

**THE GROVES
COMMUNITY DEVELOPMENT
DISTRICT**

DECEMBER 5, 2023

AGENDA PACKAGE



210 N. UNIVERSITY DRIVE, SUITE 702
CORAL SPRINGS, FLORIDA 33071

The Groves Community Development District

Board of Supervisors

Bill Boutin, Chairman
Richard Loar, Vice Chairman
Jimmy Allison, Assistant Secretary
Christina Cunningham, Assistant Secretary
James Nearey, Assistant Secretary

District Staff

Jayna Cooper, District Manager
Vivek Babbar, District Counsel
Stephen Brletic, District Engineer
Wendi McAnn, Clubhouse Manager
Clint Robinson, Assistant Clubhouse Manager

Meeting Agenda

Tuesday, December 5, 2023 at 10:00 a.m.

- 1. Call to Order/Roll Call**
- 2. Pledge of Allegiance**
- 3. Audience Comments**
 - A. Certificates of Appreciation
- 4. Business Items**
 - A. Ratification of Site Masters of Florida, LLC Change Order for Jaffa Lane Pipe Repair at an Amount of \$1,800
 - B. Consideration of Flooring Proposals (*Under Separate Cover*)
 - C. Consideration of Proposals for Cameras
 - D. Consideration of Fence Line Enhancing Proposals
 - E. Consideration of Phone System Proposals
- 5. Staff Reports**
 - A. District Counsel
 - B. District Engineer
 - C. Aquatics Report
 - D. Clubhouse Manager
 - i. Clubhouse Manager Report
 - E. District Manager
 - i. Consideration of Resolution 2024-03, Designating District Council's Office as Registered Agent and Registered Office
- 6. Business Administration**
 - A. Consideration of the November 14, 2023 Meeting Minutes
 - B. Consideration of Financials for September 2023
- 7. Supervisors' Requests**
- 8. Adjournment**

*Next regularly scheduled meeting is January 9, 2024 at 6:30 p.m.

District Office:

210 N. University Drive, Suite 702
Coral Springs, FL. 33071

Meeting Location:

The Groves Civic Center
7924 Melogold Circle
Land 'O Lakes, FL. 34637

Fourth Order of Business

4A

Site Masters of Florida, LLC
5551 Bloomfield Blvd.
Lakeland, FL 33810
Phone: (813) 917-9567
Email: tim.sitemastersofflorida@yahoo.com

CHANGE ORDER

The Groves CDD

Jaffa Lane Pipe Repair

11/20/2023

Subsequent to dewatering storm pipes, point of infiltration was found, but repair could not be made due to excessive build up of soil inside the pipe.

Cleaning of pipe with Jet-Vac truck was required to perform repair.

This task was not included in original proposal.

6 hours @ \$300 / hour \$1,800

TOTAL \$1,800

Jayna Cooper 11-27-23

District Manager

Site Masters of Florida, LLC
5551 Bloomfield Blvd.
Lakeland, FL 33810
Phone: (813) 917-9567
Email: tim.sitemastersofflorida@yahoo.com

PROPOSAL

The Groves CDD

Jaffa Lane Pipe Repair

10/20/2023

**Remediate roadway depression on Jaffa Lane due to deterioration
of storm piping joints**

Scope of work:

- install pneumatic plugs in north ends of both 48" pipes
- pump water from southern pond into it's outfall structure
- locate and repair defective pipe joint(s) from inside pipe
- remove pneumatic plugs

- remove excess soil in roadway
- sawcut and remove area of depressed asphalt and road base
- compact soil in roadway above storm pipes
- replace base layer with 12" of crushed concrete road base
- re-pave with 2" of hot-mix asphalt

- restore any disturbed area in right-of-way with sod to match existing

TOTAL \$12,200

NOTE:

- watering of new sod is not included

4C

RV Maintenance Cameras

Purpose: To install cameras to observe the RV park, Maintenance area and the back gate along with the CDD shed.

Complete IT –

Up to 32 hours of Labor and installation: \$5280.00

Equipment: Includes 7 - 2K 4MP Hanwha Dome Cameras

And 2- 2MP Varifocal Hanwha Bullet Cameras \$8606.00

Total Cost: \$13,886.00

Monthly Camera License \$136.50 Per Year \$1638.00

RUAV –

One time labor and installation fee of \$4500.00

Equipment: 11 - 5MP 4K Starlight Turrent Dual Dragonfire Camera Verifocal \$200 for each camera or \$2200.00

1- Fisheye Dome camera for inside Maintenance room \$500.00

2 -8 Channel 8 PoE input Cortez Madallion 4k NVR \$1600/00

Misc materials including cables, rack shelves, battery back up, surge protection and lock box etc.

\$10,900.00

No monthly fee

SecuriTeam-

Old quote from July 2023

4 cameras and Misc materials including cables, wall mounts, software, vpn router etc.

Total Cost \$12,170.56



Eagle Eye Camera System

Direct to Cloud Recording

Prepared for: The Groves CDD

Created by: Thomas Giella | CEO of Complete I.T. Corp

Email: Thomas@completeit.io

Phone: (813) 444-4355 Ext 102

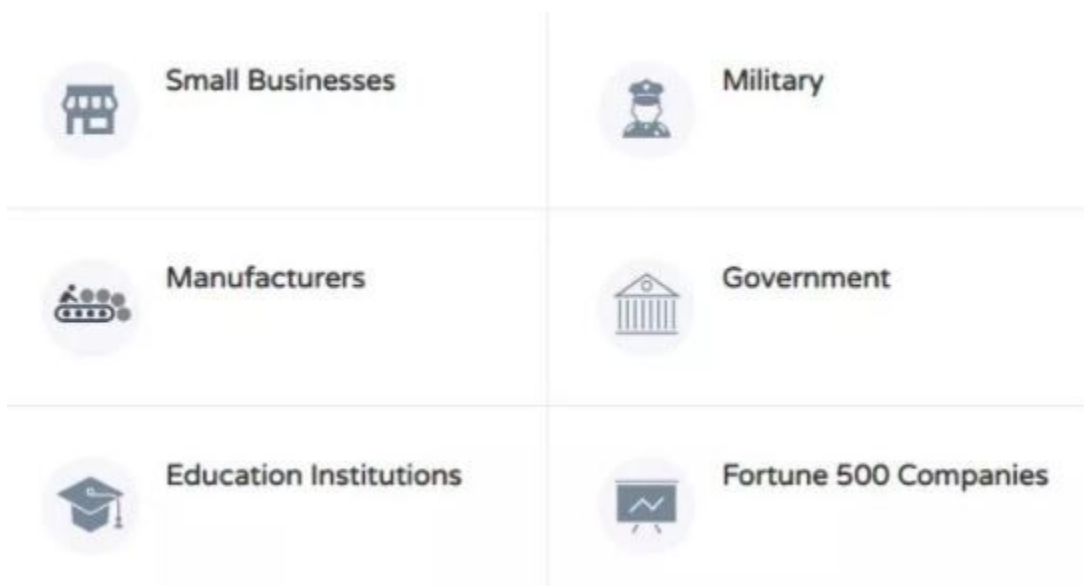


- Your Technology Professionals -
Sales, Training, & Support

Hi The Groves CDD,

Complete I.T. has worked with small businesses, CDD's & HOA's, all the way up to Fortune 500 companies. No job is too big or too small. Complete I.T. Specialty Electrical License ES12001800.

Complete I.T. uses high quality products for one reason—quality makes a happy customer. We understand how inferior products, that may cost less in the beginning, can cost you much more in the end. Products chosen by Complete I.T. are often of superior craftsmanship and practical pricing than competitors.



All products sold by Complete I.T. hold a minimum 1-year manufacturer warranty. You as the client never have to worry about the warranties. If a product fails within a specified warranty period,

Complete I.T. can take care of the exchange or replacement. By allowing Complete I.T. to take care of your technology solutions, you can tend to what you do best, your company.



Networks Infrastructure (Wi-Fi)

Security. Access. Backbone. Up-time.

Complete I.T. designs, installs, and manages efficient network backbones. Whether you are a one-man show, or an fortune 500 company, your employees and clients deserve easy accessibility and a impeccable up-time.



Camera Systems (CCTV)

Up To 4K Resolution. Night Vision. Digital. PTZ.

Our digital solutions will capture video at your office, allowing you to review footage from any computer or mobile device with an internet connection. Crisp clear video, with audio capture being optional. Large assortment of cameras for any project. Local and cloud recording available.



Access Control Systems (ACS)

Cloud Based. Secure. Affordable. Easy To Use.

Have you pondered what would happen if the computer or server running your access control system crashed? By going with our Cloud solution, you won't have too. No large up-front software licensing fees.



Worry-Free Cloud Video Surveillance for Your Business

Make your business more efficient and the world a safer place – all on the only video management platform robust and flexible enough to power the future of video surveillance.

Eagle Eye Cloud Video Management System



CAMERA COMPATIBILITY

Use existing cameras or purchase from hundreds of the world's leading camera manufacturers, as Eagle Eye allows for the greatest choice and flexibility of any system on the market.



TRUE CLOUD

Benefit from easily deployed cloud technology that provides you with infinite scalability, flexibility, accessibility, and reliability.



CYBER SECURE

Protect your data with a system built by experts in cybersecurity who know how to prevent, detect, and respond to attacks, so you don't have to.



OPEN PLATFORM

Integrate seamlessly with other mission-critical applications, such as access control, smart sensors, and point-of-sale.



AI & ANALYTICS

Move beyond monitoring by leveraging data to identify threats; inform responses; and improve business operations, efficiency, and service.



THE EAGLE EYE CLOUD VMS

Smart Video Surveillance





Smart, Simple, Secure Cloud Video Surveillance for Your Business

Your security system should not only protect your people and property, it should also provide insight to help your business grow and thrive. It's Eagle Eye Networks mission to help you do just that.

We're leaders in delivering the power, flexibility, and cost-savings of cloud technology to the video surveillance market, helping you improve operations and enhance customer service, all while keeping an eye on what truly matters.

Whether you run a small business, global enterprise, or something in-between, you need a video solution capable of adapting to your needs – today and tomorrow. The Eagle Eye Cloud Video Management System (VMS) simplifies video surveillance through the flexibility of cloud paired with the convenience of easy, affordable installation and remote management.

The Eagle Eye Cloud VMS Equips You With:

True Cloud Technology

With a true cloud video solution, the video is processed and managed in the cloud, which offers users countless benefits.

- Scalability, so the system easily grows with your business
- Flexibility, enabling you to use the cameras and cabling in which you've already invested
- Accessibility, meaning you can view video from anywhere, on any device
- Reliability, regardless of your bandwidth limitations

Ease of Use

Eagle Eye provides easy installation, simple setup, an attractive and intuitive interface, central management, multisite viewing, on-the-fly camera sharing, storage retention flexibility, and much more.

Cybersecurity

The Eagle Eye VMS is built and maintained by cybersecurity experts who are laser-focused on protecting the confidentiality, integrity, and availability of your systems and the valuable data they contain.

Among other leading cybersecurity best practices, the Eagle Eye VMS offers secure encryption to buffered and locally-recorded video, constant monitoring against potential cyber threats, no vulnerable open ports or onsite firewalls, no onsite software to patch, triple redundant video storage, and two-factor authentication.





Open Platform

Closed systems can be problematic and costly to upgrade or add new technologies. Eagle Eye's open architecture gives you the power to choose from unlimited integrations, giving you the freedom to add new applications as your business needs evolve, ultimately increasing the value of your system. Easily integrate access control, point-of-sale, and license plate recognition to name just a few, for a single view of your operations.

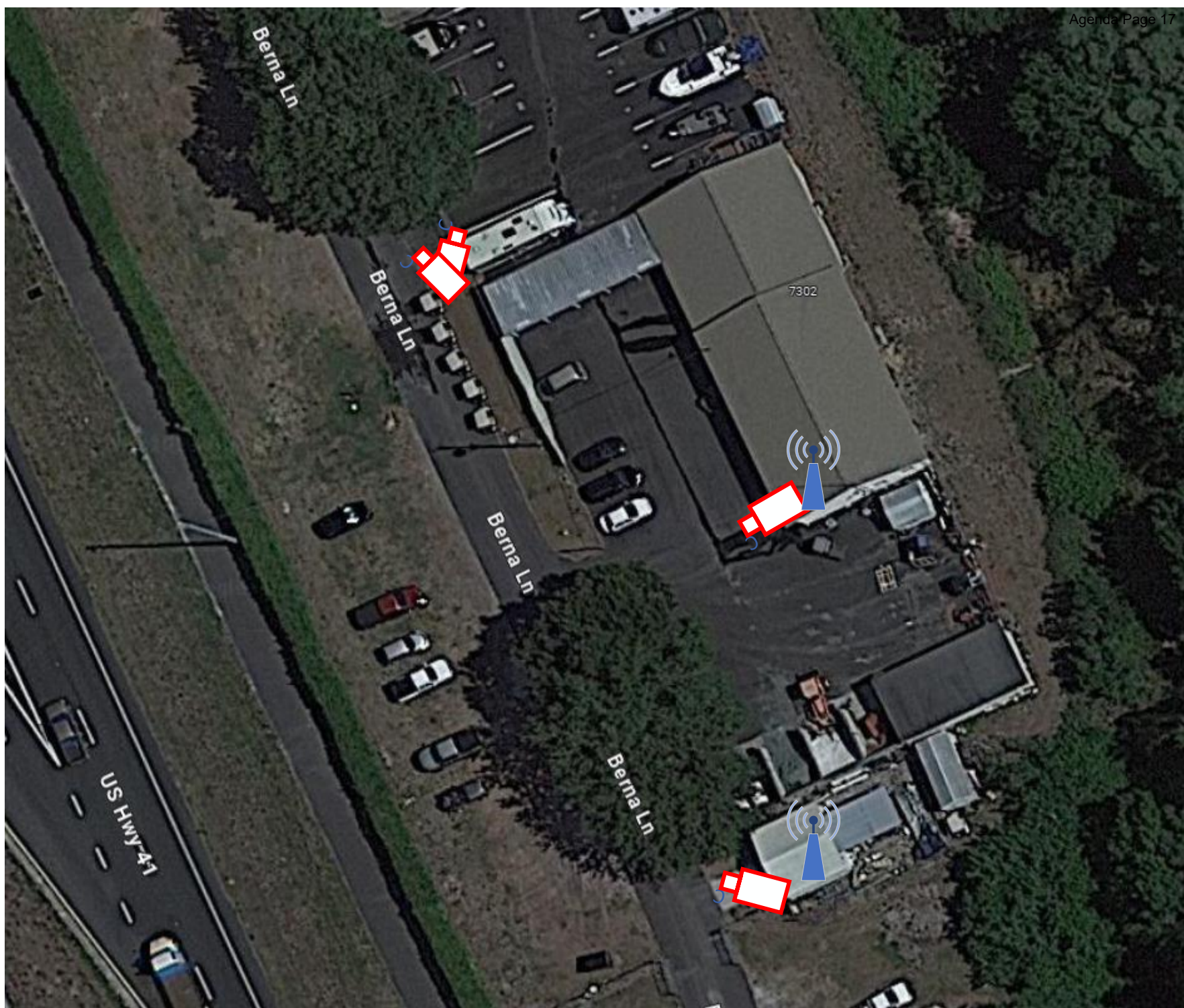
Our open API platform offers:

- Greater customization
- Lower total cost of ownership (with no vendor lock-in and no additional licensing fees)
- Stronger cybersecurity
- A future-proofed investment (allowing you to incorporate tools for future needs)
- Speed to market (applications can be built in hours, not months, and updated in minutes, not weeks)

Artificial Intelligence and Analytics

Create long-term strategies based on the insights gained from your video analytics. For example, easily determine the number of people entering and exiting your property at any given time. Monitoring customer traffic flow and patterns is crucial to operations and marketing, allowing for better planning around staffing, floor displays, and store layouts.

Video analytics also provide insight into employee behaviors, ensuring procedures are being properly followed, customer interactions are positive, and training is appropriate and effective.



Proposal Pricing Overview

Camera: Eagle Eye Camera System

Description	Price	QTY
Direct to Cloud Camera System <ul style="list-style-type: none"> Cameras Free of Charge with EEN 1-year contract. Also includes lifetime warranty on cameras as long as payment is current with EEN contract. Direct to cloud Camera by Eagle Eye (Free of charge) Direct to cloud setup (1 time charge) Requires minimum of 20mpbs internet upload speed for 4 cameras 	\$19.99	4
Equipment & Labor <ul style="list-style-type: none"> (1) Wireless Point to Point (1) 15'-18' black aluminum 4x4 pole (6) Cat6 Outdoor Cabling (4) EEN Industrial High Endurance Video microSD Card 64G (2) EEN Switch SW05m (4 Port Managed POE+, with 100M Uplink) Hand dug trench and conduit 	\$3,608.00	1
Hourly Labor Service Up to 16-hours Cameras/ACS	\$2,640.00	1

Estimated Camera Project Total \$6,327.96
(doesn't include applicable tax)

Software Licenses: Eagle Eye

Description	Price	QTY
Direct to Cloud Camera 2K Recording with 30-days of retention	\$35.00	4

Monthly Camera License \$140.00

Approval Signatures

Camera Project Approval

Signature

First Name Last Name Date

Accounting Contact Details

First Name Last Name

Phone Number Email

Onsite Contact Details

First Name Last Name

Phone Number Email

PAYMENT AND ASSOCIATED TERMS

1. Prior to commencing any requested Service, hereby contemplated to be on a project-basis, the Vendor shall provide an estimate of fees, to wit the Customer shall tender 50% of the total estimated fee for that project prior the Vendor's duty to commence working on said Project or Service. Once the Vendor receives the initial 50% deposit, the Vendor shall complete the requested Service. Once the Vendor completes the Service, the Customer shall tender the remaining 50% fee within fourteen (14) calendar days.
2. To the best of Vendor's ability, most Services can be completed within thirty (30) calendar days. However, the Customer acknowledges that this estimated timeframe for completion of Service varies significantly due to various factors. The Vendor shall, within its estimate of fees, state the estimated timeframe to complete the Service requested by the Customer, which may go beyond thirty (30) calendar days. If the Customer requests the Vendor to postpone or delay completion of its Services, which must be in writing and timely delivered to the Vendor, the Customer acknowledges that there may be additional fees charged by Vendor. If the Customer requests the Vendor to postpone or delay completion of its Services beyond more than fifteen (15) calendar days, the Vendor shall invoice the full amount of Services tendered to-date and the Customer shall tender full payment within fifteen (15) calendar days of receipt of invoice.
3. Non-payment at the aforescribed deadlines shall constitute a material breach by the Customer.
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5. Supplemental Services include the Vendor's time spent on-site with the Customer, support via the phone or online (including, screen-sharing services), and travel time. Vendor shall invoice separately for the foregoing services.
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 2. Website, Email, Computer, Server, Network, and A/V Distribution: \$125 hour
 3. Cameras & Access Control Systems: \$165 per hour
8. Customer may submit support requests as follows: by calling (813) 444-4355, by e-mailing support@completeit.io, or by clicking on the Complete I.T. icon located on the desktop of any computer if the Customer has one of the three-tiered Managed Service Provider (MSP) plans. Support requests made outside of calling the Vendor office phone number, E-mail, or desktop icon may significantly delay the response time of the Complete I.T. support team.
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Eagle Eye Camera System

CMVR Local Recording

Prepared for: The Groves CDD

Created by: Thomas Giella | CEO of Complete I.T. Corp

Email: Thomas@completeit.io

Phone: (813) 444-4355 Ext 102

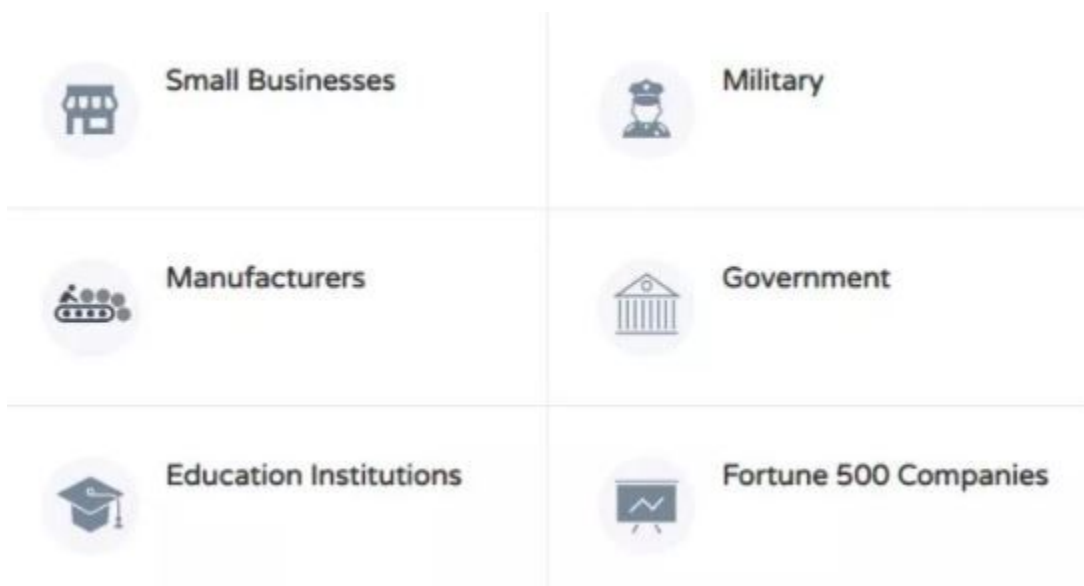


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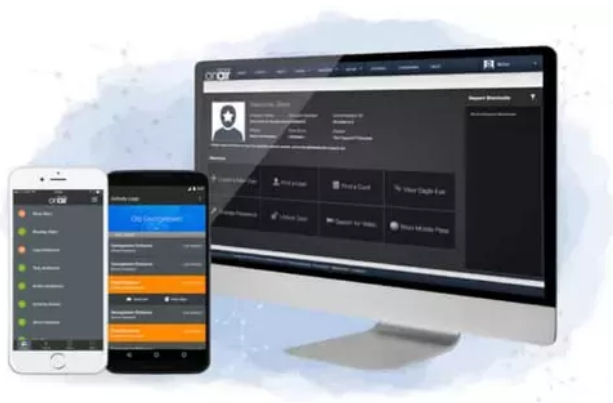
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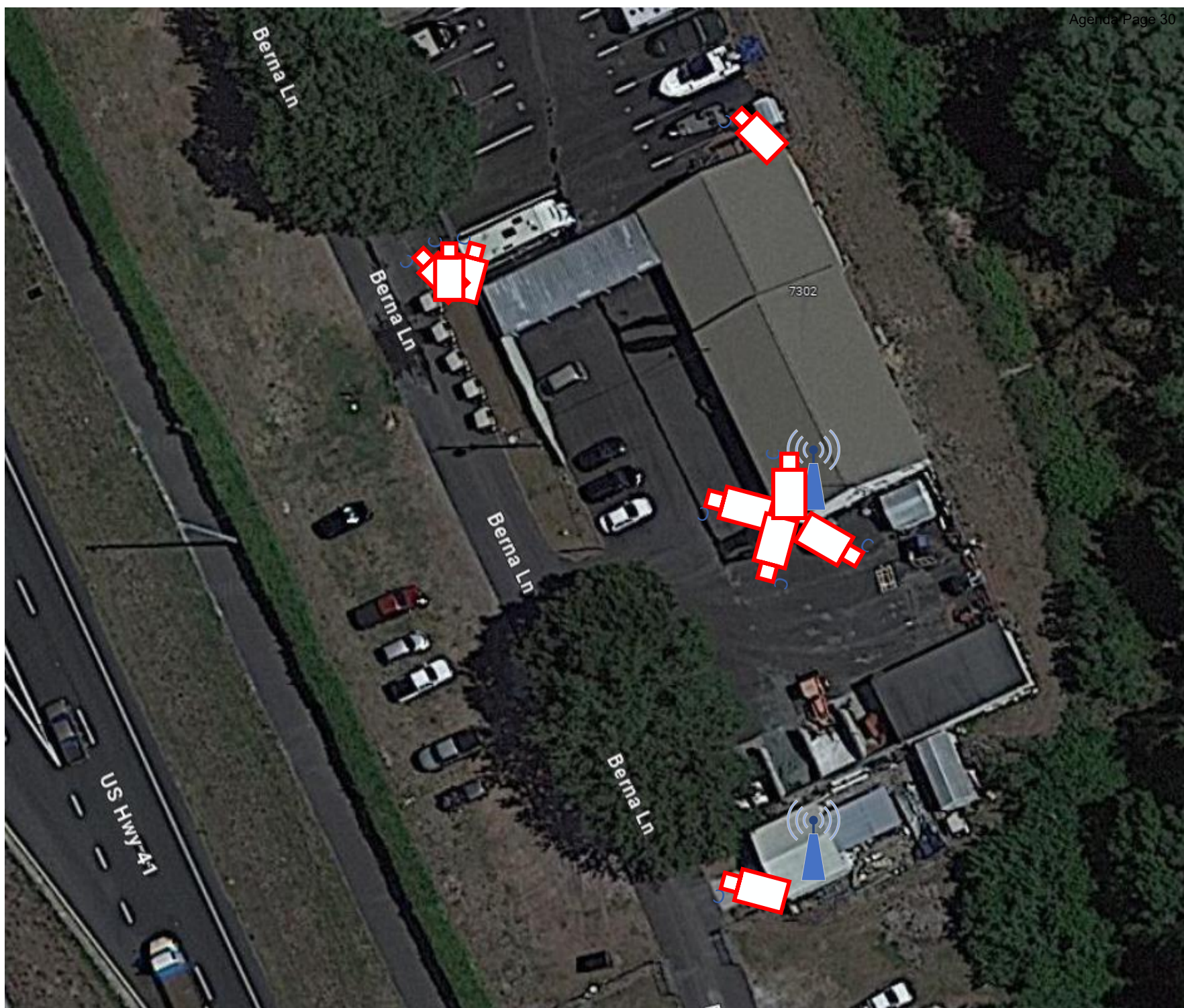
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EEN Camera License	\$9.50	7
EEN License Plate Recognition	\$35.00	2

