

COMCAST ENTERPRISE MANAGED SERVICES

Managed Services Statement of Work

This Managed Services Statement of Work (“**SOW**”), by and between Lake County (“**Customer**”) and Comcast Cable Communications Management, LLC, on behalf of itself and its operating affiliates providing the services hereunder, including Comcast Business Communications Canada, LLC for those applicable Managed Services provided to Service Locations in Canada (“**Comcast**”), is entered into effective on the latest date of signature of the Parties below (the “**SOW Effective Date**”), and shall be governed by the Comcast Enterprise Managed Services Master Services Agreement No. IL-322460-mazad, dated April 9, 2025, including the Managed Services Product Specific Attachment attached thereto (the “**Agreement**”) by and between Customer and Comcast and provides a detailed scope of the pricing, Managed Service(s) and the required materials, and all associated expenses. Unless otherwise indicated herein, capitalized words shall have the same meaning as in the Agreement.

PRICING FORMAT

Exhibit 1 serves as a means to provide a summary of the ordered Managed Services, and a detail of all individual items, Service Locations, units and/or kit prices. Pricing is extended based on the detailed Services described below.

SOW TERM

The term of this SOW shall be twelve (12) months from the SOW Effective Date (the “**SOW Term**”). During the SOW Term, Customer may order the Managed Services specified below under this SOW at individual Service Locations pursuant to Sales Orders, Electronic Orders (as set forth below) or other form of ordering document agreement between the Parties with the Service Term for the ordered Managed Services at each such Service Location being equivalent to the Service Term described in the “Service Term” section below, subject to commercial availability of the Services. Such Sales Order and Electronic Orders will include the Service Location specific information and the specific Managed Services being ordered for each Service Location. For clarification, the pricing set forth in Exhibit 1 below is only valid for Managed Services ordered during the SOW Term. This SOW and its Exhibit(s)/Appendices shall remain in effect for any Service Location until the expiration of the Service Term for such Service Location. In addition, if the Parties have not signed an amendment to update the pricing prior to end of the SOW Term, it shall be in Comcast’s sole discretion to continue to accept Service Location orders at the pricing below following the conclusion of the SOW Term.

SERVICE COMMITMENT

In accordance with Exhibit 1 below, this SOW includes a “**Minimum Service Location Commitment**” of eight (8) Service Locations. Subject to the serviceability and access exceptions outlined in the first footnote to Exhibit 1, in order to comply with the Minimum Service Location Commitment, Customer must release to Comcast all eight (8) of the Service Locations on Appendix A for installation of the Managed Services associated with such Service Location on Appendix A within twelve (12) months of the SOW Effective Date. In the event Customer fails to release to Comcast all eight (8) of the Service Locations in Appendix A for installation for installation of the Managed Services associated with such Service Location on Appendix A within twelve (12) months of the SOW Effective Date, it shall be deemed a breach of this SOW and, in addition to any other rights and remedies that Comcast may have under the Agreement, Comcast shall have the right to increase the pricing for each of the Managed Services under this SOW, including increasing the pricing for any Managed Services already ordered and/or installed at any existing Service Locations.

SERVICE TERM

The Service Term for the provision of the Managed Services pursuant to this SOW shall be on a Service Location by Service Location basis for each Managed Service purchased in Exhibit 1 below. The Service Term for each Managed Service at a Service Location shall commence on the Service Commencement Date of the Managed Service and continue for such Service Location for the time period set forth in the “Service Term” column identified in Exhibit 1 below, with this column indicating the number of months from the Service Commencement Date at such Service Location. Thereafter, each Service Term will renew automatically for successive one (1) year periods (each, a “**Renewal Term**”), unless either Party gives the other Party not less than thirty (30) days’ prior written notice of its intent not to renew the Managed Service for such Service Location prior to the expiration of the Service Term or current Renewal Term, as applicable.

TERMINATION FOR CONVENIENCE; TERMINATION CHARGES

The charges set forth or referenced in this SOW have been extended to Customer in reliance on the Service Term set forth herein. Notwithstanding any other term or provision in this SOW or the Agreement, Customer shall have the right, in its sole discretion, to terminate Managed Service(s) at a Service Location at any time, upon ninety (90) days prior written notice to Comcast and subject to payment to Comcast of all outstanding amounts due for the Managed Services, any and all applicable Termination Charges, and the return of all applicable Comcast Equipment.

In the event any Off-Net Managed Broadband Service is terminated by Customer for convenience or by Comcast for cause following Comcast's acceptance of an order, Customer shall pay Termination Charges equal to 100% of the monthly recurring charges remaining through the end of the Service Term plus 100% of any remaining, unpaid Custom Installation Fees. Customer shall, pursuant to Article 3.2 of the General Terms and Conditions, also pay any third-party service provider ancillary fees incurred by Comcast due to the early termination of service by the Customer. For purposes of this SOW, "**Off-Net Managed Broadband Service**" means that the internet connectivity provided as part of the Managed Broadband Service is being provided by a party other than Comcast.

Excluding Off-Net Managed Broadband Service, which is addressed above, in the event that any other Managed Service, including any On-Net Managed Broadband Service, is terminated at a Service Location following Comcast's acceptance of an order, but prior to the Service Commencement Date, Customer shall pay Termination Charges equal to the costs and expenses incurred by Comcast in installing or preparing to install such Managed Services.

Excluding Off-Net Managed Broadband Service, which is addressed above, in the event any other Managed Service contemplated in this SOW is terminated by Customer for convenience or Comcast for cause, including On-Net Managed Broadband Services, on or following the Service Commencement Date, Customer shall be required to pay the following Termination Charges, plus 100% of any remaining, unpaid Custom Installation Fees:

- Managed Services Months 1-12 – 100% of Managed Services Monthly Recurring Charges for the applicable Service Location, plus
- Managed Services Months 13-24 – 80% of Managed Services Monthly Recurring Charges for the applicable Service Location, plus
- Managed Services Months 25 and through the remainder of the Services Term – 65% of Managed Services Monthly Recurring Charges for the applicable Service Location.

