



Renewal Customer Service Agreement

This Customer Service Agreement ("Agreement") authorizes Call One® Inc., with a principal place of business at 225 West Wacker, Floor 8, Chicago, IL 60606 ("Call One") to provide telecommunication services ("Services") to the customer identified immediately below ("Customer"). The Services provided hereby are subject to the Terms and Conditions set forth in this Agreement.

Customer Lake County Government

Address 18 N. County Street
Lower Level

City Waukegan ST IL ZIP 60085

Please check box to determine term and discount

- 1 Year**
- 2 Year**
- 3 Year**

Additional Charges: All rates and discounts are subject to the rates and discounts contained in the SPC underlying agreement. Waive carrier access fees. Prices subject to change.

Service/Additional Terms:

Renewal of existing services.

205 POTS lines x \$22.98 per line/month = \$4,710.90/month*

*Features, Taxes and Surcharges not included in total.

Billing Telephone Numbers (BTN) associated with this account:

| Physical Location | City, State | BTN |
|---------------------------|---------------|--------------|
| 18 N COUNTY; Flr 1 | WKGN, IL | 312-555-3253 |
| 190 Washington | Grayslake, IL | 847-223-0233 |
| 32850 N JOHN MOGG RD | GRAYSLK, IL | 847-223-0628 |
| 22010 W WASHINGTON; Flr 1 | GRAYSLK, IL | 847-223-4843 |

Authorized customer signature *Date* *CallOne authorized signature*

Print name *Title* *Print name* *Date*

Billing Telephone Numbers (BTN) (continued):

| | | |
|--|-----------------|--------------|
| 32850 N JOHN MOGG RD | GRAYSLK, IL | 847-223-6762 |
| 34020 N HIGHWAY 45; des just north of rt 45 | GAGES LK, IL | 847-223-8088 |
| 15170 W PEKARA DR; Flr 1 | DERFLD, IL | 847-229-1060 |
| 20 S COUNTY; Flr 1 | WKGN, IL | 847-244-5594 |
| 37777 N HIGHWAY 59; Flr 1 | LAKE VILLA, IL | 847-245-3414 |
| 294 E TOWN LINE RD; Unit RMTERM | VERNON HILS, IL | 847-247-0837 |
| 965 WESTMORELAND DR; Unit RMTERM | VERNON HILS, IL | 847-247-9564 |
| 1 N GENESEE | WKGN, IL | 847-249-2212 |
| 18 N COUNTY ST | WKGN, IL | 847-249-3253 |
| 301 S GREENLEAF; Flr 1 | PARK CTY, IL | 847-249-3886 |
| 3010 GRAND AV; Flr 1 | WKGN, IL | 847-249-4007 |
| 26 N MARTIN LUTHER KING AV | WKGN, IL | 847-249-4670 |
| 3010 GRAND AV | WKGN, IL | 847-249-7002 |
| 25463 W CHESNEY DR; Flr 1 | LAKE VILLA, IL | 847-265-1274 |
| 25261 W COLUMBIA BAY DR; Flr 1 | LAKE VILLA, IL | 847-265-1481 |
| 25321 W COLUMBIA BAY DR; Flr 1 | LAKE VILLA, IL | 847-265-1619 |
| 24925 W DERING LN; Flr 1 | LAKE VILLA, IL | 847-265-1898 |
| 38809 N CEDAR CREST DR; Flr 1 | LAKE VILLA, IL | 847-265-5688 |
| 39125 N CEDAR CREST DR; Flr 1; des pumpng stat | LAKE VILLA, IL | 847-265-5689 |
| 2700 LAKE COOK RD; Flr 1; des pump sta | DERFLD, IL | 847-317-1624 |
| 311 WASHINGTON; Flr 1 | WKGN, IL | 847-336-3945 |
| 415 WASHINGTON | WKGN, IL | 847-336-9239 |
| 1311 ESTES; Flr 1 | GURNE, IL | 847-336-9374 |
| 39075 N HIGHWAY 59; Flr 1 | LAKE VILLA, IL | 847-356-4376 |
| 2365 N GRANDWOOD DR | GURNE, IL | 847-356-6650 |
| 25101 W FOREST DR; Flr 1 | LAKE VILLA, IL | 847-356-7246 |
| 24927 W HIGHWOODS DR; Flr 1 | LAKE VILLA, IL | 847-356-7417 |
| 18 N COUNTY; Flr 2 | WKGN, IL | 847-360-0336 |
| 18 N COUNTY; Flr 1 | WKGN, IL | 847-360-3600 |
| 4118 GREENLEAF CT; Apt 202 | PARK CTY, IL | 847-360-9788 |
| 2400 BELVIDERE RD | WKGN, IL | 847-360-9930 |
| 600 W Winchester Rd | LIBRTYVL, IL | 847-362-7569 |
| 648 W WINCHESTER RD; Flr 1 | LIBRTYVL, IL | 847-362-8281 |
| 30153 N PARK LN; des countryside manor subdivision | LIBRTYVL, IL | 847-362-9390 |
| 1303 N MILWAUKEE AV | LIBRTYVL, IL | 847-367-0611 |
| 28357 N BALLARD DR; Flr 1 | LK FOREST, IL | 847-367-1161 |
| 18698 W PETERSON RD | LIBRTYVL, IL | 847-367-5367 |
| 1793 SAUNDERS RD; Flr 1 | Deerfield, IL | 847-374-0934 |

