

Owasso Public Schools
Owasso Board of Education Special Meeting
Independent School District No. 11
Tulsa County, Oklahoma

As required by Section 311, Title 25 of the Oklahoma Statutes, notice is hereby given that the Board of Education of Independent School District No. 11, Tulsa County, Oklahoma will hold Owasso Board of Education Special Meeting on Wednesday, February 19, 2025, at 12:00 PM, Board of Education Conference Room of the Dale C. Johnson Education Service Center, 1501 N Ash St., Owasso, Oklahoma 74055

Meeting Link: <https://youtube.com/live/atUWBkRCLhk>

- I. **Call to Order and Roll Call**
- II. **Pledge of Allegiance**
- III. Board to consider and take possible action on commercial services agreements (2) with Cox Business to replace existing PRI services with SIP Trunking services at the costs outlined in the attachments and authorize the Superintendent or designee to execute the agreements
- IV. Board to consider and take possible action on a quote from Vivacity Tech PBC for the purchase of student Chromebooks at a cost of \$186,900.00, as outlined in the attachment and authorize the Superintendent or designee to execute the Quote
- V. Board to consider and take possible action on a quote from KnowBe4, Inc. for the purchase of Phishing Security Awareness Training and PhishER at a cost of \$30,240.00, as outlined in the attachment and authorize the Superintendent or designee to execute the Quote
- VI. **Vote to Adjourn**

This agenda was posted prior to 12:00p.m. on Tuesday, February 18, 2025 at the entrance of the Board of Education Room, located in the Dale C. Johnson Education Service Center, Owasso Public Schools, 1501 N. Ash, Owasso, Oklahoma.

OWASSO PUBLIC SCHOOL BOARD OF EDUCATION
Renaë Klein, Clerk



Commercial Services Agreement
2/12/2025

Cox Account Rep:	Jack Bunds	Cox System Address
Phone Number:	(918) 286-4437	11811 East 51st Street South Tulsa, OK 74146
Fax Number:	(877) 873-8923	

Customer Information		Authorized Customer Representative Information	
Legal Company Name:	OWASSO PS	Full Name:	Russell Thornton
Street Address:	12901 E 86th St N	Billing Telephone:	(918) 376-1293
City/State/Zip:	Owasso, OK 74055	Fax:	
Billing Address:	10221 E 96TH ST N	Contact Number:	(479) 739-7271
City/State/Zip:	OWASSO, OK 74055	Email:	russell.thornton@owassops.org
Cox Account #:	186-65708201		

Service Description	From QTY	To QTY	Unit Price	Term (Months)	Monthly Recurring Service Charges	One Time Service Charges
PRI Trunk Group	1	0	\$0.00	60	\$0.00	\$0.00
2 WAY TRUNK CHANNEL	23	0	\$0.00	60	\$0.00	\$0.00
Directory Listing-Non Published	1	0	\$0.00	60	\$0.00	\$0.00
DID 100 Number Block	1	0	\$0.00	60	\$0.00	\$0.00
National 911 per DID	47	0	\$0.00	60	\$0.00	\$0.00
Intrastate Rate \$0.05	1	0	\$0.00	60	\$0.00	\$0.00
Interstate Rate \$0.05	1	0	\$0.00	60	\$0.00	\$0.00
Cox Nickel 1000 - Interstate	1	1	\$0.00	1	\$0.00	\$0.00
Flat Rated SIP Trunk Group	0	1	\$0.00	36	\$0.00	\$0.00
National 911 per DID	0	47	\$1.29	36	\$60.63	\$0.00
SIP Voice Path - 2 Way	0	23	\$13.00	36	\$299.00	\$0.00
DID Per Number Block - 100	0	1	\$19.00	36	\$19.00	\$0.00
5Mb SIP Trunk Group Port	0	1	\$80.00	36	\$80.00	\$0.00
Install Fees						
Prework Sip	0	1	\$0.00	0	\$0.00	\$0.00
DID Per Number Block Install	0	1	\$0.00	0	\$0.00	\$0.00
SIP Turn Up	0	1	\$250.00	36	\$0.00	\$250.00

Totals:		\$458.63	\$250.00
The service and equipment charges above, except as explicitly set forth in the Special Conditions section, do not include applicable taxes, fees, assessments or surcharges which are additional and may change. Visit http://www.coxbusiness.com/taxesandfees for more information			

