



**AT&T ILEC NON-EMERGENCY 2-1-1 SERVICE  
Service Agreement  
Provided Pursuant to Custom Terms**

<b>Customer</b>	<b>AT&amp;T</b>
El Dorado County Street Address: 360 Fair Lane City: Placerville State/Province: CA Zip Code: 95667 Country: USA	AT&T Corp.
<b>Customer Contact (for Notices)</b>	<b>AT&amp;T Contact (for Notices)</b>
Name: Lori Walker Title: Asst. Dir. Admin. & Finance Street Address: 3057 Briw Road, Suite B City: Placerville State/Province: CA Zip Code: 95667 Country: USA Telephone: 530-642-7352 Email: lori.walker@edcgov.us  The County Officer or employee with responsibility for administering this Agreement is Lori Walker, Asst. Director Admin. & Finance, Health and Human Services Agency, or successor.	Name: Scott Dunbar Street Address: 2700 Watt Ave RM 4114 City: Sacramento State/Province: CA Zip Code: 95821 Country: USA Telephone: 916-213-0720 Email: scottdunbar@att.com Sales/Branch Manager: Chris Congo SCVP Name: Alex Parker Sales Strata: SLED Sales Region: West <b>With a copy (for Notices) to:</b> AT&T Corp. One AT&T Way Bedminster, NJ 07921-0752 ATTN: Master AgreementSupportTeam Email: mast@att.com
<b>AT&amp;T Solution Provider or Representative Information (if applicable) <input type="checkbox"/></b>	
Name:                      Company Name: Agent Street Address:              City:              State:              Zip Code: Telephone:              Fax:              Email:              AgentCode	

This AT&T ILEC Non-Emergency 2-1-1 Service, ("Service Agreement") includes the attached Pricing Schedule and General Terms, for the services identified in Section 1 ("Services") and incorporates the rates, terms and conditions in applicable Tariffs and/or Guidebooks identified in Section 1 (collectively with this Service Agreement, the "Agreement").

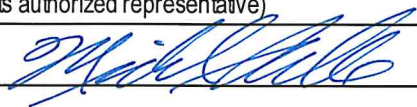
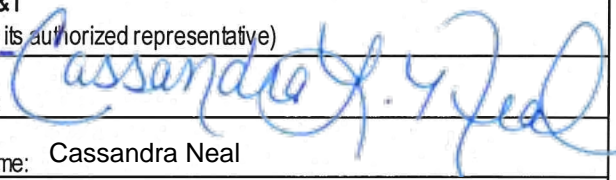
Customer agrees to purchase the Service identified below in accordance with this Service Agreement and the following documents, which are incorporated by reference: (i) applicable Tariffs, Guidebooks found at [att.com/servicepublications](http://att.com/servicepublications); and (ii) the AT&T Business Services Agreement ("BSA") located at <http://www.corp.att.com/agreement/>

AT&T may revise Tariffs, Guidebooks and the BSA (collectively "Service Publications") at any time and may direct Customer to websites other than listed above. The order of priority of the documents that form this Agreement is: this Service Agreement, and the applicable Service Publications; provided that Tariffs will be first in priority in any jurisdiction where applicable law or regulation does not permit contract terms to take precedence over inconsistent Tariff terms. This Agreement continues so long as Services are provided under this Agreement.

AT&T California currently provides billing and collections services to third parties, which may place charges that Customer authorizes on its bill. To the extent that AT&T California makes blocking of such charges available, Customer may block third-party charges from its bill at no cost.

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Customer requests that the identity of this Agreement be kept confidential and not be publicly disclosed by AT&T or by any regulatory commission, unless required by law. Customer acknowledges the possibility of purchasing the Services provided hereunder from other providers.

<b>Customer:</b> County of El Dorado (by its authorized representative)	<b>AT&amp;T</b> (by its authorized representative)
By: 	By: 
<b>Name:</b> Michael Ranalli	<b>Name:</b> Cassandra Neal
<b>Title:</b> Chair, Board of Supervisors	<b>Title:</b> Contract Specialist - CGI
<b>Date:</b> 10/30/18	<b>Date:</b> 02 Nov 2018 <span style="float: right;">SA625C</span>

Attest:

James S. Mitrison

Clerk of the Board of Supervisors

By:  Dated: 10/30/18  
 Deputy Clerk

<b>For AT&amp;T internal use only:</b>	Contract Ordering and Billing Number (CNUM):
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**1. SERVICE, SERVICE PUBLICATION and SERVICE PROVIDER(S)**