Monthly Camera License \$136.50

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Camera Project Approval

Signature

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Accounting Contact Details

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ESTIMATE

RUAV

United States
Mobile No: 813-316-6187
robbyuptonav@gmail.com
www.ru-av.com

Estimate #	862
Date	Oct 30, 2023
Total	\$10,900.00 USD

Estimate To:

The Groves

wendi.mcann@inframark.com
7660 Melogold Cir.
Land o lakes Fl

RV Park Maintainance Security System (CCTV)

#	Tasks	Quantity	Rate	Amount
1.	Labor This will be to installation of the following: 1x 8 channel nvr 1x AV rack 1x Router with wifi and progroamming 1x running all conduit for lines cameras 2 pointing at RV parking 2 pointing at RV Gate 2 pointing at North cornor 2 pointing at South corner 2 pointing at East back cornor 1 pointing at road entrance 1 inside the shed(360 cam) This will take 1 to 2 days	1	\$4,500.00	\$4,500.00
#	Products	Quantity	Unit Price	Amount
1.	8 Channel 8PoE input Cortez Madallion 4k NVR This is the main unit that will run your security system. It will come with a 4tb of HDD storage. This will have full phone and computer viewing capability.	2 Qty	\$800.00	\$1,600.00
2.	5MP 4K STARLIGHT TURRET DUAL DRAGONFIRE® IR Camera verifocal These will be the cameras used for the all locations that we need them. They have Night Vision with a Sony 5mp lense.	11 Qty	\$200.00	\$2,200.00
3.	5mp 360 fisheye dome camera outdoor This will be for inside the Maintainance room	1 Qty	\$500.00	\$500.00
4.	8U Wall mount Rack This will house all of your equipment, power supplys, NVR lockbox, router	1 Qty	\$300.00	\$300.00

with wifi				
5.	Rack shelves 2U These will be the shelves to mount the equipment to	2 Qty	\$50.00	\$100.00
6.	Box Cat6 23 AWG 4 Pair ground contact black wire, this will be for all the lines that will need to be ran to connect to the cameras and the NVR to the Roter	2 Qty	\$250.00	\$500.00
7.	TP-LINK Router with cloud access and modem This will be to get your network online and to have access to view the cameras	1 Qty	\$250.00	\$250.00
8.	AV Rack Lock box for NVR This will house your NVR under lock and key	1 Qty	\$200.00	\$200.00
9.	APC 8 port This is for a battery back up and surge protection	1 Qty	\$250.00	\$250.00
10.	Miscellaneous materials This will be for terminations, fittings, back boxes for cameras, conduit, screws for mounting on metal anything needed to complet the scope of the job.	1 Qty	\$500.00	\$500.00
Terms & Conditions 75% is due for the deposit and to hold the date and purchase all the materials. After materials have been dropped off and installed the 25% will be due. With payment of the deposit you agree to the terms and conditions of RUAV.		Sub Total \$10,900.00 USD		
		Total \$10,900.00 USD		



The Groves RV Park / Maintenance Surveillance

The Groves CDD

7660 Melogold Cir
Land O' Lakes, FL
(813) 996-0161

Prepared by:

Frank Prete
Vice President
Frank@mysecuriteam.com
813-978-1630

Why Securiteam

At Securiteam, we challenge conventional thinking in everything we do. We believe that thinking differently inspires innovation and creativity, enabling us to design and create innovative customized security and technology solutions that are durable, reliable, and user friendly.

We pride ourselves on our responsiveness, attention to detail, and customer service. We listen to your needs, collaborate ideas, and work to develop unique value-added solutions that meet today's most demanding requirements.

About Us

We are a Premier Security Solutions & Technology Integration Company Founded in 2005

Nationally recognized as a 2020 Top-100 Systems Integrator by SDM Magazine

Created our Proprietary Virtual Security Guard Kiosk in 2012

We Customize State-of-the-Art Solutions that meet YOUR Specific Needs

Licensed, Bonded, Insured, and State Certified Security & Alarm Contractor

Customer-Centric Business Culture Providing YOU with Exceptional Customer Service

Industry Leading A+ Better Business Bureau Rating and a 4.9 Google Rating

Panasonic Diamond Level Security Solutions Provider

What We Do

- Access Cards & Fobs
- Access Control Systems
- AV (Television & Projector) Systems
- Electronic Meeting Room Scheduler
- Centralized Touchpad Controller
- Climate Control
- Digital Signage
- Ethernet & USB Ports
- Gate Operating Systems
- Guest Wi-Fi
- Low Voltage Cabling
- Lutron Lighting Integration
- Music & Sound Distribution
- Music Streaming Service
- Security Systems
- Surveillance Systems
- Troubleshooting & Repair Services
- Virtual Security Guard Kiosk
- Virtual Security Guard Surveillance
- VOIP Phones and Service



Summary of Qualifications

Securiteam, Inc.

- Securiteam is locally owned and operated in Tampa, FL
- Installations include Moffitt Cancer Center, Del Web at Bexley, Harrison Ranch, Tampa Bay Golf, The Groves and many more.
- Licensed, Bonded, Insured and State Certified Security and Fire Alarm Contractors
- \$2 Million Liability Insurance policy
- A+ rating by the BBB
- 24/7/365 live tech support
- Listed in the top 100 Security Integrator's in the country

Key Personnel

Rob Cirillo – Founder & CEO

- 25+ Years of electronic security industry experience including regional management positions.
- Licensed to design and install Security and Fire Alarm Systems in FL, MA, & ME
- Automatic Fire Alarm Association Trained and Certified

Frank Prete – Vice President

- 25+ Years technical industry experience
- Certified for Burglar Alarm and Fire Alarm Installations

Technical Team

- 25+ Years technical industry experience

Office Personnel

- Nisha Sevilla – Office Manager – 5+ years of experience

Advanced Analytics & Surveillance



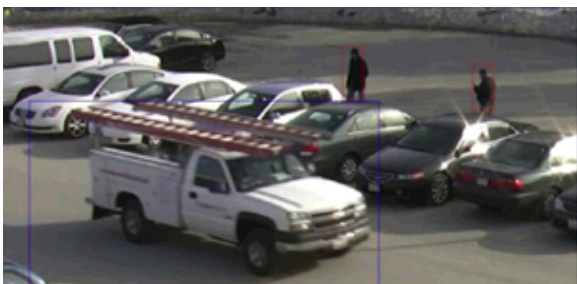
Through industry leading partnerships and innovative design, Securiteam provides true preventative protection using advanced AI Technology. Video technology is constantly evolving. If you're looking for the highest resolution, intelligent analytics, professional design, or knowledgeable staff, Securiteam can provide the best solution to meet your needs. We partner with companies to provide class leading, innovative solutions through smarter object detection (Vehicle or person), advanced, pattern-based video searches, and self-learning analytics. The technologies used include better scenario-based alerts like intrusion, loitering, and unusual activity detection. Securiteam leads the way by providing the best technologies through strategic partnerships.

Better-Than-Guard Level Security a Fraction of the cost

When Human presence is detected in an authorized area, the signal is sent to our state-of-the-art remote video monitoring center. Once the activity is verified by the remote officer, your custom predefined action plan is implemented which may include a live voice to the premises. The best part is that our cameras do not sleep, take breaks call out sick or ever get distracted.



Limit False Alarms and Save Storage



Using scene adaptive intelligence and varied analytical profiles, Advanced analytics reduce remote and local guard costs by eliminating most nuisance alarms that occur with conventional video motion detection. Simply put, our partners technologies can identify the difference between a person, a bird and windblown leaves where simple video motion cannot.

The Groves CDD
The Groves RV Park / Maintenance Surveillance

RV Park Surveillance Cameras

\$12,170.56

- 1 ES 8-Port Appliance, 4TB, NA
- 4 Avigilon Control Center Software with Video Analytics 1-Cam
- 4 SMART 4MP TwilightVision Bullet IP Camera 2.8mm
- 1 6U Navepoint Wall Mount 19x16, Black
- 1 110-Series Single-WAN Gigabit VPN Router with Wifi
- 1 Araknis Networks 210 Series PoE
- 1 23 AWG 4 Pair Non-Shielded Plenum Category 6 White Jacket
- 4 SMART Series Fixed & Active Deterrence Bullet Junction Box, White
- 1 Scope of Work
Camera Locations
 - 1. RV Parking (seeing gate)
 - 2. RV Parking
 - 3. North Golf Cart Shop Corner (seeeing gate)
 - 4. South Golf Cart Shop Corner

Install hardware and equipment into shop office with internet.

Project Summary

TOTAL:

\$12,170.56

Internet service required for remote connection

50% down and balance upon substantial completion or

Finance / Lease Options (\$0 down, \$250 document fee, \$1 buyout at the end of term):

36 months @ \$407.71, 48 months @ \$318.87 or 60 months @ \$266.54 (estimated)

***If issues cannot be resolved remotely, emergency service requests will be on an on call basis**

** Recurring service charges not included in the total install price.*

Product Details

Avigilon Control Center Software with Video Analytics 1-Cam

The Avigilon Control Center Software uses next generation video analytics to proactively protect your facility. These features include people detection another rules based analytics that can identify a threat and send an alert realtime. Includes 1 license.



SMART 4MP TwilightVision Bullet IP Camera 2.8mm

People and Vehicle Search with SMART series NVR and Turing Vision Cloud
Max. 4MP (2688x1520) resolution @30/25fps
2.8mm fixed lens
TwilightVision allows for optimal image clarity in low light
Smart IR up to 40m (131ft)
Support 256 G microSD card
IP67, WDR, PoE



6U Navepoint Wall Mount 19x16, Black



110-Series Single-WAN Gigabit VPN Router with Wifi

This Araknis Networks® Wi-Fi router is perfect for entry-level networks in small living spaces like condos and townhomes. It supports 1 Gigabit WAN interface for today's modern Internet speeds, plus includes 2 Gigabit LAN interfaces with full Gigabit LAN-LAN speed. It also includes 2x2 Wireless-AC Wave 2 to add wireless connectivity at minimal cost. Plus, every Araknis router is fully embedded with OvrC Pro, giving you full network visibility and intuitive troubleshooting tools.




Araknis Networks 210 Series PoE

For installs that require PoE on a budget opt for the Araknis Networks 210-series switch. With it you get a sizable power budget and full PoE capability on all ports up to 30W. You can also take advantage of Websmart which allows you to control PoE and IP settings via OvrC. When it comes to operation this switch has it all including plug and play capability multiple mounting options and a sleek 1U.



	23 AWG 4 Pair Non-Shielded Plenum Category 6 White Jacket 23 AWG 4 Pair Non-Shielded Plenum Category 6 White Jacket
--	---

	SMART Series Fixed & Active Deterrence Bullet Junction Box, White Material: Aluminum alloy Operating Humidity: 0% - 90% RH Dimensions: 104mm x 54.5mm (4.11 x 2.15")
---	--

Terms, Scope, & Acceptance

Your satisfaction is important to us, and we plan to exceed your expectations!
This proposal is a complete package, including design, wiring, equipment, installation.

All equipment is warranted by the manufacturers. We guarantee all installation work to be free of defects for a period of one year from installation date. If service is required, we will be happy to provide you with excellent service for your system.

Customer must maintain sufficient insurance to cover property damages or bodily injury for Customer and any of its licensees, invitees or others who are not such licensees, contractors, employees, agents or invitees of Securiteam, Inc. Customer agrees that recovery from Securiteam for any property damage or bodily injury shall be offset by payment from such insurance.

Prices contained in this proposal are valid for 30 days. Any changes to this proposal will be submitted in writing for approval.

To be supplied by others to Securiteam's specifications:

- Municipal permit fees (if applicable)
- A/C power & electrical conduit
- Applicable internet or telephone communications services
- 50% down and balance upon substantial completion

Accepted by

Date

Securiteam

I accept this proposal and authorize the work to be done and accept responsibility for payments due. _____

4D.

Privacy Fencing Proposals Information:

Fence Location - Homosassa

Purpose – Provide privacy / security from future apartment development.

Fence Length = 205 - Feet / White Vinyl Solid

West Florida Fence - Tampa

8-foot-high fence = 14,460.85

6-foot-high fence = 6,086.40

Keeler Landscaping and Fencing - Dade

8-foot-high fence = 10,773.00

6-foot-high fence = 5,712.00

New Tampa Fence - Lutz

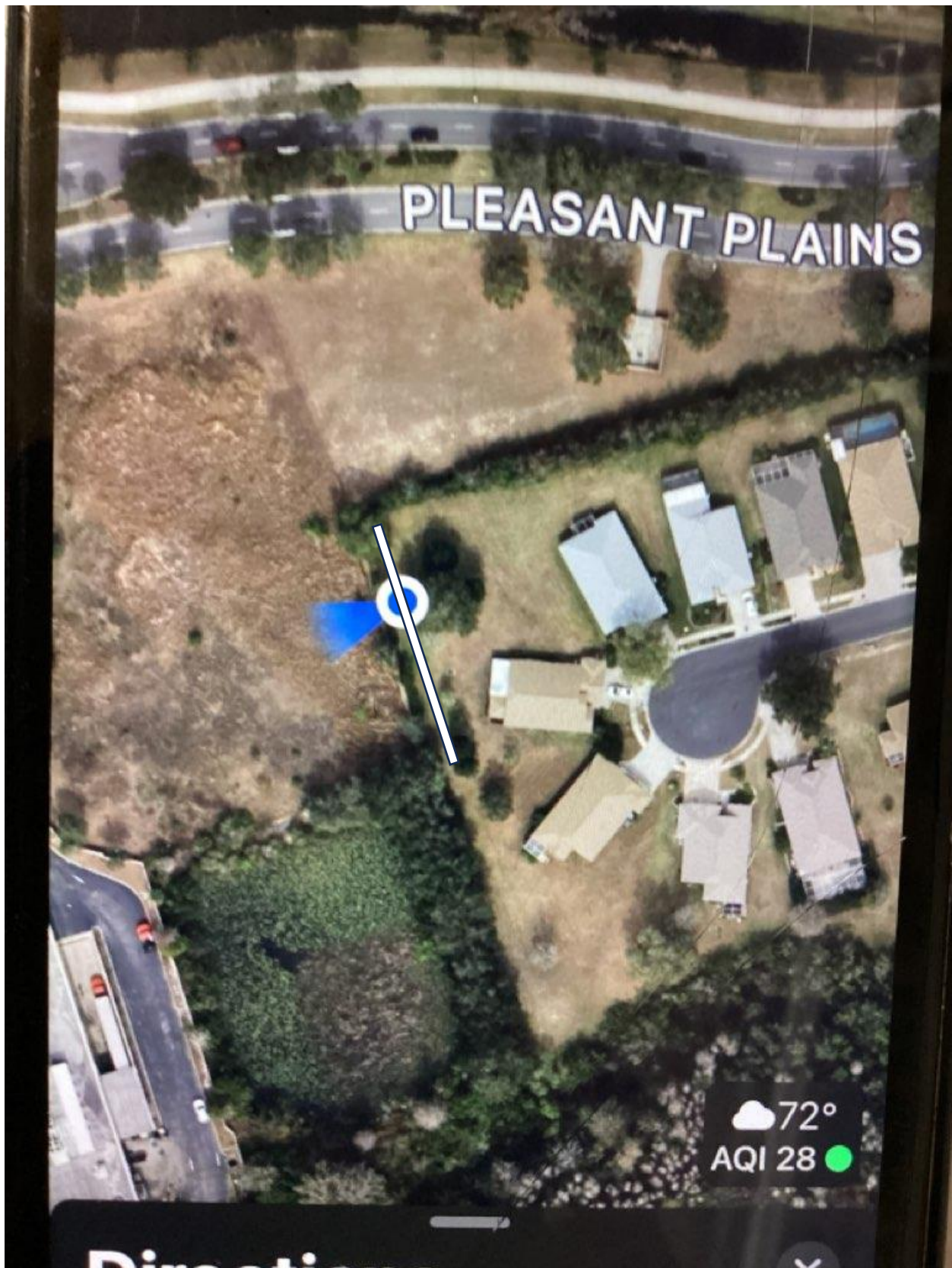
8-foot-high fence = 8,207.00

6-foot-high fence = 4,320.00

* Privacy fence will be placed in front of the existing 5 foot chain-linked fence. It will be placed 24 inches in front of the existing fence. Some minor trimming will need to happen to clear space for the fence.



White Vinyl fence pictured.



INFRAMARK - THE GROVES HOMMASSA RD PROJECT

Client	INFRAMARK MANAGEMENT SERVICES 2654 CYPRESS RIDGE BLVD WESLEY CHAPEL, FL 33544 USA	Point of Contact	CLINTON (813) 428-4214 clinton.robinson@inframark.com
Jobsite Address	THE GROVES 7924 MELOGOLD CIRCLE LAND O' LAKES, FL 34637 USA	Sales Person	Frank Gavaghan frank@westfloridafence.com 813-690-9089

Scope of Work

- Install 210' of 6'h white T&G privacy vinyl fence in front of the retention ponds chain link fence. Total \$6,088.40
- Install 210' of 8'h white T&G privacy vinyl fence in front of the retention ponds chain link fence. Total \$14,460.85

BUILD UP-WHITE VINYL

Signatures

Signature

Print Name & Title

Date

Inclusions

PRICE IS VALID FOR 7 CALENDAR DAYS DUE TO SUPPLY CHAIN & FUEL PRICING VOLATILITY

Exclusions

- 1) SURVEYING PROPERTY LINES OR FENCE LINE STAKING.
- 2) FENCE LINE PREPARATION INCLUDING: SITE WORK, CLEARING, MOVING, AND GRADING.
- 3) LOCATING OR RELOCATION OF PRIVATE UNDERGROUND UTILITIES BEYOND SCOPE OF 811.
- 4) REPAIR, REPLACEMENT, RELOCATION, OR RE-INSTALLATION OF ADJACENT OR CONFLICTING LANDSCAPING, SOD, OR UNDERGROUND UTILITIES.
- 5) REMOVAL OF CONCEALED BELOW GRADE CONDITIONS INCLUDING: ROOTS, STUMPS, LANDSCAPE/CONSTRUCTION DEBRIS, BURIED SLABS/ASPALT, OR OTHER INORGANIC MATERIAL.

