

VILLAGE OF DOWNERS GROVE
Report for the Village Council Meeting
9/20/2022

SUBJECT:	SUBMITTED BY:
Comcast SIP Agreement	Dave Kenny Director, Information Technology

SYNOPSIS

A resolution has been prepared approving a contract with Comcast Cable Communications Management, LLC for a period of 36 months for SIP (Session Initiation Protocol) trunking services for the Village's VoIP telephone system in the amount of \$30,456.00.

STRATEGIC PLAN ALIGNMENT

The goals for 2021-2023 include *Exceptional Municipal Services*.

FISCAL IMPACT

The FY22 Budget includes \$21,531.00 in the General Fund to cover telephony charges. The remaining costs will be budgeted in the FY23 and FY24 Budgets.

RECOMMENDATION

Approval on the September 20, 2022 consent agenda.

BACKGROUND

The Village's VoIP (Voice over Internet Protocol) phone system currently uses PRI (Primary Rate Interface) circuits to route phone calls between the internal phone system and the outside world. PRI circuits are known as "trunks" or "trunking circuits" in telephony jargon. A trunk is a communications line or link designed to carry multiple signals simultaneously to provide network access between two points.

The contract for the PRI circuits expires in November. SIP trunking is a newer technology and is a communication protocol for signaling and controlling voice sessions over IP (Internet Protocol). PRI uses circuit switching (traditional telephone technology) and SIP uses packet switching (internet technology). Also, SIP is lower in cost when comparing to PRI circuits.

Through the use of a telecom carrier broker, the Village received three quotes for SIP services. Additionally, staff contacted Comcast, the Village's current ISP (Internet service provider), for pricing as well. Comcast's proposal was the lowest of the four vendors.

Moreover, as the new Civic Center is constructed, Comcast will be needed to move Internet and network services from the current Village Hall to the new building. Adding another service from Comcast will make the move easier since they will already be involved with the transition.

ATTACHMENTS

Resolution

Contract Documents

RESOLUTION NO. _____

**A RESOLUTION AUTHORIZING EXECUTION OF A MASTER SERVICE
AGREEMENT BETWEEN THE VILLAGE OF DOWNERS GROVE
AND COMCAST CABLE COMMUNICATIONS MANAGEMENT, LLC**

BE IT RESOLVED by the Village Council of the Village of Downers Grove, DuPage County, Illinois, as follows:

1. That the form and substance of a certain Master Services Agreement (the "Agreement"), between the Village of Downers Grove (the "Customer") and Comcast Cable Communications Management, LLC ("Comcast"), for SIP (Session Initiation Protocol) trunking services for the Village's VoIP telephone system, as set forth in the form of the Agreement submitted to this meeting with the recommendation of the Village Manager, is hereby approved.

2. That the Village Manager and Village Clerk are hereby respectively authorized and directed for and on behalf of the Village to execute, attest, seal and deliver the Agreement, substantially in the form approved in the foregoing paragraph of this Resolution, together with such changes as the Manager shall deem necessary.

3. That the proper officials, agents and employees of the Village are hereby authorized and directed to take such further action as they may deem necessary or appropriate to perform all obligations and commitments of the Village in accordance with the provisions of the Agreement.

4. That all resolutions or parts of resolutions in conflict with the provisions of this Resolution are hereby repealed.

5. That this Resolution shall be in full force and effect from and after its passage as provided by law.

Mayor

Passed:

Attest: _____
Village Clerk

MSA ID#: IL-167050-mazad

SO ID#: IL-167050-mazad-22304008

Account Name: Village of Downers Grove

CUSTOMER INFORMATION (for notices)

Primary Contact: <u>Dave Kenny</u>	Billing Account Name: <u>Village of Downers Grove</u>	INVOICE ADDRESS
Title: <u>IT Director</u>	Billing Name: _____ (3rd Party Accounts)	Address 1: <u>801 Burlington Ave</u>
Address 1: <u>801 Burlington Ave</u>	Billing Contact: <u>Dave Kenny</u>	Address 2: _____
Address 2: _____	Title: <u>IT Director</u>	City: <u>Downers Grove</u>
City: <u>Downers Grove</u>	Phone: <u>630-434-5544</u>	State: <u>IL</u>
State: <u>IL</u>	Cell: _____	Zip Code: <u>60515</u>
Zip: <u>60515</u>	Fax: _____	Tax Exempt: <u>Yes</u>
Phone: <u>630-434-5544</u>	Email: <u>dkenny@downers.us</u>	* If Yes, please provide and attach all applicable tax exemption certificates
Cell: _____		
Fax: _____		
Email: <u>dkenny@downers.us</u>		

SUMMARY OF CHARGES (Details on following pages)

Service Term (Months):

SUMMARY OF SERVICE CHARGES*

Current Monthly Recurring Charges: \$0.00
 Current Trunk Services Monthly Recurring Charges: \$0.00
Total Current Monthly Recurring Charges (all Services): \$0.00

