO PROVIDE UPDATED INFORMATION TO YOUR CARRIER AND MILLENNIA THAT RESULTS IN INNACCURATE DATABASE RECORDS CAN CAUSE 9-1-1 CALLS TO BE ROUTED TO AN INCORRECT PSAP THAT CANNOT PROVIDE EMERGENCY SUPPORT TO YOUR LOCATION.

I have read and understand the above information regarding the limitations on the 9-1-1 and e9-1-1 emergency services through my carrier, the PSAP and Millennia Technologies.

Company Name: Customer Name

Name: _____

Title: IT Director

Signature: _____

Date: _____

Certificate Of Completion

Envelope Id: 0E0D08CCE5C4481C9CCC37B9DE281FF6	Status: Sent
Subject: Please DocuSign: Millennia Technologies Trouble Free Voice Over IP Agreement for Alpena County	
Source Envelope:	
Document Pages: 7	Signatures: 1
Certificate Pages: 5	Initials: 0
AutoNav: Enabled	Envelope Originator:
Envelope Stamping: Enabled	Raechel Hines
Time Zone: (UTC-05:00) Eastern Time (US & Canada)	1000 3 Mile Road NW
	Suite J
	GRAND RAPIDS, MI 49544
	Raechel.Hines@MTVoIP.com
	IP Address: 152.160.190.156

Record Tracking

Status: Original	Holder: Raechel Hines	Location: DocuSign
9/10/2019 08:29 AM	Raechel.Hines@MTVoIP.com	

Signer Events

Raechel Hines
 Raechel.Hines@MTVoIP.com
 Administrative Assistant
 Millennia Technologies
 Security Level: Email, Account Authentication (None)

Signature

DocuSigned by:

 83F38A19682B4C9...

Signature Adoption: Pre-selected Style
 Using IP Address: 152.160.190.156

Timestamp

Sent: 9/10/2019 | 08:32 AM
 Viewed: 9/10/2019 | 08:32 AM
 Signed: 9/10/2019 | 08:37 AM

Electronic Record and Signature Disclosure:

Not Offered via DocuSign

Eric Vanderveer
 evanderv@alpenacounty.org
 IT Director
 Security Level: Email, Account Authentication (None)

Sent: 9/10/2019 | 08:37 AM
 Viewed: 9/10/2019 | 08:37 AM

Electronic Record and Signature Disclosure:

Accepted: 9/10/2019 | 08:37 AM
 ID: affa35a7-1212-43db-88c7-9e4abde605e6

In Person Signer Events	Signature	Timestamp
Editor Delivery Events	Status	Timestamp
Agent Delivery Events	Status	Timestamp
Intermediary Delivery Events	Status	Timestamp
Certified Delivery Events	Status	Timestamp
Carbon Copy Events	Status	Timestamp
Raechel Hines orders@mtvoip.com Security Level: Email, Account Authentication (None)		
Electronic Record and Signature Disclosure: Not Offered via DocuSign		
Witness Events	Signature	Timestamp

Notary Events	Signature	Timestamp
Envelope Summary Events	Status	Timestamps
Envelope Sent	Hashed/Encrypted	9/10/2019 08:37 AM
Payment Events	Status	Timestamps
Electronic Record and Signature Disclosure		

ELECTRONIC RECORD AND SIGNATURE DISCLOSURE

From time to time, Millennia Technologies (we, us or Company) may be required by law to provide to you certain written notices or disclosures. Described below are the terms and conditions for providing to you such notices and disclosures electronically through your DocuSign, Inc. (DocuSign) Express user account. Please read the information below carefully and thoroughly, and if you can access this information electronically to your satisfaction and agree to these terms and conditions, please confirm your agreement by clicking the 'I agree' button at the bottom of this document.

Getting paper copies

At any time, you may request from us a paper copy of any record provided or made available electronically to you by us. For such copies, as long as you are an authorized user of the DocuSign system you will have the ability to download and print any documents we send to you through your DocuSign user account for a limited period of time (usually 30 days) after such documents are first sent to you. After such time, if you wish for us to send you paper copies of any such documents from our office to you, you will be charged a \$0.00 per-page fee. You may request delivery of such paper copies from us by following the procedure described below.

