



COMPLETELINK® 2.0
AT&T ILEC Confirmation of Service Order
Provided Pursuant to Standard Service Publication Rates and Terms

Customer	AT&T
City of Aurora Street Address: 44 E Downer Pl City: Aurora State/Province: IL Zip Code: 60505 Country: USA	The applicable AT&T ILEC Service-Providing Affiliate
Customer Contact (for Notices)	AT&T Contact (for Notices)
Name: Shanita Thompson Title: Director of IT Operations Street Address: 44 E, Downers Place City: Aurora State/Province: IL Zip Code: Country: USA Telephone: 630.256.3460 Fax: Email: sthompson@aurora-il.org	Name: Glenn Shine Street Address: 4513 Western Avenue City: Lisle State/Province: IL Zip Code: 60532 Country: USA Telephone: 630.718.1569 Fax: Email: gs0293@att.com Sales/Branch Manager: Dan Masters SCVP Name: Dino Perone Sales Strata: LED Sales Region: East With a copy (for Notices) to: AT&T Corp. One AT&T Way, Bedminster, NJ 07921-0752 ATTN: Master Agreement Support Team Email: mast@att.com
AT&T Solution Provider or Representative Information (if applicable) <input type="checkbox"/>	
Name: Company Name: Agent Street Address: City: State: Zip Code: Telephone: Fax: Email: Agent Code	

Customer agrees to subscribe to the CompleteLink® 2.0 discount program, in accordance with this Confirmation of Service Order ("CSO") subject to the following, which are incorporated by reference: (a) THE TERMS OF THE APPLICABLE TARIFF, IF THE SERVICE IS OFFERED PURSUANT TO TARIFF; OR (b) THE AT&T BUSINESS SERVICES AGREEMENT (BSA) FOUND AT <http://www.corp.att.com/agreement/> IF THE SERVICE IS NOT OFFERED PURSUANT TO TARIFF. The applicable AT&T Service Publication(s) are identified in Section 1. The terms and conditions provided in this CSO are provided herein for convenience only and do not supersede or modify any applicable Service Publication. In the event of a change to the applicable Service Publication, such change shall be incorporated by reference herein.

The Effective Date of this CSO is the date signed by the last party.

AT&T California currently provides billing and collections services to third parties, which may place charges that Customer authorizes on its bill. To the extent that AT&T California makes blocking of such charges available, Customer may block third-party charges from its bill at no cost.

Customer (by its authorized representative)	AT&T (by its authorized representative)
By:	By:
Printed or Typed Name:	Printed or Typed Name:
Title:	Title:
Date:	Date:

For AT&T internal use only	
Is this CompleteLink 2.0 associated with ABN Complete?	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
Sales must submit to Contract Management (CM): 1) Customer executed CSO, and 2) a duplicate of this CSO as a Word document, not a PDF file, OR an Excel list of the BTNs.	

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1. DISCOUNT PROGRAM, SERVICE PROVIDER AND SERVICE PUBLICATION

Discount Program	CompleteLink® 2.0*
Customer must separately order services to which CompleteLink 2.0 applies.	

Service Provider (Select all that apply.)	Service Publication (incorporated by reference)	Service Publication Location
<input type="checkbox"/> AT&T Arkansas	AT&T Arkansas Guidebook, including Part 4, Section 5	http://cpr.att.com/guidebook/ar/index.html
<input type="checkbox"/> AT&T California	AT&T California Guidebook, including Part 9, Section 3	http://cpr.att.com/guidebook/ca/index.html
<input checked="" type="checkbox"/> AT&T Illinois	AT&T Illinois Guidebook, including Part 4 Section 5	http://cpr.att.com/guidebook/il/index.html
<input type="checkbox"/> AT&T Indiana	AT&T Indiana Guidebook, including Part 4, Section 2	http://cpr.att.com/guidebook/in/index.html
<input type="checkbox"/> AT&T Kansas	AT&T Kansas Guidebook, including Part 4, Section 5	http://cpr.att.com/guidebook/ks/index.html
<input type="checkbox"/> AT&T Michigan	AT&T Michigan Guidebook, including Part 4, Section 5	http://cpr.att.com/guidebook/mu/index.html
<input type="checkbox"/> AT&T Missouri	AT&T Missouri Guidebook, including Part 4, Section 5	http://cpr.att.com/guidebook/mo/index.html
<input type="checkbox"/> AT&T Ohio	AT&T Ohio Guidebook, including Part 4, Section 2	http://cpr.att.com/guidebook/oh/index.html
<input type="checkbox"/> AT&T Oklahoma	AT&T Oklahoma Guidebook, including Part 4, Section 5	http://cpr.att.com/guidebook/ok/index.html
<input type="checkbox"/> AT&T Texas	AT&T Texas Guidebook, including Part 4, Section 5	http://cpr.att.com/guidebook/tx/index.html
<input type="checkbox"/> AT&T Wisconsin	AT&T Wisconsin Guidebook, including Part 4, Section 2	http://cpr.att.com/guidebook/wg/index.html

