



BUSINESS CLASS TRUNKS SERVICE ORDER AGREEMENT

CUSTOMER INFORMATION

Account Name Village of Wilmette
 Primary Contact Name Peter Skiles
 Address 1 1200 WILMETTE AVE
 Address 2 FL 1ST
 City WILMETTE
 State IL
 Zip 60091
 Business Phone (847) 853-7502
 Cell Phone _____
 Fax Number (847) 853-7700
 Email skilesp@wilmette.com

Technical Contact Name: Peter Skiles
 Technical Contact Phone: (847)853-7502
 Technical Contact Email: skilesp@wilmette.com
 Technical Contact On-Site? Yes

BUSINESS CLASS TRUNKS SERVICE DETAILS

Business Class Trunks	
PRI Interface	

Ethernet/Trunk Promotion Option	ENT1FullPRI_Eth_WVI
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Voice Selections	Quantity	Unit Price	Total Price
Fractional PRI*	0	\$ 0.00	\$ 0.00
# of Additional Channels PORT 1	0	\$ 0.00	\$ 0.00
# of Additional Channels PORT 2	0	\$ 0.00	\$ 0.00
Full PRI*	1	\$ 489.00	\$ 489.00
# of 20 TN Blocks*	0	\$ 0.00	\$ 0.00
# of 100 TN Blocks	0	\$ 0.00	\$ 0.00
# of 200 TN Blocks	0	\$ 0.00	\$ 0.00
# of 500 TN Blocks	0	\$ 0.00	\$ 0.00
# of 1000 TN Blocks	0	\$ 0.00	\$ 0.00
# of Toll Free Numbers	0	\$ 0.00	\$ 0.00
# of Trunk Groups	0	\$ 0.00	\$ 0.00
# of Trunk Groups with DNIS	0	\$ 0.00	\$ 0.00
# of RCF TN	0	\$ 0.00	\$ 0.00
# of DTO	0	\$ 0.00	\$ 0.00
Monthly Call Detail Record (CDR)	1	\$ 0.00	\$ 0.00
# of Intra Lata CRC TNs	0	\$ 0.00	\$ 0.00
# of Inter Lata CRC TNs	0	\$ 0.00	\$ 0.00
Directory Listing Suppression	0	\$ 0.00	\$ 0.00

*20 TN Block Included in Price

Service Term (24/36/60 Months)	60
Monthly Recurring Charge*:	\$ 489.00
Promotional Discount:	-\$ 100.00
Total Monthly Recurring Charge*:	\$ 389.00

*Applicable federal, state, and local taxes and fees may apply; usage fees not included.

Toll Free Activation Fee:	\$ 0.00
RCF Activation Fee :	\$ 0.00
Directory Listing Suppression :	\$ 0.00
Site Installation Charges*:	\$ 0.00
Total Trunk Services Standard Installation Fees:	\$ 0.00

*Does not include Custom Installation Fees (if applicable)

Custom Installation and Construction Addendum	
Total Custom Installation Charge*	\$ 0.00
Fees paid by Comcast*	\$ 0.00
Total Fees paid by customer	\$ 0.00

* Any Custom Installation Fee amount absorbed by Comcast must be immediately paid by you to Comcast if the applicable Sales Order is terminated prior to the end of the Service Term.

Date of Quote: 10/14/2014

The terms set forth in this Agreement are valid for 30 days from Date of Quote

Directory Listing: Published

DL Number: 8472522700

DL Display Name: Village of Wilmette - Village Hall

DA/DL Header Text Information: Village of Wilmette

Caller ID Display Name: Village of Wilmette

Caller ID (Yes/No) Yes

Customer requests Call Forwarding Not Reachable No

Customer requests International Dialing? No

Customer may change the International Dialing preference by contacting Comcast in writing.

