



BOARD REPORT

TO: VILLAGE PRESIDENT & BOARD OF TRUSTEES

FROM: PAT ROLLINS, CHIEF OF POLICE
Choose an item.

SUBJECT: RESOLUTION: AUTHORIZING AN AGREEMENT WITH METRONET FOR FIBER INTERNET SERVICE TO THE POLICE DEPARTMENT

AGENDA: 6/16/2026

DATE: 6/10/2026

ISSUE

Should the Village Board enter into an agreement with Metronet for internet fiber service to serve the police department.

DISCUSSION

The Police Department remodel/addition project is entering its final couple of months of construction. The Police Department relies heavily on fiber service to meet the operational needs of an ever-changing technological landscape. While occupying the original building at 10 S. Municipal Dr., the department had two fiber streams coming into the building, one from AT&T and the other from Metronet. As we prepare to move back into the building, fiber needs to be run (buried) from the service pedestal/manhole to the building.

The previous fiber from Metronet that served the PD was relocated to the Village's Executive Office at 160 S. Municipal before the PD's temporary occupancy of the rental space on Frontage Road. The Executive Office did not have its own dedicated fiber service and will now have one, since the service is in place. As a result, the PD needs to add its own service from Metronet.

The Police Department seeks to maintain a redundant backup connection with two separate vendors, with connections entering the building from different locations and directions, which is an industry best practice. If one fiber service goes down, the other will handle internet and phone traffic.

Underground work is required to run the fiber service into the building. Now is the perfect time to complete this before redoing the parking lot and bringing the fiber into the IT Room

and component placement. Metronet's installation schedule is tight, so we are requesting that it be discussed and approved at the same meeting.

COST

Metronet has provided a quote and a Service Level Agreement for its Fiber. The monthly cost is \$340. The contract term is 60 months, totaling \$20,400 over the five years. This fiscal budget year, the cost would be approximately \$2,720, depending on when we move back in. Future fiscal years would be \$4,080. The Village-approved I.T. budget cost center will be the funding source.

ATTACHMENTS

Quote from Metronet Business and the Service Level Agreement, along with the Resolution

RECOMMENDATION

That the Village Board approve the agreement with Metronet to provide fiber service to the police department by authorizing Resolution # 2026-0616PD



RESOLUTION NO. 2026-0616PD

A RESOLUTION
AUTHORIZING AN AGREEMENT WITH METRONET BUSINESS FOR FIBER SERVICE TO THE
POLICE DEPARTMENT

VILLAGE OF SUGAR GROVE, KANE COUNTY, ILLINOIS

**RESOLUTION AUTHORIZING AN AGREEMENT FOR FIBER SERVICE FROM METRONET
BUSINESS TO THE POLICE DEPARTMENT BUILDING**

WHEREAS, the Village of Sugar Grove, Illinois, (“Village”) is an Illinois Non-Home Rule Municipality pursuant to the provisions of Article VII, Section 7, of the Illinois Constitution of 1970; and as such, the Village may exercise certain powers and perform functions pertaining to its government and affairs; and

WHEREAS, there is an operational need to procure fiber service for the Sugar Grove Police Department; and

WHEREAS, the Village desires to enter into an agreement with Metronet Business for a 60-month lease (5-year); and

WHEREAS, the Parties intend to commence the agreement in order for the installation process of the fiber to the building, and

WHEREAS, while the Village is renovating the building where the Sugar Grove Police Department will move back to and desires to have internet available upon move-in, and

WHEREAS, the Parties desire to enter into this Agreement to memorialize the herein;

NOW, THEREFORE, BE IT RESOLVED by the President and Board of Trustees of the Village of Sugar Grove, Kane County, Illinois, as follows:

The Village President or her designee is hereby authorized to execute a contract/agreement on behalf of the Village.

And the Village waives all Village fees/permit costs for the project

PASSED AND APPROVED by the President and the Board of Trustees of the Village of Sugar Grove, Kane County, Illinois, on this **16th** day of **June 2026**.

Sue Stillwell, Village President

Tracey R. Conti, Village Clerk

BOARD VOTE:

	Aye	Nay	Absent	Abstain	Recuse
Trustee Heidi Lendi	_____	_____	_____	_____	_____
Trustee Matthew Bonnie	_____	_____	_____	_____	_____
Trustee Sean Michels	_____	_____	_____	_____	_____
Trustee Anthony Speciale	_____	_____	_____	_____	_____
Trustee Nora London	_____	_____	_____	_____	_____
Trustee Michael Roskopf	_____	_____	_____	_____	_____



Quote Prepared For:

Pat Rollins
VILLAGE OF SUGAR GROVE - PD
75 RAILROAD ST
SUGAR GROVE, IL 60554

Quote Date: 6/1/2026
Quote Expiration Date: 7/1/2026
Paperwork Prepared By:

Jon Foster
(630) 345-6008
jon.foster@metronetinc.com

Contract Term: 60 month(s)