Change Monthly Recurring Charges: \$0.00
 Change Trunk Services Monthly Recurring Charges: \$675.00
Change Monthly Recurring Charges (all Services): \$675.00

Total Monthly Recurring Charges: \$0.00
 Total Trunk Services Monthly Recurring Charges: \$675.00
Total Monthly Recurring Charges (all Services): \$675.00

SUMMARY OF STANDARD INSTALLATION FEES*

Total Standard Installation Fees: \$0.00
 Total Trunk Services Standard Installation Fees: \$0.00
Total Standard Installation Fees (all Services): \$0.00

SUMMARY OF CUSTOM INSTALLATION FEES*

Total Custom Installation Fee: \$0.00

SUMMARY OF MONTHLY EQUIPMENT FEES*

Current Services Equipment Fee Monthly Recurring Charges: \$0.00
 Current Trunk Services Equipment Fee Monthly Recurring Charges: \$0.00
Current Equipment Fee Monthly Recurring Charges (All Services): \$0.00

Change Services Equipment Fee Monthly Recurring Charges: \$0.00
 Change Trunk Services Equipment Fee Monthly Recurring Charges: \$29.90
Change Equipment Fee Monthly Recurring Charges (All Services): \$29.90

Total Service Equipment Fee Monthly Recurring Charges: \$0.00
 Total Trunk Service Equipment Fee Monthly Recurring Charges: \$29.90
Total Equipment Fee Monthly Recurring Charges (All Services): \$29.90

*Note: Charges identified in the Sales Order are exclusive of maintenance and repair charges, and applicable federal, state, and local taxes, fees, surcharges and recoupments (however designated). Please refer to your Comcast Enterprise Services Master Services Agreement (MSA) for specific detail regarding such charges. Customer shall pay Comcast one hundred percent (100%) of the non-amortized Custom Installation Fees prior to the installation of Service. The existence of Hazardous Materials at the Service Location or a change in installation due to an Engineering Review may result in changes to the Custom and/or Standard Installation Fees payable by Customer.

GENERAL COMMENTS

Comcast acknowledges that Customer will be seeking Board approval on September 20, 2022 for Sales Order No. IL-167050-mazad-22304008. Customer shall have until 5:00 p.m. on September 21, 2022 ("Board Termination Deadline") to provide written notice of Termination to Comcast of Sales Order No. IL-167050-mazad-22304008, without penalty or Termination Charges, in the event the Board does not approve the expenditure. In the event Comcast does not receive such notice of Termination by the Board Termination Deadline, Comcast shall proceed with the provisioning of Services set forth under Sales Order No. IL-167050-mazad-22304008.

AGREEMENT

This Comcast Enterprise Services Sales Order Form ("Sales Order") shall be effective upon acceptance by Comcast. This Sales Order is made a part of the Comcast Enterprise Services Master Services Agreement, entered between Comcast and the undersigned and is subject to the Product Specific Attachment for the Service(s) ordered herein, located at <http://business.comcast.com/terms-conditions-ent>, (the "Agreement"). Unless otherwise indicated herein, capitalized words shall have the same meaning as in the Agreement.

By purchasing Comcast voice services, you are giving Comcast Business permission to request a copy of the Customer Service Record(s) from your existing carrier(s). Customer Service Records include the telephone numbers listed on the account(s) and may also include information related to services provided by such carrier(s).

COMPANY ACKNOWLEDGES RECEIPT AND UNDERSTANDING OF THIS 911 NOTICE:

The Comcast Voice Services may have the 911 limitations specified below:

- In order for 911 calls to be properly directed to emergency services using the Voice Services, Comcast must have the correct service address and, where applicable, location details ("Registered Service Location"). Registered Service Location may include, subject to any character limitations, location details such as a floor and/or office number, in addition to street address, for each telephone number and extension used by the Customer. If the Voice Services or any Voice Services device is moved to a different location without Customer providing updated Registered Service Location information, 911 calls may be directed to the wrong emergency authority, may transmit the wrong address, emergency responders may be unable to locate the emergency on the premises and/or the Voice Services (including 911) may fail altogether. Customer's use of a telephone number not associated with its geographic location, or a failure to allot sufficient time for a Registered Service Location change to be processed may also increase these risks.
- Customer is solely responsible for informing Comcast of initial Registered Service Locations for each telephone number and extension and of all changes to Registered Service Locations for the Voice Services, including subsequent moves, additions or deletions of stations. Customer is also responsible for programming its PBX system to reflect these Registered Service Locations. Customer will inform Comcast of changes to any Registered Service Location for each telephone number and extension by calling Comcast at 1-855-368-0600 or by opening a trouble ticket in the Comcast Care Center Portal. The contact number or method for making such updates are subject to change from time to time.
- The Voice Services use electrical power in the Customer's premises, as well as the Customer's underlying broadband service. If there is an electrical power outage or underlying broadband service outage, 911 calling may be interrupted. Similarly, calls using the Voice Services, including calls to 911, may not be completed if there is a problem with network facilities, including network congestion, network/equipment failure, or another technical problem.
- If the Registered Service Location provided in conjunction with the use of Comcast Equipment is deemed to be in an area that is not supported for 911 calls, Customer will not have direct access to either basic 911 or E911. In this case, Customer 911 calls will be sent to an emergency call center. A trained agent at the emergency call center will ask for the caller's name, telephone number and location, and then will contact the local emergency authority for that area in order to send help.