Terms & Conditions

- TERMS:**
- 1) PAYMENT OF INVOICES IS DUE UPON COMPLETION OF THE WORK.
 - 2) IF WAIVER OF SUBROGATION IS REQUIRED, ADD \$350.00 TO TOTAL.
 - 3) CLIENT AGREES TO PROVIDE WFF ACCESS TO THE WORK AREA FOR A DEFINED PERIOD OF TIME. IF THE CLIENT FAILS TO MAKE THE WORK AREA ACCESSIBLE/AVAILABLE THE CLIENT AGREES TO COMPENSATE WFF FOR RE-MOBILIZATION AND OTHER COSTS ASSOCIATED WITH THE DELAY.
 - 4) WARRANTY - THE WORK IS COVERED BY 1-YEAR WARRANTY FOR WORKMANSHIP, WHICH DOES NOT INCLUDE UNUSUAL WEATHER EVENTS, ACTS OF GOD, OR WORK CONTRACTED BY THE CLIENT, PERFORMED BY OTHERS IN THE SAME AREA/PROPERTY/PROJECT. THE FENCE PRODUCTS THEMSELVES IS COVERED UNDER A SEPARATE MANUFACTURER'S WARRANTY.
 - 5) WOOD DISCLAIMER - WOOD FENCING IS A NATURAL PRODUCT THAT IN HARSH/HUMID WEATHER CAN FADE WARP, ROT, SPLINTER, AND SHRINK AND THESE MATERIALS ARE NOT COVERED BY A MANUFACTURER'S WARRANTY.
 - 6) WFF ASSUMES NO LIABILITY FOR PROBLEMS AND DAMAGE DUE TO: NATURAL CAUSES, UNKNOWN/CONCEALED BELOW GROUND CONDITIONS.
 - 7) FORCE MAJEURE - WFF'S AGREED TO PERFORMANCE OBLIGATIONS ARE NULLIFIED WHEN CERTAIN EVENTS/CIRCUMSTANCES OCCUR BEYOND WFF'S CONTROL INCLUDING:
 - *ACTS OF GOD, SUCH AS SEVERE ACTS OF NATURE OR WEATHER EVENTS INCLUDING FLOODS, FIRES, EARTHQUAKES, NAMED STORMS, OR EXPLOSIONS.
 - *WAR, ACTS OF TERRORISM, EPIDEMICS, OR PANDEMICS.
 - *ACTS OF GOVERNMENTAL AUTHORITIES
 - *STRIKES AND LABOR DISPUTES

Keeler Landscaping, Inc.
FENCE DIVISION

30630 Darby Rd.
Dade City, FL 33525

keelerincjw@gmail.com

The Groves Golf And Country Club
7924 Melogold Cir
Land O Lakes , FL 34637
Clinton.robinson@inframark.com

PROPOSAL: KF112023
VALID FOR: 30 days
TERMS:
LEAD TIME: TBD

PROJECT LOCATION: Same

We propose to furnish materials and labor for installation of fencing at the above referenced project location. The scope of work to be as follows:

- Install 204 ft of 6 ft high White Vinyl Fence. All posts are to be set in concrete. All sections of fence to be built on site no premade sections.
- 60 lb concrete per post
- All materials made in the USA

Fence Specifications:

Rail: 1-1/2 x 5-1/2

Post 5"x5"x 9 '

Pickets: 7/8 x 6"

Gate Frame: N/A

Color: White

Price Includes: (Labor, Materials & Tax)\$ 5712.00

*** A 3.5% charge will be added to all credit card Transactions.**

*Exclusions: Engineering, Unmarked Private Utilities & Any obstructions
In the fence line.

Best Regards,
Jeff Watters
813-955-7767

Accepted: _____ Date: _____

CONTRACT
Keeler Landscaping, Inc.
FENCE DIVISION

30630 Darby Rd.
Dade City, FL 33525

keelerincjw@gmail.com

The Groves Golf And Country Club
7924 Melogold Cir
Land O Lakes , FL 34637
Clinton.robinson@inframark.com

PROPOSAL: KF112023
VALID FOR: 30 days
TERMS:
LEAD TIME: TBD

PROJECT LOCATION: Same

We propose to furnish materials and labor for installation of fencing at the above referenced project location. The scope of work to be as follows:

- Install 204 ft of 8 ft high White Vinyl Fence. All posts are to be set in concrete. All sections of fence to be built on site no premade sections.
- 60 lb concrete per post
- All materials made in the USA

Fence Specifications:
Rail: 1-1/2 x 5-1/2
Post 5"x5"x 11'
Pickets: 7/8 x 6"
Gate Frame: N/A
Color: White

Price Includes: (Labor, Materials & Tax)\$ 10,773.00

*** A 3.5% charge will be added to all credit card Transactions.**

*Exclusions: Engineering, Unmarked Private Utilities & Any obstructions
In the fence line.

Best Regards,
Jeff Watters
813-955-7767

Accepted: _____ Date: _____

Description	Quantity	Agenda Page Total
6 white vinyl privacy fence per foot standard 6 wide panel	192	\$4,320.00



Subtotal	\$4,320.00
Total	\$4,320.00
Deposit Due	\$1,080.00

Estimates are only good for 30 days from quoted and deposit received at this time due to on going price increases from our suppliers and manufactures. A new estimate will need to be signed based on updated material costs if prices go up after 30 days of the estimate and the job has not been installed yet.

10 YEAR LABOR WARRANTY

LIFETIME manufactures material warranty for all vinyl and aluminum fence products
ALL POST SET IN CEMENT

PAYMENT OPTIONS: check, cash, money order (we do except credit/debit cards but a 3% processing fee will be applied). Bounced checks will result in a \$25.00 charge added to your balance.

All Materials remain property of New Tampa Fence until paid in full and will be removed for non payment.

CHANGES AFTER INSTALLATION: The customer is responsible for any changes or charges, if a contractor comes in AFTER the fence is installed to modify the grading, add sod, or install pavers which results in a need to alter gates or fence lines.

WOOD DISCLAIMER: All wood products purchased from New Tampa Fence meet or exceed wood grade rules, however due to the natural tendency of wood to warp, shrink or split, New Tampa Fence implies no warranties on wood materials other than those offered by the manufacturer. Any issues would need to be addressed within a week of installation.

Any balance over 30 days for the invoice date will incur a late fee of 1.5% per month. If

by the manufacturer. Any issues would need to be addressed within a week of installation.

Any balance over 30 days for the invoice date will incur a late fee of 1.5% per month. If applicable law requires a lesser charge, the maximum allowable charge under such law will apply.

Rock/Root Clause: If rock or roots are encountered enough to inhibit normal progress customer will bear additional cost(s), at the rate of \$35.00 per man hour, plus cost of concrete & rock removal equipment.

Covenants: Materials are guaranteed to be specified. All work will be completed in a workmanlike manner according to standard practices. Performance is contingent upon strikes, accidents or delays beyond our control. Additions, alterations or deviations from the above specifications at time of install may result in additional charges of \$250 to the customer.

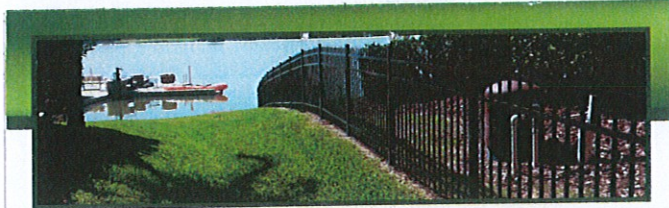
UNDERGROUND DISCLAIMER: Underground utilities to main box will be marked by Sunshine State One Call and New Tampa Fence will not be responsible for any claims arising from encroachment or damage to utilities. Private utilities need to be marked by homeowner/business. New Tampa Fence will not be responsible for damaged lines that are not marked prior to install.

SPRINKLER & LINES DISCLAIMER: New Tampa Fence is not responsible for damaged underground sprinkler pipes that have been originally installed within 10" of the exterior property lines and sprinkler heads that end up under the fence or on the other side of the fence or property lines. New Tampa Fence will repair lines that are broken in or around the gate openings, fence lines that close back into the house or any lines inside the exterior property line greater than 10" inside property lines.

HOA/CDD DISCLAIMER: New Tampa Fence is not responsible for the cost to move, change and or remove the fence if the HOA/CDD requests due to the homeowner instructions to New Tampa Fence to put the fence up before HOA approval or without approval.

Standard fence installation is for the fence to be within 1"-2" inside property line. Anything other than this would need to be addressed at time of estimate and noted on contract.

Description	Quantity	Total
8 x 6 WHITE vinyl privacy 3 rail fence style	192	\$7,488.00
aluminum post inserts 8' put inside every other post	16	\$719.04



NEW TAMPA FENCE, INC.

Quality Material & Professional Installations.
Vinyl, Aluminum, Wood and Chain Link Fence.

Free Estimates!

www.newtampafence.com

Subtotal	\$8,207.04
Total	\$8,207.04
Deposit Due	\$2,051.76

Estimates are only good for 30 days from quoted and deposit received at this time due to on going price increases from our suppliers and manufactures. A new estimate will need to be signed based on updated material costs if prices go up after 30 days of the estimate and the job has not been installed yet.

10 YEAR LABOR WARRANTY

LIFETIME manufactures material warranty for all vinyl and aluminum fence products
ALL POST SET IN CEMENT

PAYMENT OPTIONS: check, cash, money order (we do except credit/debit cards but a 3% processing fee will be applied). Bounced checks will result in a \$25.00 charge added to your balance.

All Materials remain property of New Tampa Fence until paid in full and will be removed for non payment.

CHANGES AFTER INSTALLATION: The customer is responsible for any changes or charges, if a contractor comes in AFTER the fence is installed to modify the grading, add sod, or install pavers which results in a need to alter gates or fence lines.

WOOD DISCLAIMER: All wood products purchased from New Tampa Fence meet or exceed wood grade rules, however due to the natural tendency of wood to warp, shrink or split, New Tampa Fence implies no warranties on wood materials other than those offered

applicable law requires a lesser charge, the maximum allowable charge under such law will apply.

Rock/Root Clause: If rock or roots are encountered enough to inhibit normal progress customer will bear additional cost(s), at the rate of \$35.00 per man hour, plus cost of concrete & rock removal equipment.

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Standard fence installation is for the fence to be within 1"-2" inside property line. Anything other than this would need to be addressed at time of estimate and noted on contract.



Come by anytime to see more options.

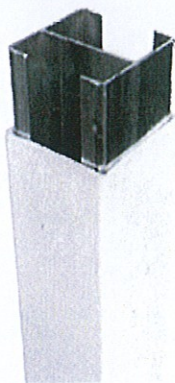
24727 State Road 54, Lutz FL 33559

Scott Gilligan – Owner, over 15 years exp

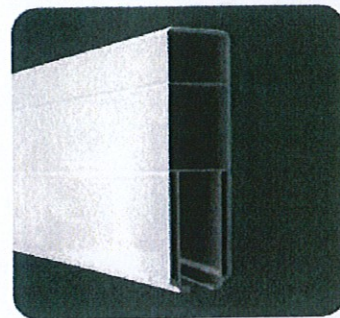
Family Owned



What sets us apart from other fence companies.



- Color matching rivets & screws in gates.
- Gate brace on all gates to keep gates from sagging.
- **HOA approval HELP**
- Stainless steel powder coated gate hardware.
- Aluminum post inserts to hang gates on.
- Molded pocket rails for extra strength.
- Full bag of cement for each post.
- No brackets or screws, No glue.
- All post routed and sections built on site.
- **You can always stop by our physical address if you have any problems.**
- 24727 SR 54, Lutz FL



Gates made on site and
With slope to reduce gaps
Under your gate.

EASY FINANCING OPTIONS

Commercial grade vinyl from one manufacturer, Homeland Vinyl Products. Made in the USA. Lifetime warranty on vinyl materials. 10 Year labor warranty. We help with HOA criteria process and finding property survey pins before installation. Wood fence built onsite.

4E.

VoIP Phone System Proposals

Phone System – Clubhouse (7 lines)

Purpose: Update phone system with upcoming Spectrum Contract with HOA and to reduce our costs.

Current Phones: Ring Central Price will increase to \$435 a month for service beginning January 1st. Cost for year \$5220.

Spectrum charges for current phone lines at \$19.95 a line (\$140 per month).

Total Cost per year \$6900.00

Complete IT –

One time installation of \$400

Rental of 7 phones with Lifetime warranty \$25 per month (\$175 a month)

Charge of \$20 per month for phone lines (7) (\$140 a month)

Total Cost per year \$5430.00

RUAV –

One time purchase of 7 phones with a 3-year warranty \$1575

One time cost of porting the phone lines to VoIP \$350

One time Labor to install all phones and programming \$1000

Total Cost- \$2925.00 no further obligation to pay except for our

7 Phone lines will be billed with our current Spectrum account \$140.00 a month

Total cost per year \$1680.00



VoIP Phone System

Prepared for: The Groves CDD

Created by: Thomas Giella | CEO of Complete I.T. Corp

Email: Thomas@completeit.io

Phone: (813) 444-4355 Ext 203

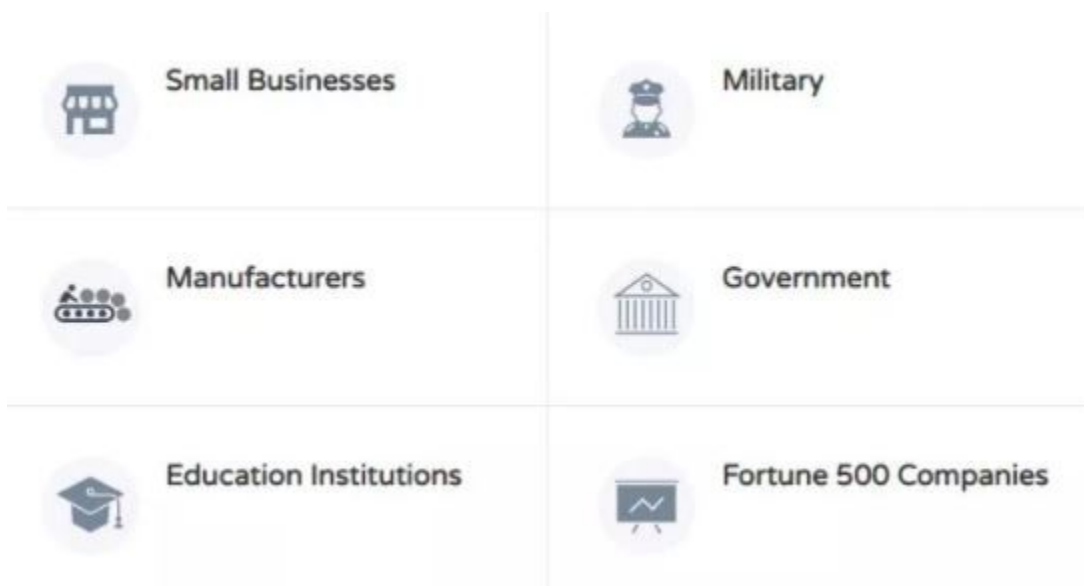


- Your Technology Professionals -
Sales, Training, & Support

Hi The Groves CDD,

Complete I.T. has worked with small businesses, CDD's & HOA's, all the way up to Fortune 500 companies. No job is too big or too small. Complete I.T. Specialty Electrical License ES12001800.

Complete I.T. uses high quality products for one reason—quality makes a happy customer. We understand how inferior products, that may cost less in the beginning, can cost you much more in the end. Products chosen by Complete I.T. are often of superior craftsmanship and practical pricing than competitors.



All products sold by Complete I.T. hold a minimum 1-year manufacturer warranty. You as the client never have to worry about the warranties. If a product fails within a specified warranty period,

Complete I.T. can take care of the exchange or replacement. By allowing Complete I.T. to take care of your technology solutions, you can tend to what you do best, your company.



Networks Infrastructure

Security. Access. Backbone. Up-time.

Complete I.T. designs, installs, and manages efficient network backbones. Whether you are a one-man show, or an fortune 500 company, your employees and clients deserve easy accessibility and a impeccable up-time.



Camera Systems (CCTV)

Up To 4K Resolution. Night Vision. Digital. PTZ.

Our digital solutions will capture video at your office, allowing you to review footage from any computer or mobile device with an internet connection. Crisp clear video, with audio capture being optional. Large assortment of cameras for any project. Local and cloud recording available.



Access Control Systems (ACS)

Cloud Based. Secure. Affordable. Easy To Use.

Have you pondered what would happen if the computer or server running your access control system crashed? By going with our Cloud solution, you won't have too. No large up-front software licensing fees.

VoIP Phones

Rent or Purchase | Affordable | Easy To Use

Below are the professional phones that Complete I.T. provides.

D717 VoIP Phone

Rental: \$5/month



D735 VoIP Phone

Rental: \$10/month



D785 VoIP Phone

Rental: \$15/month



D7 Extension Sidecar



Yealink T54W

Rental: \$25/month



Yealink T57W

Rental: \$35/month



Yealink Wireless



Fanvil i10



VoIP Phone System Proposal

DID	Price	QTY	Subtotal
Individual Phone Number	\$2.50	3	\$7.50
<ul style="list-style-type: none"> CDD Phone Number Golf Shop Phone Number Cafe Phone Number Virutal Fax 			
Phone Lines			
Phone Lines	\$20.00	7	\$140.00
<ul style="list-style-type: none"> (2) Golf shop (1) Cafe (4) Office Includes voicemail to email with transcription 			
Virtual Fax	\$30.00	1	\$30.00
Phone Equipment Rental			
T54W VoIP Phone (Lifetime warranty with rental contract)	\$25.00	2	\$50.00

Contract Monthly Total \$227.50
 (Doesn't include applicable tax)

One-Time Cost	Price	QTY	Subtotal
Labor			
Project Labor	\$400.00	1	\$400.00
<ul style="list-style-type: none"> Installation of VoIP phones onsite Programming of phone system Includes new call attendant and voice over for call attendant 			

One-Time Installation Cost \$400.00

THIS SERVICE ORDER IS VALID FOR 30 DAYS FROM THE DATE OF QUOTATION. Taxes, shipping, handling and other fees may apply. We reserve the right to cancel orders arising from pricing or other errors.

By Signing this Service Order (SO): (I) you acknowledge that you have read and understand the Complete I.T. Corp Terms and Conditions ("Terms and Conditions"), and agree to same (II) you agree that this SO sets forth your Initial thirty six (36) Month Term, but acknowledge and agree that our Terms and Conditions sets forth our renewal terms and our termination procedures and you agree to same (III) you have an unconditional obligation to make all payments due under this SO, and you cannot withhold, set off or reduce such payments for any reason not expressly provided for in our Terms and Conditions (IV) you warrant that the person signing this SO for you has the authority to do so (V) this SO is a part of your agreement with us, but you understand and agree that our Terms and Conditions, any applicable Maintenance Agreement, our Privacy Policy or other policies set forth by us is the full and entire agreement between us and you (VI) this SO cannot be modified except by another signed service order signed by us.

HARDWARE RETURN POLICY:

Shipping and handling charges are not refundable. Refunds for devices where an RMA was requested within the 30-day period will be made in full if the devices are in "returnable" condition and the device is returned within 7 days of the RMA date. Returnable condition requires the item to be in new condition, in the original packaging and all parts and documentation received. Return shipping is the customer responsibility.

COMPLETE I.T. CORP TERMS AND CONDITIONS:

1. AGREEMENT.

These Complete I.T. Corp, LLC Terms and Conditions ("Terms and Conditions"), and any Complete I.T. Corp Service Order ("Service Order" or "SO" or "Ticket" or "Invoice", as defined below), and Complete I.T. Corp' Privacy Policy, altogether which constitute the full agreement "Agreement" by and between Customer and Complete I.T. Corp, LLC (including any affiliate of Complete I.T. Corp, LLC providing the Services or products , "Complete I.T. Corp ", together with

Customer, the “Parties”, and each individually, a “Party”) for the Services and/or products specified on any SO (collectively, the “Services”). By using the Services, Customer agrees to be bound by this Agreement (these Terms and Conditions AND the Service Order AND Privacy Policy, together) and Customer acknowledges that Complete I.T. Corp would not agree to provide the Services without that assent. PLEASE READ THESE TERMS AND CONDITIONS CAREFULLY as they affect the Parties’ legal rights, among other things, requiring (1) MANDATORY ARBITRATION OF DISPUTES;

(2) CUSTOMER EARLY DISCONNECTION FEE; and (3) COMPLETE I.T. CORP’ LIMITATIONS OF LIABILITY.

2. DEFINITIONS.

The following terms shall have the meanings set forth below.

2.1 “Agent” means a Customer employee or contractor who may use the Services, the total number of Agents being the maximum number of personnel who may use the Services at any one time.

2.2 “Contract Period” means the length of the Service Plan selected by Customer in the Service Order, and in no event shall ever be less than thirty (30) days.

2.3 “Customer Data” means any data, information or other materials of any nature whatsoever provided to Complete I.T. Corp by Customer in the course of implementing or using the Services.

2.4 “Documentation” means user manuals and other documentation relating to the Services, which are made available to Customer by Complete I.T. Corp, in the form of recorded documentation on optical or magnetic media, accessible via the Internet or in the form of printed media.

2.5 “Implementation Services” means the Services selected by Customer, as indicated on the Service Order, to be provided by Complete I.T. Corp in connection with the set up and implementation of the Services. As part of the Implementation Services, Customer will receive training in the set up and activation of the Services during the hours from 8:00am to 6:00pm EST Monday through Friday.

2.6 “Initial Payment” means the initial payment set forth in the Service Order consisting of the fees for Implementation Services and the Service Fees for the first month.

2.7 "Login" means each separate, named individual login account within a Customer account.

2.8 "Professional Services" means work Complete I.T. Corp will perform for Customer as specified in individual statement(s) of work ("Statement(s) of Work") to be executed by the parties from time to time on the terms and conditions specified in the Agreement.

2.9 "Service Fee" or "Service Fees" means the monthly or annual fees set forth in the Service Order to be paid by Customer to Complete I.T. Corp as consideration for Complete I.T. Corp provision to Customer of the Services.

2.10 "Service Order" means the document executed by Customer and Complete I.T. Corp, containing (i) a price and quantity of Services, and Implementation Services to be provided to Customer by Complete I.T. Corp under the Agreement, along with associated telecommunications fees; (ii) the Services to be provided; and (iii) such other options provided on the Service Order as Customer may elect to apply to the Services.

2.11 "Service Plan" means the monthly or annual subscription plan a Customer agrees to in the Service Order.

2.12 "Service Order Addendum" means a Service Order agreed to by Customer subsequent to the initial Service Order.

2.13 "Services" means the products or Services that are being provided to Customer as described in the Service Order, including any Additional Services set forth in a Service Order Addendum accepted by Complete I.T. Corp.

2.14 "Software" means any proprietary software (including any documentation relating to such software) owned by, licensed by, or which Complete I.T. Corp has a right to sublicense under this Agreement, which software is either provided to Customer under this Agreement or is used in or used to provide the Services.

2.15 "Rental Equipment" means tangible personal property rented customers to the extent that the item is actually used by the customer for rental purposes, but owned by Complete I.T. Corp.

3. SERVICES.

During the Initial Term or Renewal Term of this Agreement, Complete I.T. Corp will provide the Services, set forth in the Service Order, including telephone and other equipment (collectively, "Equipment") subject to the terms and conditions

herein. Complete I.T. Corp hereby grants Customer access to the Services for use set forth in the Service Order, for Customer's own internal business purposes, which shall be deemed to

include activities Customer may perform on behalf of its own Customers. Complete I.T. Corp grants Customer the right to use the Documentation in connection with its use of the Services.

3.1. Conditions.

Customer acknowledges and agrees that Complete I.T. Corp' obligations to provide the Services are expressly conditioned upon (i) Customer's payment of the fees for Professional Services and all Service Fees as and when due, and (ii) Customer's satisfaction of the technical requirements set forth in the Documentation for the Services made available to Customer by Complete I.T. Corp, as the same may be updated by Complete I.T. Corp from time to time.

3.2. Additional Services.

At Customer's option, the number of Services may be increased at any time during the Initial Term or Renewal Term (any such increase, "Additional Services") by agreeing to a Service Order Addendum, signed by Customer and setting forth the specific Additional Services desired. Each Service Order Addendum shall be subject to Complete I.T. Corp acceptance, which shall be deemed given if Complete I.T. Corp thereafter provides the Additional Services. Upon acceptance by Complete I.T. Corp, such Service Order Addendum shall be deemed an amendment to this Agreement, incorporated herein, subject to all of the terms and conditions herein, and the Service Fees shall be increased to reflect the Additional Services, subject to the same pricing and payment terms as are set forth in the Service Order. Additional Services shall be provided for a term that is coterminous with the Initial Term or Renewal Term of the Agreement.