Any amounts owed by Customer that result from a termination under this section shall be immediately due and payable upon such termination.

For purposes of this SOW, "**On-Net Managed Broadband**" means that the internet connectivity that is provided as part of the Managed Broadband Service is being provided directly by Comcast via the Comcast Network.

E-MAIL ORDERING

During the SOW Term Customer shall have the right to place orders through Authorized Requestors (defined below) for the Managed Services set forth in this SOW through the email ordering process outlined in this section. E-mail orders originating from the following e-mail address(es): mgarberding@lakecountyil.gov; amierzwa@lakecountyil.gov (the "**Authorized Requestors**"), are authorized by Customer to order the Managed Services at new Service Locations via e-mail (an "**Electronic Order**"). In addition, an Authorized Requestor may also send email communications for the addition of new Customer email addresses to be made additional Authorized Requestors. For the avoidance of doubt, the Parties hereby agree that the Electronic Order submission by Authorized Requestors shall be considered an authorized request on behalf of Customer for Managed Services and shall not require the Customer's signature on a separate order form. Customer will use reasonable efforts to prevent the issuance of Electronic Orders from anyone other than the Authorized Requestors. The Parties agree that valid Electronic Orders will include: (i) Customer MSA number and a reference to this SOW; (ii) the specific Managed Service being requested; and (iii) the Service Location at which Managed Services are requested. Upon receipt of a valid Electronic Order, Comcast shall provide a response indicating whether the requested Managed Services are available at the requested Service Location, and specifically for Managed Connectivity Services, whether one of the existing Managed Connectivity Service options included in this SOW is available at the requested Service Location (including any known construction costs), and if so, Comcast shall approve such Electronic Order. If the requested Managed Service is: (x) no longer commercially available; (y) not available at the requested Service Location; or (z) if there is any serviceability issue at the requested Service Location, such Electronic Order will be denied by Comcast and the Parties shall then engage in discussions regarding alternative Services for such

location. For the avoidance of doubt, the Service Term for any Managed Service(s) ordered during the SOW Term under an Electronic Order accepted by Comcast shall be as specified above in the “Service Term” section of this SOW. Any terms or conditions in an Electronic Order other than those described in this Section will be null and void.

EXHIBIT 1: PRICING SUMMARY										
Minimum Service Location Commitment*	Service Name	Service Number	Initial Service Locations	Special Pricing Notes	Non-Recurring Charges (NRC) For Services Per Location	Non-Recurring Charges (NRC) For Equipment Per Location	Monthly Recurring Charge (MRC) For Services Per Location	Monthly Recurring Charge (MRC) For Rental Equipment Per Location	Monthly Recurring Charge (MRC) For Static IP's	Service Period (Months)
TBD	Managed Connectivity - Temporary Cellular Data	MC0005-A	TBD	Temporary Cellular services and equipment rental. Includes 25 GB data plan. NRC is only applicable on new installations.	\$250.00	\$0.00	\$89.95	\$32.95	\$0.00	Month to Month
TBD	Maintenance - Next Day	PS0041-A	TBD	Next Business Day Maintenance Temporary Cellular Data Service (MC0005-A or B)	\$0.00	\$0.00	\$7.95	\$0.00	\$0.00	Month to Month
TBD	Managed Connectivity - Temporary Cellular Data	MC0005-B	TBD	Temporary Cellular services and equipment rental. Includes 50 GB data plan. NRC is only applicable on new installations.	\$250.00	\$0.00	\$100.00	\$32.95	\$0.00	Month to Month
8	Managed Connectivity - Permanent Cellular Data	MC0007-A	See Service Location List on Appendix	Permanent Cellular services and equipment rental. Includes 25 GB data plan. NRC is only applicable on new installations.	\$0.00	\$0.00	\$89.95	\$32.95	\$0.00	36
8	Maintenance - Next Day	PS0041-B	See Service Location List on Appendix	Next Business Day Maintenance for Permanent Cellular Service (MC0007-A or B)	\$0.00	\$0.00	\$7.95	\$0.00	\$0.00	36
TBD	Managed Connectivity - Permanent Cellular Data	MC0007-B	TBD	Permanent Cellular services and equipment rental. Includes 50 GB data plan. NRC is only applicable on new installations.	\$0.00	\$0.00	\$100.00	\$32.95	\$0.00	36

Minimum Service Location Commitment*	Service Name	Service Number	Initial Service Locations	Special Pricing Notes	Non-Recurring Charges (NRC) For Services Per Location	Non-Recurring Charges (NRC) For Equipment Per Location	Monthly Recurring Charge (MRC) For Services Per Location	Monthly Recurring Charge (MRC) For Rental Equipment Per Location	Monthly Recurring Charge (MRC) For Static IP's	Service Period (Months)
TBD	Installation	FS0020-A	TBD	Antenna Rescue Kit- Indoor / Outdoor Omni-Directional MiMo Antenna (or similar) up to 100ft w/ universal mount - Install up to 2 hours included (truck roll not included. This Service assumes installation happens at the same time as other Managed Services. If an additional truck roll is required, additional fees will apply)	\$599.95	\$0.00	\$0.00	\$0.00	\$0.00	NA

EXHIBIT 2: MANAGED CONNECTIVITY SALES ORDER FORM
PRIMARY CONNECTIVITY: Managed Connectivity – Cellular Data