This Commercial Services Agreement (the "Agreement") includes (i) this paragraph, the language above and Exhibit A (collectively, the "Service Terms"); (ii) the terms and conditions set forth at <http://www.coxbusiness.com/generalterms> (the "General Terms") and (iii) any other terms and conditions applicable to the Services set forth above, including without limitation, the Cox tariffs, Service Guides set forth at <http://www.coxbusiness.com/e911> ("SG"), State and Federal regulations, the Cox Acceptable Use Policy (the "AUP"), and Cox's Internet Service Disclosures located at www.cox.com/internetdisclosures. Exhibit A is attached to and incorporated into this Agreement by this reference. Customer acknowledges receipt and acceptance of the Service Terms (including Exhibit A), the AUP, General Terms, and all other referenced terms and conditions by signing this Agreement. By signing this Agreement, Customer accepts that any and all disputes arising out of, relating to or concerning this Agreement and/or the Services shall be resolved through mandatory and binding arbitration unless Customer opts out pursuant to the Dispute Resolution Provision in the General Terms. This Agreement is subject to credit approval and Customer authorizes Cox to check credit. The service and equipment charges above, except as explicitly set forth in the Special Conditions section, do not include applicable taxes, fees, assessments or surcharges which are additional and may change from time to time. This proposal is valid provided Customer signs and delivers this Agreement to Cox unchanged within thirty (30) days from the date above. By signing this Agreement, Customer acknowledges that if (i) the transport Service(s) (e.g. Private Line Type Services, Ethernet Services) cross state boundaries or (ii) at least 10% of traffic on said transport Service(s) is Interstate in nature or designated for Internet traffic, then the entire transport Service(s) is considered Interstate. Customer has reviewed the interstate/intrastate designation of the transport Service(s) listed in the Service Description above and attests that all such designations are correct. Each party may use electronic signature to sign this Agreement, provided the electronic signature method used by Customer is acceptable to Cox. This Agreement shall be effective upon execution by Customer and "Acceptance" by Cox. "Acceptance" of the Agreement by Cox shall occur upon the earlier of (i) Cox's countersignature of this Agreement or (ii) Cox's installation of Service at Customer's location. Customer acknowledges that it has read and understands the 911 disclosures in Section 2 of the Service Terms. By signing this Agreement, you represent that you are the authorized Customer representative.

Customer Authorized Signature	CoxCom, LLC., Cox Oklahoma Telcom, LLC Signature
Signature:	Signature: <i>Todd Davis</i>
Print:	Print: Todd Davis
Title Position:	Title Position: Sales Manager
Date:	Date: 2/13/2025

EXHIBIT A

1. E911 Services FOR IMPORTANT INFORMATION ABOUT COX'S 911 PRACTICES, PLEASE REVIEW THE INFORMATION ABOUT E911 SERVICE IN THE GENERAL TERMS AND ON THE WEBSITE <http://www.coxbusiness.com/e911>

2. Service Start Date and Term The "Initial Term" shall begin upon installation of Service and shall continue for the applicable Term commitment set forth above in the Service Terms. However, if Customer delays installation or is not ready to receive Services on the agreed-upon installation date, Cox may begin billing for Services on the date Services would have been installed. Cox shall use reasonable efforts to make the Services available by the requested service date. Cox shall not be liable for damages for delays in meeting service dates due to install delays or reasons beyond Cox's control. If Customer delays installation for more than ninety (90) days after Customer's execution of this Agreement, Cox reserves the right to terminate this Agreement by providing written notice to Customer and Customer shall be liable for Cox's reasonable costs incurred. AFTER THE INITIAL TERM, THIS AGREEMENT SHALL AUTOMATICALLY RENEW FOR ONE (1) YEAR TERMS (EACH AN "EXTENDED TERM") UNLESS A PARTY GIVES THE OTHER PARTY WRITTEN TERMINATION NOTICE AT LEAST THIRTY (30) DAYS PRIOR TO THE EXPIRATION OF THE INITIAL TERM OR THEN CURRENT EXTENDED TERM. "Term" shall mean the Initial Term and Extended Term (s), if any. Cox reserves the right to increase rates for all Services by no more than ten percent (10%) during any Extended Term by providing Customer with at least sixty (60) days written notice of such rate increase. This limitation on rate increases shall not apply to video Services or Services for which rates, terms and conditions are governed by a Cox tariff or SG. Upon notice to Customer, Cox may change the rates for video Services periodically during the Term. Cox may change the rates for telephone Service subject to a Cox tariff or SG periodically during the Term. For the avoidance of doubt, promotional rates and promotional discounts provided to Customer will expire at the end of the Initial Term or earlier as set forth in the promotion language. Customer's payment for Service after notice of a rate increase will be deemed to be Customer's acceptance of the new rate.

