



UNIVERSAL EXTENSION – 5 STATES
AMENDMENT TO SERVICE AGREEMENT
FOR AT&T ILEC CENTREX SERVICE
PROVIDED PURSUANT TO STANDARD TERMS

RECEIVED
JUN 21 2022

BY: _____

201303015068UA

CNUM# / ECATS# / AT&T Contract ID# of pre-existing Contract (must be included): 20210625-3394
Case Number# / SPP# (if applicable):
Billing Telephone Number(s) (BTNs) / Account Telephone Number(s) (ATNS) (required): 440-572-8547 547

Customer ("Customer")	AT&T ("AT&T")
Strongsville City Schools	AT&T means the applicable Service Provider identified in the Agreement

This amendment ("Amendment") modifies the parties' pre-existing Confirmation of Service Order, Letter of Election, Pricing Schedule or other service agreement referenced above ("Service Agreement") and is effective on the date on which the last party signs this Amendment ("Effective Date"). This Amendment extends the term for the existing Service Agreement ("Service Agreement Term"), and minimum term or commitment for each of the Services ("Minimum Payment Period"), regardless of how such terms are referred to in the Service Agreement, but only for the services set forth in Section 1 of this Amendment ("Services"). If any other services are covered by the Service Agreement, such services shall not be affected by this Amendment.

This Amendment is available to existing customers with an unexpired Service Agreement Term or with a Service Agreement Term which expired less than 6 months prior to the Effective Date of this Amendment. Where the Service Agreement term is unexpired, this Amendment extends the existing Service Agreement Term and Minimum Payment Period. Where the Service Agreement Term is expired, this Amendment establishes a new Service Agreement Term and Minimum Payment Period. This Amendment is not available to Customers who seek E-rate funding for the Services provided under the Service Agreement, as modified by this Amendment.

Except as expressly set forth below, all other terms and conditions of the Service Agreement (including any associated master agreement or Business Services Agreement) apply.

1. SERVICE

States	Service Name
Illinois, Michigan, Ohio, Wisconsin	Centrex Service
Indiana	Advanced Centrex Service

2. EXTENSION PERIOD

Service Agreement Term and Minimum Payment Period Extension	Additional 12 months following the existing Service Agreement Term, or, if Service Agreement Term is expired, the Effective Date of this Amendment
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3. EARLY TERMINATION CHARGES

Early Termination Charges do not apply if migrating to qualifying AT&T Service, as set forth in the applicable Service Publication.

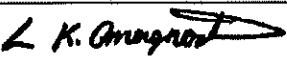
4. CUSTOMER'S EXISTING SERVICE COMPONENTS, QUANTITIES AND RATES

The existing Services covered by this Amendment shall be the Service Components and quantities that were covered by the Customer's Service Agreement and were still in service as of the Effective Date of this Amendment, and the rates for such Services as specified in the Customer's Service Agreement will apply during the Service Agreement Term.

Rates in the Customer's Service Agreement for the Services identified in this section will be deemed to be applicable to such Services during the period, if any, between the expiration of the applicable Minimum Payment Period and the earlier of (i) the Effective Date of this Amendment or (ii) the date Customer's rates for the Services were increased to month-to-month Service Publication rates. No credit will be granted with respect to any Service Publication rates charged to Customer between the expiration of the applicable Minimum Payment Period and the Effective Date of this Amendment.

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New system common blocks are not permitted under the Service Agreement, as modified by this Amendment.

Customer (by its authorized representative)		AT&T (by its authorized representative)	
By:		By:	
Printed or Typed Name:	George K. Anagnostou	Printed or Typed Name:	Marianna Armstrong
Title:	Treasurer	Title:	Contract Manager, Tech-M
Date:	Jun 8, 2022	Date:	08 Jun 2022 sk486k

AT&T_CentrexExtension_Strongsville City Schools_06-08-2022

Final Audit Report

2022-06-08

Created:	2022-06-08
By:	mary arpidone (marpidone@scsmustangs.org)
Status:	Signed
Transaction ID:	CBJCHBCAABAAOQpKCS_qZD7aXqRrBxGzitWHcsLAEpZE