Customer initials _____

Call One initials _____

Call One Inc.

225 W Wacker Drive 8th Floor - Chicago, IL 60606 - Telephone 312-681-8300 - Fax 312-681-8301

Billing Telephone Numbers (BTN) (continued):

| | | |
|---|-----------------|--------------------------------|
| 18 N COUNTY ST | WKGN, IL | 847-377-2599 |
| 25 S Martin Luther King Jr Ave | WKGN, IL | 847-377-8995 |
| 100 WASHINGTON AV; Flr 1 | HIGHWD, IL | 847-433-4874 |
| 1 SALEM LAKE DR; Flr 1 | LONG GRV, IL | 847-438-5525 |
| 15270 W PEKARA DR | DERFLD, IL | 847-459-4161 |
| 4112 THREE LAKES DR; Flr 1 | LONG GRV, IL | 847-478-0268 |
| 14195 W TOWN LINE RD; Flr 1 | METAWA, IL | 847-482-9885 |
| 800 Krause Dr | BUFLO GRV, IL | 847-537-0170 |
| 800 KRAUSE DR; Flr 1 | BUFLO GRV, IL | 847-537-3458 |
| 15170 W PEKARA DR | DERFLD, IL | 847-537-3532 |
| 15170 W PEKARA DR; Flr 1 | DERFLD, IL | 847-537-3575 |
| 20940 N ARLINGTON HEIGHTS RD; Flr 1 | LONG GRV, IL | 847-537-7210 |
| 20771 N RAND RD; Bldg L | KILDR, IL | 847-540-0262 |
| 23374 N OLD MC HENRY RD; Flr 1 | LK ZURICH, IL | 847-540-6285 |
| 34396 N CIRCLE DR; Flr 1 | RND LK, IL | 847-543-1451 |
| 32514 N FOREST DR; Flr 1; des pump station | GRAYSLK, IL | 847-543-8965 |
| 224 W CLARENDON DR | RND LK BCH, IL | 847-546-0344 |
| 25380 W MAIN | INGLESIDE, IL | 847-546-1534 |
| 423 E WASHINGTON; Flr 1 | RND LK PK, IL | 847-546-3275 |
| 25710 W BROOKS FARM RD; Flr 1 | RND LK, IL | 847-546-5927 |
| 18475 W HIGHWAY 120; Flr 1; des water plant | GRAYSLK, IL | 847-548-2335 |
| 87 N LAKE AV; Flr 1 | THIRD LK, IL | 847-548-4303 |
| 400 SEAFARER DR; Flr 1 | THIRD LK, IL | 847-548-4526 |
| 34240 N LAKESIDE DR; Flr 1 | GRAYSLK, IL | 847-548-4925 |
| 21870 W LAKE AV; Flr 1 | RND LK, IL | 847-548-5098 |
| 34093 N CIRCLE DR; Flr 1 | GRAYSLK, IL | 847-548-6824 |
| 301 ONWENTSIA RD | VERNON HILS, IL | 847-549-0221 |
| 16287 W DES PLAINES DR; Flr 1 | LIBRTYVL, IL | 847-549-0527 |
| 1303 N MILWAUKEE AV; Flr 1 | LIBRTYVL, IL | 847-549-5200 |
| 14477 W TOWN LINE RD; Flr 1 | LK FOREST, IL | 847-549-8809 |
| 20746 W LAKERIDGE CT; Flr 1 | KILDR, IL | 847-550-0460 |
| 22140 PRAIRIE LN | KILDR, IL | 847-550-0485 |
| 1782 CHECKER RD | LONG GRV, IL | 847-550-0894 |
| 20291 N RAND RD | KILDR, IL | 847-550-1292 |
| 21658 N QUENTIN RD; Flr 1; des lift station | KILDR, IL | 847-550-8821 |
| 21379 W CRESCENT DR | MUNDLEIN, IL | 847-566-0441 |
| 6360 GILMER RD; Flr 1 | LONG GRV, IL | 847-566-0654 |
| 18945 W HIGHWAY 60; Flr 1 | MUNDLEIN, IL | 847-566-0705 |
| | | <i>Customer initials</i> _____ |
| | | <i>Call One initials</i> _____ |