BY SIGNING BELOW, I ACKNOWLEDGE THAT I HAVE READ AND UNDERSTAND THE 911 LIMITATIONS OF THE VOICE SERVICES

By signing below, Customer acknowledges, agrees to and accepts the terms and conditions of this Sales Order.

CUSTOMER USE ONLY (by authorized representative)		COMCAST USE ONLY (by authorized representative)	
Signature:	Signature:	Sales Rep:	Josh Cohen
Name:	Name:	Sales Rep E-Mail:	josh_cohen@comcast.com
Title:	Title:	Region:	Chicago
Date:	Date:	Division:	Central



COMCAST ENTERPRISE SERVICES SALES ORDER FORM

SERVICES AND PRICING

Account Name:

Date:

MSA ID#:

SO ID#:

Short Description of Service:

Service Term:

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Solution Charges

Line	Request	Action	Service(s)	Description	Service Location A*	Service Location Z*	Tax Jurisdiction	Qty	Monthly	One-Time
001	New	Add	SIP Port	Port	Village Hall / 801 Burlington Ave	-	Interstate	1	\$0.00	\$0.00
002	-	-	-	-	-	-	-	-	\$0.00	\$0.00
003	New	Add	SIP Port	Port	Downers Grove Public Works / 510	-	Interstate	1	\$0.00	\$0.00
004	-	-	-	-	-	-	-	-	\$0.00	\$0.00
005	-	-	-	-	-	-	-	-	\$0.00	\$0.00
006	-	-	-	-	-	-	-	-	\$0.00	\$0.00
007	-	-	-	-	-	-	-	-	\$0.00	\$0.00
008	-	-	-	-	-	-	-	-	\$0.00	\$0.00
009	-	-	-	-	-	-	-	-	\$0.00	\$0.00
010	-	-	-	-	-	-	-	-	\$0.00	\$0.00
011	-	-	-	-	-	-	-	-	\$0.00	\$0.00
012	-	-	-	-	-	-	-	-	\$0.00	\$0.00
013	-	-	-	-	-	-	-	-	\$0.00	\$0.00
014	-	-	-	-	-	-	-	-	\$0.00	\$0.00
015	-	-	-	-	-	-	-	-	\$0.00	\$0.00
016	-	-	-	-	-	-	-	-	\$0.00	\$0.00
017	-	-	-	-	-	-	-	-	\$0.00	\$0.00
018	-	-	-	-	-	-	-	-	\$0.00	\$0.00
019	-	-	-	-	-	-	-	-	\$0.00	\$0.00
020	-	-	-	-	-	-	-	-	\$0.00	\$0.00
021	-	-	-	-	-	-	-	-	\$0.00	\$0.00
022	-	-	-	-	-	-	-	-	\$0.00	\$0.00
023	-	-	-	-	-	-	-	-	\$0.00	\$0.00
024	-	-	-	-	-	-	-	-	\$0.00	\$0.00
025	-	-	-	-	-	-	-	-	\$0.00	\$0.00
026	-	-	-	-	-	-	-	-	\$0.00	\$0.00
027	-	-	-	-	-	-	-	-	\$0.00	\$0.00
028	-	-	-	-	-	-	-	-	\$0.00	\$0.00
029	-	-	-	-	-	-	-	-	\$0.00	\$0.00
030	-	-	-	-	-	-	-	-	\$0.00	\$0.00
031	-	-	-	-	-	-	-	-	\$0.00	\$0.00
032	-	-	-	-	-	-	-	-	\$0.00	\$0.00
033	-	-	-	-	-	-	-	-	\$0.00	\$0.00
034	-	-	-	-	-	-	-	-	\$0.00	\$0.00
035	-	-	-	-	-	-	-	-	\$0.00	\$0.00
036	-	-	-	-	-	-	-	-	\$0.00	\$0.00
037	-	-	-	-	-	-	-	-	\$0.00	\$0.00
038	-	-	-	-	-	-	-	-	\$0.00	\$0.00
039	-	-	-	-	-	-	-	-	\$0.00	\$0.00
040	-	-	-	-	-	-	-	-	\$0.00	\$0.00
041	-	-	-	-	-	-	-	-	\$0.00	\$0.00
042	-	-	-	-	-	-	-	-	\$0.00	\$0.00
043	-	-	-	-	-	-	-	-	\$0.00	\$0.00
044	-	-	-	-	-	-	-	-	\$0.00	\$0.00
045	-	-	-	-	-	-	-	-	\$0.00	\$0.00
046	-	-	-	-	-	-	-	-	\$0.00	\$0.00
047	-	-	-	-	-	-	-	-	\$0.00	\$0.00
048	-	-	-	-	-	-	-	-	\$0.00	\$0.00
049	-	-	-	-	-	-	-	-	\$0.00	\$0.00
050	-	-	-	-	-	-	-	-	\$0.00	\$0.00