3. Termination Customer may terminate any Service before the end of the Term selected by Customer above in the Service Terms upon at least thirty (30) days written notice to Cox; provided, however, if Customer terminates any such Service before the end of the Term (except for breach by Cox), unless otherwise expressly stated in the General Terms, Customer will be obligated to pay Cox a termination fee equal to the nonrecurring charges (if unpaid) and One Hundred Percent (100%) of the monthly recurring charges for the terminated Service(s) multiplied by the number of months, including partial months, remaining in the Term. Cox may terminate this Agreement without liability at any time prior to installation of Services if Cox determines that Customer's location is not reasonably serviceable or there is signal interference with any Cox Service(s) according to Cox's standard practices. If Customer terminates or decreases any Service that is part of a bundle offering, the remaining Service(s) shall be subject to price increases for the remaining Term. If Customer terminates this Agreement prior to installation of Service by Cox, Customer shall be liable for Cox's costs incurred. This provision survives termination of the Agreement.

4. Payment Customer shall pay Cox all monthly recurring charges ("MRCs") and all non-recurring charges ("NRCs"), if any, by the due date on the invoice. Any amount not received by the due date shown on the applicable invoice will be subject to interest or a late charge no greater than the maximum rate allowed by law. If Cox terminates this Agreement due to Customer's breach, or if Customer fails to pay any amounts when due and fails to cure such non-payment upon receipt of written notice of non-payment from Cox, Customer will be deemed to have terminated this Agreement and will be obligated to pay the termination fee described above. If applicable to the Service, Customer shall pay sales, use, gross receipts, and excise taxes, access fees and all other fees, universal service fund assessments, 911 fees, franchise fees, bypass or other local, State and Federal taxes or charges, and deposits, imposed on the use of the Services. Taxes will be separately stated on Customer's invoice. No interest will be paid on deposits unless required by law.

5. Service and Installation Cox shall provide Customer with the Services identified above in the Service Terms and may also provide related facilities and equipment, the ownership

of which shall be retained by Cox (the "Cox Equipment"), or for certain Services, Customer, may purchase equipment from Cox ("Customer Purchased Equipment"). Customer is responsible for damage to any Cox Equipment. If Cox Equipment is not returned to Cox after termination or disconnection of Services, Customer shall be liable for the Cox Equipment costs. Customer may use the Services for any lawful purpose, provided that such purpose: (i) does not interfere or impair the Cox network or Cox Equipment; (ii) complies with the AUP; and (iii) is in accordance with the terms and conditions of this Agreement. Customer shall use the Cox Equipment only for the purpose of receiving the Services. Customer shall use Customer Purchased Equipment in accordance with the terms of this Agreement and any related equipment purchase agreement. Unless provided otherwise herein, Cox shall use commercially reasonable efforts to maintain the Services in accordance with applicable performance standards. Cox network management needs may require Cox to modify upstream and downstream speeds. Use of the Services shall be subject to the AUP at <http://www.coxbusiness.com/generalterms>, which is incorporated herein by reference. Cox may change the AUP from time to time during the Term. Customer's continued use of the Services following an AUP amendment shall constitute acceptance of the revised AUP.

6. General Terms The General Terms are hereby incorporated into this Agreement by reference. BY EXECUTING THIS AGREEMENT AND/OR USING OR PAYING FOR THE SERVICES, CUSTOMER ACKNOWLEDGES THAT IT HAS READ, UNDERSTOOD, AND AGREED TO BE BOUND BY THE GENERAL TERMS.

