



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

Customer	AT&T
Dupage County Street Address: 421 N. County Farm Road City: Wheaton State/Province: IL Zip Code: 60187 Country: USA	The applicable AT&T ILEC Service-Providing Affiliate
Customer Contact (for Notices)	AT&T Contact (for Notices)
Name: Joe Bulaga Title: Telecommunications Manager Street Address: 421 N. County Farm Road City: Wheaton State/Province: IL Zip Code: 60187 Country: USA Telephone: 630-407-5151 Fax: Email: joseph.bulaga@dupageco.org	Name: Jane Holt Street Address: 20 N. Main Street City: Lombard State/Province: IL Zip Code: 60148 Country: USA Telephone: (630) 280-9896 Fax: Email: kt2324@att.com Sales/Branch Manager: Christopher Dierkes SCVP Name: Argy Sales Strata: SLED LED Sales Region: MW With a copy (for Notices) to: AT&T 208 S. Akard Street, Dallas, TX 75202 ATTN: Master Agreement Support Team Email: mast@att.com
AT&T Solution Provider or Representative Information (if applicable) ☐	
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: [Redacted]	By: [Redacted]
Printed or Typed Name: Joe Bulaga	Printed or Typed Name: Karlynn Guffey
Title: Telecommunications Manager	Title: Contractor CS, as signer for AT&T
Date: 1/23/2026	Date: 23 Jan 2026

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For AT&T internal use only	
Is this CompleteLink 2.0 associated with ABN Complete?	☐ YES ☒ 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
☐ AT&T Arkansas	AT&T Arkansas Guidebook, including Part 4, Section 5	http://cpr.att.com/guidebook/ar/index.html
☐ AT&T California	AT&T California Guidebook, including Part 9, Section 3	http://cpr.att.com/guidebook/ca/index.html
☒ AT&T Illinois	AT&T Illinois Guidebook, including Part 4 Section 5	http://cpr.att.com/guidebook/il/index.html
☐ AT&T Indiana	AT&T Indiana Guidebook, including Part 4, Section 2	http://cpr.att.com/guidebook/in/index.html
☐ AT&T Kansas	AT&T Kansas Guidebook, including Part 4, Section 5	http://cpr.att.com/guidebook/ks/index.html
☐ AT&T Michigan	AT&T Michigan Guidebook, including Part 4, Section 5	http://cpr.att.com/guidebook/mi/index.html
☐ AT&T Missouri	AT&T Missouri Guidebook, including Part 4, Section 5	http://cpr.att.com/guidebook/mo/index.html
☐ AT&T Ohio	AT&T Ohio Guidebook, including Part 4, Section 2	http://cpr.att.com/guidebook/oh/index.html
☐ AT&T Oklahoma	AT&T Oklahoma Guidebook, including Part 4, Section 5	http://cpr.att.com/guidebook/ok/index.html
☐ AT&T Texas	AT&T Texas Guidebook, including Part 4, Section 5	http://cpr.att.com/guidebook/tx/index.html
☐ AT&T Wisconsin	AT&T Wisconsin Guidebook, including Part 4, Section 2	http://cpr.att.com/guidebook/wi/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.	

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	

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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

PBX Analog Trunk Discounts:

State	1 Year	2 Year
AR, KS, MO, OK, TX	10%	10%

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

Local Usage Rates/Discounts:

State	Per Minute Rate	
	1 Year	2 Year
CA - Zone 1	\$0.019	\$0.019
CA - Zone 2	\$0.019	\$0.019
CA - Zone 3	\$0.024	\$0.024
IL - Band A	\$0.016	\$0.016
IL - Band B	\$0.034	\$0.034
IL - Band C	\$0.055	\$0.051

State	Per Message Rate	
	1 Year	2 Year
MI	\$0.090	\$0.090
OH	\$0.070	\$0.070
WI	\$0.110	\$0.110

Local Usage Service Level Discount: For BTN's 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	Discount
MI	35%
OH	15%
WI	30%

Rates – IntraLATA/Local Toll Per Minutes of Use (MOU) - Intrastate:

State	1 Year	2 Year
IL, IN, MI, OH, WI	\$0.055	\$0.054
AR, KS, MO, OK, TX	\$0.100	\$0.100
CA	\$0.060	\$0.060

Rates – IntraLATA Long Distance Usage Per Minutes of Use (MOU) - Interstate:

State	1 Year	2 Year
IL, IN, MI, OH, WI	\$0.120	\$0.115

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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	<u>With No IL BTNs</u> 50% of the unsatisfied MARC (after application of any Shortfall Charges) for the balance of the Term <u>With IL BTNs</u> - MARC is prorated for amount of MARC Eligible Charges in IL and outside IL - 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	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)	All BTNs listed below or in an attachment: - 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 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.
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BTN List follows

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BTN LIST

Main BTN, with area code and customer code:	630 260 1689 100	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)
6302601689100	IL	6309854802803	IL		
6306656563944	IL	6307520720529	IL		
6302958586588	IL	6307739952164	IL		
6303228964325	IL	6309647207200	IL		
6306682161827	IL	6309647503053	IL		
6303230677601	IL				
6307370635150	IL				
6303501365902	IL				
6306538662529	IL				
6303724186753	IL				
6304283150663	IL				
6304629965673	IL				
6304696580023	IL				
6306536505441	IL				
6304997510473	IL				
6306161745049	IL				
6306200082019	IL				
6306279712502	IL				
6306531921338	IL				
6306532760185	IL				
6309640953248	IL				
6309638754591	IL				
6309638752952	IL				
6309638751096	IL				
6309636444407	IL				
6309634773427	IL				
6309166594630	IL				

SECTION 8 - PRICING

SIP Service Pricing

Expand the following table as needed to provide itemized pricing to meet the SIP service requirements. Include pricing for 3- and 5-year contract terms. A three-year contract must include two optional 1- year extensions.