TERMS AND CONDITIONS

1. This Comcast Business Class Trunks Service Order Agreement sets forth the terms and conditions under which Comcast Cable Communications Management, LLC and its operating affiliates ("Comcast") will provide the Trunking Services ("Services") to Customer. This Comcast Business Class Service Order Agreement consists of this document ("SOA"), the standard Comcast Business Class Terms and Conditions ("Terms and Conditions"), and any jointly executed amendments ("Amendments"), collectively referred to as the "Agreement". In the event of inconsistency among these documents, precedence will be as follows: (1) Amendments, (2) Terms and Conditions, and (3) this SOA. This Agreement shall commence and become a legally binding agreement upon Customer's execution of the SOA. The Agreement shall terminate as set forth in the Terms and Conditions (<http://business.comcast.com/terms-conditions/index.aspx>). All capitalized terms not defined in this SOA shall reflect the definitions given to them in the Terms and Conditions. Use of the Services is also subject to the then current High-Speed Internet for Business Acceptable Use Policy located at <http://business.comcast.com/terms-conditions/index.aspx> (or any successor URL), and the then current High-Speed Internet for Business Privacy Policy located at <http://business.comcast.com/terms-conditions/index.aspx> (or any successor URL), both of which Comcast may update from time to time.

2. Trunking Services carries a 30 day money back guarantee. If within the first thirty days following Service activation Customer is not completely satisfied, Customer may cancel Service and Comcast will issue a refund for Service charges actually paid by Customer, custom installation, voice usage charges, and optional service fees excluded. In order to be eligible for the refund, Customer must cancel Service within thirty days of activation and return any Comcast-provided equipment in good working order. In no event shall the refund exceed \$500.00.

3. CUSTOMER ACKNOWLEDGES RECEIPT AND UNDERSTANDING OF THE E911 NOTICE:

E911 NOTICE

Comcast Business Class Trunking Service may have the E911 limitations specified below:

- The National Emergency Number Association (NENA), a 911 industry organization that makes recommendations for standardized services relating to E911, has issued guidelines that state "The PBX owner is responsible for creating customer records, preferably in NENA standard format, that identify caller locations." To facilitate Customer's compliance with these guidelines and with associated state and local requirements related to provision of Automatic Location Information (ALI) for E911 services, Comcast offers two options:

- a. Comcast will send to the ALI database or Subscriber Location Database (SLDB) the main billing telephone number and the main address provided by Customer; or

- b. Customer may choose to sign up for up to 10 Emergency Location Information Numbers (ELINs) that Customer could assign to zones within Customer's premises that would be separately identified to the E911 call taker. The location information, such as a specific floor, side of a building, or other identifying information, could assist emergency responders to more quickly reach the appropriate location. Customer is solely responsible for programming its PBX system to map each station to one of these numbers, and for updating the system as necessary to reflect moves or additions of stations within the premises. Comcast will send the assigned ELINs to the ALI or SLDB database, as is appropriate.

- Many jurisdictions require businesses using multi-line telephone systems to program their systems to transmit specific location information for 911 calls. Customer bears sole responsibility to ensure that it identifies and complies with all such requirements. In any event, if Customer does not maintain E911 records in a timely and accurate manner, the E911 call taker may not receive proper location information, and emergency responders may be delayed or even prevented from timely reaching the caller's location.

- Battery Back Up - The Integrated Access Device (IAD) provided by Comcast is not equipped with battery backup. It is Customer's responsibility to ensure adequate back-up power is provided to ensure service continuity during a power outage, as employees would otherwise be unable to use the Services, including dialing 9-1-1, when power is unavailable.

- Calls using the Service, including calls to 911, may not be completed if there is a problem with network facilities, including network congestion, network/equipment/power failure, or another technical problem.

- All questions should be directed to 1-877-643-3961, E911 Service, Private Branch Exchanges, and Direct Inward Dial Service

USE OF SERVICE AFTER DELIVERY OF THIS DOCUMENT CONSTITUTES CUSTOMER ACKNOWLEDGEMENT OF THE E911 NOTICE ABOVE.