<b>Service</b>	AT&T ILEC Non-Emergency 2-1-1 Service		
<b>Service Provider</b>	<b>Service Publication (incorporated by reference)</b>	<b>Service Publication link</b>	
<input type="checkbox"/> AT&T Arkansas	Guidebook - Part8, Section 6	<a href="http://cpr.att.com/pdf/ar/0008-0006.pdf">http://cpr.att.com/pdf/ar/0008-0006.pdf</a>	
<input checked="" type="checkbox"/> AT&T California	inclusive in this agreement	n/a	
<input type="checkbox"/> AT&T Illinois	Guidebook - Part8, Section 6	<a href="http://cpr.att.com/pdf/il/0008-0006.pdf">http://cpr.att.com/pdf/il/0008-0006.pdf</a>	
<input type="checkbox"/> AT&T Indiana	inclusive in this agreement	n/a	
<input type="checkbox"/> AT&T Kansas	Guidebook - Part8, Section 6	<a href="http://cpr.att.com/pdf/ks/0008-0006.pdf">http://cpr.att.com/pdf/ks/0008-0006.pdf</a>	
<input type="checkbox"/> AT&T Michigan	inclusive in this agreement	n/a	
<input type="checkbox"/> AT&T Missouri	Guidebook - Part8, Section 6	<a href="http://cpr.att.com/pdf/mo/0008-0006.pdf">http://cpr.att.com/pdf/mo/0008-0006.pdf</a>	
<input type="checkbox"/> AT&T Nevada	Guidebook - Part8, Section 10	<a href="http://cpr.att.com/pdf/nv/0008-0010.pdf">http://cpr.att.com/pdf/nv/0008-0010.pdf</a>	
<input type="checkbox"/> AT&T Ohio	Tariff - Part8, Section 6	<a href="http://cpr.att.com/pdf/oh/0008-0006.pdf">http://cpr.att.com/pdf/oh/0008-0006.pdf</a>	
<input type="checkbox"/> AT&T Oklahoma	Guidebook - Part8, Section 6	<a href="http://cpr.att.com/pdf/ok/0008-0006.pdf">http://cpr.att.com/pdf/ok/0008-0006.pdf</a>	
<input type="checkbox"/> AT&T Wisconsin	Guidebook - Part8, Section 6	<a href="http://cpr.att.com/pdf/wi/0008-0006.pdf">http://cpr.att.com/pdf/wi/0008-0006.pdf</a>	
<input type="checkbox"/> AT&T Texas	inclusive in this agreement	n/a	

**2. PRICING SCHEDULE TERM, EFFECTIVE DATES**

<b>Pricing Schedule Term</b>	36 months
<b>Automatic Term Extension of Pricing Schedule Term</b>	If permitted by applicable law, 12 months, unless either party terminates via written notice given within forty-five (45) days before expiration of the Term or the then-current Automatic Term Extension. Where permitted by law, Customer waives any right to receive notice prior to any such automatic extension.
<b>Pricing Schedule Term Start Date</b>	Effective Date of this Pricing Schedule
<b>Start Date of Minimum Payment Period, per Service Component</b>	the date when the Service is installed and available for use by Customer at any single Site pursuant to this Agreement

**3. MINIMUM PAYMENT PERIOD**

Service Components	Percentage of Monthly Recurring Rate Applied for Calculation of Early Termination Charges	Minimum Payment Period* per Service Component
211 Service	50% plus all unpaid non-recurring charges	Equal to the Pricing Schedule Terms specified above

\* The minimum period for which Customer is required to pay recurring charges for the Service, also referred to in Service Publications by different names, including without limitation "Term", "Term Payment Plan", or "Term Pricing Plan".

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**4. LOCATION OF SERVICE**

211 Service will be activated in 8 AT&T Central Offices physically located in El Dorado County.

PLVLCA12DS0	PLACERVILLE-NIAGARA
PLVLCA11DS0	PLACERVILLE-MAIN
SGSPCA11DS0	SHINGLE SPRINGS
STAHCA01DS0	SOUTH TAHOE-SUSSEX
GRTWCA11RS0	GEORGETOWN
KYBRCA11RS1	KYBURZ
STAHCA12RS0	SOUTH TAHOE-TAMARACK
STAHCA13RS0	SOUTH TAHOE-MEYERS

**5. RATES AND CHARGES**

The monthly recurring charges and the non-recurring charges are set forth below on a per USOC (previously referred to as Universal Service Order Code) basis. The prices set forth herein do not include state Public Utility Commission (PUC) or FCC mandated surcharges or applicable taxes. Such surcharges and applicable taxes shall be billed on a monthly basis. Customer shall commence paying all charges on the Term Start Date as identified in Section 2 above.