Service Number	Service Name	# of Service Locations	Data Plan	Data Overages	Equipment	Special Service Notes
MC0005-A	Managed Connectivity - Temporary Cellular Data	TBD	25 GB	Overages sold in 1 GB increments and invoiced at \$14.95 per GB, in arrears unless otherwise stated in the Special Service Notes. Overages are calculated monthly. No data rollover from one month to another.	Type: Rental Equipment Make: Cradlepoint Model: L950 Dual SIM: Yes	Includes installation of Cellular device and MIMO Antenna (LMA100.A.B1.002 or equivalent). Equivalent hardware may be used at Comcast's discretion.
MC0005-B	Managed Connectivity - Temporary Cellular Data	TBD	50 GB	Overages sold in 1 GB increments and invoiced at \$14.95 per GB, in arrears unless otherwise stated in the Special Service Notes. Overages are calculated monthly. No data rollover from one month to another.	Type: Rental Equipment Make: Cradlepoint Model: L950 Dual SIM: Yes	Includes installation of Cellular device and MIMO Antenna (LMA100.A.B1.002 or equivalent). Equivalent hardware may be used at Comcast's discretion.
MC0007-A	Managed Connectivity - Permanent Cellular Data	8	25 GB	Overages sold in 1 GB increments and invoiced at \$14.95 per GB, in arrears unless otherwise stated in the Special Service Notes. Overages are calculated monthly. No data rollover from one month to another.	Type: Rental Equipment Make: Cradlepoint Model: L950 Dual SIM: Yes	Includes installation of Cellular device and MIMO Antenna (LMA100.A.B1.002 or equivalent). Equivalent hardware may be used at Comcast's discretion.
MC0007-B	Managed Connectivity - Permanent Cellular Data	TBD	50 GB	Overages sold in 1 GB increments and invoiced at \$14.95 per GB, in arrears unless otherwise stated in the Special Service Notes. Overages are calculated monthly. No data rollover from one month to another.	Type: Rental Equipment Make: Cradlepoint Model: L950 Dual SIM: Yes	Includes installation of Cellular device and MIMO Antenna (LMA100.A.B1.002 or equivalent). Equivalent hardware may be used at Comcast's discretion.

- Not all data plans can be pooled together. Unless otherwise noted in Special Service Notes, only like data plans from the same third party provider will be pooled.

EXHIBIT 3: MANAGED SERVICES ACTIVITIES SALES ORDER FORM

For Service Numbers with an "A" or "B" or "C" after the number, the "A" or "B" or "C" are identifying different versions of the same service. For example, if there are different equipment solutions based on the size of the Service Location, each equipment solution is identified as a different letter.

Professional Services - Maintenance					
Service Number	Service Name	# of Service Locations	Bidding International Service Locations	Equipment	Special Service Notes
PS0041-A	Maintenance - Next Day	TBD	No	Service Numbers or Equipment: MC0005-A or B Make: Cradlepoint Model: L950	Next Business Day Maintenance Temporary Cellular Data Service
PS0041-B	Maintenance - Next Day	8	No	Service Numbers or Equipment: MC0007-A or B Make: Cradlepoint Model: L950	Next Business Day Maintenance for Permanent Cellular Service

Professional Field Solutions: The following tables apply only if ordering Professional Field Solutions as part of a Managed Services deployment or for a large, multi-site project not related to Managed Services.

NOTE: For all other projects involving Professional Field Solutions, Schedule 2 to the Managed Services PSA will apply. Refer to that Schedule 2 for ordering details and pricing.

For Option Numbers with an "A" or "B" or "C" after the number, the "A" or "B" or "C" are identifying different versions of the same service.

Professional Field Solutions - Installation						
Service Number	Service Name	# of Service Locations	Bidding International Service Locations	Installation Times	Equipment	Special Notes
FS0020-A	Installation	TBD	No	<p>Normal Hours: 8am – 5pm, Monday to Friday, excluding holidays</p> <ul style="list-style-type: none"> All time are local time at the Customer Service Location. <p>Expected # of per site visits by the technician to install the managed services (excluding the broadband installation visit): 1</p>	<p>Make: Taoglas Model: TGX.45.A.B1.01</p>	<p>Antenna Rescue Kit- Indoor / Outdoor Omni-Directional MiMo Antenna (or similar) up to 100ft of cabling w/ universal mount - Install up to 2 hours included. Pricing in Exhibit 1 assumes that this antenna is installed during the same technician visit as another installation being performed for another Managed Service. Comcast's ability to provision this external antenna will be contingent on Customer securing the necessary outside/roof access for Comcast prior to installation, if necessary. This installation is also conditioned on there being existing pathways for cable runs to the roof or other designated location prior to Comcast's installation. For the avoidance of doubt, the antenna is provided on an as-is basis and without warranty of any kind and shall not be deemed Comcast Equipment.</p>

Technical Descriptions for Managed Services

The tables below contain the service descriptions of the Managed Services described in Exhibit 2 and 3 above. Each Managed Service identified in Exhibit 2 and 3 above has a service number, which corresponds to the items in the charts below.