"AT&T_CentrexExtension_Strongsville City Schools_06-08-2022" History

-  Document created by mary arpidone (marpidone@scsmustangs.org)
2022-06-08 - 2:47:56 PM GMT- IP address: 208.108.121.23
-  Document emailed to George Anagnostou (ganagnostou@scsmustangs.org) for signature
2022-06-08 - 2:48:49 PM GMT
-  Email viewed by George Anagnostou (ganagnostou@scsmustangs.org)
2022-06-08 - 2:51:43 PM GMT- IP address: 74.125.212.87
-  Document e-signed by George Anagnostou (ganagnostou@scsmustangs.org)
Signature Date: 2022-06-08 - 2:51:54 PM GMT - Time Source: server- IP address: 208.108.121.22
-  Agreement completed.
2022-06-08 - 2:51:54 PM GMT





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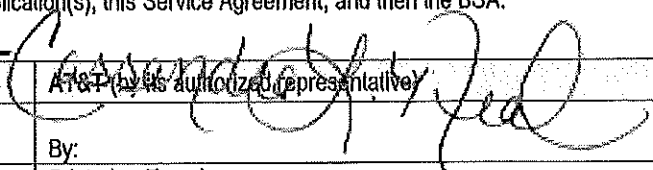
AT&T

AT&T ILEC CENTREX SERVICE
Confirmation of Service Order
Pursuant to Standard Service Publication Rates and Terms

Customer	AT&T
STRONGSVILLE CITY SCHOOLS 18688 ROYALTON RD STRONGSVILLE, OH 44136	AT&T ILEC Service-Providing Affiliate
Customer Contact (for notices)	AT&T Sales Contact Information and for Contract Notices ☒ Primary Contact AT&T
Name: George Anagnostau Title: Treasurer Street Address: 18688 Royalton Rd City: Strongsville State/Province: OH Zip Code: 44136 Country: USA Telephone: 4405728547 Fax: Email: ganagnostou@scsmustangs.org Customer Account Number or Master Account Number: 440 572 8547	Name: LINDA WIDLOE Street Address: 262 N. OTTAWA FLR 2 City: JOLIET State/Province: IL Zip Code: 60432 Country: USA Telephone: 7792306100 Fax: Email: lw4871@att.com Sales/Branch Manager: Ryan Addison SCVP Name: Sales Strata: LED Sales Region: EAST <u>With a copy to:</u> 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) ☐	
Name: Company Name: Agent Street Address: City: State: Zip Code: Telephone: Fax: Email: Agent Code	

Customer agrees to purchase Service according to the prices, terms and conditions set forth in this Service Agreement, as well as the AT&T Business Service Agreement ("BSA") http://www.corp.att.com/agreement/docs/serviceagreement_2009.pdf, which is incorporated herein by this reference.

The order of priority of the documents is: the applicable Service Publication(s), this Service Agreement, and then the BSA.

Customer (by its authorized representative)	AT&T (by its authorized representative)
By: 	By: 
Printed or Typed Name: George K. Anagnostou	Printed or Typed Name: Cassandra Neal
Title: Treasurer/CFO	Title: Contract Specialist - CGI
Date: 7/27/2020	Date: 28 Jul 2020

ha0497

AT&T ILEC CENTREX SERVICE
Confirmation of Service Order
Pursuant to Standard Service Publication Rates and Terms

6. RATES

Rates:	Applicable Service Publication rates on Effective Date for selected Term
Rate Stabilization:	The Monthly Recurring Rate, and the Optional System Feature/Optional Line Feature rates as shown for 36 and 60 month Term Payment Plans in the Service Publication, may vary during the Service Agreement Term, but will not exceed applicable rates on the Effective Date.