AT&T Response:

AT&T is offering a 3-year term with two optional one-year extensions exercisable solely by Customer. Any additional extensions and/or renewal options would be exercisable only via mutual written consent. AT&T is also offering a 5-year term.

With respect to usage, if a **no** response is provided, a detailed explanation is required. If necessary, please provide additional detailed information on the pricing you are submitting.

Site	3 Year Contract	5 Year Contract
SIP Service		
Circuit Service #1	\$376.44	\$376.44
Equipment fee	Included	Included
Management Fee	Included	Included
Circuit Service #2	\$409.74	\$409.74
Equipment fee	Included	Included
Management Fee	Included	Included
Estimated Taxes, Fees & Surcharges		
DID Number Charge (Based on 4,500)	Included	Included
Estimated Monthly Cost		
Usage		
Concurrent Cal. Path Cost (207 CCP)	\$2,121.75 (includes Enhanced Features and 300 minutes of off-net domestic LD per CC per month; aka Calling Plan C)	\$2,121.75 (includes Enhanced Features and 300 minutes of off-net domestic LD per CC per month; aka Calling Plan C)
Estimated Taxes, Fees & Surcharges		
Local Calling - Bands A, B & C Unlimited	Yes	Yes

Site	3 Year Contract	5 Year Contract
<i>Long Distance Calling -Minutes per CCP</i>	62,100 minutes included per month (300/CC/mn x 207) with \$ 0.0125/min over included minutes	62,100 minutes included per month (300/CC/mn x 207) with \$ 0.0125/min over included minutes
Intrastate Included	Yes	Yes
Interstate included	Yes	Yes
Canada / Mexico Included	No	No
International Overseas Included	No	No

Internet Pricing

Expand the following table as needed to provide itemized pricing to meet the Internet bandwidth service requirements. Include pricing for 3- and 5-year contract terms. A three-year contract must include two optional 1- year extensions.

AT&T Response:

AT&T is offering a 3-year term with two optional one-year extensions exercisable solely by Customer. Any additional extensions and/or renewal options would be exercisable only via mutual written consent. AT&T is also offering a 5-year term.

Monthly cost must include taxes, surcharges, and fees. If necessary, please provide additional detailed information on the pricing you are submitting.

Site		3 Year Contract	5 Year Contract
Internet			
Circuit Service	2Gb	\$2,804.64	\$2,804.64
Circuit Service	5Gb	\$4,537.42	\$4,537.42
Circuit Service	10Gb	\$6,940.24	\$6,940.24
DNS Hosting	Each	\$0.00	\$0.00
IP Addresses	Each	\$0.00	\$0.00
	254	\$0.00	\$0.00

Analog Line Pricing (POTS)

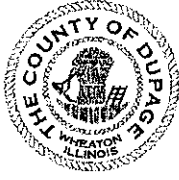
Expand the following table as needed to provide itemized pricing to meet the analog line (POTS) service requirements. Include pricing for 3- and 5-year contract terms. A three-year contract must include two optional 1- year extensions.

AT&T Response:

AT&T is offering a 2 year term with 0 optional one-year extensions exercisable solely by Customer. Any additional extensions and/or renewal options would be exercisable only via mutual written consent. We can only provide a 24 month contract according to our tariff. When the current agreement expires, we can propose another 24 month agreement.

If necessary, please provide additional detailed information on the pricing you are submitting,

Site	3 Year Contract	5 Year Contract
Analog Lines (POTS)		
Line Charge	\$33	
Federal Access Charge	\$7.66	
Surcharge	14%	
Estimated Taxes & Fees	16%	
Usage		
	CPM	CPM
0-8 miles Band A (per minute)	\$0.016	
8-15 miles Band B (per minute)	\$0.034	
15+ Band C (per minute)	\$0.055	
Intrastate (per minute) – IntraLATA/Local Toll	\$0.054	
IntraLATA Long Distance	\$0.115	
Interstate (per minute) – AT&T Business Block of Time	\$0.038	
Directory Assistance Per Call	\$2.29	



THE COUNTY OF DUPAGE
FINANCE - PROCUREMENT
TELECOMMUNICATION SERVICES 21-104-IT
BID TABULATION

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Criteria	Available Points	AT&T BUSINESS	COMCAST BUSINESS	GRANITE
TECHNICAL SERVICES SPECIFICATIONS	25	25	17	5
IMPLEMENTATION SCHEDULE/AVAILABILITY	25	23	16	5
SERVICE AND SUPPORT	15	14	10	3
REFERENCES AND EXPERIENCE	10	8	8	1
Price (Scored by Procurement)	25	18	25	13
Total	100	86	76	27

Fee and Rate Proposal	\$ 2,804.64	\$ 2,000.00	\$ 3,760.00
Percentage of points	71%	100%	53%
Points awarded (wtd against lowest price)	18	25	13

NOTES

IT Department requires system redundancy for potential internet outages. Therefore, AT&T and Comcast Business will be both awarded.

Bid Opened On 12/22/2021, 2:00 CST by	NE, DW
Invitations Sent	5
Total Requesting Documents	2
Total Bid Responses Received	3