Service Number	Name	Service Description
MC0005	Managed Connectivity – Temporary Cellular Data	<p>This is a temporary service that provides cellular equipment and a data plan to provide temporary internet connectivity to a Service Location where a suitable cellular signal is available from a data plan provider. This service may be used at Service Locations where provisioning of wireline internet connectivity is delayed or Customer intends to bring the Service Location online before the delivery date of the wireline internet connectivity service. Therefore this Service will be on a month to month basis and there will be no early termination fees associated with the removal of this service when the provision of the planned wireline internet connectivity is ready for use. In the event that the Parties ultimately determine that no wireline internet connectivity is available at the Service Location receiving this Temporary Cellular Service, the Parties will mutually determine whether to (i) terminate Comcast's provision of primary internet connectivity to such Service Location previously contemplated in this SOW or (ii) convert the Service Location to a permanent cellular connectivity data service as the primary internet connectivity, in which case the Customer will then be required to purchase the Managed Connectivity - Permanent Cellular Data Service.</p> <p>For the avoidance of doubt, unless otherwise set forth in this SOW, any time during which this Temporary Cellular Data service is in place at a Service Location shall count towards the required Service Term for the permanent wireline internet connectivity Service to be provided by Comcast pursuant to this SOW.</p> <p>The service offers:</p> <ol style="list-style-type: none"> 1) Cellular Data plan with dual SIMs functioning on a single modem and allows for Comcast to select the best carrier available at time of install. Only a single SIM will remain active after installation. If Customer requests that Comcast remotely change the cellular provider at any time during the Service Term, there may be a one-time cellular provider change fee of \$75. 2) Cellular plans on this Temporary Cellular Service will not pool between carriers 3) Cellular Data Modem 4) Professional installation of the Comcast-provided cellular modem identified in Exhibit 2 5) This is a transport only service. Custom configurations are not accepted. 6) Comcast may also provide a MiMo antenna to this Comcast-provided cellular modem, if compatible. If provided, this antenna will be connected to the device and will not include any additional cabling or external mounting. 7) In the event of an insufficient signal, the Customer may elect to have an optional External Mount Antenna installed (Taoglas or comparable). If so, Customer must pay an additional charge for the provision and installation of this external antenna pursuant the applicable Installation Service (FS0020) set forth in Exhibit 1 and Exhibit 3 above. In certain scenarios, where acceptable signal strength is unavailable, and outdoor mountable antennas are ordered, Comcast may request access to the exterior walls or roof. If the facility is not owned by Customer, Customer will be required to make this request to the site premises owner before this type of mounting can be performed. <p>Comcast will provide this Temporary Cellular Data service utilizing the equipment identified in Exhibit 2, which is being provided to Customer as rental equipment. The following rental terms shall apply to this Comcast-provided equipment:</p> <ol style="list-style-type: none"> a. If the equipment provided by Comcast fails due to an equipment failure and replacement is required, Comcast will ship replacement equipment to the Customer Service Location and provide installation of the replacement equipment. <ol style="list-style-type: none"> i. Shipping of Replacement Equipment: Service is available on Business Days, Monday – Friday, 8:00am to 5:00pm EST. Calls or trouble tickets received by 2:00pm EST on Business Days will be shipped on the same Business Day. Call or trouble tickets received after 2pm EST on Business Days will be shipped the next Business Day. Calls or trouble tickets received on Saturdays or Sundays will be shipped on Monday (or the next Business Day if Monday is a holiday). Calls or trouble tickets received on national or state holidays will be shipped the first Business Day after the holiday. ii. Comcast is responsible for the cost of the shipping related to the shipping of the replacement equipment to the Customer and the cost of the shipping related to the return of the failed equipment to Comcast. iii. The replacement of the failed equipment will be performed pursuant to the Maintenance – Next Day Service (PS0041) that accompanies the purchase of this Service. b. If requested by Customer and for an additional charge of \$300, Comcast will send a technician to de-install and remove the Comcast-provided equipment from the Customer Service Location after the permanent data service is installed and Customer has accepted the circuit. If Customer does not elect to have a Comcast technician perform these de-installation services, then the Customer will be responsible for de-installing the Comcast-provided equipment and connecting the newly installed wireline connection to the applicable Customer router device. Customer will then put the de-installed equipment into a box provided by Comcast and ship the equipment back to Comcast via a carrier of Comcast's choosing. Customer will also be responsible for coordinating any such Customer-performed de-installation activities in advance with their Comcast account team as well as on the day that such de-installation activities are performed by Customer.