<i>For internal use only</i>	
Billing Telephone Number for Existing service, if applicable:	440 572 8547
Program Code:	
Order Type	☒ New Install ☐ Conversion from Month-to-Month ☐ Renewal

End of Document



20190919-3333

AT&T

AT&T ILEC CENTREX SERVICE
Confirmation of Service Order
Pursuant to Standard Service Publication Rates and Terms

Customer	AT&T
STRONGSVILLE CITY SCHOOLS 18688 ROYALTON RD STRONGSVILLE, OH 44136	AT&T ILEC Service-Providing Affiliate
Customer Contact (for notices)	AT&T Sales Contact Information and for Contract Notices ☒ Primary Contact AT&T
Name: George Anagnostou Title: Treasurer Street Address: City: Strongsville State/Province: OH Zip Code: 44136 Country: USA Telephone: 4405728547 Fax: Email: ganagnostou@scsmustangs.org Customer Account Number or Master Account Number: 440-572-8547	Name: LINDA WIDLOE Street Address: 262 N OTTAWA FLR2 City: JOLIET State/Province: IL Zip Code: 60432 Country: USA Telephone: 7792306100 Fax: 7793463037 Email: lw4871@att.com Sales/Branch Manager: Don Wollweber SCVP Name: Sales Strata: LED Sales Region: EAST <u>With a copy to:</u> 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) ☐	
Name: Company Name: Agent Street Address: City: State: Zip Code: Telephone: Fax: Email: Agent Code	

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The order of priority of the documents is: the applicable Service Publication(s), this Service Agreement, and then the BSA.

Customer (by its authorized representative)	AT&T (by its authorized representative)
By:	By:
Printed or Typed Name: George K. Anagnostou	Printed or Typed Name: Laura Morales
Title: Treasurer / CFO	Title: Contract Specialist CGI
Date: 9/13/19	Date: 19 Sep 2019 kg091v

AT&T ILEC CENTREX SERVICE
Confirmation of Service Order
Pursuant to Standard Service Publication Rates and Terms

1. SERVICE, SERVICE PUBLICATION and SERVICE PROVIDER(S)

Service	Centrex Service
Service Provider	The Ohio Bell Telephone Company d/b/a AT&T Ohio
Service Publications	AT&T Ohio Guidebook: http://www.att.com/gen/public-affairs?pid=9700

2. SERVICE TERM, EFFECTIVE DATES AND LINE COMMITMENT

Minimum Payment Period (Service Term)	the minimum period for which Customer is required to pay recurring charges for the applicable Service component and is subject to early termination liability
Start Date of Minimum Payment Period	Effective Date of this Confirmation of Service Order
Effective Date of Rates	Start Date of the Minimum Payment Period
Rate Stabilization per Service Component	Rates as specified for each Service Component are stabilized until the end of its Minimum Payment Period.
Rates Following end of Minimum Payment Period	applicable Service Publication rates then in effect
Line Commitment* and Line Commitment Start Date	following Start Date of Minimum Payment Period
*Does not apply for 12 and 24 month Service Term	

3. MINIMUM PAYMENT PERIOD

Service Components	Percentage of Monthly Recurring Rate Applied for Calculation of Early Termination Charges*	Minimum Payment Period
All Service components	The present value of the Line Commitment (using AT&T's current cost of capital) x the monthly Centrex Line charge x the number of remaining months in the Service Agreement Term	12 months
*The early termination charge will be equal to the stated percentage of the Monthly Recurring Rates for the terminated Service multiplied by the number of months remaining in the Minimum Payment Period at the date of termination.		
**Monthly Recurring Rate* is the sum of network access monthly price and contracted monthly Centrex Line charge.		

4. UNDER UTILIZATION CHARGE

Under Utilization Charge	If the number of lines billed in a month is fewer than the Line Commitment, Customer shall pay: Under Utilization Charge = contracted monthly Centrex Line price x (Line Commitment quantity - actual lines billed).
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5. LOCATION OF SERVICE

Service Location (If different than Customer address): 18688 ROYALTON RD STRONGSVILLE OH 44136

AT&T ILEC CENTREX SERVICE
Confirmation of Service Order
Pursuant to Standard Service Publication Rates and Terms

6. RATES

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<i>For internal use only</i>	
Billing Telephone Number for Existing service, if applicable:	440 572 8547
Program Code:	
Order Type	☐ New Install ☐ Conversion from Month-to-Month ☒ Renewal

End of Document



Non - E-Rate Rider

ATTACHMENT TO AT&T ILEC CENTREX SERVICE ("Agreement")

This Attachment ("Attachment"), entered into by [AT&T] ("AT&T") and STRONGSVILLE CITY SCHOOLS ("Customer") and effective as of the date signed below ("Effective Date"), is an attachment to the Agreement. This Attachment shall have the same term as the Agreement.