Withdrawing your consent

If you decide to receive notices and disclosures from us electronically, you may at any time change your mind and tell us that thereafter you want to receive required notices and disclosures only in paper format. How you must inform us of your decision to receive future notices and disclosure in paper format and withdraw your consent to receive notices and disclosures electronically is described below.

Consequences of changing your mind

If you elect to receive required notices and disclosures only in paper format, it will slow the speed at which we can complete certain steps in transactions with you and delivering services to you because we will need first to send the required notices or disclosures to you in paper format, and then wait until we receive back from you your acknowledgment of your receipt of such paper notices or disclosures. To indicate to us that you are changing your mind, you must withdraw your consent using the DocuSign 'Withdraw Consent' form on the signing page of your DocuSign account. This will indicate to us that you have withdrawn your consent to receive required notices and disclosures electronically from us and you will no longer be able to use your DocuSign Express user account to receive required notices and consents electronically from us or to sign electronically documents from us.

All notices and disclosures will be sent to you electronically

Unless you tell us otherwise in accordance with the procedures described herein, we will provide electronically to you through your DocuSign user account all required notices, disclosures, authorizations, acknowledgements, and other documents that are required to be provided or made available to you during the course of our relationship with you. To reduce the chance of you inadvertently not receiving any notice or disclosure, we prefer to provide all of the required notices and disclosures to you by the same method and to the same address that you have given us. Thus, you can receive all the disclosures and notices electronically or in paper format through the paper mail delivery system. If you do not agree with this process, please let us know as described below. Please also see the paragraph immediately above that describes the consequences of your electing not to receive delivery of the notices and disclosures electronically from us.

How to contact Millennia Technologies:

You may contact us to let us know of your changes as to how we may contact you electronically, to request paper copies of certain information from us, and to withdraw your prior consent to receive notices and disclosures electronically as follows:

To contact us by email send messages to: randa.green@gmail.com

To advise Millennia Technologies of your new e-mail address

To let us know of a change in your e-mail address where we should send notices and disclosures electronically to you, you must send an email message to us at randa.green@gmail.com and in the body of such request you must state: your previous e-mail address, your new e-mail address. We do not require any other information from you to change your email address..

In addition, you must notify DocuSign, Inc to arrange for your new email address to be reflected in your DocuSign account by following the process for changing e-mail in DocuSign.

To request paper copies from Millennia Technologies

To request delivery from us of paper copies of the notices and disclosures previously provided by us to you electronically, you must send us an e-mail to randa.green@gmail.com and in the body of such request you must state your e-mail address, full name, US Postal address, and telephone number. We will bill you for any fees at that time, if any.

To withdraw your consent with Millennia Technologies

To inform us that you no longer want to receive future notices and disclosures in electronic format you may:

- i. decline to sign a document from within your DocuSign account, and on the subsequent page, select the check-box indicating you wish to withdraw your consent, or you may;
- ii. send us an e-mail to randa.green@gmail.com and in the body of such request you must state your e-mail, full name, IS Postal Address, telephone number, and account number. We do not need any other information from you to withdraw consent.. The consequences of your withdrawing consent for online documents will be that transactions may take a longer time to process..

Required hardware and software

Operating Systems:	Windows2000? or WindowsXP?
Browsers (for SENDERS):	Internet Explorer 6.0? or above
Browsers (for SIGNERS):	Internet Explorer 6.0?, Mozilla FireFox 1.0, NetScape 7.2 (or above)
Email:	Access to a valid email account
Screen Resolution:	800 x 600 minimum
Enabled Security Settings:	<ul style="list-style-type: none">• Allow per session cookies

- | | |
|--|---|
| | <ul style="list-style-type: none">• Users accessing the internet behind a Proxy Server must enable HTTP 1.1 settings via proxy connection |
|--|---|

** These minimum requirements are subject to change. If these requirements change, we will provide you with an email message at the email address we have on file for you at that time providing you with the revised hardware and software requirements, at which time you will have the right to withdraw your consent.

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