Service Number	Name	Service Description
		<p>c. Customer will be invoiced \$300 for equipment not returned to Comcast within forty-five (45) days of receipt of replacement equipment or expiration of the Service Term, as applicable.</p> <p>The Customer is required to provide interior space within the Service Location for the equipment to reside that has an operating environment with temperatures not below fifty-five (55) or above eighty-five (85) degrees Fahrenheit. Humidity shall not exceed ninety (90) percent at eight-five (85) degrees Fahrenheit. The Customer is responsible for providing adequate AC power within 3 feet of where the equipment is to reside. Comcast recommends all equipment provided by Comcast is installed in a secure area with restricted access.</p> <p>Comcast works with multiple cellular providers and Comcast shall have the sole option on deciding which provider(s) will support each Service Location receiving this temporary service. Connectivity speeds will vary by Service Location.</p> <p>To ensure that mission critical applications continue to operate properly, Customer will need to prioritize traffic via the Customer router. Failure to prioritize traffic may result in poor service performance.</p> <p>Customer is responsible for paying any overage charges related to the Service.</p> <p>The exact configuration of the equipment will be agreed upon by the Parties following execution of this SOW.</p> <p>As a standard:</p> <ol style="list-style-type: none"> Help Desk Service Included - Basic help desk support is provided with the Managed Connectivity –Temporary Cellular Data Service. Basic help desk support provides a Comcast call center to support a Customer Tier 1 help desk. The Customer's Tier 1 help desk will contact Comcast and raise a trouble ticket for any issues related to Comcast provided services. Prior to raising a trouble ticket with Comcast, the Customer's Tier 1 help desk must confirm commercial power is available to the equipment and all cabling is attached correctly. For the avoidance of doubt, the Comcast Acceptable Use Policy and Additional Terms for Managed Connectivity – Cellular Data Services set forth at https://business.comcast.com/enterprise/terms-conditions (or any replacement location thereof), subject to any additional restrictions provided in the acceptable use policy of any third party provider of this connectivity service, shall apply to Customer's use of this Service, and Comcast, in its reasonable discretion, may suspend or terminate the Service at a Service Location for violating the terms and conditions of such policies. References to Comcast under the Agreement's limitation of liability, disclaimer of warranties, including, to the extent specified, a disclaimer of warranty for the disruption of services, and indemnification terms and clauses shall also apply to the underlying third party cellular providers contemplated in this Service (solely to the extent that such providers would be a beneficiary of such terms and clauses and not an obligor). If this SOW includes provision of Service in Canada, Comcast has the ongoing right to adjust the pricing in Exhibit 1 for such Managed Connectivity – Temporary Cellular Data Service if the Canadian Dollar to US Dollar exchange rate increases by more than 5%, compared to the same exchange rate as of the SOW Effective Date. Any such adjustments will be proportional to the exchange rate increase. In addition, any Services delivered to Service Locations in Canada are provided by Comcast's Canadian Affiliate, Comcast Business Communications Canada, LLC, through the use of third party service providers. Customer will receive a consolidated invoice for Managed Connectivity – Temporary Cellular Data Service with all Customer Service Locations. The invoice will display a subtotal for each Service Location and a grand total for all Service Locations combined. An electronic file with the invoice details is available to Customer upon request. Equipment Access. Comcast will have read / write access to the equipment. <u>MACD Log Retention</u>. Any request for a change to the Managed Connectivity – Temporary Cellular Data Service that originates through the Web based ticketing system within the Portal will create an audit trail. Such change requests and any configuration changes made to the service as a consequence of these change requests shall be retained for one (1) year.
MC0007	Managed Connectivity – Permanent Cellular Data	<p>This service provides cellular equipment and a data plan to provide internet connectivity to a Service Location where a suitable cellular signal is available from a data plan provider.</p> <p>The service offers:</p> <ol style="list-style-type: none"> Cellular Data plan with dual SIMs functioning on a single modem and allows for Comcast to select the best carrier available at the time of install. Only a single SIM will remain active after installation. If Customer requests that Comcast remotely change the cellular provider at any time during the Service Term, there may be a one-time cellular provider change fee of \$75. Cellular plans below 25 GB will pool between carriers, cellular plans of 25 GB and above will not pool between carriers

Service Number	Name	Service Description
		<p>3) Cellular Data Modem</p> <p>4) Professional Installation of the cellular modem identified in Exhibit 2.</p> <p>5) This is a transport only service. Custom configurations are not accepted.</p> <p>6) In the event that Comcast is renting the cellular modem device to Customer, Comcast may also provide a MiMo antenna to this Comcast-provided cellular modem, if compatible. If provided, this antenna will be connected to the device and will not include any additional cabling or external mounting. If instead the cellular modem is owned by Customer, Comcast may also connect an equivalent MiMo antenna to the Customer-provided cellular modem if provided by Customer; provided that this would also not include any additional cabling or external mounting.</p> <p>7) In the event of an insufficient signal, the Customer may elect to have an optional External Mount Antenna installed (Taoglas or comparable). If so, Customer must pay an additional charge for the provision and installation of this external antenna pursuant the applicable Installation Service (FS0020) set forth in Exhibit 1 and Exhibit 3 above. In certain scenarios, where acceptable signal strength is unavailable, and outdoor mountable antennas are ordered, Comcast may request access to the exterior walls or roof. If the facility is not owned by Customer, Customer will be required to make this request to the site premises owner before this type of mounting can be performed.</p> <p>This service will be delivered by Comcast on equipment specified in Exhibit 2 above. Comcast provides the following equipment options for Customers. Not all equipment manufacturers and models are available for all programs.</p> <p>1) Equipment Rental: Comcast can rent equipment as an operating lease. Maintenance (Service Number PS0041) of the equipment is a separate service for purchase to enable onsite technician services by Comcast.</p> <p>a. If the rental equipment provided by Comcast fails due to an equipment failure and replacement is required, Comcast will ship replacement equipment to the Customer Service Location. Unless Maintenance services or Technician Services are ordered by Customer, installation of the replacement equipment will be the responsibility of the Customer.</p> <p>i. Shipping of Replacement Equipment: Service is available on Business Days, Monday – Friday, 8:00am to 5:00pm EST. Calls or trouble tickets received by 2:00pm EST on Business Days will be shipped on the same Business Day. Call or trouble tickets received after 2pm EST on Business Days will be shipped the next Business Day. Calls or trouble tickets received on Saturdays or Sundays will be shipped on Monday (or the next Business Day if Monday is a holiday). Calls or trouble tickets received on national or state holidays will be shipped the first Business Day after the holiday.</p> <p>ii. Comcast is responsible for the cost of the shipping related to the shipping of the replacement equipment to the Customer and the cost of the shipping related to the return of the failed equipment to Comcast.</p> <p>b. The rental of the equipment and the managed service provided on the rental equipment shall be co-terminus; and,</p> <p>c. Customer will return the equipment at the end of the Service Term for each Service Location or for purposes of failed equipment, upon the receipt of the replacement equipment. Comcast will provide a box to the Customer, the Customer will remove the equipment and put it in the box and ship the equipment back to Comcast via a carrier of Comcast's choosing. Comcast is responsible for the cost of the shipping. As an option, Customer may elect to have Comcast de-install and remove the equipment for \$300 per Service Location.</p> <p>d. Equipment not returned to Comcast within forty-five (45) days of receipt of replacement equipment or expiration of the Service Term, as applicable, will be invoiced to the Customer with the invoiced amount equaling six (6) times the MRC charge for the equipment rental.</p> <p>e. Changing or upgrading the rental equipment during the term of the contract must be mutually agreed between the parties and the rental price may change.</p> <p>2) Customer Provided Equipment: Customer can provide their own equipment over which Comcast will provide services. Maintenance (Service Number PS0041) of the equipment is a separate service for purchase to enable onsite technician services by Comcast. Customer Provided Equipment must be certified by Comcast to ensure the equipment can be supported by Comcast. A list of Comcast certified vendors can be provided upon request. For any Customer Provided Equipment, Customer is obligated to provide Comcast with the necessary write access to the applicable OEM dashboard or portal to enable Comcast to provide the associated management and monitoring services. In addition, Customer is obligated to retain the associated OEM support packages and firmware licenses for the applicable equipment in order to enable Comcast to perform its obligations for the applicable Managed Service. Customer acknowledges and agrees that Comcast accepts no responsibility for any issues that may result from any Customer Provided Equipment becoming end of life or end of support by the applicable OEM provider; including, but not limited to, the suspension by the OEM of firmware updates.</p> <p>The Customer is required to provide interior space within the Service Location for the equipment to reside that has an operating environment with temperatures not below fifty-five (55) or above eighty-five (85) degrees Fahrenheit. Humidity shall not exceed ninety (90) percent at eight-five (85) degrees Fahrenheit. The Customer is responsible for providing adequate AC power within 3 feet of where the equipment is to reside. Comcast recommends all equipment provided by Comcast is installed in a secure area with restricted access.</p> <p>Comcast works with multiple wireless providers and Comcast shall have the sole option on deciding which provider(s) will support the Service Locations. Connectivity speeds will vary by Service Location.</p> <p>To ensure that mission critical applications continue to operate properly, Customer will need to prioritize traffic via the Customer router. Failure to prioritize traffic may result in poor service performance.</p> <p>Customer is responsible for paying any overage charges related to the service.</p>