**METRONET BUSINESS FIBER
COMMERCIAL 1Gb/1Gb**

QTY	PRODUCT NAME	DESCRIPTION	UNIT PRICE	NET TOTAL
1	Business Fiber Commercial Bundle	Business Fiber Commercial providing priority Internet access	\$0.00	\$0.00
1	Business Fiber Commercial 1Gb/1Gb	Business Fiber Commercial providing Internet access at 1Gb download and 1Gb upload speeds.	\$340.00	\$340.00
1	Commercial SLA	Availability guarantee 99.99%. See "Addendum regarding Service Level Agreement" for complete details.	\$0.00	\$0.00
1	Static IP: 1 - Included	1 static IP included with Business Fiber Internet	\$0.00	\$0.00
METRONET BUSINESS FIBER COMMERCIAL 1Gb/1Gb Monthly Net Total:				\$340.00
One Time Net Total:				\$0.00

Please note that this quote does not include any State or Federal taxes and fees

**ADDENDUM
REGARDING SERVICE LEVEL AGREEMENT
FOR BUSINESS FIBER COMMERCIAL SERVICE ONLY
(FOR INTERNET ONLY)**

THIS ADDENDUM (the "Addendum") amends and supplements the MetroNet Advanced Services Agreement, Business Services Agreement or other services agreement (the "Agreement") of the Customer signing below and is dated as of the same date.

All capitalized terms used herein and not otherwise defined in this Addendum will have the meanings set forth in the Agreement.

The following new Section, **Service Level Agreement**, is added to the Terms and Conditions incorporated in the Agreement:

SERVICE LEVEL AGREEMENT

1) NETWORK OPERATIONS DEFINITIONS:

- (a) Availability. "Availability" is the amount of time MetroNet's Fiber Service is available for use, i.e. not subject to a total loss or interruption of transmission or signal.
- (b) Customer Premises. "Customer Premises" is the place at the Customer's location where the MetroNet equipment needed to provision the Fiber Service is installed by MetroNet.
- (c) Emergency Maintenance or Repair. "Emergency Maintenance or Repair" is work which, if not accomplished immediately by MetroNet or third party provider, could result in a serious degradation or loss of Fiber Service to the Customer. Emergency Maintenance or Repair includes emergency maintenance or repair of network, equipment and power facilities.
- (d) Excluded Outages. "Excluded Outages" are outages: (i) arising out of or related to the acts or omissions of Customer or others authorized by Customer; (ii) during any period of Force Majeure; (iii) arising out of or related to a breach by Customer of its obligations under the Agreement or outages during any period of Customer default; (iv) a result of Planned Maintenance or Repair or other scheduled maintenance, alteration or implementation; (v) arising out of or related to Customer's or third party's network or equipment failure; (vi) due to failure of power; (vii) during any period in which MetroNet is not given access to the Customer or Customer's end-user's premise if necessary to resolve an outage; (viii) when a Fiber Service, in whole or in part, is Off Net to MetroNet; and, (ix) during any period when the Customer chooses to delay repair and/or testing to proceed.
- (e) Force Majeure. "Force Majeure" events are causes beyond MetroNet's reasonable control, including but not limited to acts of God, fire, explosion, vandalism, cable cuts, storms or other similar catastrophes; failures, shortages or unavailability or other delay in delivery by a third party supplying services, equipment, fiber, network or access rights to MetroNet; any law, order, regulation, direction, action or request of the United States government, or of any other government, including state and local governments having jurisdiction over either of the parties, or of any department, agency, commission, court, bureau, corporation or other instrumentality of any one or more of said governments, or of any civil or military

authority; national emergencies; insurrections, riots, wars, or strikes, lockouts, work stoppages or other labor disputes or difficulties.

- (f) Jitter. "Jitter" is the variation in Latency from a MetroNet Gateway to the Customer Premises.
- (g) Latency. "Latency" is the time it takes a data packet to travel from a MetroNet Gateway to the Customer Premises.
- (h) MetroNet Gateway. "MetroNet Gateway" shall be defined as a test point on MetroNet's network from which availability and performance objectives can be measured.
- (i) Off Net. "Off Net" means a service which is licensed by MetroNet from a third party to provide, in whole or in part, a given Fiber Service to a specific Customer or end-user premise or location.
- (j) On Net. "On Net" means a Fiber Service provisioned entirely on MetroNet's network. Notwithstanding any other provision of this Agreement, no Fiber Service shall be considered "On Net" if a circuit associated with the Fiber Service is licensed from a third party to serve a specific Customer or end user premises or location.
- (k) Outage. "Outage" shall be defined as a measure of the time that there is (i) a total loss or interruption of transmission or signal with respect to a particular Fiber Service (an "Availability Outage"), or (ii) the Service Elements of a particular Fiber Service do not perform equal to or better than the Performance Objectives stated below (a "Performance Outage").
- (l) Packet / Frame Loss. "Packet/Frame Loss" is the percentage of data packets not received at the Customer Premises with respect to data packets transmitted from a MetroNet Gateway to the Customer Premises.
- (m) Planned Maintenance or Repair. "Planned Maintenance or Repair" includes network upgrades and repairs, equipment upgrades and repairs, cable upgrades and repairs, and power upgrades and repairs. Supplier will endeavor to provide Customer ten (10) business days' notice for Planned Maintenance, and Customer agrees to accept these notices electronically via email or other electronic means.