2. TERM and EFFECTIVE DATES

Term:	2 years
Start Date of Term:	Upon initial implementation of Discount Program in the applicable AT&T systems
Effective Date of Rates and Discounts:	Start Date of Term
Rates Following Termination or Expiration of the Term:	Service Publication rates for Eligible services (as described in the applicable Service Publication) in effect at time of termination or expiration of the Term

3. MINIMUM ANNUAL REVENUE COMMITMENT (MARC) / MAXIMUM ANNUAL DISCOUNT

MARC* / Maximum Annual Discount	\$ 12,000 / \$ 1,750
* Contributory Services, as described in the applicable Service Publication, billed under BTNs in section 7 <u>before</u> the application of discounts and credits.	

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4. RATES and DISCOUNTS

The rates and discounts below are listed for convenience only. If there is conflict between any rate or discount below and the corresponding Service Publication rate or discount in effect on the Effective Date, the Service Publication will control.

MARC Volume Discount (applies to Eligible services and may not exceed the Maximum Annual Discount)			
1 Year Term	1 Year Term	2 Year Term	2 Year Term
2% – MARC \$1,200	6% – MARC \$50,000	3% – MARC \$1,200	7% – MARC \$50,000
2% – MARC \$3,000	7% – MARC \$75,000	3% – MARC \$3,000	8% – MARC \$75,000
3% – MARC \$7,000	8% – MARC \$100,000	4% – MARC \$7,000	9% – MARC \$100,000
4% – MARC \$12,000	8% – MARC \$125,000	5% – MARC \$12,000	9% – MARC \$125,000
4% – MARC \$18,000	9% – MARC \$150,000	5% – MARC \$18,000	10% – MARC \$150,000
5% – MARC \$25,000	10% – MARC \$200,000	6% – MARC \$25,000	11% – MARC \$200,000
5% – MARC \$35,000		6% – MARC \$35,000	

Optional Features Discount (applies to Central Office Optional Features as described in the applicable Service Publication)	Discount
	40%

Rates – IntraLATA/Local Toll Per Minutes of Use (MOU) - Intrastate (Enter only those which apply or enter N/A. **NOTE:** When “N/A” is selected, Discount Program discount rates for this service will not apply.)

Arkansas N/A	California N/A	Kansas N/A	Illinois \$0.054 - 2 Year
Indiana N/A	Michigan N/A	Missouri N/A	Ohio N/A
Oklahoma N/A	Texas N/A	Wisconsin N/A	

Rates – IntraLATA Long Distance Usage Per Minutes of Use (MOU) - Interstate (Enter only those which apply or enter N/A. **NOTE:** When “N/A” is selected, Discount Program discount rates for this service will not apply.)

Illinois \$0.115 - 2 Year	Indiana N/A	Michigan N/A	Ohio N/A	Wisconsin N/A
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Local Usage Rates/Discounts (Enter only those which apply or enter N/A. **NOTE:** When “N/A” is selected, Discount Program discount rates for this service will not apply.)

California	Illinois	Michigan	Ohio	Wisconsin
per minute rate:	per minute rate:	per message rate:	per message rate:	per message rate:
Zone 1 & Zone 2: N/A	Illinois Band A: \$0.016	N/A	N/A	N/A
Zone 3: N/A	Illinois Band B: \$0.034			
	Illinois Band C: Rate \$0.051 - 2 Year			

Local Usage Service Level Discount: For BTNs listed in section 7 that include a combination of Exchange Access Lines and/or Centrex with ISDN PRI and PBX Trunks. (Does not apply to per message rate listed above.)

State	Service	Discount
Michigan	Local Usage	35%
Ohio	Local Usage	15%
Wisconsin	Local Usage	30%

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Other Discounts: (Enter only those which apply or enter N/A. **NOTE:** When "N/A" is selected, Discount Program discount rates, if available, for the service or service component will not apply.)