3.3. Implementation Services.

Complete I.T. Corp will use commercially reasonable efforts to perform the Implementation Services covered in the Initial Payment.

3.4. Additional Professional Services.

If Customer requests Professional Services, such as support Services not provided under this Agreement, training, or other consulting Services, Complete I.T. Corp may (but has no obligation to) provide such Professional Services or recommend appropriate outside consultants. If Complete I.T. Corp agrees to provide such additional Professional Services at Customer's

request, fees for such Professional Services may be provided pursuant to a fixed fee or Complete I.T. Corp 's standard time and material rates. Such additional Professional Services will be provided pursuant to an addendum and the other terms and conditions of this Agreement, and may be described in an agreed-upon statement of work.

4. Term of Service (TOS) Plan.

Purchase of Service plan: You are purchasing a subscription for the Services set forth in Your initial Order, and agreeing to use and pay for the same as set forth in these TOS for the entire period in the initial Order (the "Initial Term"), and any Renewal Terms, as applicable. You agree to be financially responsible for Your use of the Service plan, including the authorized or unauthorized use of Your Account. In order to use the Service Plan, You must have properly configured and working Internet service or broadband connection. Complete I.T. Corp does not provide any access to the Internet.

4.1. Initial Term.

The initial term of this Agreement ("Initial Term") begins on the date that service begins and continues in force and effect for the duration of the Contract Period. At the end of the Initial Term, the Agreement shall automatically renew for the same amount of time as the Initial Term (a "Renewal Term"), and shall automatically renew at the end of each Renewal Term for an additional Renewal Term, unless terminated by Customer in accordance with Section 5 below.

4.2. Fixed Term Agreement.

When you purchase your Service(s), you may have been required to commit to a term or a minimum purchase. Either you or we may elect not to renew your service by providing notice to the other no later than sixty (60) days prior to expiration of the fixed term. If neither you nor we deliver a timely notice not to renew, THEN the Services will renew on a month-to-month basis. IF YOU TERMINATE SERVICES AFTER INSTALLATION OR DURING THE INITIAL OR RENEWAL TERM FOR ANY REASON OTHER THAN FOR CAUSE, OR WE TERMINATE FOR CAUSE PURSUANT TO SECTION 5 BELOW, THEN YOU WILL BE REQUIRED TO PAY TO US AS LIQUIDATED DAMAGES AN AMOUNT EQUAL TO 100% OF THE MONTHLY RECURRING CHARGES ("MRCS") MULTIPLIED BY THE NUMBER OF MONTHS REMAINING IN THE THEN CURRENT TERM. IF YOU TERMINATE OR DISCONNECT LESS THAN THE ENTIRETY OF YOUR

SERVICES SUCH THAT YOUR ACTUAL USAGE AT A LOCATION FALLS BELOW ANY MINIMUM MONTHLY CHARGE ("MMC") OR MINIMUM MONTHLY FEE ("MMF") FOR THAT LOCATION, THEN YOU AGREE TO PAY AN AMOUNT EQUAL TO THE MMC OR MMF FOR EVERY MONTH REMAINING IN THE THEN CURRENT TERM ("LIQUIDATED DAMAGES"). You agree that in the event of termination by you, the actual damage to Complete I.T. Corp is difficult to ascertain, and that the early termination fee represents liquidated damages, not a penalty, and is a reasonable estimate of the actual reduction in the value of this Agreement that we will sustain.

4.3 Month-to-Month Agreements.

If no length of time is identified on the Service Order or you were not otherwise required to commit to a term, then the term is month-to-month, and you or we may terminate at any time by providing notice at least sixty (60) days prior to the effective date of termination. You remain liable for payment of all outstanding charges for all Services you used and Equipment you purchased from us prior to termination. If you terminate Service prior to the last day of your billing cycle, then you will be charged for the full last month of Service with no proration or credit.

5. TERMINATION.

5.1. Termination with Notice.

Unless specifically set out otherwise herein, the Parties agree that sixty (60) days prior written notice of the intention to terminate this Agreement and the Services provided in the Service Order are required ("Proper Notice to Terminate"). Customer understands that this Proper Notice to Terminate applies to any Contract Period, and that if Proper Notice to Terminate is not provided, Customer agrees to the applicable Renewal Term, and costs thereof, as set out in Section 4 above. In accordance with Section 9, Early Termination Fees ("ETF" or "Disconnection Fee") may apply. If Customer transfers or ports their phone number to a service provider other than Complete I.T. Corp, Customer must contact Complete I.T. Corp to cancel the Services provided to Customer by Complete I.T. Corp. Customer agrees to be billed and understands its legal obligation to pay any outstanding balances immediately if Services are terminated.

5.2. Right to Immediate Termination.

Complete I.T. Corp shall be entitled, at its sole discretion, to suspend, terminate or change the Services without advanced notice for any reason of misuse of the Services in any way, Customer's breach of this Agreement, Customer's failure to pay any sum due hereunder, suspected fraud or other activity by Customer that adversely affects the Services, Complete I.T. Corp, Complete I.T. Corp network or other Customer's use of the Services. Complete I.T. Corp shall be entitled to determine, at its sole discretion, what constitutes misuse of the Services and Customer agrees that Complete I.T. Corp determination is final and binding on Customer. Complete I.T. Corp may require, and if required, Customer shall pay, an activation fee as a condition to changing or resuming a terminated or suspended account.

5.3 Effect of Termination on Fees.

Upon termination of this Agreement for any reason, Customer shall be responsible for the full monthly Service Fee for the month in which termination occurs. Customer agrees that termination of the Agreement does not alleviate Customer of responsibility for paying all unpaid, accrued charges due hereunder.

6. EMERGENCY SERVICE – 911 & SERVICE LIMITATIONS.

The Federal Communications Commission ("FCC") and Canadian Radio-Television and Telecommunications Commission ("CRTC") require that Complete I.T. Corp provide E911 service to all Customers who use Complete I.T. Corp Services within the United States and Canada. Sections 6.1-6.7 below apply to all Customers who use Complete I.T. Corp Services within the United States. Section 6.8 applies to all Customers.

6.1 911 Acknowledgement.

Customer acknowledges that Complete I.T. Corp Equipment and Services do not support 911 emergency dialing or other emergency functions in the same way that traditional wireline 911 Services work. The differences are detailed in this section 6 and Customer agrees to notify any potential user or agent of the Services, who may place calls using Customer's Services, of the 911 limitations described herein. Complete I.T. Corp advises Customer to maintain an alternative means of accessing traditional 911 Services. Customer acknowledges it is Customer's sole responsibility to maintain such alternative means and to ensure that all

business invitees, residents, guests and other third persons who may be present at the physical location(s) where the Customer utilizes the Service are aware of such alternative options.

6.2. Electrical Power.

Customer acknowledges that the Services will not function in the absence of electrical power. Power failure, disruption, and/or interruption in the power supply may all cause Services to not function.

6.3. Internet Access.

Customer acknowledges that the Services will not function if there is an interruption of Customer's broadband or high-speed internet access service.

6.4. Non-Voice Systems.

Customer acknowledges that the Services are not set up to function without dialing systems including home security systems, medical monitoring equipment, tty equipment, and entertainment or satellite television systems. Complete I.T. Corp will not be liable for interruption or disruption of such systems by the Services.

6.5. E911 Service.

Complete I.T. Corp e911 service is a mandatory component of all inbound/outbound traditional fax and voice service plans. E911 service is not offered on virtual numbers, toll-free numbers or similar service accessories or add-on service plans.

E911 service is only available in selected areas. If Customer subscribes to Complete I.T. Corp e911 service, Customer will be required to register the physical location of Customer's equipment (phone, softphone, digital telephone adapter ("dta") or videophone) with Complete I.T. Corp, either on the Completeit.iowebsite or by calling Customer service, and will update the location whenever the physical location of service changes. If Customer subscribes to Complete I.T. Corp mobile applications, Customer acknowledges the physical location registered for Customer's equipment (phone, softphone, dta or videophone) will be the physical location registered for the mobile application associated to the equipment. Customer acknowledges that Complete I.T. Corp only mechanism for routing 911 calls to the correct

emergency call taker is the physical location currently registered for the account. Customer acknowledges and understands that any enhanced location information passed to an emergency operator by Complete I.T. Corp will be based upon the physical location provided to Complete I.T. Corp by Customer. In the event that the physical location has not been updated or is not complete, Complete I.T. Corp may attempt to route a 911 call based upon the bill-to or ship-to addresses associated with the Customer's account or initial order.

6.6. E911 Service Charge.

Customers that are required to subscribe to Complete I.T. Corp e911 service may be subject to a monthly e911 service charge. The monthly e911 service fee shall be in addition to the applicable service fees for the associated line. the monthly charge for Complete I.T. Corp e911 service is assessed on a "per-line" (that is, per phone number basis), and will be set at a level that reimburses Complete I.T. Corp for the direct costs it incurs in providing Complete I.T. Corp e911 service, including expenses Complete I.T. Corp incurs, either directly or indirectly, in the form of state, county or municipal e911 surcharges, e911 automatic location information (ali) database storage, line information database and caller id (lidx/cnam) expenses, and any other taxes or surcharges directly or indirectly associated with the provision of Services to Customers subscribing to this service. Complete I.T. Corp reserves the right to adjust the level of charges associated with the provision of e911

Services to reflect increases or decreases in the costs it incurs (see section 19 regarding changes to this Agreement, Services or Service Plan).

6.7. E911 Characteristics.

Customer also acknowledges that Complete I.T. Corp e911 service has certain characteristics that distinguish it from traditional, legacy, and circuit-switched 911 service. These characteristics may make Complete I.T. Corp E911 Services unsuitable for some Customers. Because Customer circumstances vary widely, Customer should carefully evaluate Customer's own circumstances when deciding whether to rely solely upon Complete I.T. Corp e911 service. Customer acknowledges that it is the Customer's responsibility to determine the technology or combination of technologies best suited to meet Customer's emergency calling needs, and to make the necessary provisions for access to emergency calling Services (such as maintaining a conventional landline phone or wireless phone as a backup means of completing emergency

calls). The following characteristics distinguish Complete I.T. Corp e911 service from traditional, legacy, circuit-switched 911 service:

- * Complete I.T. Corp e911 service will not function if Customer's dta, phone or videophone fails or is not configured correctly or if Customer's Complete I.T. Corp service is not functioning for any reason, including, but not limited to, electrical power outage, broadband service outage, or suspension or disconnection of service because of billing or other issues. If there is a power outage, Customer may be required to reset or reconfigure the equipment before being able to use the Complete I.T. Corp service, including for e911 purposes.
- * After initial activation of the e911 service, and following any change of and update to Customer's physical location, there may be some delay before the automatic number and location information is passed to the local emergency service operator. This information is typically populated into Complete I.T. Corp nomadic e911 databases prior to service activation, but no guarantee can be made that the automatic number and location information will be activated within this schedule.
- * The local emergency service operator receiving Complete I.T. Corp e911 emergency service calls may not have a system configured for e911 Services or be able to capture and/or retain automatic number or location information. This means that the operator may not know the phone number or physical location of the person who is making the Complete I.T. Corp e911 call. Due to technical factors in network design, and in the event of network congestion on the Complete I.T. Corp network, there is a possibility that a Complete I.T. Corp 911 call will produce a busy signal or will experience unexpected answering wait times and/or take longer to answer than 911 calls placed via traditional, legacy, circuit-switched telephone networks.
- * If Customer does not correctly identify the actual location where the Complete I.T. Corp equipment will be located at the time of activation of the service, Complete I.T. Corp e911 communications may not be directed to the correct local emergency operator.

6.8. E911 Limitation of Liability and Indemnity.

Customer acknowledges and agrees that Complete I.T. Corp shall not be liable for any claim, damage, loss, or other cause of action, and hereby waives any and all claims related to any service outage and/or inability to dial 911 or any other emergency telephone number using Complete I.T. Corp or to access an emergency service operator due to the 911 dialing characteristics and limitations set forth in this Agreement. Customer agrees to defend,

indemnify, and hold harmless Complete I.T. Corp, its officers, directors, employees, affiliates and agents and any other third party service provider who furnishes Services to Customer in connection with the Services, from any and all claims, losses, damages, fines, penalties, costs and expenses (including, without limitation, reasonable attorneys' fees) arising out of, directly or indirectly, or resulting from Customer's, or any third party or user of the Service, (a) failure to correctly activate 911 calling; (b) provision to Complete I.T. Corp of incorrect information in connection with your 911 calling or service; (c) misrouted 911 or E911 calls; or (d) the absence, failure or outage of the Service, Customer including those related to 911 dialing and/or inability of any user of your Service to be able to dial 911 or to access emergency service personnel. COMPLETE I.T. CORP URGES YOU TO MAINTAIN AN ALTERNATIVE MEANS OF ACCESSING TRADITIONAL 911 SERVICES SUCH AS TRADITIONAL TELEPHONES AND CELLULAR PHONES. YOU SHOULD ALWAYS HAVE AN ALTERNATIVE MEANS OF ACCESSING TRADITIONAL 911 OR E911 SERVICES.

7. EQUIPMENT.

To provide the Services, Complete I.T. Corp may provide Equipment to Customer. All Equipment shipments are Freight on Board, (F.O.B.) Complete I.T. Corp facility. Complete I.T. Corp liability for delivery shall cease, and title (if applicable) and all risk of loss or damage shall pass to Customer upon delivery to carrier. Customer will be provided the manufacturer's warranty from the date of purchase of Equipment or Services. Customer shall be required to obtain authorization from Complete I.T. Corp to return any Equipment. Complete I.T. Corp will provide replacement Equipment only if the Equipment is deemed to be defective and covered under the warranty. Complete I.T. Corp will not cover replacement for lost, stolen or modified Equipment. Equipment returned by Customer that is not covered under warranty may be refused by Complete I.T. Corp, and Customer will be responsible to pay return shipping charges. Any original manufacturer, and not Complete I.T. Corp, shall be responsible for any equipment defects, if equipment is from a third party supplier or a resell. In such case, Complete I.T. Corp shall have no liability to Customer of any nature regarding such equipment.

8. CUSTOMER DATA.

Customer hereby grants to Complete I.T. Corp a non-exclusive, non-transferable (except in connection with an assignment of this Agreement) license to copy, store, record, transmit,

display, view, print, and use Customer Data, solely to the extent necessary to provide the Services to Customer. Except as expressly provided in this Section, Customer grants to Complete I.T. Corp no right, title, interest, or license in the Customer Data, and Customer hereby reserves for itself and its licensors all rights in and to all Customer Data.

9. BILLING, CHARGES AND PAYMENT.

9.1. Payment of Service Fees.

Customer will pay the Service Fee for Services ordered by Customer, and all other amounts due under this Agreement, pursuant to the terms of this Section 9.

9.2. Credit Terms.

All Services provided to Customer and covered by the Agreement shall at all times be subject to credit approval or review by Complete I.T. Corp. Customer will provide such credit information or assurance as is requested by Complete I.T. Corp at any time. Complete I.T. Corp, in its sole discretion and judgment, may discontinue credit at any time without notice or require a deposit.

9.3. Billing and Early Termination Fee.

(a) Billing. Complete I.T. Corp will provide Customer with a monthly on-line and emailed billing statement for the Services provided each calendar month and bill all charges invoiced to Customer's account. Such charges shall include monthly recurring charges ("Service Fees"), and other nonrecurring charges including but not limited to, activation fees, porting fees, early termination fees ("ETF"), shipping charges, disconnection fees, Equipment charges, toll charges, taxes, government mandated pass through fees such as E911 fees, and any other applicable charges ("Fees"). Service Fees are paid in advance of each month's service; toll charges and any other applicable charges are billed subsequent to the end of each month's service. Billing for monthly Service Fees commences upon ordering of the Services and the first month's monthly Service Fee shall be prorated to take into account any partial calendar month that may occur as the result of the date monthly service fees are initiated.

(b) Early Termination Fee. If Customer's Service is terminated for nonpayment or other default before the end of the Service commitment/Contract Period, or if Customer terminates Service for any reason other than: 1) in accordance with the Termination Notice provisions above; or 2)

pursuant to the Change of Terms, conditions or rates as set forth below in 9.7, Customer agrees to pay Complete I.T. Corp with respect to each line or extension assigned, in addition to all other amounts owed, an ETF in the amount equal to the remaining due on the life of the contract. Additional Termination fees may be assessed if the account is closed prior to the term obligation as set forth in the Customer Service Order. Customer agrees that The Early Termination Fee is not a penalty, but rather a charge to compensate Complete I.T. Corp for Customer's failure to satisfy the Service commitment/Contract Period which Customer's rate plan is based.

9.4. Late/Non-Payment.

If any charges for the Services are due but unpaid for any reason including, but not limited to, non-payment, Complete I.T. Corp may suspend or terminate the Services without notice and all accrued charges shall be immediately due, plus any applicable late charge of an additional 5% (or \$10, whichever is greater) per month if your payment is more than fifteen (15) days past due. Complete I.T. Corp shall have no liability for accounts suspended for failure to pay, and suspended accounts may be reactivated, at Complete I.T. Corp sole discretion, only when the account balance is paid in full and a reactivation fee of \$50.00 is paid. No suspension or termination of the Services or of this Agreement shall relieve Customer from paying any amounts already due hereunder.

9.5. Taxes.

Prices for the Services do not include any customs duties, sales, use, value added, excise, federal, state, local, public utility, universal service or other similar taxes. All such taxes shall be paid by Customer and will be added to any amounts otherwise charged to Customer unless Customer provides Complete I.T. Corp with an appropriate exemption certificate. If any amounts paid for the Services are refunded by Complete I.T. Corp, applicable taxes may not be refundable.

9.6. Regulatory Recovery Fee.

A regulatory recovery fee may be charged monthly to offset costs incurred by Complete I.T. Corp in complying with inquiries and obligations imposed by federal, state and municipal regulatory bodies/governments and the related legal and billing expenses. This fee is not a tax

or charge required or assessed by any government. The regulatory recovery fee will apply to every phone number assigned, including toll free and virtual numbers.

9.7. Rate Changes.

Complete I.T. Corp may change the prices for the Services and toll charges from time to time. In the event of a change in prices or toll charges, Complete I.T. Corp will email all Customers of the change. International toll calling rates are updated monthly on the first of each month and no other notice shall be provided for changes to international toll calling rates. The Service Fees effective upon any renewal of the Agreement shall be Complete I.T. Corp then-current Service Fees for the applicable Services.

9.8. Availability.

Customer acknowledges and agrees that the Services will not be available 100% of the time. Credit allowances for interruption of the Services shall not be provided.

9.9. Discounts.

From time to time in its sole discretion, Complete I.T. Corp may offer promotions or discounts of activation or other fees. Any promotion or discount codes must be provided to Complete I.T. Corp upon purchase of the Services. Customer shall not be entitled to a subsequent credit for such promotions or discounts, if not requested at the time of account creation or change of service. Promotions and/or discounts may not be used cumulatively or be used for Services retroactively.

9.10. Billing Discrepancies.

Customer must dispute any billing discrepancies for the Services in writing to Complete I.T. Corp within sixty (60) days of the date of the invoice or bill by Complete I.T. Corp. If Customer fails to provide a written statement disputing the charges and setting forth specific reasons and supporting documentation of same within such time, Customer accepts all charges within and waives any and all objections and further recourse with regard to such charges. Written statements disputing charges must be sent to: Billing Department, Complete I.T. Corp LLC, 2664 Cypress Ridge Blvd, Suite 103, Wesley Chapel, FL 33544 or accounting@completeit.io.

10. TOLL CHARGES.

Every call to or from Equipment using the Services that originates or terminates in the Public Switched Telephone Network ("PSTN"), including other VoIP networks, is subject to the then applicable toll charges that are associated with the Service Plan, which Complete I.T. Corp will include in bills and Customer will pay. Calls to a phone number outside the United States and Canada to a non-Complete I.T. Corp telephone number will be charged at the current rates published on the Complete I.T. Corp rates sheet mailed or emailed to all Customers. The duration of each call is to be calculated in one-minute increments and rounded up to the nearest one-minute increment for any fraction of minutes used. If the computed charge for a call includes a fraction of a cent, the fraction is rounded up to the nearest whole cent. If the computed charges for taxes and surcharges include a fraction of a cent, the fraction is rounded up to the nearest whole cent. When Customer dials an international PSTN phone number, charges may apply regardless of whether the party on the other line answers the call. Calls made by a Customer to an international mobile, rather than landline, or premium rate telephone number, may result in higher toll charges.

11. NUMBER PORTING AND AVAILABILITY.

Complete I.T. Corp will use reasonable efforts to facilitate number transfers or port requests for Customer provided that Customer shall comply with the necessary and specific procedures for porting between service providers.

Customer acknowledges and understands that number porting depends on the cooperation of third parties outside of Complete I.T. Corp's control. Accordingly, Customer agrees that Complete I.T. Corp will not be liable for the failure or delay of any third party to cooperate in the porting of any telephone number, or for the allegedly unauthorized porting of any telephone number by a third party.

Complete I.T. Corp works with third party carrier(s) who, on Complete I.T. Corp's behalf, port telephone numbers in accordance with applicable Regulatory Rules and Industry Guidelines. Complete I.T. Corp's third-party carrier(s) require very specific and detailed information and requirements when completing a port request. Please be informed that providing such detailed and specific information to complete a port request is required. Number porting is defined and regulated by the Federal Communications Commission (FCC). Visit <https://www.fcc.gov/cgb/Number-Portability> to learn more about number porting. Complete I.T.

Corp cannot guarantee requested telephone numbers will be available, that Customer's existing provider will port Customer's number, or that circumstances beyond our control will not prevent or delay a successful port of your number for the Services. Customer should not order any printed material, such as business cards or stationery, showing a telephone number, or issue any press releases or otherwise publicize any telephone number until that telephone number has ported to Complete I.T. Corp. Complete I.T. Corp shall not be liable for reimbursement for press releases, business cards, and/or stationery under any conditions.

12. MONITORING SERVICES USE.

Customer agrees that Complete I.T. Corp is entitled to monitor Customer's use of Service, at Complete I.T. Corp expense.

13. LOST, STOLEN, ALTERED OR BROKEN LEASED or RENTED EQUIPMENT.

Customer shall not modify the Equipment in any way without the express written permission of Complete I.T. Corp. Customer shall not use the Equipment except with the Services provided hereunder. Except as otherwise provided for hereunder, Customer is responsible for all lost, stolen or broken leased or rented Equipment and may be required to purchase a replacement to continue to receive Services. Replacement charges will be based on the fair retail price of Equipment, plus applicable shipping costs and taxes. Customer shall immediately notify Complete I.T. Corp of any lost or stolen Equipment and shall cooperate with Complete I.T. Corp in all reasonable aspects to eliminate actual or potential unauthorized use of the Equipment. At Complete I.T. Corp sole option, failure to report lost or stolen Equipment in a timely manner will cause Customer to be responsible for all Service Fees accrued until the time that Complete I.T. Corp is informed of the loss or theft and Complete I.T. Corp is entitled to terminate the Services and Agreement following Customer's breach of this Section.