2) SERVICE OUTAGE CREDITS:

- (a) Fiber Service Availability and Performance Standards shall be measured by averaging performance of the relevant metric over a calendar month. Availability and Performance Standards are only applicable for valid service frames that meet the service specifications of the Fiber Service purchased by the Customer. Examples of invalid service frames for purposes of calculating monthly average Availability and the Performance Standards set forth below include but are not limited to: invalid (improperly marked or malformed) Ethernet frames, traffic in excess of the contracted Fiber Service rate, and excessive broadcast/multicast traffic.

- (b) Availability Outage Credits. Customer shall be eligible to receive the following credits when there is an Availability Outage:

Table 1: Availability Service Outage Credits
Business Fiber Commercial Service ONLY
(99.99% Availability)

Cumulative Outage (in hrs:mins:secs)	Outage Credit (% of MRC)
0:00:00 – 1:00:00	None
1:00:01 – 10:00:00	5%
10:00:01 – 12:00:00	10%
12:00:01 – 16:00:00	15%
16:00:01 – 20:00:00	20%
20:00:01 – 24:00:00	30%
24:00:01 or greater	50%

- (c) Performance Outage Credits. Customer shall be eligible to receive the following credits when there is a Performance Outage:

Table 2: Performance Standard
Business Fiber Commercial Service ONLY
Measured from a MetroNet Gateway to the Customer Premises

Latency (ms) (one way)	< 10ms per 500 miles
Jitter (ms) (one way)	< 5ms per 500 miles
Packet / Frame Loss (%)	< 1%

Table 3: Latency/Jitter/ Packet Loss Service Outage Credits
Business Fiber Commercial Service ONLY

Cumulative Duration of Service Level Failure(s)	Service Outage Credit (% of MRC)
>2 hrs. to 4 hrs.	5%
>4 hrs. to 10 hrs.	5%
>10 hrs. to 12 hrs.	10%
>12 hrs. to 16 hrs.	15%
>16 hrs. to 20 hrs.	20%
>20 hrs. to 24 hrs.	30%
>24 hrs.	50%

- (d) A Service Outage shall be measured from the time Customer reports to MetroNet that an Outage has occurred (regardless of when the Outage actually commenced) and shall be deemed to terminate upon restoration of the affected Fiber Service as evidenced by appropriate network test by MetroNet. In addition, Performance Standards shall be measured from end-to-end as much as possible within MetroNet's network; for example, from the Customer premises to the most distant MetroNet Gateway used to provision the Fiber Service. Customer shall, within thirty (30) days of such Outage, provide MetroNet with a written demand for the credit set forth in this Section by emailing business-customer-service@metronetinc.com. If Customer fails to provide such notice, the credit shall be deemed waived. An Outage will not be deemed to have occurred in the event that it arises from or relates to an Excluded Outage. Any credit shall be limited to affected Fiber Service(s) only. For example, if Customer has Fiber Service at several locations, and an Outage affects only one location, any credit shall be based upon the monthly rate charged by MetroNet for the Fiber Service with respect to the one affected location only. By way

of further example, if Customer has a Service Level Agreement Addendum for two separate Fiber Services (e.g. Internet and wide area network), an Outage with respect to one Fiber Service will not be deemed an Outage or give rise to an Outage credit with respect to the other. The maximum credit that may be earned for a particular Fiber Service in a calendar month shall not exceed one hundred percent (100%) of the monthly rate charged by MetroNet for that particular Fiber Service in that month irrespective of the number or length of periods of Outage of that Fiber Service in that month. Service Outage Credits shall be Customer's sole and exclusive remedy with respect to Fiber Service outages, interruptions, delays, failures, or other defects in Fiber Service. A Service Outage shall not be deemed a default by MetroNet. Under no circumstance shall Customer be entitled to an Availability Service Outage Credit and a Performance Outage Credit for the same Outage or during the same Outage period.

3) RESPONSE AND RESTORATION OBJECTIVES:

(a) Objective measured as an average over one (1) month.

Table 4: Response and Restoration

Business Fiber Commercial Service ONLY	
Category	Objective
Mean Time to Respond (verbal response)	30 Minutes
Mean Time to Respond On Site (if needed)	2 Hours
Mean Time to Restore Equipment	6 Hours
Mean Time to Restore Services	8 Hours

MetroNet will use commercially reasonable efforts to respond and restore Fiber Service in accordance with the above objectives, subject to events of Force Majeure. Failure to meet any such objective will not result in eligibility for a Service Outage Credit. Objectives shall be measured from the time Customer reports to MetroNet that an Outage has occurred (regardless of when the Outage actually commenced).

4) CUSTOMER CONTACT NUMBER IN THE EVENT OF AN OUTAGE:

In the event of an Outage at any time please call **Business Technical Support at (833) 393-6857.**

IN WITNESS WHEREOF, this Addendum is executed as of the date of the Agreement.

Name: _____

Title: _____