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Billing Telephone Numbers (BTN) (continued):

| | | |
|---|-----------------|--------------|
| 25532 N HILGERS CT | MUNDLEIN, IL | 847-566-0873 |
| 26320 N OAK AV | MUNDLEIN, IL | 847-566-2034 |
| 57 MIDDLETON PKWY; Flr 1 | MUNDLEIN, IL | 847-566-5516 |
| 19511 W WEST SHORE DR; Flr 1 | MUNDLEIN, IL | 847-566-6312 |
| 21190 W COMMERCIAL DR; Bldg RR | MUNDLEIN, IL | 847-566-6354 |
| 7291 CLARIDGE CT; Lot 56 | LONG GRV, IL | 847-566-6920 |
| W8 OAKDALE LN; Flr 1 | MUNDLEIN, IL | 847-566-6978 |
| 7278 DAYBREAK LN | LONG GRV, IL | 847-566-7020 |
| 26256 N ACORN LN; Flr 1 | MUNDLEIN, IL | 847-566-7982 |
| 500 W WINCHESTER RD | LIBRTYVL, IL | 847-573-1002 |
| 600 W WINCHESTER RD; Flr 1 | LIBRTYVL, IL | 847-573-8372 |
| 25265 W ROLLINS RD; Flr 1 | INGLSD, IL | 847-587-2256 |
| 25346 W LINCOLN DR; Flr 1; des pump station | LAKE VILLA, IL | 847-587-4725 |
| 36934 N STANTON POINT RD; Flr 1 | INGLSD, IL | 847-587-4953 |
| 36722 RIDGE RD; Flr 1 | INGLSD, IL | 847-587-4967 |
| 36667 N JACKSON DR; Flr 1 | INGLSD, IL | 847-587-4968 |
| 25661 W ORCHARD; Flr 1 | INGLSD, IL | 847-587-4973 |
| 37017 N LAKE SHORE DR; Flr 1 | LAKE VILLA, IL | 847-587-4978 |
| 18 N COUNTY; Flr 1 | WKGN, IL | 847-599-0458 |
| 408 WASHINGTON; Flr 1 | WKGN, IL | 847-623-0205 |
| 3010 GRAND AV; Flr 1 | WKGN, IL | 847-623-1674 |
| 2400 BELVIDERE RD; Flr 1; des elevator | WKGN, IL | 847-623-4757 |
| 215 W WATER; Flr 1 | WKGN, IL | 847-625-7321 |
| 5467 PORT CLINTON RD; Flr 1 | LONG GRV, IL | 847-634-0635 |
| 50 AMERICAN WY; Flr 1 | VERNON HILS, IL | 847-634-0710 |
| 5244 HILLTOP RD; Flr 1 | LONG GRV, IL | 847-634-0858 |
| 4743 WELLINGTON DR; Flr 1 | LONG GRV, IL | 847-634-2478 |
| 4451 ROYAL MELBOURNE DR; Flr 1 | LONG GRV, IL | 847-634-4703 |
| 50 AMERICAN WY; Flr 1 | VERNON HILS, IL | 847-634-6139 |
| 1101 CREEK VIEW DR; Flr 1 | VERNON HILS, IL | 847-634-8363 |
| 34230 N ALMOND RD; Flr 1; des water plant | GURNE, IL | 847-662-9280 |
| 650 W WINCHESTER RD; Flr 1 | LIBRTYVL, IL | 847-680-1608 |
| 1840 GREEN BAY RD; Flr 1 | HIGHLD PK, IL | 847-681-8274 |
| 2215 14TH; Flr 1 | N CHGO, IL | 847-688-0615 |
| 21615 W RAVINE DR; Flr 1 | LK ZURICH, IL | 847-726-0252 |
| 3539 LONG GROVE RD; Flr 1 | LONG GRV, IL | 847-726-2415 |
| 22750 KRUEGER RD; Flr 1 | LK ZURICH, IL | 847-726-8058 |
| 22025 W CUBA RD; Flr 1; des pumping station | KILDR, IL | 847-726-8831 |