14. PROHIBITED USES.

Any use of the Services or any other action that causes a disruption in the network integrity, or threatens or compromises the security of Complete I.T. Corp, its vendors, or the Services whether directly or indirectly, is strictly prohibited and permits Complete I.T. Corp to terminate the Services and the Agreement without prior notice at the sole discretion of Complete I.T. Corp. Customer acknowledges that neither Complete I.T. Corp nor its vendors are responsible for the

content of the transmissions that may pass through the Internet and/or the Services. Customer will NOT use the Services in ways that violate applicable laws (including but not limited to laws prohibiting transmission of unsolicited fax advertisements or laws on obtaining third party consent for call recording), infringe the rights of others, or interfere with the users, Agents, Services, or Equipment of the network. Customer agrees, represents, and warrants that it is purchasing the Services and/or the Equipment for its own internal use only, and shall not resell, transfer or charge for the Services or the Equipment without the advance express written permission of Complete I.T. Corp. Complete I.T. Corp Service Plans for Customers that offer unlimited minutes of PSTN calls ("Unlimited PSTN Plans") or unlimited faxing are for reasonable business use of Customer only. Such use shall not include certain activities including, but not limited to, any autodialing, continuous or extensive call forwarding, continuous connectivity, fax broadcast, fax blasting, telemarketing (including without limitation charitable or political solicitation or polling), call center operations, junk faxing, fax spamming, calling/faxing any person (through the use of distribution lists or otherwise) who has not given specific permission to be included in such a process or any other activity that would be inconsistent with reasonable business usage. Customer will not use the Services to send unsolicited commercial e-mail to recipients outside Customer's organization. Customer shall not transmit through the Services any unlawful communications or material of any kind or nature. Customers further agree not to transmit any material that encourages conduct that could constitute a criminal offense, violate the intellectual property rights of others, give rise to civil liability or otherwise violate any applicable local, state, national or international statute, regulation, or other law. Any use found to be inconsistent with this restriction will result in termination of the Services. Complete I.T. Corp reserves the right to immediately terminate or modify the Services of any Customer using Unlimited PSTN or fax Service Plan if Complete I.T. Corp determines, in its sole discretion, that Customer is not using the Unlimited PSTN or fax Services Plan for Customer's reasonable business use.

15. USE, STORAGE AND OTHER LIMITATIONS.

Complete I.T. Corp reserves the right to establish or modify general practices and limits concerning use of the Services and Software, including without limitation, the maximum number of days that content will be retained by the Service, the maximum disk space and/or bandwidth capacity that will be allotted on servers owned and/or operated by Complete I.T. Corp on

Customer's behalf, if any. Where practical, Complete I.T. Corp will provide the Customer with prior notice of such new or modified practices; provided however, that Complete I.T. Corp shall have the absolute right to implement such new or modified practices without prior notice in its sole discretion and without liability of any kind.

16. ELECTRONIC RECORDING.

Customer acknowledges and understands that there are federal and state statutes governing the electronic recording of telephone conversations and that Complete I.T. Corp will not be liable for any illegal use of the service. Because Customer circumstances vary widely, Customers should carefully review their own circumstances when deciding whether to use the recording features of the service and it is the Customer's responsibility to determine if the electronic recordings are legal under applicable federal and state laws. Complete I.T. Corp is not responsible for any misinterpretation, lack of understanding or lack of knowledge regarding the use of electronic recordings or the use of its products by the Customer, whether legal or illegal, and Customer will defend, indemnify and hold Complete I.T. Corp harmless for any claims, damages, fines, or penalties arising out of Customer's failure to adhere to applicable electronic recording laws.

17. RESPONSIBILITY FOR REGISTRATION INFORMATION AND CONTENT OF CUSTOMER COMMUNICATIONS.

Customer is solely responsible for maintaining the confidentiality of Customer's Phone and Voicemail Login and passwords, and will not transfer Login, email address or password, or lend or otherwise transfer use of or access to the

Complete I.T. Corp Services, to any third party. Customer is solely responsible for any and all activities that occur under Customer's account. Customer will comply with applicable foreign, federal, state, and local law in its use of the Services, including but not limited to laws regarding online behavior, acceptable content, and the transmission of equipment and information under applicable export laws. Recognizing the global nature of the Internet, Customer also agrees to comply with applicable local rules or codes of conduct (including, if applicable, codes of conduct or policies imposed by employers) regarding online behavior and acceptable content.

Use of the Services is void where

prohibited. Customer will immediately notify Complete I.T. Corp of any unauthorized use of Customer's account or any other breach of security related to Customer's account or the Complete I.T. Corp Services, and to ensure that Customer completes a "log off"/exit from Customer's account (if applicable) at the end of each session. Complete I.T. Corp is not liable for any loss or damage arising from Customer failure to comply with any of the foregoing obligations. In consideration for using the Complete I.T. Corp Services, Customer will: (1) provide certain current, complete, and accurate information about Customer when prompted to do so by the Complete I.T. Corp Services, and (2) maintain and update this information as required to keep it current, complete and accurate. Customer warrants that any such information will be accurate. Customer agrees that Customer is solely responsible for the content of all visual, written or audible communications ("Content") sent by Customer or displayed or uploaded by Customer in using the Services. Although Complete I.T. Corp is not responsible for any such communications, Complete I.T. Corp may delete any such communications of which Complete I.T. Corp becomes aware, at any time without notice to Customer. Customer retains copyright and any other rights already held in content that Customer submits, posts or displays on or through, the Services. Customer understands and agrees that by displaying, exchanging or uploading Content to a Complete I.T. Corp website, transmitting Content using the Services or otherwise providing Content to Complete I.T. Corp, Customer automatically grant (and warrant and represent Customer has a right to grant) to Complete I.T. Corp a world-wide, royalty-free, sub-licensable (so Complete I.T. Corp affiliates, contractors, resellers and partners can deliver the Services) perpetual, irrevocable license to use, modify, publicly perform, publicly display, reproduce and distribute the Content in the course of offering the Services, including associates websites ("Sites").

18. RESPONSIBILITY FOR CONTENT OF OTHERS.

Customer acknowledges that Agents or other users of the Services ("Users") may violate one or more of the above prohibitions, but Complete I.T. Corp assumes no responsibility or liability for such violation. If Customer becomes aware of misuse of the Services by any person, please contact Complete I.T. Corp Customer Support at 813-444-4355. Complete I.T. Corp may investigate any complaints and violations that come to its attention and may take any action

that it believes is appropriate, including, but not limited to issuing warnings, removing the content or terminating accounts and/or User or Agent profiles and/or Login. However, because situations and interpretations vary, Complete I.T. Corp also reserves the right not to take any action. Under no circumstances will Complete I.T. Corp be liable in any way for any data or other content available on a Site, viewed or actions taken while using the Services, including, but not limited to, any errors or omissions in any such data, content or activity or any loss or damage of any kind incurred as a result of the use of, access to, or denial of access to any data, content or activities incurred from the actions taken on a Site. Complete I.T. Corp does not endorse and has no control over what Users or Agents post, submit to or do on a Site. Customer acknowledges that Complete I.T. Corp cannot guarantee the accuracy of any information submitted by any Agent or User of a Site, nor any identity information about any Agent or User. Complete I.T. Corp reserves the right, in its sole discretion, to reject posting or other data, or to restrict, suspend, or terminate any User's or Agent's access to all or any part of Services or any Site at any time, for any material that violates or the attempted violation of the terms of this agreement, with or without prior notice, and without liability. Complete I.T. Corp reserves the right to investigate and take appropriate action against anyone who, in Complete I.T. Corp sole discretion, is suspected of violating this Agreement, including without limitation, reporting Customer or any User to law enforcement authorities.

19. CHANGES TO THE AGREEMENT, SERVICES OR SERVICE PLAN.

Complete I.T. Corp reserves the right to make changes to the terms and conditions of these Terms and Conditions and/or the Services ("Change of Service") at any time. In the event of a Change of Service, Complete I.T. Corp will mail or email all Customers the changes. Customer may request a Service Plan change at any time by emailing or mailing Complete I.T. Corp in accordance with Section 35 below. The Service Plan change will take effect in the first month after the Service Plan is changed. For a Service Plan change to a plan that requires a purchase of the Equipment, an equipment charge will apply.

19.1. Notice of Changes.

Notice will be considered received by Customers and such changes will become binding to Customers, on the date the changes are posted to <https://Completeit.io> or other websites owned and managed by Complete I.T. Corp ("Change Date") and emailed and/or mailed to

Customer, and no additional notice will be required. Customer agrees that mail or email notice shall be sufficient by stating "Notice of Change to Terms and Conditions of Service" either in the regarding section of a letter or in the subject line of an email, and that it is Customer's responsibility thereafter to ensure Customer reads the changes posted on Complete I.T. Corp website or request the Terms and Conditions. If Customer does not send Complete I.T. Corp notification of their desire to terminate the Agreement or uses the Services after the Change Date, Customer is deemed to have accepted and consented to the change of terms and conditions of the Service. If Customer does not consent to the change of service and terminates this agreement, Customer will be responsible for any sums due hereunder in addition to any applicable Disconnection Fee.

20. PERSONAL INFORMATION AND PRIVACY.

Complete I.T. Corp utilizes the public Internet and third party networks to provide fax, voice, chat, and video communication Services. Accordingly, Complete I.T. Corp cannot guarantee the confidentiality or security of fax, voice, chat, and video communications of Customer. Complete I.T. Corp is committed to respecting Customer's privacy, and the privacy of callers using the Services. Once Customer chooses to provide or gather personally identifiable information using the Services, it will only be used in connection with Customer's relationship with Complete I.T. Corp or otherwise to deliver Services. Complete I.T. Corp will not sell, rent, or lease Customers' personally identifiable information to others, except to a successor in interest or assignee of Complete I.T. Corp purchasing all or substantially all of the assets of Complete I.T. Corp, or acquiring a majority of the voting equity of Complete I.T. Corp. Unless required by law or judicial or administrative process, including but not limited to, court order, subpoena, warrant, or other valid government request, or if customer's prior permission is obtained, Complete I.T. Corp will only share the personal data Customer provides or gathers using the Services with other Complete I.T. Corp affiliates and/or business partners that are acting on Complete I.T. Corp behalf to provide the Services. Such Complete I.T. Corp affiliates and/or national or international business partners are governed by Complete I.T. Corp privacy policy ("Privacy Policy" incorporated by reference herein) with respect to the use of this data. Within such Privacy Policy, it is explained that Complete I.T. Corp is required to file numerous reports with different administrative bodies. As such, Complete I.T. Corp may provide aggregate statistics about Customers, sales and traffic patterns. None of these reports or statistics will include personally

identifiable information. However, Complete I.T. Corp reserves the right to use personally identifiable information to investigate and help prevent potentially unlawful activity that threatens either Complete I.T. Corp or any company affiliated with Complete I.T. Corp.

21. RETURNS AND ADJUSTMENTS.

No Equipment may be returned by Customer for any reason without prior approval of Complete I.T. Corp. All returns shall be in original packaging or equivalent. Customer shall be responsible for all costs related to shipping to Complete I.T. Corp any Equipment that is being returned. Any Equipment returned to Complete I.T. Corp without prior authorization for its return or proper packaging may be refused. In order to obtain an appropriate refund, upon cancellation Customer must immediately obtain a return material authorization number from Complete I.T. Corp, return to Complete I.T. Corp any Equipment provided hereunder, undamaged and in good working condition, in its original packaging and with its original content or otherwise will be immediately responsible for paying to Complete I.T. Corp an amount equal to the fair retail price of the equipment minus any payments Customer had previously paid specifically for such Equipment.

22. TECHNICAL SUPPORT.

22.1. Support.

Complete I.T. Corp provides technical support to Customers via telephone and e-mail for the Services and the Equipment provided hereunder. Support for other applications and uses is not provided or implied and except as stated in this Section, Complete I.T. Corp has no obligation to provide additional technical support. Complete I.T. Corp will provide 24x7x365 support and respond in accordance with the priority chart listed in section 22.7 below.

22.2. Service Support and Hours of Support.

The Complete I.T. Corp Help Desk is fully staffed between the hours of 8:00am and 6:00pm EST Monday through Friday except on major US holidays. Calls after 6:00pm and before 8:00am Monday through Friday, major US holidays, as well as the weekends, will be forwarded to afterhours support staff and/or voicemail and the ticket will be created the next business day.

22.3. Contacting Support.

Call the Service Desk at 813-444-4355, email the Service Desk at support@Completeit.io or login to our web portal to submit a support request.

22.4. Incidents and Service Requests and Ticket Creation.

Any critical Incident or Service Request should be initiated by calling the Complete I.T. Corp Help Desk. If a critical Incident or Service Request is initiated by email, it must be followed up with a telephone call to the Help Desk to ensure proper prioritization. When sending an email, summarize the nature of the Incident or Service Request in the Subject field. Upon creation of a ticket, the Customer will automatically receive through email a Receipt Confirmation with the ticket or reference number. This confirmation denotes that the Incident or Service Request has been logged at the Complete I.T. Corp Help Desk and that it is being assigned to a work group. The Customer is responsible for ensuring that their email address is provided to the Complete I.T. Corp Help Desk for update and resolution notification purposes.

22.5. Ticket Prioritization.

The Complete I.T. Corp Help Desk assigns a Priority to every Incident or Service Request that is initiated. The Complete I.T. Corp Prioritization Model is used to ensure a consistent approach to defining the sequence in which an item needs to be resolved and to drive the assignment of resources. The Priority assigned to a ticket depends upon the Impact on the business, size, scope and complexity of the Incident, the Urgency to the business, time within which resolution is required, the resource availability, and the expected effort in resolving or completing a task.

22.6. Service Priorities.

Complete I.T. Corp will make commercially reasonable efforts to resolve the problem on the first callback; however, in the event of a complex problem we have established the following service levels:

1. Initial Response defines the amount of time we allow for our support staff to call back after your call is entered into the system.
2. Resolution/Escalation defines the amount of time we allow to resolve the problem, to escalate it or pass it to a third party. This service level is measured from the time of our Initial

Response. In the event of a company emergency, failure of a third-party, natural disaster, or other event outside of our control, these service levels may be extended.

22.7. Priority Policy.

Business Hours Priority (9am – 5:30pm EST Mon – Fri)

Urgency Description Initial Response Resolution/ Escalation

Priority 1 Hard outage – there is complete loss of VoIP Service or severe service degradation that results in Customer's inability to receive any inbound calls and/or complete any outbound calls. 15 minutes 30 minutes

Priority 2 Intermittent Outage – Jitter, Packet Loss, or other degradation to Quality of Service. 1 hour 2 hours

Priority 3 Isolated Outage – Calls failing or degraded to a single DID or LATA. 2 hours 4 hours

Priority 4 MAC (Moves, Adds, and Changes) Requests– Adding New Extensions, updating Call Flow, and other system changes that do not impact the serviceability to the client. 4 hours 8 hours After Hours

Priority List: Urgency Description Initial Response Resolution/ Escalation Priority 1 Hard outage – there is complete loss of VoIP Service or severe service degradation that results in Customer's inability to receive any inbound calls and/or complete any outbound calls. 1 hour 2 hours

Priority 2 Intermittent Outage – Jitter, Packet Loss, or other degradation to Quality of Service. 2 hour 4 hours

Priority 3 Isolated Outage – Calls failing or degraded to a single DID or LATA. 4 hours 8 hours.

23. SERVICE LEVEL AGREEMENT (Voice over IP)

23.1. Service Level Agreement. This Service Level Agreement ("SLA") is between the Customer and Complete I.T. Corp, LLC. ("Complete I.T. Corp") as relates to Complete I.T. Corp Voice over IP ("VoIP") Services. Complete I.T. Corp agrees that it will make all commercially reasonable efforts to meet the minimum service levels set out in this SLA throughout the service period.

23.2 Target for Availability. The target available time for the Services provided by Complete I.T. Corp to the Customer is equal to 99.999% of the time in a calendar month. Availability is calculated by dividing the measured available time by the total time in a calendar month,

expressed as a percentage. The measured available time is the total time in a calendar month less the measured unavailable time. Subject to any other terms in this SLA, the Services are deemed to be unavailable to the Customer when the Services are fully interrupted, or fail to meet designated specifications as contemplated in this SLA, such that the Services cannot be accessed or used by the Customer (an "Outage"), but excluding any such circumstances arising as the result of any event contemplated in paragraphs 23.5 and 23.6 of this SLA.

23.3. Calculation of Measured Unavailable Time. The measured unavailable time starts upon notification of an Outage by the Customer to Complete I.T. Corp by telephone and the release of the affected Service by the Customer to Complete I.T. Corp for testing and repair. The measured unavailable time ends when the affected Service is restored. Complete I.T. Corp will notify the Customer by telephone and the Customer will confirm that the affected Service has been restored. Additional time taken by the Customer to perform confirmation testing is not included in the measured unavailable time if the Service is in fact restored.

23.4. Target Mean Time to Repair (MTTR). Mean Time to Repair (MTTR) is defined as the total network outage time for all trouble tickets in a measured month divided by the number of tickets. The target MTTR is four (4) hours following receipt of a Service Call from the Customer.

23.5. Service Level Exemptions. Degradation in the performance of the Services and unavailable time shall not be included for the purposes of determining whether the Services meet the Minimum Service level, or for calculating measured unavailable time if such degradation or unavailable time arises from:

- (i) Scheduled Maintenance or other service interruptions agreed to by the Customer for the purpose of allowing Complete I.T. Corp to upgrade, change, implement an order, maintain, or repair the Service;
- (ii) Directly or indirectly as the result of the acts or omissions of the Customer, any person for whom the Customer is legally responsible, or any person using the Services;
- (iii) failure of Customer Premise Equipment (CPE), or Customer's internal networking infrastructure, or systems not provided, or under the control or direction of Complete I.T. Corp including equipment or systems Complete I.T. Corp may obtain or contract for at the request of the Customer, or the failure of local carrier's infrastructure on which Complete I.T. Corp Services

are delivered (and, in the event of a degradation in the Services below the Minimum Service level or an Outage occurring as the result of such circumstances Complete I.T. Corp will co-ordinate with the provider to remedy such failure as quickly as possible);

(iv) Any failure by the Customer to afford access to any location for which the Customer is responsible, or to any facilities required by Complete I.T. Corp for the purpose of investigating and correcting a degradation in the Services or an Outage;

(v) Failure of connections or Services not provided by Complete I.T. Corp (i.e. Power Utilities and Internet Service Providers).

23.6. Scheduled and Unscheduled Maintenance. Scheduled Maintenance means any maintenance activities performed by Complete I.T. Corp on the network or switching equipment to which the Customer is connected, provided that Customer shall be given at least 48 hours advance notice of such maintenance activities. Such activities are typically performed outside of Customer's business operating hours and during the standard maintenance window between 00:01 am and 6:00 am Eastern Standard Time (EST). Notice of scheduled maintenance shall be given to Customer's designated Change Management ("CM") Single Point of Contact ("SPOC") by a method elected by Complete I.T. Corp (telephone or e-mail). The Customer may change its CM SPOC upon reasonable advance written notice to Complete I.T. Corp. Unscheduled maintenance means any maintenance activities performed on the Complete I.T. Corp network to which Customer's facilities are connected as a result of a Threat or an Emergency. A Threat is defined as a situation or condition that would not normally cause an outage to a Customer but introduces a very low risk to Services or may lead to a brief service interruption. Examples include optical cable splicing, contractor working near fiber cables and digging within ten feet of fiber cable. In the case of a Threat Complete I.T. Corp will strive to provide Customers with three business days advance notice. In the event of an Emergency (defined as unplanned critical repairs, acts of vandalism and/or nature that has caused or could cause a degradation or interruption of service) Complete I.T. Corp will make best efforts to provide Customers with short-term notice and an estimated time to repair.

24. ATTORNEY'S FEES.

Any Party who commits a breach of the terms of this Agreement, including without limitation, failure to pay any sum due hereunder, shall be obligated to reimburse the other non-breaching

party for all attorneys' fees and court, collection and other costs incurred by non-breaching party in the enforcement of its rights hereunder and, in any case where Complete I.T. Corp is the non-breaching party, Complete I.T. Corp may keep any deposits or other payments made by Customer.

25. INDEMNIFICATION.

CUSTOMER AGREES TO DEFEND, INDEMNIFY AND HOLD COMPLETE I.T. CORP, AND ITS AFFILIATES, DIRECTORS, OFFICERS, EMPLOYEES, ATTORNEYS, AGENTS, AND VENDORS HARMLESS FROM AND AGAINST ANY LOSSES, CLAIMS, DAMAGES, FINES AND EXPENSES (INCLUDING REASONABLE ATTORNEYS' FEES AND COSTS) ARISING OUT OF OR RELATING TO THIS AGREEMENT, INCLUDING WITHOUT LIMITATION, THE REQUIREMENTS SET FORTH IN THE COMPLIANCE WITH LAWS SECTION OF THIS AGREEMENT.

26. MANDATORY ARBITRATION.

PLEASE READ THIS CAREFULLY, IT AFFECTS YOUR RIGHTS. IT IS IMPORTANT YOU READ THIS ENTIRE SECTION WITH CARE. THIS SECTION PROVIDES FOR MANDATORY RESOLUTION OF DISPUTES THROUGH FINAL AND BINDING ARBITRATION BEFORE A NEUTRAL ARBITRATOR INSTEAD OF IN A COURT BY A JUDGE OR JURY. ANY ARBITRATION UNDER THIS AGREEMENT WILL TAKE PLACE ON AN INDIVIDUAL BASIS; CLASS ARBITRATIONS AND CLASS ACTION LAWSUITS ARE NOT PERMITTED.

26.1. ARBITRATION PROCEDURES.

EXCEPT AS SET FORTH BELOW, CUSTOMER AND COMPLETE I.T. CORP AGREE TO ARBITRATE ANY AND ALL DISPUTES OR CLAIMS IN ANY WAY RELATED TO OR ARISING OUT OF THIS AGREEMENT, ANY BREACH OF THIS AGREEMENT, OR THE PROVISION OF SERVICES OR PRODUCTS TO CUSTOMER, INCLUDING ANY BILLING DISPUTES (COLLECTIVELY, "CLAIMS"). CLAIMS SHALL BE SUBMITTED TO FINAL, BINDING ARBITRATION ADMINISTERED BY AMERICAN ARBITRATION ASSOCIATION ("AAA"). JUDGMENT ON THE AWARD RENDERED BY THE ARBITRATOR(S) MAY BE ENTERED IN ANY COURT HAVING JURISDICTION THEREOF. THIS AGREEMENT TO ARBITRATE ALSO REQUIRES CUSTOMER TO ARBITRATE CLAIMS AGAINST OTHER PARTIES RELATING TO SERVICES OR PRODUCTS PROVIDED OR BILLED TO CUSTOMER IF CLAIMS ARE ASSERTED AGAINST COMPLETE I.T. CORP IN THE SAME PROCEEDING.