4. To complete a Service order, Customer must execute a Comcast Letter or Authorization ("LOA") and submit it to Comcast, or Comcast's third party order entry integrator, as directed by Comcast. No telephone number port orders will be submitted on Customer's behalf until a signed LOA has been accepted by Comcast.

5. New telephone numbers are subject to change prior to the install. Customers should not print their new number on stationery or cards until after the install is complete.

6. Modifications: All modifications to the Agreement, if any, must be captured in a written Amendment, executed by an authorized Comcast Senior Vice President and the Customer. All other attempts to modify the Agreement shall be void and non-binding on Comcast.

FOR COMCAST USE ONLY

Sales Representative Code: Marla Azada

Sales Manager/Director: Kevin Burnson
DocuSigned by:

Sales Manager/Director Approval: Kevin Burnson
27A204606A044E0...

Division: Central

Lead ID: _____

CUSTOMER SIGNATURE

By signing below, Customer agrees to the terms and conditions of this Agreement

Signature: Stephen Lazarus

Print: Stephen Lazarus

Title: Procurement Specialist

Date: 3-19-2015

SPECIAL ORDER NOTES

\$100 MRC Discount off 1 Full (23 Channel) Business Trunk PRI for a reduced rate of \$389. Business Ethernet Required. PRI MRC Discount rolls to rate card at end of original term. Standard Install Waived, expedited Orders Excluded. Minimum 2 year term required. Taxes, Usage Fees and Equip Extra.



BUSINESS CLASS TRUNKS SERVICE ORDER AGREEMENT

CUSTOMER INFORMATION

Account Name Village of Wilmette
 Primary Contact Name Peter Skiles
 Address 1 710 RIDGE RD
 Address 2 FL 1ST
 City WILMETTE
 State IL
 Zip 60091
 Business Phone (847) 853-7502
 Cell Phone _____
 Fax Number (847) 853-7700
 Email skiles@wilmette.com

Technical Contact Name: Peter Skiles
 Technical Contact Phone: (847)853-7502
 Technical Contact Email: skiles@wilmette.com
 Technical Contact On-Site? Yes

BUSINESS CLASS TRUNKS SERVICE DETAILS

Business Class Trunks	
PRI Interface	

Ethernet/Trunk Promotion Option	ENT1FullPRI_Eth_WVI
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Voice Selections	Quantity	Unit Price	Total Price
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Full PRI*	1	\$ 489.00	\$ 489.00
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Service Term (24/36/60 Months)	60
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RCF Activation Fee :	\$ 0.00
Directory Listing Suppression :	\$ 0.00
Site Installation Charges*:	\$ 0.00
Total Trunk Services Standard Installation Fees:	\$ 0.00

*Does not include Custom Installation Fees (if applicable)

Custom Installation and Construction Addendum	
Total Custom Installation Charge*	\$ 0.00
Fees paid by Comcast*	\$ 0.00
Total Fees paid by customer	\$ 0.00

* Any Custom Installation Fee amount absorbed by Comcast must be immediately paid by you to Comcast if the applicable Sales Order is terminated prior to the end of the Service Term.

Date of Quote: 10/14/2014

The terms set forth in this Agreement are valid for 30 days from Date of Quote

Directory Listing: Published

DL Number: 8472512700

DL Display Name: Village of Wilmette Police Dept.

DA/DL Header Text Information: Village of Wilmette Police Dept

Caller ID Display Name: Cillage of Wilmette Police Dept.

Caller ID (Yes/No) Yes

Customer requests Call Forwarding Not Reachable No

Customer requests International Dialing? No

Customer may change the International Dialing preference by contacting Comcast in writing.