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Billing Telephone Numbers (BTN) (continued):

| | | |
|--|-----------------|--------------|
| 136 E MIDLAND DR; des midland & beachwood stat | RND LK PK, IL | 847-740-0909 |
| 2905 WILLOW LN | ZION, IL | 847-746-0701 |
| 15 S COUNTY; Flr 1 | WKGN, IL | 847-782-8480 |
| 3010 GRAND AV | WKGN, IL | 847-782-8615 |
| 18 N COUNTY; Flr 1 | WKGN, IL | 847-782-9857 |
| 1135 E ROUTE 45; Flr 1 | VERNON HILS, IL | 847-793-0278 |
| 1330 S MILWAUKEE AV; Flr 1 | VERNON HILS, IL | 847-793-0635 |
| 650 W WINCHESTER RD; Flr 1 | LIBRTYVL, IL | 847-816-4838 |
| 1125 N MILWAUKEE AV | LIBRTYVL, IL | 847-816-5101 |
| 1303 N MILWAUKEE AV | LIBRTYVL, IL | 847-816-5978 |
| 25380 W Main St | Ingleside, IL | 847-832-0776 |
| 1 W MAPLE AV; Flr 1 | MUNDLEIN, IL | 847-837-8480 |
| 16750 ANCONA LN; Flr 1 | WDSWRTH, IL | 847-856-8399 |
| 24647 N MILWAUKEE AV; Flr 1 | VERNON HILS, IL | 847-913-1008 |
| 5807 TEAL LN; Flr 1 | LONG GRV, IL | 847-913-1847 |
| 5500 HIGHWAY 22; Flr 1; des lift stat | LONG GRV, IL | 847-913-5361 |
| 206 SOUTHFIELD DR; Flr 1; des control panel | VERNON HILS, IL | 847-918-0945 |
| 15745 W SPRUCEWOOD LN; Flr 1 | LIBRTYVL, IL | 847-918-9842 |
| 3595 DEERFIELD RD; Flr 1 | RIVRWDS, IL | 847-945-9583 |
| 1750 LAKE COOK RD; Flr 1 | DERFLD, IL | 847-948-5338 |
| 25975 N DIAMOND LAKE RD; Flr 1; des lift station | MUNDLEIN, IL | 847-949-7608 |
| 24347 N MILWAUKEE AV; Flr 1; des lift station | VERNON HILS, IL | 847-955-0841 |
| 26922 N CHEVY CHASE RD; Flr 1 | MUNDLEIN, IL | 847-970-9462 |
| 26477 W INGLESIDE SHORE RD | INGLSD, IL | 847-973-0894 |