TERMS AND CONDITIONS

E-rate is administered by the Schools and Libraries Division ("SLD") of the Universal Service Fund Administrative Company ("USAC"). The Federal Communications Commission ("FCC") has promulgated regulations that govern the participation in the E-rate program. As an eligible school or library for participation in the E-rate program AT&T respectfully requests signature as confirmation of the statement below.

The products and services sought in the Agreement are not the subject of any current or future FCC Form 470 seeking bids for qualification of E-rate funding. Customer acknowledges that these services will be billed and paid in full by Customer and will not be discounted by AT&T nor be the subject of any Form 472 BEAR Form requesting E-rate reimbursement submitted by Customer.

STRONGSVILLE CITY SCHOOLS (by its authorized representative)
By: 
Name: <u>George K. Anastasiou</u>
Title: <u>Treasurer / CFO</u>
Date: <u>9/13/19</u>

CONFIDENTIAL INFORMATION

This agreement is for use by the authorized employees of the parties hereto only and is not for general distribution within or outside the companies.

Kathy Johnson
Customer Orders & Billing
AT&T Public Communications Division
(800) 809-0878
fax (847) 513-0645

This e-mail and any files transmitted with it are the property of AT&T Operations, Inc. or its Affiliates, are confidential, and are intended solely for the use of the individual or entity to whom this e-mail is addressed. If you are not one of the named recipient(s) or otherwise have reason to believe that you have received this message in error, please notify the sender at 812-465-5065 and delete this message immediately from your computer. Any other use, retention, dissemination, forwarding, printing, or copying of this e-mail is strictly prohibited.

SBC Michigan; The Ohio Bell Telephone Company, an Ohio corporation, d/b/a SBC Ohio; Wisconsin Bell, Inc., a Wisconsin corporation, d/b/a SBC Wisconsin; SNET America, Inc., a Connecticut corporation, and, where the state in which such space is provided is other than one of the foregoing, Ameritech Payphone Services, Inc., a Delaware corporation.

(6) SEVERABILITY – If any provision of this Agreement is held to be invalid or unenforceable, such invalidity or unenforceable provision will not invalidate or render unenforceable the entire Agreement, but rather the entire Agreement will be construed as if not containing the particular invalid or unenforceable provision or provisions, and the rights and obligations of both parties will be construed and enforced accordingly. In the event such provision is considered an essential element of this Agreement, the parties will promptly negotiate a replacement that is comparable in substance to the invalidated provision.

(7) MISCELLANEOUS – a) Customer represents that it does not have any other agreement, oral or written, that conflicts with this Agreement; b) Any notice given under this Agreement shall be made in writing by first class mail, postage prepaid. Notices to SBC shall be sent to: SBC Public Communications, 134 NW Sixth Street – Lower Level, Evansville, Indiana 47708 Attn: Manager-Contract Admin; c) The validity of this Agreement, the construction and enforcement of its terms, and the interpretation of the rights and duties of the parties shall be governed by the laws of the state of Texas; d) This Agreement represents the entire understanding and agreement between the parties regarding the Services, and supercedes all prior communications, agreements and understandings related thereto.

Please complete the information below:

Customer Account

Printed Name: X ROBERT H. MORTON

Title: X Dir of Business Services

Company: Strongsville City Schools

Address: 13200 Pearl Rd

City/State/Zip Cleveland OH 44136

Federal Tax ID/Soc. Sec. # X 34-6002750

Authorized Signature: Robert H. Morton

Date: X 4/10/06

Pay Phone Station(s) (440) 238 - 9963

Additional Station Numbers () -

() -

() -

() -

Station Address: 11109 Webster Rd

City/State/Zip: Cleveland OH

Location Contact Name: John Schroth

Location Contact Number: 440-572-7017

To be completed by SBC Public Communications

Printed Name: Kathy Johnson

Title: Customer Advocate

Authorized Signature: _____

Date: _____

07/11/05



AT&T Option S Agreement

FOR OFFICIAL USE ONLY			
Company Name Strongsville City Schools		AT&T Branch Worthington	
Contact Name/Title Mr. Bontempo		Contact Name/Title Joe Florio / BAA	
Address 13200 Pearl Rd.		Address 300 W. Wilson Bridge Rd.	
City Cleveland	State OH	City Worthington	State OH
Zip Code 44136		Zip Code 43085	
Contact Phone Number 216-572-7050		Contact Phone Number 800-233-1759	
800K(s)		Customer Account No.	