* Services Location Details attached

Charges are Exclusive of Equipment Fees

PAGE 2 SUBTOTAL: \$0.00 \$0.00



COMCAST ENTERPRISE SERVICES SALES ORDER FORM

SERVICES AND PRICING

Account Name: Village of Downers Grove

Date: 9/7/2022

MSA ID#: IL-167050-mazad

SO ID#: IL-167050-mazad-22304008

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Solution Charges

Line	Request	Action	Service(s)	Description	Service Location A*	Service Location Z*	Tax Jurisdiction	Qty	Monthly	One-Time
051	-	-	-	-	-	-			\$0.00	\$0.00
052	-	-	-	-	-	-			\$0.00	\$0.00
053	-	-	-	-	-	-			\$0.00	\$0.00
054	-	-	-	-	-	-			\$0.00	\$0.00
055	-	-	-	-	-	-			\$0.00	\$0.00
056	-	-	-	-	-	-			\$0.00	\$0.00
057	-	-	-	-	-	-			\$0.00	\$0.00
058	-	-	-	-	-	-			\$0.00	\$0.00
059	-	-	-	-	-	-			\$0.00	\$0.00
060	-	-	-	-	-	-			\$0.00	\$0.00
061	-	-	-	-	-	-			\$0.00	\$0.00
062	-	-	-	-	-	-			\$0.00	\$0.00
063	-	-	-	-	-	-			\$0.00	\$0.00
064	-	-	-	-	-	-			\$0.00	\$0.00
065	-	-	-	-	-	-			\$0.00	\$0.00
066	-	-	-	-	-	-			\$0.00	\$0.00
067	-	-	-	-	-	-			\$0.00	\$0.00
068	-	-	-	-	-	-			\$0.00	\$0.00
069	-	-	-	-	-	-			\$0.00	\$0.00
070	-	-	-	-	-	-			\$0.00	\$0.00
071	-	-	-	-	-	-			\$0.00	\$0.00
072	-	-	-	-	-	-			\$0.00	\$0.00
073	-	-	-	-	-	-			\$0.00	\$0.00
074	-	-	-	-	-	-			\$0.00	\$0.00
075	-	-	-	-	-	-			\$0.00	\$0.00
076	-	-	-	-	-	-			\$0.00	\$0.00
077	-	-	-	-	-	-			\$0.00	\$0.00
078	-	-	-	-	-	-			\$0.00	\$0.00
079	-	-	-	-	-	-			\$0.00	\$0.00
080	-	-	-	-	-	-			\$0.00	\$0.00
081	-	-	-	-	-	-			\$0.00	\$0.00
082	-	-	-	-	-	-			\$0.00	\$0.00
083	-	-	-	-	-	-			\$0.00	\$0.00
084	-	-	-	-	-	-			\$0.00	\$0.00
085	-	-	-	-	-	-			\$0.00	\$0.00
086	-	-	-	-	-	-			\$0.00	\$0.00
087	-	-	-	-	-	-			\$0.00	\$0.00
088	-	-	-	-	-	-			\$0.00	\$0.00
089	-	-	-	-	-	-			\$0.00	\$0.00
090	-	-	-	-	-	-			\$0.00	\$0.00
091	-	-	-	-	-	-			\$0.00	\$0.00
092	-	-	-	-	-	-			\$0.00	\$0.00
093	-	-	-	-	-	-			\$0.00	\$0.00
094	-	-	-	-	-	-			\$0.00	\$0.00
095	-	-	-	-	-	-			\$0.00	\$0.00
096	-	-	-	-	-	-			\$0.00	\$0.00
097	-	-	-	-	-	-			\$0.00	\$0.00
098	-	-	-	-	-	-			\$0.00	\$0.00
099	-	-	-	-	-	-			\$0.00	\$0.00
100	-	-	-	-	-	-			\$0.00	\$0.00
101	-	-	-	-	-	-			\$0.00	\$0.00
102	-	-	-	-	-	-			\$0.00	\$0.00
PAGE 3 SUBTOTAL:									\$0.00	\$0.00

* Services Location Details attached

Charges are Exclusive of Equipment Fees

PAGE 3 SUBTOTAL:

\$0.00

\$0.00



COMCAST ENTERPRISE SERVICES SALES ORDER FORM

SERVICES AND PRICING

Account Name:

Date:

MSA ID#:

SO ID#:

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Line	Request	Action	Service(s)	Description	Service Location A*	Service Location Z*	Tax Jurisdiction	Qty	Solution Charges	
									Monthly	One-Time
103	-	-	-	-	-	-	-	-	\$0.00	\$0.00
104	-	-	-	-	-	-	-	-	\$0.00	\$0.00
105	-	-	-	-	-	-	-	-	\$0.00	\$0.00
106	-	-	-	-	-	-	-	-	\$0.00	\$0.00
107	-	-	-	-	-	-	-	-	\$0.00	\$0.00
108	-	-	-	-	-	-	-	-	\$0.00	\$0.00
109	-	-	-	-	-	-	-	-	\$0.00	\$0.00
110	-	-	-	-	-	-	-	-	\$0.00	\$0.00
111	-	-	-	-	-	-	-	-	\$0.00	\$0.00
112	-	-	-	-	-	-	-	-	\$0.00	\$0.00
113	-	-	-	-	-	-	-	-	\$0.00	\$0.00
114	-	-	-	-	-	-	-	-	\$0.00	\$0.00
115	-	-	-	-	-	-	-	-	\$0.00	\$0.00
116	-	-	-	-	-	-	-	-	\$0.00	\$0.00
117	-	-	-	-	-	-	-	-	\$0.00	\$0.00
118	-	-	-	-	-	-	-	-	\$0.00	\$0.00
119	-	-	-	-	-	-	-	-	\$0.00	\$0.00
120	-	-	-	-	-	-	-	-	\$0.00	\$0.00
121	-	-	-	-	-	-	-	-	\$0.00	\$0.00
122	-	-	-	-	-	-	-	-	\$0.00	\$0.00
123	-	-	-	-	-	-	-	-	\$0.00	\$0.00
124	-	-	-	-	-	-	-	-	\$0.00	\$0.00
125	-	-	-	-	-	-	-	-	\$0.00	\$0.00
126	-	-	-	-	-	-	-	-	\$0.00	\$0.00
127	-	-	-	-	-	-	-	-	\$0.00	\$0.00
128	-	-	-	-	-	-	-	-	\$0.00	\$0.00
129	-	-	-	-	-	-	-	-	\$0.00	\$0.00
130	-	-	-	-	-	-	-	-	\$0.00	\$0.00
131	-	-	-	-	-	-	-	-	\$0.00	\$0.00
132	-	-	-	-	-	-	-	-	\$0.00	\$0.00
133	-	-	-	-	-	-	-	-	\$0.00	\$0.00
134	-	-	-	-	-	-	-	-	\$0.00	\$0.00
135	-	-	-	-	-	-	-	-	\$0.00	\$0.00
136	-	-	-	-	-	-	-	-	\$0.00	\$0.00
137	-	-	-	-	-	-	-	-	\$0.00	\$0.00
138	-	-	-	-	-	-	-	-	\$0.00	\$0.00
139	-	-	-	-	-	-	-	-	\$0.00	\$0.00
140	-	-	-	-	-	-	-	-	\$0.00	\$0.00
141	-	-	-	-	-	-	-	-	\$0.00	\$0.00
142	-	-	-	-	-	-	-	-	\$0.00	\$0.00
143	-	-	-	-	-	-	-	-	\$0.00	\$0.00
144	-	-	-	-	-	-	-	-	\$0.00	\$0.00
145	-	-	-	-	-	-	-	-	\$0.00	\$0.00
146	-	-	-	-	-	-	-	-	\$0.00	\$0.00
147	-	-	-	-	-	-	-	-	\$0.00	\$0.00
148	-	-	-	-	-	-	-	-	\$0.00	\$0.00
149	-	-	-	-	-	-	-	-	\$0.00	\$0.00
150	-	-	-	-	-	-	-	-	\$0.00	\$0.00
151	-	-	-	-	-	-	-	-	\$0.00	\$0.00
152	-	-	-	-	-	-	-	-	\$0.00	\$0.00
153	-	-	-	-	-	-	-	-	\$0.00	\$0.00
PAGE 4 SUBTOTAL:									\$0.00	\$0.00

* Services Location Details attached Charges are Exclusive of Equipment Fees



COMCAST TRUNK SERVICES SALES ORDER FORM

SUMMARY OF TRUNK SERVICES AND PRICING

Date: 9/7/2022 MSA ID#: IL-167050-mazad SO ID#: IL-167050-mazad-22304008 Account Name: Village of Downers Grove