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Terms and Conditions

1. **Term.** Customer hereby orders the Local Exchange, Interexchange and miscellaneous services incident thereto as described herein (collectively, the "Services") for the term selected by Customer on Page 1 of this Agreement (the "Term"), effective as of the date the Services are installed or first provided (the "Effective Date"). This agreement shall renew, on the same terms and conditions, for successive one-year terms unless either party has given sixty (60) days prior written notice of termination of this Agreement. Upon expiration of the Term, the usage rates and monthly recurring charges applicable to a Term other than Month-to-Month will revert to Call One's prevailing month-to-month rates unless Customer has (1) entered into a successor agreement or (2) canceled the Service, in each case effective as of the expiration of the Term. Call One is not responsible for notifying customer of the expiration of any Term.
2. **Rates.** (a) Unless otherwise specified on Page 1 of this Agreement, Call One's prevailing month-to-month rates for lines, features, other monthly recurring charges and non-recurring charges (e.g., installation, service establishment and/or other non-recurring charges) will apply to the Services. By executing this Agreement, Customer acknowledges that it has received notice of and is aware of the rates and other charges that apply to the Services that are not specifically identified on Page 1 of this Agreement. If there is any change to Call One's prevailing rates or charges that apply to the Services, Customer will be notified in its monthly invoice or in the applicable state tariff, effective as stated therein. If Customer has elected a Term other than Month-to-Month, the usage rates and monthly recurring charges (each expressed as a rate or as a discount off Call One's prevailing month-to-month rates) identified on Page 1 of this Agreement will apply to the Services during the Term. (b) Call One shall also bill Customer as a separate line item all applicable federal, state and other governmental fees, surcharges and taxes. (c) Call One may, at its sole discretion, increase the rates for Band C, 1+ long distance or inbound 800/888 toll-free Services, if and to the extent the charge from the local exchange carrier to terminate the outbound calls or to originate the inbound calls exceeds twenty-five percent of the rate for that Service, and that Service will be provided on a month-to-month term.
3. **Authorization.** Customer authorizes Call One to act as its agent for purposes of obtaining information on Customer's existing telecommunications and related service(s) and to submit orders to reflect the Services ordered under this Agreement for the specific Billing Telephone Numbers (BTN) and/or physical locations listed below and included in any supplement to this Agreement. This grant of agency shall remain in effect until revoked by Customer.
4. **Existing Commitments.** (a) If Customer has an existing term commitment contract with another service provider (a "Third Party Commitment"), Customer acknowledges that, in addition to the Terms and Conditions of this Customer Service Agreement, Customer shall remain obligated under the terms of such Third Party Commitment and shall be solely responsible for any penalties, fees or charges by virtue of that Third Party Commitment. (b) If, as part of Call One's provision of Services, Customer terminates a Third Party Commitment(s), Customer agrees that it is solely responsible for the fees associated with such termination. Further, no discount is provided for the related services unless and until Customer has agreed to terminate the Third Party Commitment(s) as provided above or the Third Party Commitment(s) has expired and Customer has entered a new agreement directly with Call One.
5. **Early Termination/Cancellation.** Early Termination/Cancellation. Customer shall be required to provide Call One a minimum of 30 days' notice in writing of any termination or cancellation of Service(s). (a) If Customer terminates the Service in whole or in part prior to the expiration of the Term, Customer will be liable for an early termination charge equal to the monthly recurring charges for the remainder of the Term. In addition, Customer shall also be liable for any installation and/or other non-recurring charges that were waived. (b) If Call One terminates Service(s) in whole or in part due to Customer's non-payment or default, customer will be deemed to have terminated the Service(s) and will be liable for all early termination charges. (c) If Customer Cancels Service before the Service is established, Customer shall be liable to Call One for all reasonable expenses incurred by Call One to process the order for Service.
6. **Inside Wiring.** The applicable rates for inside wiring provided directly by Call One to Customer are specified on the technician-charges page of the Call One website at www.callone.com. Inside wiring provided by a third party vendor will be billed at their applicable rates and charges. In addition, any installation charges identified on Page 1 of this Agreement applies to the initial Service installation and does not include inside materials and wiring.
7. **Liability.** The entire liability of Call One, if any, for damages to Customer or to any third party whether in negligence, tort, contract or otherwise, which may arise from Call One's performance or non-performance of the Services is limited to an amount equal to a prorated adjustment of applicable monthly recurring charges for the Services affected or any portion thereof. The foregoing limitation of liability includes any mistakes, omissions, interruptions, delays, errors or defects in transmission occurring in the course of installing and/or furnishing the Service.
8. **Applicability of Tariffs.** This Agreement orders Services at rates provided herein and subject to the terms and conditions set forth in Call One's then-applicable state tariff, which tariff is incorporated by reference. State tariffs are available through the regulatory page of the Call One web site currently at www.callone.com. Customer acknowledges all services purchased pursuant to this agreement are for business purposes.
9. **Assignment.** Customer may not assign this Agreement (by operation of law or otherwise) without the prior written consent of Call One, which consent will not be unreasonably withheld or delayed. Any prohibited assignment shall be void ab initio.
10. **Entire Agreement.** Signed facsimile or scanned copies of this Agreement will legally bind the parties to the same extent as originally executed documents. The terms contained in this Agreement and any documents attached and referenced herein constitute the entire agreement between the parties with respect to the subject matter hereof.
11. **Jurisdiction / Collection Costs.** Any action or proceeding arising out of or related to this Agreement, the Tariffs or Services may be commenced in any state or Federal court of competent jurisdiction in the State of Illinois. The Parties submit and expressly consent to the jurisdiction of such court and expressly waive any right to a trial by jury. Call One shall be entitled to recover from Customer all reasonable collection costs, including attorneys fees.

Customer initials _____

Call One initials _____

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