ARBITRATION WILL BE CONDUCTED UNDER THE AAA'S PUBLISHED COMMERCIAL ARBITRATION RULES. THE AAA RULES AND PROCEDURES ARE AVAILABLE AT: <https://WWW.ADR.ORG> OR BY CALLING THE AAA AT 1-800-778-7879.

CUSTOMER AGREE TO BEAR ALL OWN FEES, COSTS, AND EXPENSES, INCLUDING BUT NOT LIMITED TO, THOSE FOR ANY ATTORNEYS, EXPERTS, AND WITNESSES. THE EXCLUSIVE PLACE OF ARBITRATION SHALL BE IN PASCO COUNTY, FLORIDA.

THE LANGUAGE OF THE ARBITRATION SHALL BE ENGLISH.

26.2. PREFILING NOTICE OF CLAIM.

BEFORE INSTITUTING ARBITRATION OR SUIT, CUSTOMER WILL PROVIDE COMPLETE I.T. CORP WITH AN OPPORTUNITY TO RESOLVE THE CLAIM BY SENDING A WRITTEN DESCRIPTION OF THE CLAIM TO COMPLETE I.T. CORP AT THE ADDRESS AND EMAIL ADDRESS BELOW. A NOTICE OF CLAIM/NOTICE OF DISPUTE MUST DESCRIBE THE NATURE AND BASIS OF THE DISPUTE OR CLAIM AND SET FORTH THE SPECIFIC RELIEF SOUGHT. IF COMPLETE I.T. CORP IS NOT ABLE TO RESOLVE THE CLAIM WITHIN 30 DAYS OF RECEIPT OF NOTICE, THEN CUSTOMER OR COMPLETE I.T. CORP MAY INITIATE ARBITRATION OR SUIT AS DESCRIBED IN SECTION 26.1. ALL CLAIM NOTICES MUST BE SENT BY CERTIFIED MAIL AND OR OVERNIGHT EXPRESS DELIVERY WITH VERIFICATION SHOULD BE SENT TO: (IF COMPLETE I.T. CORP: DIRECTOR OF CUSTOMER SERVICE COMPLETE I.T. CORP, LLC. SUPPORT@COMPLETEIT.IO; IF CUSTOMER: LAST MAILING ADDRESS YOU REGISTERED WITH COMPLETE I.T. CORP. CUSTOMER WILL NOT DEMAND ARBITRATION OR FILE SUIT UNLESS CUSTOMER FOLLOWS THE FOREGOING PROCEDURES IN THIS SECTION 26.2 AND THIS SECTION 26.2 MAY BE PLEADED AS A FULL AND COMPLETE BAR AND DEFENSE TO, AND MAY BE USED AS A BASIS FOR AN INJUNCTION AGAINST, ANY ARBITRATION, ACTION, SUIT, OR OTHER PROCEEDING INSTITUTED IN BREACH OF THIS SECTION.

THE AMOUNT OF ANY SETTLEMENT OFFER MADE BY CUSTOMER OR COMPLETE I.T. CORP SHALL NOT BE DISCLOSED TO THE ARBITRATOR UNTIL AFTER THE ARBITRATOR DETERMINES THE AMOUNT, IF ANY, TO WHICH CUSTOMER OR COMPLETE I.T. CORP IS ENTITLED.

26.3. TIME LIMITATION/STATUTE OF LIMITATIONS.

CUSTOMER AGREES THAT REGARDLESS OF ANY STATUTE OR LAW TO THE CONTRARY, ANY SUIT OR ARBITRATION ARISING OUT OF OR RELATED TO USE OF THE SERVICES OR THE AGREEMENT MUST BE FILED WITHIN ONE (1) YEAR AFTER THE EARLIER OF (A) WHEN SUCH CLAIM OR CAUSE OF ACTION AROSE OR (B) TERMINATION OF SERVICES TO CUSTOMER, OR BE FOREVER BARRED.

26.4. PERSONAL JURISDICTION.

TO THE EXTENT COURT ACTION IS INITIATED TO ENFORCE AN ARBITRATION AWARD OR FOR ANY OTHER REASON CONSISTENT WITH SECTION 26, CUSTOMER AND COMPLETE I.T. CORP AGREE TO SUBMIT TO THE PERSONAL AND EXCLUSIVE JURISDICTION OF THE STATE AND FEDERAL COURTS WITHIN PASCO COUNTY, FLORIDA, AND WAIVE ANY OBJECTION AS TO VENUE OR INCONVENIENT FORUM IN SUCH COURTS.

26.5 WAIVER OF JURY TRIAL.

THE PARTIES AGREE THAT, BY ENTERING INTO THIS AGREEMENT, BOTH PARTIES ARE WAIVING THEIR RIGHT TO A TRIAL BY JURY.

26.6 WAIVER OF CLASS ACTION.

THE PARTIES AGREE THAT THE ARBITRATOR MAY AWARD RELIEF ONLY IN FAVOR OF THE INDIVIDUAL PARTY SEEKING RELIEF AND ONLY TO THE EXTENT NECESSARY TO PROVIDE RELIEF WARRANTED BY THAT PARTY'S INDIVIDUAL CLAIM. CUSTOMER AND COMPLETE I.T. CORP AGREE THAT THEY MAY BRING CLAIMS AGAINST THE OTHER ONLY IN THEIR INDIVIDUAL CAPACITY AND NOT AS A PLAINTIFF OR CLASS MEMBER IN ANY PURPORTED CLASS OR REPRESENTATIVE PROCEEDING. THE PARTIES AGREE THAT, UNLESS AGREED IN WRITING OTHERWISE, THE ARBITRATOR MAY NOT CONSOLIDATE MORE THAN ONE PERSON'S OR ENTITY'S CLAIMS, AND MAY NOT OTHERWISE PRESIDE OVER ANY FORM OF A REPRESENTATIVE OR CLASS PROCEEDING.

27. WARRANTIES.

Complete I.T. Corp warrants that the Services will substantially conform to the Documentation during the term of this Agreement. Complete I.T. Corp will use commercially reasonable efforts to pass through to Customer manufacturers' warranties on equipment.

28. DISCLAIMER OF WARRANTY.

EXCEPT AS EXPRESSLY SET FORTH IN SECTION 27 OF THIS AGREEMENT, THE PRODUCTS AND OTHER SERVICES PROVIDED HEREIN ARE PROVIDED "AS IS" AND COMPLETE I.T. CORP MAKES NO WARRANTIES OF ANY KIND AND DISCLAIMS ALL WARRANTIES, WHETHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NONINFRINGEMENT. CUSTOMER ASSUMES THE ENTIRE RISK ARISING OUT OF THE USE OF THE SERVICES. NEITHER COMPLETE I.T. CORP NOR ITS VENDORS WILL BE LIABLE FOR UNAUTHORIZED ACCESS TO COMPLETE I.T. CORP OR CUSTOMER'S TRANSMISSION FACILITIES OR PREMISE EQUIPMENT OR FOR UNAUTHORIZED ACCESS TO OR ALTERATION, THEFT OR DESTRUCTION OF CUSTOMER'S DATA FILES, PROGRAMS, PROCEDURES OR INFORMATION THROUGH ACCIDENT, FRAUDULENT MEANS OR DEVICES, OR ANY OTHER METHOD, REGARDLESS OF WHETHER SUCH DAMAGE OCCURS AS A RESULT OF COMPLETE I.T. CORP OR ITS VENDORS' NEGLIGENCE. NEITHER COMPLETE I.T. CORP NOR ITS VENDORS WILL BE LIABLE FOR MALFUNCTIONS OR FAILURES RESULTING FROM MISUSE, ABUSE, NEGLECT, ALTERATION, MODIFICATION, IMPROPER INSTALLATION, OR REPAIRS BY ANYONE OTHER THAN COMPLETE I.T. CORP. NEITHER COMPLETE I.T. CORP NOR ITS VENDORS WILL BE LIABLE FOR DELAYS OR INTERRUPTIONS IN ACCESS TO OR USE OF THE SERVICES RESULTING FROM CUSTOMER'S EQUIPMENT, USE OF THE INTERNET, OR TELECOMMUNICATIONS SYSTEMS NOT UNDER COMPLETE I.T. CORP CONTROL, AND COMPLETE I.T. CORP SHALL HAVE NO LIABILITY FOR ANY SUCH DELAYS OR INTERRUPTIONS. NEITHER COMPLETE I.T. CORP NOR ITS VENDORS WILL BE LIABLE FOR UNAUTHORIZED USE OR MISUSE OF ANY PATENT, TRADEMARK OR OTHER INTELLECTUAL PROPERTY OF CUSTOMER OR ANOTHER AND DOES NOT GUARANTEE NONINFRINGEMENT. COMPLETE I.T. CORP DOES NOT ENDORSE, WARRANT, OR GUARANTEE ANY CONTENT PROVIDED BY OR THROUGH COMPLETE I.T. CORP, ITS AGENTS OR VENDORS.

29. LIMITATIONS OF LIABILITY.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT SHALL COMPLETE I.T. CORP OR ITS VENDORS BE LIABLE (WHETHER IN TORT, CONTRACT, STRICT LIABILITY, OR OTHERWISE) FOR ANY DIRECT, SPECIAL, INCIDENTAL, INDIRECT, PUNITIVE ,CONSEQUENTIAL DAMAGES OR FOR ANY OTHER DAMAGES WHATSOEVER, INCLUDING BUT NOT LIMITED TO LOSS OF DATA, LOSS OF REVENUE OR PROFITS, OR ARISING OUT OF OR IN CONNECTION WITH THE USE OR INABILITY TO USE SERVICES OR PRODUCTS PROVIDED HEREUNDER, OR ANY OTHER PECUNIARY LOSS, COMPLETE I.T. CORP ARISING OUT OF THIS AGREEMENT. IN NO EVENT SHALL COMPLETE I.T. CORP TOTAL LIABILITY HEREUNDER EXCEED THE AMOUNTS PAID BY CUSTOMER TO COMPLETE I.T. CORP (OR PREDECESSORS OR AFFILIATES) IN THE PRIOR TWELVE (12) MONTHS FROM DATE OF CLAIM.

30. EXCLUSIVE REMEDY.

CUSTOMER'S SOLE AND EXCLUSIVE REMEDY, WHICH COMPLETE I.T. CORP SHALL BE ENTITLED TO ELECT, IN THEIR SOLE BUT REASONABLE DISCRETION, IS: REPAIR, REPLACEMENT, CREDIT, REFUND, OR IMMEDIATE CANCELLATION OF THE SERVICES. COMPLETE I.T. CORP MAY ELECT TO PROVIDE A REFUND IN LIEU OF CREDIT, REPLACEMENT OR REPAIR.

31. EXPORT COMPLIANCE.

Customer agrees to comply with U.S. export laws, and applicable export laws that apply in Customer's location(s), concerning the transmission of technical data and other regulated materials via the Services.

32. WEB PORTAL DISCONTINUANCE.

Upon expiration, cancellation or termination of the Services, Customer shall relinquish and discontinue use of any Logins and/or web portals Sites assigned to Customer by Complete I.T. Corp or its vendors.

33. SOFTWARE.

Certain Software is protected by copyright law and international treaty provisions. The Software is subject to the terms and conditions in licenses of third parties, and Complete I.T. Corp will

use commercially reasonable efforts to pass through licenses for Software sublicensed to Customer in providing Complete I.T. Corp Services. Customer has no right to inspect, possess, use, copy, or attempt to discover the source code (or any portion thereof) used to create any Software, except to the extent that Customer is expressly permitted to decompile the Software under applicable law and Customer notifies Complete I.T. Corp of Customer's intention to decompile the Software and Customer's reason to do so.

34. SURVIVAL.

Any provision of this Agreement which imposes an obligation after termination or expiration of this Agreement, or which by its nature is intended to survive under law, shall survive the termination or expiration of this Agreement.

35. METHOD OF NOTICES.

Complete I.T. Corp communicates with Customers primarily via email. Notices to Customer shall be sent to the email address specified by Customer at the time Customer ordered the Services or as subsequently specified by Customer ("Email Address"). Customer is responsible for notifying Complete I.T. Corp of any Email Address changes. Except as otherwise specifically set forth herein, Customer agrees that sending a message to the Email Address is the agreed upon means of providing notification, and Customer specifically waives any right to receipt of all Notices hereunder by mail. Email is used to communicate important information about the Services, billing, changes to the Services and other information. The information is time-sensitive in nature. It is required that Customer read any email sent to the Email Address in a timely manner in order to avoid any potential interruption in the Services provided hereunder. All notices and communications required or permitted to be sent to Complete I.T. Corp under this Agreement shall be in writing and sent to the following address or email address: Director of Customer Service, Complete I.T. Corp LLC, 2664 Cypress Ridge Blvd, Suite 103, Wesley Chapel, FL 33544 or support@completeit.io.

36. CONSENT TO USE OF ELECTRONIC SIGNATURES AND RECORDS.

Complete I.T. Corp may provide access to its Services online which may require you to enter into agreements or receive notices electronically. Accordingly, you acknowledge and agree that by

clicking "I Agree" or "I Accept" anywhere on the Complete I.T. Corp website:

36.1 You agree to conduct electronically the particular transaction into which you thereby enter including, without limitation, entering into this Agreement;

36.2 You have read and understand the electronic copy of electronic contracts, notices and records, including, without limitation, this Agreement, and any policies and any amendments hereto or thereto;

36.3 You agree to, and intend to be bound by, the terms of the particular transaction into which you thereby enter;

36.4 You are capable of printing or storing a copy of electronic records of transactions into which you enter including without limitation, this Agreement and any amendments hereto; and,

36.5 You agree to receive electronically information about the Services and other electronic records into which you thereby enter including, without limitation, this Agreement.

36.6 You agree that any personally identifiable information that you provide may be used by Complete I.T. Corp and its authorized agents in accordance with Complete I.T. Corp Privacy Policy.

37. FORCE MAJEURE (EVENTS BEYOND OUR CONTROL).

Complete I.T. Corp shall not be liable for any delay in performance directly or indirectly caused by or resulting from acts of God, fire, flood, earthquake, tsunami, accident, riot, war, terrorism, government intervention, embargoes, strikes, labor difficulties, equipment failure, late delivery by suppliers or other difficulties of Complete I.T. Corp as may occur in spite of Complete I.T. Corp commercially reasonable efforts.

38. ENTIRE AGREEMENT.

This Agreement shall constitute the entire agreement between us with regard to this sale and expressly supersede and replace any prior or contemporaneous agreements, written or oral, relating to the Services. The terms and conditions of the Agreement are in lieu of and replace any and all terms and conditions set forth in any documents issued by Customer, including, without limitation, purchase orders and specifications. The acceptance of any Service Order is expressly made conditional on Customer's consent to the terms set forth herein and ANY ADDITIONAL, DIFFERENT, OR CONFLICTING TERMS AND CONDITIONS ON ANY SUCH

DOCUMENT ISSUED BY CUSTOMER AT ANY TIME ARE HEREBY OBJECTED TO BY Complete I.T. Corp, AND ANY SUCH DOCUMENTS SHALL BE WHOLLY INAPPLICABLE TO ANY SALE MADE OR SERVICE RENDERED HEREUNDER AND SHALL NOT BE BINDING IN ANY WAY ON COMPLETE I.T. CORP. Except as set forth specifically otherwise herein, no waiver or amendment to this Agreement or these terms and conditions shall be binding on Complete I.T. Corp unless made in writing expressly stating that it is such a waiver or amendment and signed by an authorized Officer of Complete I.T. Corp and Customer.

39. GOVERNING LAW.

This Agreement and the relationship between Customer and Complete I.T. Corp shall be governed by the laws of the State of Florida without regard to conflicts-of-law provisions/principles. By using the Services, you hereby agree that the exclusive jurisdiction for any and all disputes regarding these Terms shall lie in the federal, state, and local courts of Wesley Chapel, Florida. The United Nations Convention on Contracts for the International Sale of Goods shall not apply to this Agreement.

40. NO WAIVER.

The failure of Complete I.T. Corp to exercise or enforce any right or provision of the Agreement shall not constitute a waiver of such right or provision.

41. SEVERABILITY.

The unenforceability of any provision or provisions of the Agreement shall not render unenforceable or impair its remainder. If any provision of the Agreement is deemed invalid or unenforceable in whole or in part, this Agreement shall be deemed amended to delete or modify, only to the extent as necessary, the invalid or unenforceable provision to render it valid, enforceable, and, insofar as possible, consistent with the original intent of the parties, and such decision shall not affect the enforceability of the remaining provision hereof

42. ASSIGNMENT; BINDING EFFECT.

This Agreement is Personal to Customer and Customer shall not assign this Agreement or delegate Customer's duties hereunder without Complete I.T. Corp prior written consent, which shall not be unreasonably withheld. Complete I.T. Corp agrees to provide at least ten (10) days

prior written notice to Customer before assigning or delegation any of its duties. This Agreement shall be binding upon the heirs, representatives, successors, and permitted assigns of the Parties. The individual agreeing to this Agreement on behalf of Customer represents that they are authorized to bind Customer under same.

43. HEADINGS AND PLACEMENT.

The headings and organization of such headings or content in this Agreement are solely for the convenience of reference and shall not be given any effect in the construction or interpretation of this Agreement.

VENDOR

Complete IT Corp

Thomas Giella

By: _____

Name: Thomas Giella

Title: CEO

Date: ^{10 / 31 / 2023} _____

CUSTOMER

The Groves CDD

By: _____

First Name:

Last Name:

Position Name:

Date: _____

Accounting Information:

First Name:

Last Name:

Phone Number:

Email:

ESTIMATE

RUAV

United States
Mobile: 813-316-6187
robbyuptonav@gmail.com
www.ru-av.com

Estimate To:

The Groves

wendi.mcann@inframark.com
7660 Melogold Cir.
Land o lakes FL

Estimate #	867
Date	Nov 2, 2023
Total	\$2,925.00 USD

VoIP phone system

#	Tasks	Quantity	Rate	Amount
1.	Labor This will be to install all the phones with programming and running the new lines	1	\$1,000.00	\$1,000.00
#	Products	Quantity	Unit Price	Amount
1.	Yealink T54W These will be the new phones. You will own them not rent them.	7	\$225.00	\$1,575.00
2.	Phone line porting This will be to transfer all your needed numbers to VoIP	1	\$350.00	\$350.00
Terms & Conditions 75% is due for the deposit and to hold the date and purchase all the materials. After materials have been dropped off and installed the 25% will be due. With payment of the deposit you agree to the terms and conditions of RUAV.		Sub Total		\$2,925.00 U
		Total		\$2,925.00 U SD

Fifth Order of Business

5C



The Groves CDD Aquatics

Inspection Date:

11/27/2023 11:00 AM

Prepared by:

Niklas Hopkins

Account Manager

STEADFAST OFFICE:

WWW.STEADFASTENV.COM
813-836-7940

SITE: 2C-1

Condition: Excellent ✓Great Good Poor Mixed Condition Improving



Comments:

No major algae growth was observed. Minor amounts of slender spikerush and torpedo grass present along the shoreline of the pond. Our technician will target these grasses during the next visit.

<u>WATER:</u>	<input checked="" type="checkbox"/> Clear	<input type="checkbox"/> Turbid	<input type="checkbox"/> Tannic
<u>ALGAE:</u>	<input type="checkbox"/> N/A	<input checked="" type="checkbox"/> Subsurface Filamentous	<input type="checkbox"/> Surface Filamentous
		<input type="checkbox"/> Planktonic	<input type="checkbox"/> Cyanobacteria
<u>GRASSES:</u>	<input type="checkbox"/> N/A	<input checked="" type="checkbox"/> Minimal	<input type="checkbox"/> Moderate
			<input type="checkbox"/> Substantial
<u>NUISANCE SPECIES OBSERVED:</u>			
	<input checked="" type="checkbox"/> Torpedo Grass	<input type="checkbox"/> Pennywort	<input type="checkbox"/> Babytears
	<input type="checkbox"/> Hydrilla	<input checked="" type="checkbox"/> Slender Spikerush	<input type="checkbox"/> Chara
			<input type="checkbox"/> Other:

SITE: 2C-2

Condition: Excellent ✓Great Good Poor Mixed Condition Improving



Comments:

Algae was present around the perimeter of this pond in minor amounts. Fragrant water lilies that are present are in healthy condition. Routine maintenance and monitoring will occur here.

<u>WATER:</u>	<input checked="" type="checkbox"/> Clear	<input type="checkbox"/> Turbid	<input type="checkbox"/> Tannic
<u>ALGAE:</u>	<input type="checkbox"/> N/A	<input checked="" type="checkbox"/> Subsurface Filamentous	<input type="checkbox"/> Surface Filamentous
		<input type="checkbox"/> Planktonic	<input type="checkbox"/> Cyanobacteria
<u>GRASSES:</u>	<input checked="" type="checkbox"/> N/A	<input type="checkbox"/> Minimal	<input type="checkbox"/> Moderate
			<input type="checkbox"/> Substantial
<u>NUISANCE SPECIES OBSERVED:</u>			
	<input type="checkbox"/> Torpedo Grass	<input type="checkbox"/> Pennywort	<input type="checkbox"/> Babytears
	<input type="checkbox"/> Hydrilla	<input type="checkbox"/> Slender Spikerush	<input type="checkbox"/> Chara
			<input type="checkbox"/> Other:

SITE: 4

Condition: Excellent ✓Great Good Poor Mixed Condition ✓Improving



Comments:

Pond is in great condition. Algal matter is way down compared to what was previously noted, but there is still some present along the shoreline. Technician will target this remaining algae during the next visit.

<u>WATER:</u>	✗ Clear	Turbid	Tannic	
<u>ALGAE:</u>	N/A	Subsurface Filamentous	✗ Surface Filamentous	
		Planktonic	Cyanobacteria	
<u>GRASSES:</u>	N/A	✗ Minimal	Moderate	Substantial
<u>NUISANCE SPECIES OBSERVED:</u>				
	Torpedo Grass	Pennywort	Babytears	Chara
	Hydrilla	Slender Spikerush	Other:	

SITE: 5

Condition: Excellent ✓Great Good Poor Mixed Condition Improving



Comments:

The main nuisance species observed in this pond were Torpedo Grass and Slender Spikerush, which were present all along the perimeter. Some of this grass does appear to be decaying from previous treatment, and our technician will continue to treat accordingly.