7. LIMITATION OF LIABILITY IN ADDITION TO ANY OTHER LIMITATIONS ON LIABILITY CONTAINED IN THE AGREEMENT, NEITHER COX NOR ANY COX RELATED PARTY SHALL BE LIABLE FOR DAMAGES FOR FAILURE TO FURNISH OR INTERRUPTION OF ANY SERVICES, OR FOR ANY LOSS OF DATA OR STORED CONTENT, IDENTITY THEFT, OR FOR ANY PROBLEM WITH THE SERVICES OR EQUIPMENT OF ANY THIRD PARTY, NOR SHALL COX NOR ANY COX RELATED PARTY BE RESPONSIBLE FOR FAILURE OR ERRORS OF ANY COX SERVICE, COX EQUIPMENT, SIGNAL TRANSMISSION, LICENSED SOFTWARE, LOST DATA, FILES OR SOFTWARE DAMAGE REGARDLESS OF THE CAUSE. NEITHER COX NOR ANY COX RELATED PARTY WILL BE LIABLE FOR DAMAGE TO PROPERTY OR FOR PHYSICAL INJURY TO ANY PERSON ARISING FROM THE INSTALLATION OR REMOVAL OF EQUIPMENT UNLESS CAUSED BY THE NEGLIGENCE OF COX. UNDER NO CIRCUMSTANCES WILL COX OR ANY COX RELATED PARTY BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES, INCLUDING LOST PROFITS, ARISING FROM THIS AGREEMENT OR PROVISION OF THE SERVICES.

8. WARRANTIES EXCEPT AS PROVIDED IN THIS AGREEMENT, THERE ARE NO OTHER AGREEMENTS, WARRANTIES OR REPRESENTATIONS, EXPRESS OR IMPLIED, EITHER IN FACT OR BY OPERATION OF LAW, STATUTORY OR OTHERWISE, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, RELATING TO THE SERVICES. SERVICES PROVIDED ARE A BEST EFFORTS SERVICE AND COX DOES NOT WARRANT THAT THE SERVICES, EQUIPMENT OR SOFTWARE SHALL BE ERROR-FREE OR WITHOUT INTERRUPTION. COX DOES NOT GUARANTEE THAT SERVICE CAN BE PROVIDED TO CUSTOMER'S LOCATION, OR THAT INSTALLATION OF SERVICE WILL OCCUR IN A SPECIFIED TIMEFRAME. COX DOES NOT WARRANT THAT ANY SERVICE OR EQUIPMENT WILL MEET CUSTOMER'S NEEDS, PERFORM AT A PARTICULAR SPEED, BANDWIDTH OR THROUGHPUT RATE, OR WILL BE UNINTERRUPTED, ERROR-FREE, SECURE, OR FREE OF VIRUSES, WORMS, DISABLING CODE OR THE LIKE. INTERNET AND WIFI SPEEDS WILL VARY. COX MAKES NO WARRANTY AS TO TRANSMISSION OR UPSTREAM OR DOWNSTREAM SPEEDS OF THE NETWORK.

9. Public Performance If Customer engages in a public performance of any copyrighted material contained in any of the Services, Customer, and not Cox, shall be responsible for obtaining any public performance licenses at Customer's expense. The Video Service that Cox provides under this Agreement does not include a public performance license



Commercial Services Agreement
2/12/2025

Cox Account Rep:	Jack Bunds	Cox System Address
Phone Number:	(918) 286-4437	11811 East 51st Street South Tulsa, OK 74146
Fax Number:	(877) 873-8923	

Customer Information		Authorized Customer Representative Information	
Legal Company Name:	OWASSO PUBLIC SCHOOLS	Full Name:	Russell Thornton
Street Address:	12301 N 132nd East Ave	Billing Telephone:	(918) 272-8091
City/State/Zip:	Collinsville, OK 74021	Fax:	
Billing Address:		Contact Number:	(479) 739-7271
City/State/Zip:		Email:	russell.thornton@owassops.org
Cox Account #:			