The terms of service, list prices, and Term Plan Discounts are provided in the Tariff. The Term Plan Discount rates listed below are in place of the term plan or similar discount rates provided in Section 6.13.4 of AT&T Tariff R.C.C. No. 1. A summary of Tariff terms, and additional terms and conditions, are listed on the back of this form.

<u>Term</u>	<u>Inbound Discount</u>	<u>Domestic Outbound Discount</u>	<u>International Outbound Discount</u>
☐ Monthly	37%	37%	37%
☐ 12 Months	43%	40%	42%
☒ 24 Months	45%	42%	42%
☐ 36 Months	47%	44%	42%

Net Average Monthly Commitment Level:

☒ \$200 ☐ \$1,000 ☐ \$3,000 ☐ \$5,000 ☐ \$7,000

The Net Average Monthly Commitment must be met each month, subject to annual review. If the commitment is not met, a bill will be rendered for the difference between the committed amount for the period, and the actual billed amount. Certain calls such as directory assistance, 900 and conference calls do not count towards meeting the commitment.

** Plus 5% for competitive Advantage Promotion*

THE SERVICE AND PRICING PLAN YOU HAVE SELECTED WILL BE GOVERNED BY THE RATES AND TERMS AND CONDITIONS IN THE APPROPRIATE AT&T TARIFFS AS MAY BE MODIFIED FROM TIME TO TIME YOUR SIGNATURE ACKNOWLEDGES THAT YOU UNDERSTAND THE TERMS AND CONDITIONS UNDER WHICH THE SERVICE SELECTED WILL BE PROVIDED AND THAT YOU ARE DULY AUTHORIZED TO MAKE THE COMMITMENT AND TO ORDER SERVICE FOR EACH OF THESE LOCATIONS.

Jerome T. Bontempo
Customer Authorized Signature

Branch Manager Signature

OA&A Authorization

8/2/96
Date

Date

AT&T Option S Terms and Conditions

The following is a summary of certain Tariff and Contract Tariff terms, and a listing of additional contract terms. For complete rates, terms and conditions, please consult the current text of Section 6.13.4 of AT&T Tariff F.C.C. No. 1, all applicable promotional sections of that tariff, and Contract Tariff No. 961 and 1094, on file with the Federal Communications Commission (collectively, the "Tariff").

SUMMARY OF IMPORTANT TARIFF AND CONTRACT TARIFF TERMS

Service Offered

AT&T Option S offers basic transport service. It excludes other plans and certain extra features, such as the AT&T *Partners in Business*SM Option, MAXIMUM ADVANTAGE, and participation in the *Global Contacts*SM co-marketing benefits.

Charges for Service, Revenue Commitment

Basic usage rates for outbound and inbound (800) service are specified in Section 6.13.4 of AT&T Tariff F.C.C. No. 1; discounts are specified in the Contract Tariff, depending upon the term and usage commitment selected. In addition, if you wish to establish inbound service on your AT&T Option S plan, there is a \$30.00 non-recurring charge (\$35.00 if your inbound service is customized), and a \$10.00 per month recurring charge. Additional charges may apply for inbound service from Canada.

Conditions of Service

THIS CONTRACT TARIFF HAS BEEN DESIGNED TO RESPOND TO COMPETITIVE CIRCUMSTANCES AFFECTING SPECIFIC CUSTOMERS. YOU REPRESENT THAT YOU HAVE A COMPETING OFFER OF COMPARABLE SERVICE FROM ANOTHER FIRM, AT A PRICE EQUAL TO OR LESS THAN THE PRICE MADE AVAILABLE IN THIS CONTRACT. This contract is also conditioned upon initial and continued Tariff and Contract Tariff effectiveness. Any conflict between this summary and the terms of AT&T's Tariff must be resolved in favor of the AT&T Tariff. Service will commence under this Agreement as soon as AT&T can reasonably provision facilities.