Service Term: 36 MONTHS

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Site	Location Name/Site ID	# Full PRI	# Fractional PRI	# Additional Channels PORT 1	# Additional Channels PORT 2	# Additional Channels PORT 3	# Additional Channels PORT 4	# Additional Channels PORT 5	# Additional Channels PORT 6	# Additional Channels PORT 7	# Additional Channels PORT 8	SIP Trunk CCS	# of 1 TN Blocks	# of 20 TN Blocks	# of 100 TN Blocks	# of 200 TN Blocks	# of 500 TN Blocks	# of 1000 TN Blocks	# of RCF TNs	# of Toll Free #'s	# of Trunk Groups	# of Trunk Groups with DNIS	Monthly Call Detail Record	Existing Customer	Existing Customer MRC	Existing Customer Equip Fee MRC	Total Customer MRC	Solution Charges			
																												Incremental Monthly Equipment Fee	Incremental Monthly Recurring Charges	Standard Installation Fees	
1	Village Hall											25												No	\$0.00	\$0.00	\$352.45	\$14.95	\$337.50	\$0.00	
2	Public Works											25												No	\$0.00	\$0.00	\$352.45	\$14.95	\$337.50	\$0.00	
3																										\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
4																										\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
5																										\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
6																										\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
7																										\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
8																										\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
9																										\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
10																										\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
11																										\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
12																										\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
13																										\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
14																										\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
15																										\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
16																										\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
17																										\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
18																										\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
19																										\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
20																										\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
21																										\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
22																										\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
23																										\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
24																										\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
25																										\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
26																										\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
27																										\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
28																										\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
29																										\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
30																										\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
31																										\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
32																										\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
33																										\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
34																										\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
35																										\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
36																										\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
37																										\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Page 7 Total:																										\$0.00	\$0.00	\$704.90	\$29.90	\$675.00	\$0.00



ENTERPRISE SALES ORDER DETAIL - TRUNK SERVICES

Date: 9/7/2022 MSA ID#: IL-167050-mazad SO ID#: IL-167050-mazad-22304008 Account Name: Village of Downers Grove

Location Name/Site ID:	Village Hall
Address 1:	801 Burlington Ave
Address 2:	
City:	Downers Grove
State:	IL
Zip:	60515

Technical Contact Name:	Dave Kenny
Technical Contact Phone Number:	630-434-5544
Technical Contact Email Address:	dkenny@downers.us
Technical Contact On-Site (Y/N)	Y

Detail of Monthly Recurring Charges:

Business Class Trunks	<input checked="" type="checkbox"/> SIP Trunk
PRI Interface	

Ethernet/Trunk Promotion Option	
Ethernet/Trunk Promotion Option	

Voice Selections	Quantity	Unit Price (Monthly)	Total Price (Monthly)
PRI Only			
Promotional PRI		\$343.00	\$0.00
# of Additional Channels PORT 1		\$16.00	\$0.00
# of Additional Channels PORT 2		\$14.00	\$0.00
# of Additional Channels PORT 3		\$14.00	\$0.00
# of Additional Channels PORT 4		\$14.00	\$0.00
# of Additional Channels PORT 5		\$14.00	\$0.00
# of Additional Channels PORT 6		\$14.00	\$0.00
# of Additional Channels PORT 7		\$14.00	\$0.00
# of Additional Channels PORT 8		\$14.00	\$0.00
Full PRI		\$489.00	\$0.00
SIP Only			
Concurrent Call Sessions (CCS)*	25	\$13.30	\$332.50
Bursting Trunk Group CCS		\$2.00	\$0.00
Fallover Trunk Group	X	\$5.00	\$5.00
Load Balancing Trunk Group		\$5.00	\$0.00
Universal Features			
# of 1 TN Blocks		\$0.20	\$0.00
# of 20 TN Blocks		\$4.00	\$0.00
# of 100 TN Blocks		\$20.00	\$0.00
# of 200 TN Blocks		\$40.00	\$0.00
# of 500 TN Blocks		\$100.00	\$0.00
# of 1000 TN Blocks		\$200.00	\$0.00
# of RCF TNs		\$0.00	\$0.00
# of Toll Free Numbers		\$10.00	\$0.00
# of Trunk Groups		Included	\$0.00
# of Trunk Groups with DNIS		\$50.00	\$0.00
Direct Termination Overflow		\$10.00	\$0.00
Non-Published Directory Listing (No DL or 411)		\$0.00	\$0.00
Non-Listed Directory Listing (No DL, Yes 411)		\$0.00	\$0.00
Government / School Listing	1	\$0.00	\$0.00
Monthly Call Detail Record (CDR)		\$0.00	\$0.00
Call Forward Not Reachable (per TN)		\$1.00	\$0.00

* Includes promotional rate. After the original term price will go to regular rate.

Request Type:	New
Action:	New - Add
Transport Type Change:	N/A

For Existing Trunk Service Customers Only	
Current Total Trunk Service MRC	
Current Total Trunk Service Equipment Fee MRC	
New Configured Trunk Service MRC	\$352.45
Total Change Trunk Service MRC (Incremental MRC)	\$352.45
Current Remaining Contract Term (Months)	

Aggregate Monthly Recurring Charges	
Service Term	36 Months
Monthly Recurring Charge:	\$337.50
Monthly Equipment Fee:	\$14.95
Promotional Discount:	\$0.00
Total Trunk Services Monthly Recurring Charge*:	\$352.45

*Applicable federal, state, and local taxes, Call Forward Not Reachable charges, and fees may apply; usage fees not included.