Service Description	From QTY	To QTY	Unit Price	Term (Months)	Monthly Recurring Service Charges	One Time Service Charges
Flat Rated SIP Trunk Group	0	1	\$0.00	60	\$0.00	\$0.00
National 911 per DID	0	1	\$1.29	60	\$1.29	\$0.00
SIP Voice Path - 2 Way	0	23	\$13.00	60	\$299.00	\$0.00
Cox Business Minute Pack 1000 - 5 Year	0	1	\$0.00	60	\$0.00	\$0.00
DID Per Number Block - 100	0	1	\$19.00	60	\$19.00	\$0.00
5Mb SIP Trunk Group Port	0	1	\$80.00	36	\$80.00	\$0.00
Install Fees						
Pework Sip	0	1	\$0.00	0	\$0.00	\$0.00
DID Per Number Block Install	0	1	\$0.00	0	\$0.00	\$0.00
SIP Turn Up	0	1	\$250.00	36	\$0.00	\$250.00

Totals:					\$399.29	\$250.00
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Signature:	Signature: <i>Todd Davis</i>
Print:	Print: Todd Davis
Title Position:	Title Position: Sales Manager
Date:	Date: 2/13/2025

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7. LIMITATION OF LIABILITY IN ADDITION TO ANY OTHER LIMITATIONS ON LIABILITY CONTAINED IN THE AGREEMENT, NEITHER COX NOR ANY COX RELATED PARTY SHALL BE LIABLE FOR DAMAGES FOR FAILURE TO FURNISH OR INTERRUPTION OF ANY SERVICES, OR FOR ANY LOSS OF DATA OR STORED CONTENT, IDENTITY THEFT, OR FOR ANY PROBLEM WITH THE SERVICES OR EQUIPMENT OF ANY THIRD PARTY, NOR SHALL COX NOR ANY COX RELATED PARTY BE RESPONSIBLE FOR FAILURE OR ERRORS OF ANY COX SERVICE, COX EQUIPMENT, SIGNAL TRANSMISSION, LICENSED SOFTWARE, LOST DATA, FILES OR SOFTWARE DAMAGE REGARDLESS OF THE CAUSE. NEITHER COX NOR ANY COX RELATED PARTY WILL BE LIABLE FOR DAMAGE TO PROPERTY OR FOR PHYSICAL INJURY TO ANY PERSON ARISING FROM THE INSTALLATION OR REMOVAL OF EQUIPMENT UNLESS CAUSED BY THE NEGLIGENCE OF COX. UNDER NO CIRCUMSTANCES WILL COX OR ANY COX RELATED PARTY BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES, INCLUDING LOST PROFITS, ARISING FROM THIS AGREEMENT OR PROVISION OF THE SERVICES.

8. WARRANTIES EXCEPT AS PROVIDED IN THIS AGREEMENT, THERE ARE NO OTHER AGREEMENTS, WARRANTIES OR REPRESENTATIONS, EXPRESS OR IMPLIED, EITHER IN FACT OR BY OPERATION OF LAW, STATUTORY OR OTHERWISE, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, RELATING TO THE SERVICES. SERVICES PROVIDED ARE A BEST EFFORTS SERVICE AND COX DOES NOT WARRANT THAT THE SERVICES, EQUIPMENT OR SOFTWARE SHALL BE ERROR-FREE OR WITHOUT INTERRUPTION. COX DOES NOT GUARANTEE THAT SERVICE CAN BE PROVIDED TO CUSTOMER'S LOCATION, OR THAT INSTALLATION OF SERVICE WILL OCCUR IN A SPECIFIED TIMEFRAME. COX DOES NOT WARRANT THAT ANY SERVICE OR EQUIPMENT WILL MEET CUSTOMER'S NEEDS, PERFORM AT A PARTICULAR SPEED, BANDWIDTH OR THROUGHPUT RATE, OR WILL BE UNINTERRUPTED, ERROR-FREE, SECURE, OR FREE OF VIRUSES, WORMS, DISABLING CODE OR THE LIKE. INTERNET AND WIFI SPEEDS WILL VARY. COX MAKES NO WARRANTY AS TO TRANSMISSION OR UPSTREAM OR DOWNSTREAM SPEEDS OF THE NETWORK.