TERMS AND CONDITIONS

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**3. CUSTOMER ACKNOWLEDGES RECEIPT AND UNDERSTANDING OF THE E911 NOTICE:
E911 NOTICE**

Comcast Business Class Trunking Service may have the E911 limitations specified below:

- The National Emergency Number Association (NENA), a 911 industry organization that makes recommendations for standardized services relating to E911, has issued guidelines that state "The PBX owner is responsible for creating customer records, preferably in NENA standard format, that identify caller locations." To facilitate Customer's compliance with these guidelines and with associated state and local requirements related to provision of Automatic Location Information (ALI) for E911 services, Comcast offers two options:
 - a. Comcast will send to the ALI database or Subscriber Location Database (SLDB) the main billing telephone number and the main address provided by Customer; or
 - b. Customer may choose to sign up for up to 10 Emergency Location Information Numbers (ELINs) that Customer could assign to zones within Customer's premises that would be separately identified to the E911 call taker. The location information, such as a specific floor, side of a building, or other identifying information, could assist emergency responders to more quickly reach the appropriate location. Customer is solely responsible for programming its PBX system to map each station to one of these numbers, and for updating the system as necessary to reflect moves or additions of stations within the premises. Comcast will send the assigned ELINs to the ALI or SLDB database, as is appropriate.
- Many jurisdictions require businesses using multi-line telephone systems to program their systems to transmit specific location information for 911 calls. Customer bears sole responsibility to ensure that it identifies and complies with all such requirements. In any event, if Customer does not maintain E911 records in a timely and accurate manner, the E911 call taker may not receive proper location information, and emergency responders may be delayed or even prevented from timely reaching the caller's location.
- Battery Back Up - The Integrated Access Device (IAD) provided by Comcast is not equipped with battery backup. It is Customer's responsibility to ensure adequate back-up power is provided to ensure service continuity during a power outage, as employees would otherwise be unable to use the Services, including dialing 9-1-1, when power is unavailable.
- Calls using the Service, including calls to 911, may not be completed if there is a problem with network facilities, including network congestion, network/equipment/power failure, or another technical problem.
- All questions should be directed to 1-877-643-3961. E911 Service, Private Branch Exchange, and Direct Inward Dial Service

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FOR COMCAST USE ONLY

Sales Representative Code: Marla Azada

Sales Manager/Director: Kevin Burnson

Sales Manager/Director Approval: *Kevin Burnson*
27A2916CSA914E3...

Division: Central

Lead ID: _____

CUSTOMER SIGNATURE

By signing below, Customer agrees to the terms and conditions of this Agreement

Signature: *Stephen Lazarus*

Print: Stephen Lazarus

Title: Procurement Specialist

Date: 3-19-2015

SPECIAL ORDER NOTES

\$100 MRC Discount off 1 Full (23 Channel) Business Trunk PRI for a reduced rate of \$389. Business Ethernet Required, PRI MRC Discount rolls to rate card at end of original term. Standard Install Waived, expedited Orders Excluded. Minimum 2 year term required. Taxes, Usage Fees and Equip Extra.



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 Primary Contact Name Peter Skiles
 Address 1 3000 GLENVIEW RD
 Address 2 FL 1ST
 City WILMETTE
 State IL
 Zip 60091
 Business Phone (847) 853-7502
 Cell Phone _____
 Fax Number (847) 853-7700
 Email skilesp@wilmette.com

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 Technical Contact On-Site? Yes

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Ethernet/Trunk Promotion Option	ENT1FullPRI_Eth_WVI
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Date of Quote: 10/14/2014

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Directory Listing: Published

DL Number: 8472512700

DL Display Name: Village of Wilmette

DA/DL Header Text Information: Village of Wilmette

Caller ID Display Name: Village of Wilmette

Caller ID (Yes/No) Yes

Customer requests Call Forwarding Not Reachable No

Customer requests International Dialing? No

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3. CUSTOMER ACKNOWLEDGES RECEIPT AND UNDERSTANDING OF THE E911 NOTICE:

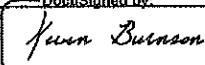
E911 NOTICE

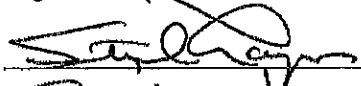
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FOR COMCAST USE ONLY	
Sales Representative Code:	Maria Azada
Sales Manager/Director:	Kevin Burnson <small>DocuSigned by:</small>
Sales Manager/Director Approval:	 27A2946CSA814E3
Division:	Central
Lead ID:	