Service Number	Name	Service Description
		<p>The exact configuration of the equipment will be agreed upon by the parties following execution of the Agreement and/or SOW.</p> <p>As a standard:</p> <ol style="list-style-type: none"> Help Desk Service Included - Basic help desk support is provided with the Managed Connectivity –Permanent Cellular Data Service. Basic help desk support provides a Comcast call center to support a Customer Tier 1 help desk. The Customer's Tier 1 help desk will contact Comcast and raise a trouble ticket for any issues related to Comcast provided services. Prior to raising a trouble ticket with Comcast, the Customer's Tier 1 help desk must confirm commercial power is available to the equipment and all cabling is attached correctly. For the avoidance of doubt, the Comcast Acceptable Use Policy and Additional Terms for Managed Connectivity – Cellular Data Services set forth at https://business.comcast.com/enterprise/terms-conditions (or any replacement location thereof), subject to any additional restrictions provided in the acceptable use policy of any third party provider of this connectivity service, shall apply to Customer's use of this Service, and Comcast, in its reasonable discretion, may suspend or terminate the Service at a Service Location for violating the terms and conditions of such policies. References to Comcast under the Agreement's limitation of liability, disclaimer of warranties, including, to the extent specified, a disclaimer of warranty for the disruption of services, and indemnification terms and clauses shall also apply to the underlying third party cellular providers contemplated in this Service (solely to the extent that such providers would be a beneficiary of such terms and clauses and not an obligor). If this SOW includes provision of Service in Canada, Comcast has the ongoing right to adjust the pricing in Exhibit 1 for such Managed Connectivity – Permanent Cellular Data Service if the Canadian Dollar to US Dollar exchange rate increases by more than 5%, compared to the same exchange rate as of the SOW Effective Date. Any such adjustments will be proportional to the exchange rate increase. In addition, any Services delivered to Service Locations in Canada are provided by Comcast's Canadian Affiliate, Comcast Business Communications Canada, LLC, through the use of third party service providers. Customer will receive a consolidated invoice for Managed Connectivity – Permanent Cellular Data Service with all Customer Service Locations. The invoice will display a subtotal for each Service Location and a grand total for all Service Locations combined. An electronic file with the invoice details is available to Customer upon request. Equipment Access. Comcast will have read / write access to the equipment. Customer will only be provided read access. <u>MACD Log Retention</u>. Any request for a change to the Managed Connectivity - Permanent Cellular Data Service that originates through the Web based ticketing system within the Portal will create an audit trail. Such change requests and any configuration changes made to the service as a consequence of these change requests shall be retained for one (1) year.
PS0001	Help Desk – Basic	<p>This is not a service available to be sold separately. This service is only available as part of a Comcast managed service, as indicated in the service description.</p> <p>Comcast will provide Basic Help Desk services. Basic Help Desk supports a Customer's Tier 1 help desk. Prior to raising a trouble ticket with Comcast, the Customer Tier 1 help desk is expected to confirm commercial power is available to the equipment and all cabling is attached correctly.</p> <p>When a trouble ticket is received by Comcast from the Customer help desk, Comcast will immediately begin trouble shooting.</p> <p>The Customer help desk will have access to the Comcast Enterprise Portal to view monitoring statistics on the service (service dependent and not available if only purchasing Managed Connectivity Services), enter trouble tickets via the Portal and receive updates on the trouble tickets.</p> <p>Help Desk services are only available for Comcast provided Services. Help Desk services are only provided in English.</p> <p>This Basic Help Desk Service is part of the standard solution for all Comcast Managed Services.</p>
PS0041	Maintenance – Next Day	<p>Comcast will provide a Maintenance Service for the equipment specified in Exhibit 3. This is a maintenance coordination service that offers:</p> <ul style="list-style-type: none"> Coordination of equipment returns to the equipment manufacturer if the equipment is covered by a warranty; and, Coordination of site visits by an equipment manufacturer based on the warranty or other coverage purchased by the Customer; and, Trouble shooting and remote repair via the Comcast Help Desk; and, Site visits by a technician when determined to be appropriate by Comcast. <p>The cost of equipment is not included in the Maintenance Service.</p> <p>For equipment:</p>