<u>WATER:</u>	✗ Clear	Turbid	Tannic	
<u>ALGAE:</u>	✗ N/A	Subsurface Filamentous	Surface Filamentous	
		Planktonic	Cyanobacteria	
<u>GRASSES:</u>	N/A	Minimal	✗ Moderate	Substantial
<u>NUISANCE SPECIES OBSERVED:</u>				
	✗ Torpedo Grass	Pennywort	Babytears	Chara
	Hydrilla	✗ Slender Spikerush	Other:	

SITE: 6G

Condition: Excellent Great ✓Good Poor Mixed Condition ✓Improving



Comments:

Algae has cleared up significantly compared to prior months, but there is still some present in some areas. Moderate amounts of torpedo grass and slender spikerush are also present along the perimeter of the pond. There are some areas of decaying grasses, which shows that are treatments have been effective. Routine maintenance and monitoring will occur here until this pond is back to an aesthetically pleasing state.

<u>WATER:</u>	<input checked="" type="checkbox"/> Clear	Turbid	Tannic
<u>ALGAE:</u>	N/A	Subsurface Filamentous	<input checked="" type="checkbox"/> Surface Filamentous
		Planktonic	Cyanobacteria
<u>GRASSES:</u>	N/A	Minimal	<input checked="" type="checkbox"/> Moderate
<u>NUISANCE SPECIES OBSERVED:</u>			Substantial
	<input checked="" type="checkbox"/> Torpedo Grass	Pennywort	Babytears
	Hydrilla	<input checked="" type="checkbox"/> Slender Spikerush	Other:
			Chara

SITE: 7

Condition: Excellent ✓Great Good Poor Mixed Condition ✓Improving



Comments:

This pond is in great condition. Beneficial fragrant water lilies are in good health. Still minimal amounts of torpedo grass noted along parts of the shoreline. Most of the algae that was present along the shoreline has cleared up. Technician will continue to monitor and treat accordingly.

<u>WATER:</u>	<input checked="" type="checkbox"/> Clear	Turbid	Tannic
<u>ALGAE:</u>	<input checked="" type="checkbox"/> N/A	Subsurface Filamentous	Surface Filamentous
		Planktonic	Cyanobacteria
<u>GRASSES:</u>	N/A	<input checked="" type="checkbox"/> Minimal	Moderate
<u>NUISANCE SPECIES OBSERVED:</u>			Substantial
	<input checked="" type="checkbox"/> Torpedo Grass	Pennywort	Babytears
	Hydrilla	Slender Spikerush	Other:
			Chara

SITE: F-N

Condition: Excellent ✓Great Good Poor Mixed Condition ✓Improving



Comments:

No major algae was noted within this pond. Still some nuisance grasses present along the ponds perimeter, but some does appear to be decaying. Routine maintenance and monitoring will occur here.

<u>WATER:</u>	<input checked="" type="checkbox"/> Clear	Turbid	Tannic	
<u>ALGAE:</u>	<input checked="" type="checkbox"/> N/A	Subsurface Filamentous	Surface Filamentous	
		Planktonic	Cyanobacteria	
<u>GRASSES:</u>	N/A	<input checked="" type="checkbox"/> Minimal	Moderate	Substantial
<u>NUISANCE SPECIES OBSERVED:</u>				
	<input checked="" type="checkbox"/> Torpedo Grass	Pennywort	Babytears	Chara
	Hydrilla	Slender Spikerush	Other:	

SITE: F-S

Condition: Excellent ✓Great Good Poor Mixed Condition Improving



Comments:

This pond is in great condition. Subsurface algae growth is present in minor amounts along some parts of the perimeter. There is also some decaying torpedo grass within the water. Our technician will target these nuisance species during the next maintenance event.

<u>WATER:</u>	<input checked="" type="checkbox"/> Clear	Turbid	Tannic	
<u>ALGAE:</u>	N/A	<input checked="" type="checkbox"/> Subsurface Filamentous	Surface Filamentous	
		Planktonic	Cyanobacteria	
<u>GRASSES:</u>	N/A	<input checked="" type="checkbox"/> Minimal	Moderate	Substantial
<u>NUISANCE SPECIES OBSERVED:</u>				
	<input checked="" type="checkbox"/> Torpedo Grass	Pennywort	Babytears	Chara
	Hydrilla	Slender Spikerush	Other:	

SITE: Sump 10

Condition: Excellent ✓Great Good Poor Mixed Condition Improving



Comments:

Minor amounts of scattered algae present within the pond. Torpedo grass and slender spikerush are also present in minor amounts along the shoreline. Our technician will address these grasses and algae during the next visit.

<u>WATER:</u>	<input checked="" type="checkbox"/> Clear	<input type="checkbox"/> Turbid	<input type="checkbox"/> Tannic
<u>ALGAE:</u>	<input type="checkbox"/> N/A	<input checked="" type="checkbox"/> Subsurface Filamentous	<input checked="" type="checkbox"/> Surface Filamentous
		<input type="checkbox"/> Planktonic	<input type="checkbox"/> Cyanobacteria
<u>GRASSES:</u>	<input type="checkbox"/> N/A	<input checked="" type="checkbox"/> Minimal	<input type="checkbox"/> Moderate
			<input type="checkbox"/> Substantial
<u>NUISANCE SPECIES OBSERVED:</u>			
	<input checked="" type="checkbox"/> Torpedo Grass	<input type="checkbox"/> Pennywort	<input type="checkbox"/> Babytears
	<input type="checkbox"/> Hydrilla	<input checked="" type="checkbox"/> Slender Spikerush	<input type="checkbox"/> Chara
			<input type="checkbox"/> Other:

SITE: Sump 14

Condition: Excellent ✓Great Good Poor Mixed Condition Improving



Comments:

Slender Spikerush is present along one part of the perimeter of this pond. Technician will target this weed during future maintenance events.

<u>WATER:</u>	<input checked="" type="checkbox"/> Clear	<input type="checkbox"/> Turbid	<input type="checkbox"/> Tannic
<u>ALGAE:</u>	<input checked="" type="checkbox"/> N/A	<input type="checkbox"/> Subsurface Filamentous	<input type="checkbox"/> Surface Filamentous
		<input type="checkbox"/> Planktonic	<input type="checkbox"/> Cyanobacteria
<u>GRASSES:</u>	<input type="checkbox"/> N/A	<input checked="" type="checkbox"/> Minimal	<input type="checkbox"/> Moderate
			<input type="checkbox"/> Substantial
<u>NUISANCE SPECIES OBSERVED:</u>			
	<input type="checkbox"/> Torpedo Grass	<input type="checkbox"/> Pennywort	<input type="checkbox"/> Babytears
	<input type="checkbox"/> Hydrilla	<input checked="" type="checkbox"/> Slender Spikerush	<input type="checkbox"/> Chara
			<input type="checkbox"/> Other:

MANAGEMENT SUMMARY



With December on the way, fall gives way to winter. We can expect mornings and nights, as well as evenings, to have colder temperatures with the occasional higher daytime temperature. The growth rate for both algae and nuisance plants are slowing as a result, giving technicians the ability to make headway in more overgrown areas. Rain events are becoming less frequent, leading to extended decay times for surface algae (further extended by the cold weather). Additionally, water levels across most ponds will be/are decreasing.

On this visit, nearly all ponds inspected were in great condition. Nuisance grasses were the main issue observed during this inspection, specifically Torpedo Grass and Slender Spikerush. They were present around the perimeter of many ponds and within the beneficial vegetation. These grasses will be targeted at full force during these winter months while growth rates are slow. Algae was present in minor amounts as well. Any surface growth had been previously treated and was already beginning to decay. We will continue to treat any additional growth that pops up.

Pond #6G is making improvements. A lot of the algae that was present on one side has cleared up due to recent treatments. There are also signs of decaying grasses along the perimeter. Still more grasses and algae present and more progress to be made. Technician will continue to closely monitor and treat this growth accordingly.

RECOMMENDATIONS

Continue to treat ponds for algae, administer follow-ups to ponds experiencing extended decay times.

Administer treatments to any nuisance grasses growing along exposed shorelines and within beneficial plants.

Continue to apply treatment to overgrown littoral areas.

Avoid overtreating ponds, to prevent fish kills or toxic blooms.

Stay alert for debris items that find their way to the pond's shore.

Thank you for choosing Steadfast Environmental!

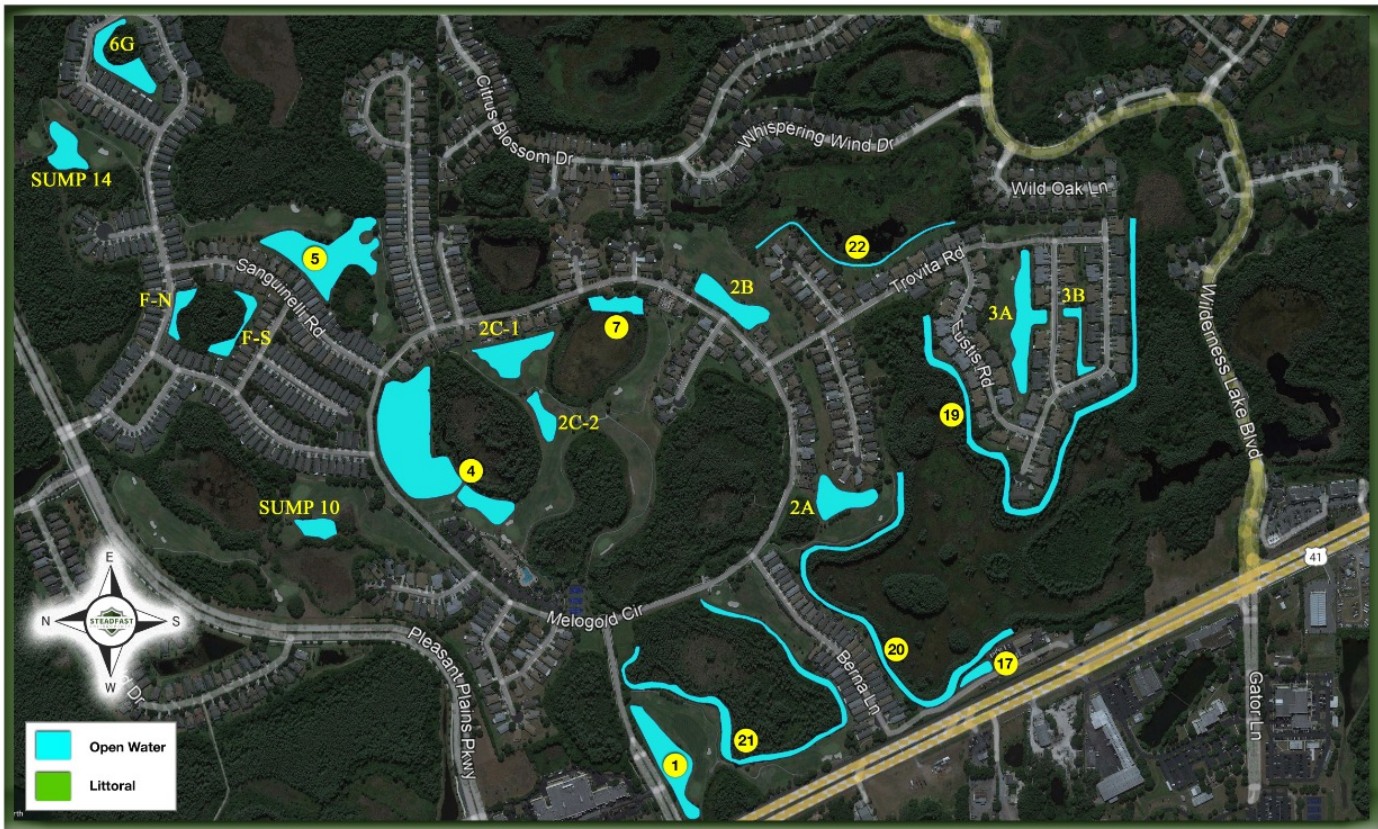
MAINTENANCE AREA



THE GROVES CDD

Festive Groves Blvd, Land O' Lakes

Gate Code:



5Di.



December 2023 Managers' Report

Landscape

- Yellowstone identified a failed controller valve for irrigation at clubhouse, waiting for firm date on repair and will be repaired this week.
- **Yellowstone will be attending the next Board meeting on December 5th.**

Ponds

- Pond 6G and 22G are priorities that we have requested to be looked at by Steadfast.
- Suggestion that I contact our engineer Stephen and see if he has a contact that would hold an informational meeting in conjunction with Steadfast to educate residents on the purpose of wetlands and ponds.

Back 9 Bistro

- Clinton has had 2 additional companies come out to quote carpet and vinyl. We are awaiting quotes.
- **Simone has communicated that she will be fulfilling her 60 days. Last day for Back9Bistro is scheduled for January 14, 2024.**

Club and Field Maintenance

- **Completed contractor reviews for privacy fencing at the Homosassa area abutting future development space. Please see white paper attached.**
- Completed contractor review for black fencing at back gate (Awaiting proposals)
- Zero new raccoon catches
- Square credit card system set-up finalized.
- Mr. Electric fixed hanging canister light in ballroom
- Flood lights replaced at the rear of club house.
- Light pole reported the WREC at 20737 Nectarine.
- Exit Gate at guard shack Fixed (New belt installed and tensioner tightened).
- Fence repair at Ruby Red along with chain link at back gate, scheduled to be repaired on November 29th.
- LED lighting on the resident entrance side repaired at main entrance.
- The entrance license plate camera at main gate has been replaced and is working.
- Ring Central billing has been resolved.

- Christmas Lighting has been completed.
- Christmas Trees will be put up and decorated on Friday. Thank you to the Social Club.
- The Backflow system 2 large valves passed inspection, however the small .75 valve failed. The part has been ordered and will be repaired as soon as it comes in.
- Speaker repaired in the Ballroom. Jason was able to do this in house.
- Jason has begun the process of repainting/touching up signs on the property.
- Jafa Road repair completed.
- Flood lights on front entrance sign repaired.
- Fitness Equipment inspected on November 29,2023.
- **Awaiting cement quotes for the Melogold, Shaddock area that was presented at the last meeting.**

Amenities Enhancement Update:

- Bookshelves and puzzle cube installed in library
- New faucets installed in craft room
- Remote control replaced in Fitness Center
- Umbrellas replaced at Tennis/Pickleball Courts

5Ei

RESOLUTION 2024-03

A RESOLUTION OF THE BOARD OF SUPERVISORS OF THE GROVES COMMUNITY DEVELOPMENT DISTRICT AUTHORIZING AND DESIGNATING A REGISTERED AGENT AND REGISTERED AGENT'S OFFICE FOR THE PURPOSE OF ACCEPTING SERVICE OF PROCESS, NOTICE OR DEMAND ON BEHALF OF THE GROVES COMMUNITY DEVELOPMENT DISTRICT.

WHEREAS, The Groves Community Development District (the “**District**”) is a local unit of special-purpose government created and existing pursuant to Chapter 190, Florida Statutes;

WHEREAS, the District is statutorily required to designate a registered agent and a registered office location for the purposes of accepting any process, notice or demand required or permitted by law to be served upon the District in accordance with Section 189.014(1), Florida Statutes.

NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF SUPERVISORS OF THE GROVES COMMUNITY DEVELOPMENT DISTRICT:

1. Vivek K. Babbar is hereby designated as registered agent for The Groves Community Development District.
2. The District’s registered office shall be Straley Robin Vericker, 1510 W. Cleveland Street, Tampa, Florida 33606, and whose telephone number is (813) 223-9400.
3. In accordance with Section 189.014, Florida Statutes, the District’s Secretary is hereby directed to file certified copies of this resolution with Pasco County, Florida and the Florida Department of Economic Opportunity.
4. This Resolution shall take effect immediately upon adoption.

Passed and Adopted on December 5, 2023.

Attest:

**The Groves
Community Development District**

Jayna Cooper
Assistant Secretary

Bill Boutin
Chair of the Board of Supervisors

Sixth Order of Business

6A

MINUTES OF MEETING THE GROVES COMMUNITY DEVELOPMENT DISTRICT

The meeting of the Board of Supervisors of The Groves Community Development District was held on Tuesday, November 14, 2023 at 6:33 p.m. at The Groves Civic Center, 7924 Melogold Circle, Land O' Lakes, Florida.

Present and constituting a quorum were:

Bill Boutin	Chairman
Richard Loar	Vice Chairman
Jimmy Allison	Assistant Secretary
Christina Cunningham	Assistant Secretary
James Nearey	Assistant Secretary

Also present were:

Jayna Cooper	District Manager
Vivek Babbar	District Counsel
Stephen Brletic	District Engineer
Wendi McAnn	Clubhouse Manager
Clint Robinson	Assistant Clubhouse Manager
Jennifer Daskevich	Meat Me in Tampa
Audience Members	

The following is a summary of the discussions and actions taken at the meeting.

FIRST ORDER OF BUSINESS

Call to Order/Roll Call

Ms. Cooper called the meeting to order and called the roll.

SECOND ORDER OF BUSINESS

Pledge of Allegiance

The Pledge of Allegiance was recited.

THIRD ORDER OF BUSINESS

Audience Comments

Mr. Babbar provided suggestions to receive audience comments in an efficient matter due to the large amount of audience members present. Audience comments were received on the following:

- The golf course.
- Concerns regarding Yellowstone were expressed.
- Concerns regarding maintenance of the rim ditch along Cleopatra Drive.
- The golf tournament.
- Restaurant concerns were expressed.

Unapproved

- There was a request for a sidewalk pad.

On MOTION by Mr. Loar seconded by Ms. Cunningham with all in favor the photos of the sidewalk pad were accepted into the District's public records. 5-0

FOURTH ORDER OF BUSINESS

Business Items

A. Interview of Restaurant Vendors

- Ms. Jennifer Daskevich, of Meat me in Tampa, provided a presentation to the Board.
- Discussion ensued and Ms. Daskevich responded to questions from the Board.

Ms. Cunningham MOVED to enter into an agreement with "Meat Me in Tampa" and terminate the existing agreement with "Back Nine Bistro" and Mr. Loar seconded it.

- Further discussion ensued on the motion.

On VOICE vote with Ms. Cunningham, Mr. Loar and Mr. Nearey voting aye and Mr. Allison and Mr. Boutin voting nay, the motion passed 3-2.

B. Ratification of Construction Management Services, LLC for Bridge Work

- A copy of the signed proposal for \$9,360 was included in the agenda package.

On MOTION by Mr. Allison seconded by Mr. Loar with all in favor the CMS proposal for \$9,360 to add two, 1½ curb blocking was ratified. 5-0

C. Ratification of Site Masters of Florida, LLC for Jaffa Lane Repair

- A copy of the proposal for \$12,200 was included in the agenda package.

On MOTION by Mr. Allison seconded by Mr. Nearey with all in favor the Site Masters of Florida, LLC proposal to repair Jaff Lane at a total cost of \$12,200 was ratified. 5-0

D. Consideration of Flooring Proposals

i. Van Delta Floors

ii. Aio Epoxies

- Mr. Robinson reviewed the epoxy flooring proposals and responded to several questions from the Board.
- The Board directed Mr. Robinson to gather proposals for carpet squares and vinyl tile. They also requested the pros and cons for each be provided.

FIFTH ORDER OF BUSINESS**Staff Reports****A. District Counsel**

- Mr. Babbar did not have anything further to report.
- The question was asked about negotiating a liquor license in the contract with the new restaurant vendor to include the golf course.
- Mr. Babbar recommended consulting with Ms. Grace Yeng, an attorney from Gray Robinson, who specializes in this matter.

B. District Engineer

Mr. Brletic reported the following:

- The first bridge was completed ahead of schedule and work on the second bridge has begun.
- Mr. Boutin requested Mr. Allison put together an e-blast to send to residents informing them of the repair schedule.
- He provided an update on the pool project. Everything is on track for a May 1, 2024 completion date. The exact start date will be provided soon.
- Ms. McAnn is obtaining quotes for equipment covers.

On MOTION by Mr. Nearey seconded by Mr. Loar with all in favor, Mr. Nearey was authorized to serve as the pool project liaison and to approve unexpected expenses during the course of the project. 5-0

C. Aquatics Report

The Board reviewed the aquatics report, and the following was discussed:

- Mr. Allison requested tall vegetation on the south side of Pone 1 be sprayed.
- Pond 6G needs attention.
- The suggestion was made to time stamp the photos on the report.

D. Clubhouse Manager**i. Clubhouse Manager Report**

A copy of the report was included in the agenda package. The following was discussed:

- Discussion ensued regarding concerns over the quality of Yellowstone's work.
- Mr. Robinson has been working closely with the Yellowstone account manager.

E. District Manager**i. Resolution 2024-01, Adopting Records Retention Schedule**

- Ms. Cooper reviewed Resolution 2024-01, which adopts a records retention policy.

On MOTION by Mr. Loar seconded by Mr. Allison with all in favor Resolution 2024-01, adopting the State's records retention schedule policy, was adopted. 5-0

ii. Facility Use Agreement with Pasco County Supervisor of Elections for Polling

On MOTION by Mr. Loar seconded by Mr. Nearey with all in favor the facility use agreement with the Pasco County Supervisor of Elections for polling was approved. 5-0

- Ms. McAnn was designated the onsite coordinator to work with the Pasco County Supervisor of Elections on election days.

iii. Third Quarter Website Audit (For Informational Purposes Only)

- This item is for informational purposes only.
- The Board requested these not be included in future agendas.

SIXTH ORDER OF BUSINESS**Business Administration****A. Consideration of the October 3, 2023 Meeting Minutes**

- Mr. Loar reviewed some revisions indicated in his email dated November 8, 2023, which will be included in the final amended copy of the minutes.

On MOTION by Mr. Loar seconded by Mr. Allison with all in favor the minutes of the October 3, 2023 meeting were approved as amended. 5-0

B. Resolution 2024-02, Budget Amendment for Fiscal Year 2023

- The budget amendment for Fiscal Year 2023 was reviewed.

On MOTION by Mr. Loar seconded by Mr. Nearey with all in favor Resolution 2024-02, amending the budget for Fiscal Year 2023, was adopted. 5-0

SEVENTH ORDER OF BUSINESS**Supervisor Requests**

The following was discussed:

- Ms. Cunningham requested IT proposals for the next meeting for security cameras and an audio system.
- Ms. Cunningham requested Ms. McAnn and Mr. Robinson's hours be firmed up.

- Ms. Cunningham requested an update on the resolution of the Ring Central billing issues.
- Mr. Boutin requested gate replacement proposals as well as proposals to enhance the fence line along Homosassa Court.
- Mr. Boutin also requested starting the modernization process for the ballroom (i.e.: lighting, flooring, shades, tables, chairs, etcetera).
- Mr. Boutin requested certifications of appreciation to be handed out at the next meeting.
- Mr. Loar requested the wheel stops in the Amenity Center parking lot be painted bright yellow.
- Mr. Loar requested an easement agreement with the HOA for Spectrum installation. He would provide the locations.
- Mr. Loar requested gate replacement proposals.
- Mr. Loar provided an update on the FLCLASS interest earned to date in the amount of \$85,000.