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

Directory Listing	Government/School
DL Type of Account	Local City Government
Enhanced Listing	No
Directory Listing Phone Number	630-434-5500
Directory Listing Display Name	Village of Downers Grove
PLA Display Name	Village of Downers Grove
DA/DL Header Text Information	Village of Downers Grove
Caller ID Display Name	Village of Downers Grove

Caller ID (Yes/No) Yes No
 Call Blocking (Yes/No) Yes No
 Customer requests Call Forward Not Reachable? No
 Customer requests International Dialing? Yes No

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

FOR COMCAST USE ONLY	
Sales Representative Code:	
Sales Manager/Director:	
Sales Manager/Director Approval:	
Division:	
Lead ID:	



ENTERPRISE SALES ORDER DETAIL - TRUNK SERVICES

Date: 9/7/2022 MSA ID#: IL-167050-mazad SO ID#: IL-167050-mazad-22304008 Account Name: Village of Downers Grove

Location Name/Site ID:	Public Works
Address 1:	5101 Walnut Ave
Address 2:	
City:	Downers Grove
State:	IL
Zip:	60515

Request Type:	New
Action:	New - Add
Transport Type Change:	N/A

For Existing Trunk Service Customers Only	
Current Total Trunk Service MRC	
Current Total Trunk Service Equipment Fee MRC	
New Configured Trunk Service MRC	\$352.45
Total Change Trunk Service MRC (Incremental MRC)	\$352.45
Current Remaining Contract Term (Months)	

Technical Contact Name:	Dave Kenny
Technical Contact Phone Number:	(630) 434-5544
Technical Contact Email Address:	dkenny@downers.us
Technical Contact On-Site (Y/N)	N

Aggregate Monthly Recurring Charges	
Service Term	36 Months
Monthly Recurring Charge:	\$337.50
Monthly Equipment Fee:	\$14.95
Promotional Discount:	\$0.00
Total Trunk Services Monthly Recurring Charge*	\$352.45

*Applicable federal, state, and local taxes, Call Forward Not Reachable charges, and fees may apply; usage fees not included.

Detail of Monthly Recurring Charges:

Business Class Trunks	<input checked="" type="checkbox"/> SIP Trunk
PRI Interface	

Ethernet/Trunk Promotion Option	
Ethernet/Trunk Promotion Option	

Trunk Services Standard Installation Fees:

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

Voice Selections	Quantity	Unit Price (Monthly)	Total Price (Monthly)
PRI Only			
Fractional PRI		\$349.00	\$0.00
# of Additional Channels PORT 1		\$14.00	\$0.00
# of Additional Channels PORT 2		\$14.00	\$0.00
# of Additional Channels PORT 3		\$14.00	\$0.00
# of Additional Channels PORT 4		\$14.00	\$0.00
# of Additional Channels PORT 5		\$14.00	\$0.00
# of Additional Channels PORT 6		\$14.00	\$0.00
# of Additional Channels PORT 7		\$14.00	\$0.00
# of Additional Channels PORT 8		\$14.00	\$0.00
# of Additional Channels PORT 9		\$14.00	\$0.00
# of Additional Channels PORT 10		\$14.00	\$0.00
Full PRI		\$349.00	\$0.00
SIP Only			
Concurrent Call Sessions (CCS)	25	\$13.30	\$332.50
Bursting Trunk Group CCS		\$2.00	\$0.00
Failover Trunk Group	X	\$5.00	\$5.00
Load Balancing Trunk Group		\$5.00	\$0.00
Universal Features			
# of 1 TN Blocks		\$0.20	\$0.00
# of 20 TN Blocks		\$4.00	\$0.00
# of 100 TN Blocks		\$20.00	\$0.00
# of 200 TN Blocks		\$40.00	\$0.00
# of 500 TN Blocks		\$100.00	\$0.00
# of 1000 TN Blocks		\$200.00	\$0.00
# of RCF TNs		\$0.00	\$0.00
# of Toll Free Numbers		\$10.00	\$0.00
# of Trunk Groups		Included	\$0.00
# of Trunk Groups with DNIS		\$50.00	\$0.00
Direct Termination Overflow		\$10.00	\$0.00
Non-Published Directory Listing (No DL or 411)		\$0.00	\$0.00
Non-Listed Directory Listing (No DL, Yes 411)		\$0.00	\$0.00
Government / School Listing	1	\$0.00	\$0.00
Monthly Call Detail Record (CDR)		\$0.00	\$0.00
Call Forward Not Reachable (per TN)		\$1.00	\$0.00

* Includes promotional rate. After the original term price will go to regular rate.