Service Number	Name	Service Description
		<ul style="list-style-type: none"> Equipment owned or provided by the Customer: Comcast assumes the Customer will have the equipment covered by a manufacturer warranty or other extended warranty. If the equipment is not covered by the warranty, any equipment cost will be assumed by the Customer. Unless Depot Services are separately purchased by the Customer (Service Numbers FS0040 and FS0041), spares are assumed to be held by the Customer and dispatched by the Customer to the impacted Customer Service Location when required. Should, at any point during the Service Term, Customer fail to maintain the appropriate maintenance contracts with the applicable equipment manufacturer for all in-scope devices, Comcast will return any failed equipment to the Customer and will not be responsible for adherence to performance requirements for this service, including any associated SLAs. Comcast Rental Equipment: Comcast will provide spare equipment to the Service Location as part of the rental plan. <p>Service is available on Business Days Monday – Friday – 8:00am to 5:00pm, local time at the Service Location. For calls or trouble tickets received by 2:00pm on Business Days, Comcast will endeavor to respond on the following Business Day. For calls or trouble tickets received after 2:00pm on Business Days, Comcast will endeavor to respond on the 2nd Business Day. For calls or trouble tickets received on Saturdays or Sundays, Comcast will endeavor to respond on the following Tuesday. Calls or trouble tickets received on national or state holiday's will be addressed by Comcast on the 2nd Business Day after the holiday.</p> <p>This Maintenance Service is a subscription-based service. If the Customer is interested in a break / fix maintenance service, such Comcast Professional Field Solutions – Technical Services must be contracted separately.</p> <p>The following is considered In-Scope and would be supported as part of this service:</p> <ul style="list-style-type: none"> Equipment hardware failure resulting from: <ul style="list-style-type: none"> Manufacture defect Force Majeure Reload of equipment configuration Issue related to Comcast installed cabling <p>The following is considered Out-of-Scope of this service in addition to any other items specified in the Managed Services PSA or not otherwise listed as In-Scope above and will incur additional charges:</p> <ul style="list-style-type: none"> Equipment move Equipment failure caused by Customer Issue with cable not installed by Comcast Failure created by a 3rd Party <p>If this SOW includes provision of this Service in Canada, Comcast has the ongoing right to adjust the pricing in Exhibit 1 for this Service if the Canadian Dollar to US Dollar exchange rate increases by more than 5%, compared to the same exchange rate as of the SOW Effective Date. Any such adjustments will be proportional to the exchange rate increase. In addition, delivery of this Service to Service Locations in Canada is provided by Comcast's Canadian Affiliate, Comcast Business Communications Canada, LLC, through the use of third-party service providers.</p>
FS0020	Installation	<p>This service is for the installation of equipment at a Customer premises as identified on Exhibit 3.</p> <p>It is assumed installations are planned between the Customer and Comcast at least 1 week in advance.</p> <p>This service offers:</p> <ul style="list-style-type: none"> Customer and Comcast to agree on an appropriate Statement of Work (SOW) framework highlighting all major assumptions prior to contract signature. The framework details are to be called out below. <ul style="list-style-type: none"> The detailed SOW will be agreed after contract signature and are to be consistent with the framework below. Equipment delivery to the Service Location (to be accepted by Customer and held until Comcast representative appointment) if the equipment is purchased by Comcast. <ul style="list-style-type: none"> Otherwise the Customer must ensure the equipment is at the Service Location before the installer arrives. Unpacking of the equipment and installation of the equipment Placement of equipment into the Service Location Connect the equipment to the Customer provided power outlet and power up, configure and test the equipment Connect the equipment to other equipment as stated in the SOW