EIGHTH ORDER OF BUSINESS

Adjournment

There being no further business,

On MOTION by Mr. Allison seconded by Mr. Nearey with all in favor the meeting was adjourned at 9:09 p.m.
--

Jayna Cooper
Secretary

Bill Boutin
Chairperson

6B.

THE GROVES
Community Development District

Financial Report

September 30, 2023

Prepared by



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THE GROVES
Community Development District

Financial Statements

(Unaudited)

September 30, 2023

Balance Sheet
September 30, 2023

ACCOUNT DESCRIPTION	GENERAL FUND	RESERVE FUND	SERIES 2007 DEBT SERVICE FUND	GENERAL FIXED ASSETS FUND	GENERAL LONG-TERM DEBT FUND	TOTAL
ASSETS						
Cash - Checking Account	\$ 105,672	\$ -	\$ -	\$ -	\$ -	\$ 105,672
Accounts Receivable	5,770	-	-	-	-	5,770
Due From Other Gov'tl Units	5,752	-	-	-	-	5,752
Due From Other Funds	-	-	590	-	-	590
Investments:						
FLCLASS Operating	962,770	-	-	-	-	962,770
FLCLASS Reserve	-	1,572,057	-	-	-	1,572,057
Prepayment Account	-	-	2	-	-	2
Reserve Fund	-	-	1	-	-	1
Revenue Fund	-	-	111,143	-	-	111,143
Prepaid Items	48,075	-	-	-	-	48,075
Deposits	25,286	-	-	-	-	25,286
Fixed Assets						
Land	-	-	-	1,438,000	-	1,438,000
Improvements Other Than Buildings (IOTB)	-	-	-	10,422,264	-	10,422,264
Equipment	-	-	-	3,689,242	-	3,689,242
Amount Avail In Debt Services	-	-	-	-	100,363	100,363
Amount To Be Provided	-	-	-	-	1,059,637	1,059,637
TOTAL ASSETS	\$ 1,153,325	\$ 1,572,057	\$ 111,736	\$ 15,549,506	\$ 1,160,000	\$ 19,546,624

Balance Sheet
September 30, 2023

ACCOUNT DESCRIPTION	GENERAL FUND	RESERVE FUND	SERIES 2007 DEBT SERVICE FUND	GENERAL FIXED ASSETS FUND	GENERAL LONG-TERM DEBT FUND	TOTAL
LIABILITIES						
Accounts Payable	\$ 45,032	\$ -	\$ -	\$ -	\$ -	\$ 45,032
Accrued Expenses	1,514	-	-	-	-	1,514
Sales Tax Payable	21	-	-	-	-	21
Deposits - Rentals	1,050	-	-	-	-	1,050
Bonds Payable	-	-	-	-	1,160,000	1,160,000
Due To Other	3,000	-	-	-	-	3,000
Due To Other Funds	550	40	-	-	-	590
TOTAL LIABILITIES	51,167	40	-	-	1,160,000	1,211,207
FUND BALANCES						
Nonspendable:						
Prepaid Items	48,075	-	-	-	-	48,075
Deposits	25,286	-	-	-	-	25,286
Restricted for:						
Debt Service	-	-	111,736	-	-	111,736
Unassigned:	1,028,797	1,572,017	-	15,549,506	-	18,150,320
TOTAL FUND BALANCES	\$ 1,102,158	\$ 1,572,017	\$ 111,736	\$ 15,549,506	\$ -	\$ 18,335,417
TOTAL LIABILITIES & FUND BALANCES	\$ 1,153,325	\$ 1,572,057	\$ 111,736	\$ 15,549,506	\$ 1,160,000	\$ 19,546,624

Statement of Revenues, Expenditures and Changes in Fund Balances
For the Period Ending September 30, 2023

ACCOUNT DESCRIPTION	ANNUAL ADOPTED BUDGET	AMENDED BUDGET	YEAR TO DATE BUDGET	YEAR TO DATE ACTUAL	VARIANCE (\$) FAV(UNFAV)	YTD ACTUAL AS A % OF AMENDED BUD
REVENUES						
Interest - Investments	\$ -	\$ -	\$ -	\$ 29,536	\$ 29,536	0.00%
Interest - Tax Collector	-	-	-	180	180	0.00%
Special Assmnts- Tax Collector	1,157,040	1,157,040	1,157,040	1,172,328	15,288	101.32%
Other Miscellaneous Revenues	22,000	22,000	22,000	47,464	25,464	215.75%
TOTAL REVENUES	1,179,040	1,179,040	1,179,040	1,249,508	70,468	105.98%
EXPENDITURES						
Administration						
P/R-Board of Supervisors	18,000	18,000	18,000	15,000	3,000	83.33%
ProfServ-Arbitrage Rebate	1,000	1,000	1,000	600	400	60.00%
ProfServ-Trustee Fees	3,300	3,300	3,300	3,750	(450)	113.64%
Management Contract	304,644	304,644	304,644	258,486	46,158	84.85%
Assessment Roll	5,000	5,000	5,000	5,000	-	100.00%
Disclosure Report	1,000	1,000	1,000	1,000	-	100.00%
District Counsel	25,000	30,000	30,000	29,060	940	96.87%
District Engineer	25,000	40,000	40,000	37,243	2,757	93.11%
Administrative Services	8,600	8,600	8,600	8,600	-	100.00%
District Management	37,500	37,500	37,500	37,500	-	100.00%
Accounting Services	19,200	19,200	19,200	19,200	-	100.00%
Auditing Services	3,600	3,600	3,600	3,600	-	100.00%
Website Hosting/Email services	2,100	2,100	2,100	2,100	-	100.00%
Website Compliance	1,650	1,650	1,650	1,515	135	91.82%
Miscellaneous Mailings	1,000	1,000	1,000	859	141	85.90%
Public Officials Insurance	3,730	3,730	3,730	3,341	389	89.57%
Legal Advertising	1,500	1,500	1,500	2,547	(1,047)	169.80%
Tax Collector/Property Appraiser Fees	150	150	150	150	-	100.00%
Bank Fees	1,000	1,000	1,000	118	882	11.80%
Financial & Revenue Collections	5,000	5,000	5,000	5,000	-	100.00%
Music & Entertainment	2,000	2,000	2,000	154	1,846	7.70%
Liquor License	500	500	500	2,820	(2,320)	564.00%
Dues, Licenses, Subscriptions	750	750	750	1,633	(883)	217.73%
Total Administration	471,224	491,224	491,224	439,276	51,948	89.42%
Law Enforcement						
Deputy Services	5,000	5,000	5,000	5,256	(256)	105.12%
Total Law Enforcement	5,000	5,000	5,000	5,256	(256)	105.12%
Electric Utility Services						
Utility - StreetLights	29,000	29,000	29,000	26,510	2,490	91.41%
Utility Services	10,000	10,000	10,000	11,041	(1,041)	110.41%
Utility - Recreation Facilities	27,000	27,000	27,000	27,880	(880)	103.26%
Total Electric Utility Services	66,000	66,000	66,000	65,431	569	99.14%
Gas Utility Services						
Utility - Recreation Facilities	30,000	30,000	30,000	25,355	4,645	84.52%
Total Gas Utility Services	30,000	30,000	30,000	25,355	4,645	84.52%

Statement of Revenues, Expenditures and Changes in Fund Balances
For the Period Ending September 30, 2023

ACCOUNT DESCRIPTION	ANNUAL ADOPTED BUDGET	AMENDED BUDGET	YEAR TO DATE BUDGET	YEAR TO DATE ACTUAL	VARIANCE (\$) FAV(UNFAV)	YTD ACTUAL AS A % OF AMENDED BUD
<u>Garbage/Solid Waste Services</u>						
Garbage - Recreational Facility	2,200	2,200	2,200	3,638	(1,438)	165.36%
Solid Waste Assessment	2,750	2,750	2,750	-	2,750	0.00%
Total Garbage/Solid Waste Services	4,950	4,950	4,950	3,638	1,312	73.49%
<u>Water-Sewer Comb Services</u>						
Utility Services	20,000	30,000	30,000	29,127	873	97.09%
Total Water-Sewer Comb Services	20,000	30,000	30,000	29,127	873	97.09%
<u>Stormwater Control</u>						
Stormwater Assessment	3,684	3,684	3,684	3,684	-	100.00%
R&M-Stormwater System	3,000	3,000	3,000	1,350	1,650	45.00%
R&M Lake & Pond Bank	8,000	23,000	23,000	21,735	1,265	94.50%
Aquatic Maintenance	17,316	24,316	24,316	23,898	418	98.28%
Miscellaneous Expenses	1,000	8,000	8,000	7,218	782	90.23%
Total Stormwater Control	33,000	62,000	62,000	57,885	4,115	93.36%
<u>Other Physical Environment</u>						
Workers' Compensation	-	-	-	701	(701)	0.00%
Reclaimed Water - WUP Commitment	13,000	13,000	13,000	9,086	3,914	69.89%
Liability/Property Insurance	30,784	30,784	30,784	27,847	2,937	90.46%
R&M-Irrigation	20,000	20,000	20,000	5,609	14,391	28.05%
Landscape - Annals	2,600	2,600	2,600	2,376	224	91.38%
Landscape - Mulch	20,025	20,025	20,025	-	20,025	0.00%
Landscape Maintenance	141,578	166,578	166,578	163,172	3,406	97.96%
Landscape Replacement	20,000	20,000	20,000	14,577	5,423	72.89%
Pump & Well Maintenance	2,500	21,500	21,500	20,874	626	97.09%
Entry & Walls Maintenance	2,000	10,000	10,000	9,975	25	99.75%
Holiday Decoration	8,354	8,354	8,354	10,590	(2,236)	126.77%
Total Other Physical Environment	260,841	312,841	312,841	264,807	48,034	84.65%
<u>Security Operations</u>						
Security Patrol Services	88,625	88,625	88,625	88,519	106	99.88%
Security Monitoring Services	27,600	27,600	27,600	27,600	-	100.00%
R&M-Security Cameras	10,000	10,000	10,000	1,787	8,213	17.87%
Operating Supplies	1,000	1,000	1,000	2,740	(1,740)	274.00%
Total Security Operations	127,225	127,225	127,225	120,646	6,579	94.83%
<u>Road and Street Facilities</u>						
R&M-Parking Lots	1,500	1,500	1,500	-	1,500	0.00%
R&M-Sidewalks	25,000	25,000	25,000	1,400	23,600	5.60%
Roadway Repair & Maintenance	1,000	1,000	1,000	-	1,000	0.00%
R&M-Gates	2,000	2,000	2,000	7,990	(5,990)	399.50%
Total Road and Street Facilities	29,500	29,500	29,500	9,390	20,110	31.83%

Statement of Revenues, Expenditures and Changes in Fund Balances
For the Period Ending September 30, 2023

ACCOUNT DESCRIPTION	ANNUAL ADOPTED BUDGET	AMENDED BUDGET	YEAR TO DATE BUDGET	YEAR TO DATE ACTUAL	VARIANCE (\$) FAV(UNFAV)	YTD ACTUAL AS A % OF AMENDED BUD
<u>Parks and Recreation</u>						
Fountain Service Contract	1,400	1,400	1,400	-	1,400	0.00%
Pest Control	2,000	2,000	2,000	1,906	94	95.30%
Contracts-Pools	18,000	28,000	28,000	27,983	17	99.94%
Security & Fire Monitoring Services	1,600	1,600	1,600	125	1,475	7.81%
Telephone, Cable & Internet Service	8,000	8,000	8,000	8,730	(730)	109.13%
Lease - Copier	4,000	4,000	4,000	3,371	629	84.28%
R&M-Fountain	1,800	1,800	1,800	2,473	(673)	137.39%
R&M-Pools	1,000	10,000	10,000	10,166	(166)	101.66%
R&M-Vehicles	1,500	1,500	1,500	1,405	95	93.67%
R&M-Fitness Equipment	1,000	1,000	1,000	674	326	67.40%
Athletic/Park Court/Field Repairs	2,000	2,000	2,000	834	1,166	41.70%
Facility A/C & Heating Maintenance & Repair	8,000	23,000	23,000	22,140	860	96.26%
Boardwalk and Bridge Maintenance	3,500	3,500	3,500	-	3,500	0.00%
Lighting Repairs & Maintenance	1,000	18,000	18,000	17,102	898	95.01%
Pool Furniture Repair & Replacement	10,000	10,000	10,000	10,441	(441)	104.41%
Dog Park Maintenance	2,500	2,500	2,500	1,225	1,275	49.00%
Pool/Water Park/Fountain Maintenance	12,000	12,000	12,000	4,827	7,173	40.23%
Maintenance & Repairs	40,000	40,000	40,000	21,139	18,861	52.85%
Furniture Repair/Replacement	2,000	2,000	2,000	953	1,047	47.65%
Clubhouse Misc. Expense	15,000	15,000	15,000	11,824	3,176	78.83%
Computer Support	1,000	1,000	1,000	204	796	20.40%
Office Supplies	6,000	6,000	6,000	751	5,249	12.52%
Janitorial Supplies	8,000	8,000	8,000	6,493	1,507	81.16%
Total Parks and Recreation	151,300	202,300	202,300	154,766	47,534	76.50%
<u>Reserves</u>						
Misc-Contingency	30,000	30,000	30,000	31,229	(1,229)	104.10%
Total Reserves	30,000	30,000	30,000	31,229	(1,229)	104.10%
TOTAL EXPENDITURES & RESERVES	1,229,040	1,391,040	1,391,040	1,206,806	184,234	86.76%
Excess (deficiency) of revenues						
Over (under) expenditures	(50,000)	(212,000)	(212,000)	42,702	254,702	-20.14%
<u>OTHER FINANCING SOURCES (USES)</u>						
Interfund Transfer - In	-	-	-	1,874,526	1,874,526	0.00%
Operating Transfers-Out	-	-	-	(1,874,526)	(1,874,526)	0.00%
Contribution to (Use of) Fund Balance	(50,000)	(212,000)	-	-	-	0.00%
TOTAL FINANCING SOURCES (USES)	(50,000)	(212,000)	-	-	-	0.00%
Net change in fund balance	\$ (50,000)	\$ (212,000)	\$ (212,000)	\$ 42,702	\$ 254,702	-20.14%
FUND BALANCE, BEGINNING (OCT 1, 2022)	1,059,456	1,059,456	1,059,456	1,059,456		
FUND BALANCE, ENDING	\$ 1,009,456	\$ 847,456	\$ 847,456	\$ 1,102,158		

Statement of Revenues, Expenditures and Changes in Fund Balances
For the Period Ending September 30, 2023

ACCOUNT DESCRIPTION	ANNUAL ADOPTED BUDGET	AMENDED BUDGET	YEAR TO DATE BUDGET	YEAR TO DATE ACTUAL	VARIANCE (\$) FAV(UNFAV)	YTD ACTUAL AS A % OF AMENDED BUD
REVENUES						
Interest - Investments	\$ -	\$ -	\$ -	\$ 49,326	\$ 49,326	0.00%
Interest - Tax Collector	-	-	-	35	35	0.00%
Special Assmnts- Tax Collector	225,000	225,000	225,000	225,000	-	100.00%
TOTAL REVENUES	225,000	225,000	225,000	274,361	49,361	121.94%
EXPENDITURES						
Reserves						
Capital Outlay	80,000	200,000	200,000	311,742	(111,742)	155.87%
Capital Reserve	145,000	145,000	145,000	57,502	87,498	39.66%
Total Reserves	225,000	345,000	345,000	369,244	(24,244)	107.03%
TOTAL EXPENDITURES & RESERVES	225,000	345,000	345,000	369,244	(24,244)	107.03%
Excess (deficiency) of revenues Over (under) expenditures	-	(120,000)	(120,000)	(94,883)	25,117	79.07%
OTHER FINANCING SOURCES (USES)						
Interfund Transfer - In	-	-	-	1,874,526	1,874,526	0.00%
Operating Transfers-Out	-	-	-	(1,874,526)	(1,874,526)	0.00%
Contribution to (Use of) Fund Balance	-	(120,000)	-	-	-	0.00%
TOTAL FINANCING SOURCES (USES)	-	(120,000)	-	-	-	0.00%
Net change in fund balance	\$ -	\$ (120,000)	\$ (120,000)	\$ (94,883)	\$ 25,117	79.07%
FUND BALANCE, BEGINNING (OCT 1, 2022)	1,666,900	1,666,900	1,666,900	1,666,900		
FUND BALANCE, ENDING	\$ 1,666,900	\$ 1,546,900	\$ 1,546,900	\$ 1,572,017		

Statement of Revenues, Expenditures and Changes in Fund Balances

For the Period Ending September 30, 2023

ACCOUNT DESCRIPTION	ANNUAL ADOPTED BUDGET	AMENDED BUDGET	YEAR TO DATE BUDGET	YEAR TO DATE ACTUAL	VARIANCE (\$) FAV(UNFAV)	YTD ACTUAL AS A % OF AMENDED BUD
REVENUES						
Interest - Investments	\$ -	\$ -	\$ -	\$ 4,993	\$ 4,993	0.00%
Interest - Tax Collector	-	-	-	25	25	0.00%
Special Assmnts- Tax Collector	158,096	158,096	158,096	159,980	1,884	101.19%
TOTAL REVENUES	158,096	158,096	158,096	164,998	6,902	104.37%
EXPENDITURES						
Debt Service						
Principal Debt Retirement	68,096	68,096	68,096	90,000	(21,904)	132.17%
Interest Expense	90,000	90,000	90,000	63,800	26,200	70.89%
Total Debt Service	158,096	158,096	158,096	153,800	4,296	97.28%
TOTAL EXPENDITURES	158,096	158,096	158,096	153,800	4,296	97.28%
Excess (deficiency) of revenues Over (under) expenditures	-	-	-	11,198	11,198	0.00%
Net change in fund balance	\$ -	\$ -	\$ -	\$ 11,198	\$ 11,198	0.00%
FUND BALANCE, BEGINNING (OCT 1, 2022)	100,538	100,538	100,538	100,538		
FUND BALANCE, ENDING	\$ 100,538	\$ 100,538	\$ 100,538	\$ 111,736		

Notes to the Financial Statements
September 30, 2023

Financial Overview / Highlights

- ▶ Total General Fund revenues are at approximately 106.0% of the Annual Budget.
- ▶ Total General Fund expenditures are at approximately 86.8% of the Annual Budget.

Balance Sheet

Account Name	YTD Actual	Explanation
Assets		
Accounts Receivable	5,770	HOA invoice for August plus OMR0623-1, 2 & 3.
Due From Other Gov'tl Units	5,752	Pasco County Tax Collector 4th quarter interest and excess fees.
Due to/Due from Others	590	Exess fees - sending to Trustee in December.
Prepaid Items	48,075	Holiday lighting, Egis insurance policy, prepaid gift cards.
Deposits	25,286	Utilities deposits.
Liabilities		
Accrued Expenses	1,514	Invoices for current month but not paid in current month.
Deposits-Rentals	1,050	Deposits for NRE, ballroom rental, craft room rental.
Due to Other	3,000	Deposit from August 2022, still investigating.

Variance Analysis

Account Name	Annual Budget	YTD Actual	% of Budget	Explanation
General Fund 001				
Revenues				
Interest Income	-	29,536	N/A	Interest earned on investments from Money Market account.
Special Assessments-Tax Collector	1,157,040	1,172,328	101.32%	Collections were at 100% at this time last year.
Other Miscellaneous Revenues	22,000	47,464	215.75%	Clubhouse and Square deposits for storage, events, reimbursement for rent & electric, bar codes, key fobs.
Expenditures				
<u>Administrative</u>				
ProfServ-Trustee Fees	3,300	3,750	113.64%	Trustee fees for the Series 2007 bond.
Legal Advertising	1,500	2,547	169.80%	Legal ads for Meetings and RFQ for new Manaagement firm.
Liquor License	500	2,820	564.00%	Alcohol compliance fees.
Dues, Licenses, Subscriptions	750	1,633	217.73%	District filing fee, permits for Pool & Spa, Trustee custody fees.
<u>Law Enforcement</u>				
Deputy Salary	5,000	5,256	105.12%	Service fees more than expected.

Notes to the Financial Statements
September 30, 2023

<u>Account Name</u>	<u>Annual Budget</u>	<u>YTD Actual</u>	<u>% of Budget</u>	<u>Explanation</u>
Expenditures (con't)				
<u>Electric Utility Services</u>				
Utility Services	10,000	11,041	110.41%	Monthly electric charges for fountain and HOA.
Utility - Recreation Facilities	27,000	27,880	103.26%	Monthly electric charges for the Recreation facility.
<u>Garbage/Solid Waste Services</u>				
Garbage - Recreational Facility	2,200	3,638	165.36%	Monthly garbage fees increased in January.
<u>Other Physical Environment</u>				
Workers' Compensation	-	701	N/A	Additional workers comp policy from Egis Insurance.
Holiday Decoration	8,354	10,590	126.77%	Decorations and lighting were more than budgeted.
<u>Security Operations</u>				
Operating Supplies	1,000	2,740	274.00%	Purchased 600 access cards.
<u>Road and Street Facilities</u>				
R&M-Gates	2,000	7,990	399.50%	Miscellaneous gate repairs for the back, front and pool gates.
<u>Parks and Recreation</u>				
Telephone, Cable & Internet Service	8,000	8,730	109.13%	Monthly fees from Charter and Spectrum for phone, TV & internet.
R&M-Fountain	1,800	2,473	137.39%	Converted fountain to 3/4hp VFX. Installed new control box & float.
R&M-Pools	10,000	10,166	101.66%	Installed heaters in spa & pool, repaired ladder.
Pool Furniture Repair & Replacement	10,000	10,441	104.41%	Replaced pool furniture.
<u>Reserves</u>				
Misc-Contingency	30,000	31,229	104.10%	Installed new door, fire mitigation, fire rescue fee.
Reserve Fund 005				
Revenues				
Interest Income	-	49,326	N/A	Interest earned on Custody trust account.
Special Assessments-Tax Collector	225,000	225,000	100.00%	Collections were at 100% at this time last year.
Expenditures				
<u>Reserves</u>				
Capital Outlay	200,000	311,742	155.87%	Wooden bridges replacement project.

THE GROVES

Community Development District

Supporting Schedules

September 30, 2023

**Cash and Investment Balances
September 30, 2023**

<u>ACCOUNT NAME</u>	<u>BANK NAME</u>	<u>YIELD</u>	<u>BALANCE</u>
GENERAL FUND			
Operating Account - Business Checking	BankUnited	0.00%	\$ 65,000
Old Operating Account - Business Checking	Truist	0.00%	\$ 40,672
Pooled Account - General Fund	FLClass	5.47%	\$ 962,770
Pooled Account - Reserve Fund	FLClass	5.47%	\$ 1,572,057
Series 2007 Prepayment Fund	US Bank	5.23%	\$ 2
Series 2007 Reserve Fund	US Bank	5.23%	\$ 1
Series 2007 Revenue Fund	US Bank	5.23%	\$ 111,143
	Subtotal		\$ 111,146
	Grand Total		\$ 2,751,644