Directory Listing	Government/School
DL Type of Account	Local City Government
Enhanced Listing	No
Directory Listing Phone Number	(630) 434-5460
Directory Listing Display Name	Downers Public Works
PLA Display Name	Downers Public Works
DA/DL Header Text Information	Downers Public Works
Caller ID Display Name	Downers Public Works

Caller ID (Yes/No) Yes No
 Call Blocking (Yes/No) Yes No
 Customer requests Call Forward Not Reachable? No
 Customer requests International Dialing? Yes No

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

FOR COMCAST USE ONLY	
Sales Representative Code:	
Sales Manager/Director:	
Sales Manager/Director Approval:	
Division:	
Lead ID:	

COMCAST ENTERPRISE SERVICES MASTER SERVICES AGREEMENT FOR GSA CUSTOMERS (MSA)		
MSA ID#: IL-167050-mazad	MSA Term: 36 Months	Customer Name: Village of Downers Grove
CUSTOMER INFORMATION		
Primary Contact: Dave Kenny	<u>Primary Contact Address Information</u>	
Title: IT Director	Address 1: 801 Burlington Ave	
Phone: (630) 434-5544	Address 2:	
Cell:	City: Downers Grove	
Fax:	State: IL	
Email: dkenny@downers.us	Zip Code: 60515	

This Master Service Agreement ("Agreement") sets forth the terms and conditions under which Comcast Cable Communications Management, LLC and its operating affiliates ("Comcast") will provide communications and other services ("Services") to the above Customer. The Agreement consists of this fully executed Master Service Agreement Cover Page For GSA Customers ("Cover Page"), the Enterprise Services General Terms and Conditions For GSA Customers ("General Terms and Conditions"), any written amendments to the Agreement executed by both parties ("Amendments"), the Product-Specific Attachment for the applicable Services ("PSA(s)") and each Sales Order accepted hereunder ("Sales Orders"). In the event of any inconsistency among these documents, precedence will be as follows: (1) this Cover Page (2) General Terms and Conditions, (3) PSA(s), and (4) Sales Orders. This Agreement shall be legally binding when signed by both parties and shall continue in effect until the expiration date of any Service Term specified in a Sales Order referencing the Agreement, unless terminated earlier in accordance with the Agreement.

The Customer referenced above may submit Sales Orders to Comcast during the Term of this Agreement ("MSA Term"). After the expiration of the initial MSA Term, Comcast may continue to accept Sales Orders from Customer under the Agreement, or require the parties to execute a new MSA.

The Agreement shall terminate in accordance with the General Terms and Conditions for GSA Customers. The General Terms and Conditions, PSAs, the High-Speed Internet for Business Acceptable Use Policy ("AUP") and the High-Speed Internet for Business Privacy Policy (Privacy Policy") are attached hereto and are located at the following or successor URL:

https://www.gsaadvantage.gov/advantage/contractor/contractor_detail.do?mapName=/s/search/&contractNumber=GS-35F-184BA

Services are only available to commercial customers in wired and serviceable areas in participating Comcast systems (and may not be transferred). Minimum Service Terms are required for most Services and early termination fees may apply. Service Terms are identified in each Sales Orders, and early termination fees are identified in the applicable Product Specific Attachments.

BY SIGNING BELOW, CUSTOMER AGREES TO THE TERMS AND CONDITIONS OF THIS AGREEMENT.

CUSTOMER SIGNATURE (by authorized representative)
Signature:
Name:
Title:
Date:
COMCAST USE ONLY (by authorized representative)

Signature:	Sales Rep:
Name:	Sales Rep Email:
Title:	Region:
Date:	Division:



LETTER OF AGENCY

Please print or type the following information. **All blank spaces must be completed.**

Billing Name ("Company"): Village of Downers Grove

Billing Address: 801 Burlington Ave

City: Downers Grove

State: IL

Zip: 60515

If Company is switching its current phone number(s) to Comcast, please print the telephone number(s) and the name(s) of Company's current local and long distance phone service providers in the spaces below.

Area code(s) and telephone number(s) Company wants switched to Comcast (*you may also insert a number range, e.g., 215-555-0000 thru 215-555-9999*):

Billing Telephone Number	Current Local Provider
()	
()	
()	
()	
()	
()	

Please read the following information:

The undersigned is an authorized representative Company. Company chooses Comcast for all its landline calling needs across town, across the country and worldwide for the telephone number(s) listed above (if applicable). Company understands that Comcast will take the place of its current landline phone service provider(s) for local, local toll, and long distance services. Company understands that, for each of these services, it may designate only one provider per service for any one telephone number. Company also understands that the service provided by Comcast includes all distances, which means that Company may only designate one provider for all of its calling needs for any one telephone number.

The undersigned's signature on this form authorizes Comcast to act as Company's agent in making the changes from Company's current service provider(s), and to switch Company's telephone number(s), listed above (if applicable), to Comcast. Company understands that its current service provider(s) may charge a fee to switch its service to Comcast and that Company may consult that provider as to whether a fee will apply.

Please sign here:

Authorized Representative's Signature: _____ Date: _____

Authorized Representative's Name (Print): _____

Authorized Representative's Title (Print): _____