9. Public Performance If Customer engages in a public performance of any copyrighted material contained in any of the Services, Customer, and not Cox, shall be responsible for obtaining any public performance licenses at Customer's expense. The Video Service that Cox provides under this Agreement does not include a public performance license

Quote # QUO3010136	Expiration Date 3/14/2025	Account # 66110	Account Name Owasso Public Schools
Project Name (700) Lenovo 100e + Licenses + Services	Prepared For Russell Thornton russell.thornton@owassops.org	Sales Representative Ryan Heineman Territory Manager (612) 268-5063 ryan@vivacitytech.com	Estimated Delivery

Product	SKU	Quantity	Price	Total Price
83G80002US Lenovo 100e Gen 4 Chromebook - Intel N100/4GB/32GB - Non-Touch - New	83G80002US	700	\$233.00	\$163,100.00
CROSSWDISEDUNEW Chrome OS Education License	CROSSWDISEDUNEW	700	\$30.00	\$21,000.00
SVC-WG Vivacity Tech White Glove Service - Enroll Device in Console - Update OS to current version (to the date the service is performed)	SVC-WG	700	\$2.00	\$1,400.00
SVC-VT-ATAG Vivacity Tech Asset Tagging Service - VT Provided	SVC-VT-ATAG	700	\$2.00	\$1,400.00
FEE-GRNSH Vivacity Tech Green Shipping Service	FEE-GRNSH	700	\$0.00	\$0.00



Product	SKU	Quantity	Price	Total Price
FEE-S&H Vivacity Tech Shipping & Handling	FEE-S&H	1	\$0.00	\$0.00

Contract

OMNIA Partners Synnex (R200803)

Credit Card Payments are Subject to a 3% Convenience Fee

Vivacity Tech reserves the right to assign any order to our vendor Assignment of Funds programs. The programs are a beneficial way for Vivacity to accommodate to education or government end user orders. Please note that under these programs, the remittance address may change and additional paperwork may be required. Should this order be allocated to one of these programs, the Vivacity procurement team will follow-up further communication. We thank you in advance for your assistance in facilitating Vivacity's participation in these beneficial partnership programs. Pricing provided on Quotes expires on the expiration date stated on each Quote or while supplies last. If pricing is no longer accurate at the time of purchase your dedicated Account Manager will work with you to create an updated Quote.

*Assumes four annual payments on an FMV basis. Pricing is intended to be general. Please connect with your sales rep for other leasing options or a specific quote.

Sub Total \$186,900.00

Tax \$0.00

Grand Total \$186,900.00

Lease cost per year* \$49,995.75

We're excited about this opportunity to work with you and your school district!





KnowBe4
33 N Garden Avenue, Suite 1200
Clearwater, FL
33755 US

Created Date 2/12/2025 4:53 PM
Expiration Date 2/28/2025
Quote Number Q-1297597
Payment Terms Net 30

Prepared By Kenny McCuiston
Email kennym@knowbe4.com

Contact Name Russell Thornton
Contact Phone (918) 272-5367
Contact Email russell.thornton@owassops.org

Bill to Name Owasso Public Schools
1501 N ASH ST
OWASSO, OK 74055-4920
United States

Ship to Name Owasso Public Schools
1501 N ASH ST
OWASSO, OK 74055-4920
United States

Description 16 month contract to align renewal with June 2026 timeline
Notes

Total Term(Months) 16

Non Profit Discounting has been applied to this quote.

PRODUCT	DESCRIPTION	QTY	LIST PRICE	DISC. (%)	SALES PRICE	MONTHLY NET PRICE	TOTAL PRICE
KSATS	KnowBe4 Security Awareness Training Subscription Silver	1,200	USD 16.56	4.35	USD 15.84	USD 0.99	USD 19,008.00
PHISHER	KnowBe4 PhishER Subscription	1,200	USD 9.36	0.00	USD 9.36	USD 0.59	USD 11,232.00

Grand Total USD 30,240.00

Signature Name
Title
Date

Terms & Conditions
Your signature on this quote tells us that you have the authority to make this purchase on behalf of your company and that you agree to pay within the stated terms. For first year subscriptions, mid-subscription add-ons, and/or upgrades, the subscription period will begin when we process your order, which is when we receive your signed quote. For renewal subscriptions, the subscription period will begin on the day after your current subscription expires. Unless included on the invoice, customer is responsible for any applicable sales and use tax.
KnowBe4's standard Terms of Service (www.KnowBe4.com/Legal) and Product Privacy Policy (www.KnowBe4.com/Product-Privacy-Notice) apply, unless mutually agreed otherwise in writing.