Arkansas N/A	California N/A	Kansas N/A	Illinois N/A
Indiana N/A	Michigan N/A	Missouri N/A	Ohio N/A
Oklahoma N/A	Texas N/A	Wisconsin N/A	

Business Access Line Rates:

State	Monthly Recurring Rate, per Line
AR, IN, KS, MO, OK, TX	\$44.00
KS - EAS	\$51.00
CA, IL, MI, OH, WI	\$33.00

5. SHORTFALL CHARGE

Shortfall Charge:	if Customer fails to meet the MARC in any completed year of the Term, the difference between the MARC and the actual billings for Contributory Services
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6. EARLY TERMINATION CHARGE

Main BTN State	Early Termination Charge
AR, CA, KS, IN, MI, MO, OH, OK, TX, WI	<p>With No IL BTNs</p> <ul style="list-style-type: none"> 50% of the unsatisfied MARC (after application of any Shortfall Charges) for the balance of the Term <p>With IL BTNs</p> <ul style="list-style-type: none"> MARC is prorated for amount of MARC Eligible Charges in IL and outside IL <ul style="list-style-type: none"> For IL BTNs, IL MARC Termination Charge; plus For non-IL BTNs, 50% of the unsatisfied MARC (prorated after application of any Shortfall Charges) for the balance of the Term
IL	<ul style="list-style-type: none"> the amount of unearned discounts for the 12-month period immediately preceding Customer's early termination ("IL MARC Termination Charge"). Unearned discounts are calculated by subtracting the discounted charges for Eligible services actually incurred during the twelve months immediately preceding termination from the discounted charges for those Eligible services that Customer would have incurred during that period under the longest CompleteLink 2.0 term for which the Customer would have actually qualified based upon the actual term of service (or Service Publication month-to-month rates for those Eligible services if the Customer would not have qualified for any CompleteLink 2.0 term)

7. BILLING TELEPHONE NUMBER (BTN) LIST

Eligibility: (max. of 1,000 BTNs)	<p>All BTNs listed below or in an attachment:</p> <ul style="list-style-type: none"> must be valid business lines; may not be Consolidated or Special Bill Numbers; may not include Bill-Under, Working Telephone Numbers (WTNs), Account Telephone Numbers (ATNs), Cross Reference, Pager, Cell Phone, Pay Phone, Directory Advertising, Toll Free (800, 866, etc.) or Residential Numbers are all of the BTNs intended by Customer to be included on Effective Date <p>To qualify as an Eligible or Contributory Service, a service must be billed under one of the listed BTNs or under a BTN added by Customer through Customer's AT&T Sales Contact.</p>
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BTN List follows

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BTN LIST

Main BTN, with area code and customer code:	630-499-7451 091	State of Main BTN: (ex: IL)	IL
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Area Code, Prefix, Line #, Customer Code (no dashes, example: 312 555 1234 xxx, or 3122551234xxx)	BTN State (ex: IL)	Area Code, Prefix, Line #, Customer Code (no dashes, example: 312 555 1234 xxx, or 3122551234xxx)	BTN State (ex: IL)	Area Code, Prefix, Line #, Customer Code (no dashes, example: 312 555 1234 xxx, or 3122551234xxx)	BTN State (ex: IL)
630-264-6673 690	IL	630-897-3132 875	IL		
630-264-7195 298	IL	630-897-5719 122	IL		
630-420-7215 836	IL	630-897-7221 447	IL		
630-466-5385 138	IL	630-897-9670 271	IL		
630-466-7084 084	IL	630-898-7228 225	IL		
630-499-7451 091	IL	630-906-0850 416	IL		
630-692-1657 379	IL	630-906-6512 516	IL		
630-801-1267 647	IL	630-978-4700 552	IL		
630-801-1463 143	IL	630-R26-0294 316	IL		
630-820-3518 915	IL	630-R26-6009 009	IL		
630-820-9569 568	IL	630-R05-0014-499	IL		
630-844-1192 119	IL	630-R05-0676-316	IL		
630-844-2754 418	IL				
630-859-1323 201	IL				
630-859-9046 046	IL				
630-892-0785 027	IL				
630-892-1430 798	IL				
630-892-1855 750	IL				
630-892-5331 638	IL				
630-896-1201 359	IL				
630-896-1725 061	IL				
630-896-3745 551	IL				