Early Termination—Except for when terminations are excused, Customers who terminate their AT&T Option S prior to the end of the full term (or renewal term) will be assessed a termination charge. The amount will be one-twelfth of the annual commitment for each month remaining in the term, times 35%.

Availability—One AT&T Option S Contract Tariff per Customer. Customer's AT&T Option S Contract Tariff is limited to 10 locations, and to monthly usage of no more than the amount specified in the Contract Tariff.

Limitations of Liability—THE TERMS OF AT&T'S TARIFF LIMIT AT&T'S LIABILITY IN A NUMBER OF RESPECTS, INCLUDING (AMONG OTHER THINGS) BARRING CLAIMS FOR CONSEQUENTIAL DAMAGES. PLEASE CONSULT THE TARIFF FOR DETAILS.

ADDITIONAL CONTRACT TERMS

NO WARRANTIES—EXCEPT FOR ANY EXPRESS WARRANTIES IN THE TARIFF OR IN THE Contract Tariff, AT&T EXCLUDES ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING (AMONG OTHER THINGS) ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

Governing Law—To the extent not governed by federal law, this Agreement shall be governed by the domestic law of the State of New York.

Publicity, Marks—Neither party shall publish or use any advertising, sales promotions, press releases or other publicity matters concerning or relating to this Agreement, which use the other party's name, logo, trademarks or service marks, without the prior written approval of the other party. Neither party is licensed by this Agreement to conduct business under any name, logo, trademark, service mark or tradename (or any derivative thereof) of the other party.

Business Downturn—In the event of a business downturn beyond the Customer's control that results in the Customer's inability to meet revenue and/or volume commitments under this contract, AT&T and Customer will cooperate in efforts to develop a mutually agreeable alternative proposal that will satisfy the concerns of both parties and comply with all legal and regulatory requirements. This provision shall not apply to a change resulting from a decision by the Customer reduce the use of telecommunications or to transfer portions of its traffic or projected growth to carriers other than AT&T.

AT&T's relationship with Customer under this Agreement shall be that of an independent contractor.

Entire Agreement—THIS AGREEMENT, THE CONTRACT TARIFF, AND THE APPLICABLE TARIFF CONSTITUTE THE ENTIRE AGREEMENT BETWEEN THE PARTIES WITH RESPECT TO THE SERVICES TO BE PROVIDED HEREUNDER. THIS AGREEMENT SUPERSEDES ALL PRIOR AGREEMENTS, PROPOSALS, REPRESENTATIONS, STATEMENTS, AND UNDERSTANDINGS, WHETHER WRITTEN OR ORAL, CONCERNING SUCH SERVICES OR THE RIGHTS AND OBLIGATIONS RELATING THERETO. No change, modification or waiver of any of the terms of this Agreement, except for effective revisions to AT&T's Tariffs, shall be binding unless reduced to writing and signed by authorized representatives of both parties.



OPTION 3 AGREEMENT

FOR OFFICIAL USE ONLY			
Company Name Strongsville City Schools		AT&T Branch Worthington	
Contact Name/Title Mr. Bontempo		Contact Name/Title Joe Florio / BAA	
Address 13200 Pearl Rd.		Address 300 W. Wilson Bridge Rd.	
City Cleveland	State OH	City Worthington	State OH
Zip Code 44136		Zip Code 43087	
Contact Phone Number 216-572-7050		Contact Phone Number 800-233-1759	
800W(s)		Customer Account No. 619-042-3208-001	

The terms of service, list prices, and Term Plan Discounts are provided in the Tariff. The Term Plan Discount rates listed below are in place of the term plan or similar discount rates provided in Section 6.13.4 of AT&T Tariff R.C.C. No. 1. A summary of Tariff terms, and additional terms and conditions, are listed on the back of this form.

Term	Inbound Discount	Domestic Outbound Discount	International Outbound Discount
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Customer Authorized Signature

Branch Manager Signature

OA&A Authorization

Date

Date

The following is a summary of certain Tariff and Contract Tariff terms, and a listing of additional contract terms. For complete rates, terms and conditions, please consult the current text of Section 6.13.4 of AT&T Tariff F.C.C. No. 1, all applicable promotional sections of that tariff, and Contract Tariff No. 961 and 1094, on file with the Federal Communications Commission (collectively, the "Tariff").