Service Number	Name	Service Description
		<ul style="list-style-type: none"> ○ Consumables included in the price of the installation • Confirm with Customer the equipment is installed and functioning per agreed test and acceptance procedures. • No inside or outside wiring is included in an installation service unless explicitly called out in the SOW. <p>After execution of this Managed Services SOW, Comcast will agree with the Customer on a detailed Statement of Work (SOW) and an appropriate time and day for the installation at each Service Location. Customer is responsible for advising their Service Locations of the installation appointment. If the Comcast installer is unable to gain entry into the Service Location on the agreed time and day due to actions by the Customer, the installation will be rescheduled and the appropriate Articles in the Managed Service PSA will apply.</p> <p>The installation service provided by Comcast assumes the following unless expressly called out in the Special Service Notes in Exhibit 1 or 3:</p> <ul style="list-style-type: none"> • Installation will only be performed at Service Locations where the Service Location has received a certificate of occupancy (or its jurisdictional equivalent) from local authorities ("Certificate of Occupancy"). It must be called out in the Special Service Notes in Exhibit 3 if the Customer requires installation by Comcast before the Service Location has a Certificate of Occupancy. If Comcast agrees to perform any installation services before the Service Location has a Certificate of Occupancy, then the Customer assumes all liability for any damage and rework required at the Service Location following Comcast's completion of such installation, including, but not limited payment of additional fees assessed by Comcast for a revisit to the Service Location for any necessary repairs. In addition, for any installations that involve installing Comcast Equipment in a newly opening Customer location, Comcast must be provided with adequate notice of installation timing, which includes Customer ordering the applicable Services at least three (3) months prior to the planned opening date. In addition, Comcast must be given no less than a two (2) week window prior to the planned opening date to schedule the Comcast installation and the Customer location must have power in place during the full two week window. • Installation Hours are as indicated in Exhibit 3. If the time is not indicated in Exhibit 3, then Normal Hours is assumed; and • The following Uplift multiples will be applied to fixed and hourly rates, increasing the price agreed unless expressly noted in the Special Service Notes in Exhibit 1 or 3: <ul style="list-style-type: none"> ○ Union Uplift Multiple - 1.50X; ○ Expedite requests (less than 48 hours' notice) – 1.50X; ○ Holidays and Expedite (less than 24 hours' notice) – 2.00X. • If the Customer: <ul style="list-style-type: none"> ○ makes more than 5 installation changes scheduled in a single week; or, ○ makes any change to a scheduled installation within seven (7) days of the scheduled install, there will be an installation change fee of one hundred dollars (\$100) for every change that results in an extra costs to Comcast. • The Installer is to perform according to the SOW provided to the Installer by Comcast as agreed between Comcast and the Customer. • Customer to provide prior to installer arrival: <ul style="list-style-type: none"> ○ Space at the Service Location for the equipment to reside that has: <ul style="list-style-type: none"> • An operating environment with temperatures not below fifty-five (55) or above eighty-five (85) degrees Fahrenheit. • Humidity shall not exceed ninety (90) percent at eight-five (85) degrees Fahrenheit. • Adequate AC power within 3 feet of location where equipment is to be installed, • No activity that creates dust, grease, or other debris • Low voltage cabling with proper terminations if provided by the Customer. ○ Comcast recommends all equipment provided by Comcast is installed in a secure area with restricted access; and • The Customer will provide access to the Service Location for the Installer; and, • All installations are only at the Customer Service Location of record; and, • Low Voltage Cabling <ul style="list-style-type: none"> ○ Any low voltage cabling required by the Customer must be called out in Exhibit 3 and the SOW. ○ Any installation with low voltage cabling via the ceiling assumes a drop ceiling with a height no higher than twelve (12) feet from the floor; ○ All low voltage cabling is installed inside walls. Walls are assumed to have clear and available pathways for the cabling run. Extra charges will apply if a clear and/or available pathway does not exist; ○ No drilling or other activity to move through a wall, ceiling or other surface to complete the installation is included unless specifically called out in Exhibit 3, with Exhibit 3 indicating the type of surface to be drilled through (masonry, metal, wood); and ○ All pricing based on continuous low voltage cabling of fifty (50) feet or less, per piece of equipment • No special equipment rental is included in the installation price unless specifically called out in Exhibit 3 • Delays are covered in the appropriate Articles in the Managed Services PSA. Examples of Customer caused delays include: <ul style="list-style-type: none"> ○ Customer inability to locate equipment; or ○ Customer inability to provide immediate access to the Service Location or where the equipment is to reside; or ○ Prior to arrival of the Installer, Customer has failed to provide the necessary space, power or climate-controlled facilities where the equipment is to be installed at the Service Location.

Service Number	Name	Service Description
		<ul style="list-style-type: none"> Additional costs of two hundred fifty dollars (\$250) per Service Location or less are approved by the Customer automatically. Over two hundred fifty dollars (\$250) per Service Location requires Customer's approval prior to incurring the expense. <p>As a standard, Customer will receive a consolidated invoice for Installation Service with all Customer Service Locations. The invoice will display a subtotal for each Service Location and a grand total for all Service Locations combined. An electronic file with the invoice details is available to Customer upon request.</p> <p>Installation services do not include:</p> <ul style="list-style-type: none"> Any permits or other local, state or federal licenses or permits; Any required landlord permissions; and Any installation or movement of power lines or receptacles.

This SOW may be executed in counterparts, each of which shall be deemed to be an original but all of which taken together shall constitute one and the same agreement. An electronic or facsimile copy of the executed SOW, or counterpart shall be deemed and have the same legal force and effect as the original document.

AGREED TO BY THE PARTIES BELOW AND EFFECTIVE ON THE DATE OF LATEST SIGNATURE BELOW

Lake County	Comcast Cable Communications Management, LLC
By: _____ <u>Its: Chief Technical Officer, Erik Karlson</u>	By: _____
Date: _____	Date: _____
Print Name: _____	Print Name: _____
Print Title: _____	Print Title: _____

APPENDIX A TO MANAGED SERVICES STATEMENT OF WORK
SERVICE LOCATIONS

The following includes the Service Locations (and associated Services applicable at each Service Location if not all Services will be provided in every Service Location) agreed between the Parties for the Managed Services identified in the attached SOW. Prior to the Service Commencement Date, the Parties may make adjustments to the specific Service Locations identified below with such adjustments to be agreed in writing (via email confirmation between Parties is acceptable means of written confirmation) so long as the total number of Service Locations remains within the minimum Service Location commitment identified in the attached SOW.

	Site ID	Street Address	City	State	Zip	Country	Service Numbers
1	LC#1011	4118 Greenleaf Court	Park City	IL	60085	United States	MC0007-A; PS0041-B
2	LC#1027	800 Panther Blvd	Round Lake	IL	60073	United States	MC0007-A; PS0041-B
3	LC#1030	37389 N. Grandwood Drive	Gurnee	IL	60031	United States	MC0007-A; PS0041-B
4	LC#1033	880 Corporate Woods Parkway	Vernon Hills	IL	60061	United States	MC0007-A; PS0041-B
5	LC#1032	703 US-12	Fox Lake	IL	60020	United States	MC0007-A; PS0041-B
6	LC#1028	2905 Willow Lane	Zion	IL	60099	United States	MC0007-A; PS0041-B
7	LC#1031	26055 N. Midlothian Road	Long Grove	IL	60060	United States	MC0007-A; PS0041-B
8	LC#1029	1022 27th Street	Zion	IL	60099	United States	MC0007-A; PS0041-B