CUSTOMER SIGNATURE	
By signing below, Customer agrees to the terms and conditions of this Agreement	
Signature:	
Print:	Stephen Lazarus
Title:	Procurement Specialist
Date:	3-19-2015

SPECIAL ORDER NOTES

\$100 MRC Discount off 1 Full (23 Channel) Business Trunk PRI for a reduced rate of \$389, Business Ethernet Required. PRI MRC Discount rolls to rate card at end of original term. Standard Install Waived, expedited Orders Excluded. Minimum 2 year term required. Taxes, Usage Fees and Equip Extra.

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Lazarus, Stephen

From: Azada, Maria <Maria_Azada@cable.comcast.com>
Sent: Tuesday, March 31, 2015 10:23 AM
To: Lazarus, Stephen
Cc: Skiles, Peter
Subject: RE: Comcast ISDN-PRI Lines for Wilmette - Signed Agt's
Attachments: Village of Wilmette_AV Contract- Counter Signed.pdf

Good morning Stephen,

Please see attached executed contract.

Thank you!

Maria Azada | Business Ethernet
Strategic Enterprise Accounts

Government – Education - Medical

COMCAST BUSINESS

Direct: ((773) 447-8487

24/7 Business Ethernet Support: (800)741-4141

RESILIENT FIBER NETWORK | HIGHEST RELIABILITY & CUSTOMER SATISFACTION | TELECOM DIVERSE
SLA & Class of Service Guarantees | Highly Experienced Team | 10Mbps-10GIG | 24/7 Support

Kindness doesn't cost a thing. Pay it forward!

From: Lazarus, Stephen [mailto:lazaruss@wilmette.com]
Sent: Tuesday, March 31, 2015 10:10 AM
To: Azada, Maria
Cc: Skiles, Peter
Subject: Comcast ISDN-PRI Lines for Wilmette - Signed Agt's

Hi Maria,

Can we please get co-signed copies of the three agreements for the ISDN-PRI Lines for Wilmette.

Thanks for your help with this request.

Best Regards,

Stephen Lazarus
Procurement Specialist
Village of Wilmette
1200 Wilmette Ave

Wilmette, IL 60091
847-853-7619
847-853-7642 - fax
lazaruss@wilmette.com

From: Azada, Maria [<mailto:Azada@comcast.com>]
Sent: Friday, March 20, 2015 8:54 AM
To: Lazarus, Stephen
Cc: Skiles, Peter
Subject: RE: Comcast ISDN-PRI Lines for Wilmette

Good morning Stephen,

Thank you for your email. This is confirmation of receipt of service agreement.

Please provide your latest tax exemption certificate.

Thank you,

Maria Azada | Business Ethernet
Strategic Enterprise Accounts

Government – Education - Medical

COMCAST BUSINESS

Direct: ((773) 447-8487

24/7 Business Ethernet Support: (800)741-4141

RESILIENT FIBER NETWORK | HIGHEST RELIABILITY & CUSTOMER SATISFACTION | TELECOM DIVERSE
SLA & Class of Service Guarantees | Highly Experienced Team | 10Mbps-10GIG | 24/7 Support

Kindness doesn't cost a thing. Pay it forward!

From: Lazarus, Stephen [<mailto:lazaruss@wilmette.com>]
Sent: Friday, March 20, 2015 8:45 AM
To: Azada, Maria
Cc: Skiles, Peter
Subject: Comcast ISDN-PRI Lines for Wilmette

Greetings Maria,

Attached are the signed copies of the three Service Order Agreements for the ISDN-PRI Lines for the Village of Wilmette. Please let Peter or I know if you need anything else on this.

We would also appreciate receiving co-signed copies back for our files. Thank for your assistance.

Best Regards,

Stephen Lazarus
Procurement Specialist
Village of Wilmette