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ADDITIONAL CONTRACT TERMS

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Publicity, Marks—Neither party shall publish or use any advertising, sales promotions, press releases or other publicity matters concerning or relating to this Agreement, which use the other party's name, logo, trademarks or service marks, without the prior written approval of the other party. Neither party is licensed by this Agreement to conduct business under any name, logo, trademark, service mark or tradename (or any derivative thereof) of the other party.

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CUSTOMER SUPPORT AGREEMENT

"To Provide You Excellent Service"

As your AT&T Business Consultant, I will complete the following:

- Learn about your business and how telecommunications can support your business goals.
- Review your current and future telecommunications needs.
- Review your AT&T Account.
- Familiarize you with applicable AT&T offers on an ongoing basis.
- Discuss all AT&T value added services.
- Discuss your local area calling needs.
- Review with you any competitor's offers you may receive.

As a valued AT&T customer, I will do the following:

- Partner with my AT&T Business Consultant to learn of ways that he/she can help me meet or exceed our corporate goals/objectives.
- Notify my AT&T Business Consultant if an AT&T problem should ever occur and has not been resolved to my expectation of EXCELLENT service.
- Work with my AT&T Business Consultant to review and address competitive offers to determine what's best for my business.

As a customer of AT&T, I expect the following from my Business Consultant:

- _____
- _____

Strongsville Board of Ed.
Company Name

[Signature]
Customer Signature

7/11/95
Date

[Signature]
AT&T Account Consultant

7/11/95
Date

JUN 10 1994

**LCI International Rates
for Members of the
Greater Cleveland Schools' Council**

Intrastate flat rate: \$0.115/minute for all Ohio calls (including your local long distance) day, evening and night.

Interstate flat rate: \$0.140/minute for all out of state domestic calls day, evening and night.

- All switch over costs invoiced by the local phone company will be credited to the individual LCI account upon receipt.
- 90 day satisfaction guarantee.
- No minimum usage commitment.
- Billing increments - 6 second increments with a 6 second minimum call duration.



June 8, 1994

Mr. Jerry Bontempo
Director of Business Affairs
Strongsville City Schools
13200 Pearl Road
Strongsville, Ohio 44136

RECEIVED

JUN 9 1994

BUSINESS SERVICES

Dear Mr. Bontempo:

I appreciate the opportunity to respond to the LCI proposal you have received. AT&T has recently announced a new service, called Option S, which competes with the pricing and features offered by LCI. I am authorized to include you in the special introduction of this new service. Based on our discussion regarding your company's need for Long Distance Service, I think you will be pleased with the value that Option S has to offer.

AT&T Option S offers unique value. The key is simplicity—all of your domestic and international requirements for long distance calling are pulled together under one easy to understand plan. You will receive one bill which will clearly tell you the rate per minute you are paying for your long distance calls.

There's no need to worry about receiving special discounts or promotional credits—Option S rates are designed to provide a simple flat-rate cost per minute that you can count on every single month.

Based on our discussion regarding your company's telecommunications usage, and the rates you have been quoted by LCI, I am able to offer you the rates listed below.

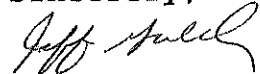
As a result, Based on a 2 year \$200 monthly commitment you will be paying the following rates for your AT&T domestic calls:

Out-of-State Long Distance:	8:00 AM to 5:00 PM	.1508	
	5:00 PM to 8:00 AM	.1191	
In-State Long Distance:	One Rate Schedule	.135	OHIO
AT&T Calling Card:	8:00 AM to 5:00 PM	.1856	
	5:00 PM to 8:00 AM	.1508	

With Option S, there's no reason to consider any other long distance carrier. Now you can have the competitive pricing and simplified billing you desire-and the unsurpassed quality and value of being an AT&T customer.

I appreciate your consideration of this proposal. I am confident you will find the value of Option S to meet all of your changing needs as an AT&T customer.

Sincerely,

A handwritten signature in dark ink, appearing to read "Jeff Gorbach", written in a cursive style.

Jeff Gorbach
Account Executive
(216) 864-0055

800 233-1759