USOC	Description	Quantity	Monthly Rate Per Unit	Non-recurring Charge per Unit
2D2	211 Service (Per System)	1	\$15.00	\$0.00
REAL5	211 Table Setup or Change (per Customer requested change)	1	\$0.00	\$177.00
2CHCO	211 Central Office Charge (Per AT&T Central Office switch)	8	\$0.00	\$475.00

**6. DESCRIPTION OF SERVICE**

- A. 211 Service is a local telephone exchange communication service that allows local exchange end users within AT&T's franchise territory to reach the 211 service provider ("Customer") by dialing an abbreviated telephone number (2-1-1). It is an intelligent routing service that determines the central office serving the calling party, converts the 211 dialed digits to a Routing Telephone Number ("RTN") and then uses the RTN to complete the call over the public switched network to a call center designated by the 211 customer.
- B. 211 Service will be activated in the stand-alone, host or remote AT&T local telephone company affiliates' Central Office Switches which are described below ("AT&T Central Offices").

**7. SCOPE OF SERVICE**

- A. 211 Service can be accessed only by end users who subscribe to local exchange service provided by AT&T's local telephone company affiliates, and by end users who obtain service from a Competitive Local Exchange Carrier ("CLEC") reselling local exchange service Services provided by AT&T's local telephone company affiliates, who are served out of one of the AT&T Central Offices.
- B. End users who obtain local exchange service from facilities-based CLECs, and ILECs ("Other Carriers") will not be able to access this Service. Customer shall be solely responsible for entering into any necessary agreements and compensation or cost-recovery agreements with such Other Carriers.
- C. 211 Service is available free of charge from AT&T wireline subscriber locations served by one of the AT&T Central Offices; however normal coin phone charges will apply to AT&T payphones from which 211 Service is available. 211 Service will only be available from non-AT&T payphones that have been correctly programmed by the payphone service providers to allow 211 dialing. Customer is responsible for advising payphone service providers of the potential need to reprogram payphones to allow 211 dialing.
- D. 211 Service is capable of passing the signaling generated by industry standard telecommunication devices for the deaf ("TDD"). The TDD signaling is available free of charge. The calling party is responsible for providing the appropriate TDD and Customer is responsible for providing and operating the appropriate telecommunication equipment to receive and handle TDD generated signals.

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- E. 211 Service is not available to wireless callers under this agreement.
- F. 211 Service activation does not include quick dial-tone capabilities if available and will only be available to PBX and Key switching systems ("CPE") when those systems have been correctly programmed by the owner of the CPE to allow 211 dialing. Customer is responsible for notifying consumers of all applicable CPE programming requirements.
- G. 211 Service will not complete calls dialed using 0 + 211, 1 + 211, or payphone calls from a correctional institution, or operator assisted calls.
- H. There can be only one 211 Customer for each AT&T Central Office NPA-NXX (area code and prefix) serving area (the "211 service area"). This assures that 211 calls from an end user located within a 211 service area can be routed to a unique 211 call center. Typically, AT&T will route calls based on the serving central office. If a central office serves one or more remote central offices, AT&T will route the 211 calls based on the originating NPA-NXX. AT&T will default route 211 dialed calls to a vacant code message or a fast busy signal if 211 service has not been activated from the caller's serving central office or originating NPA-NXX.
- I. Customer may designate only one RTN per 211 service area but may designate different RTNs for different 211 service areas as described below:
  - 1) If Customer utilizes more than one 211 RTN, it must designate the specific stand-alone, host or remote central offices to be served by each RTN.
  - 2) Only one RTN can serve a Central Office switch NPA-NXX serving area. The RTN requested by Customer can be either a locally routed number or a toll-free telephone number obtained by the Customer from its carrier of choice. (If any of the NPA-NXXs in a serving area will incur a toll charge, the RTN must be a toll-free number for that serving area).
  - 3) 211 calls are not permitted where local calling is restricted (e.g., prisons).
- J. Usage charges for toll-free prefixes telephone numbers obtained by Customer and used as RTNs will be billed by Customer's toll-free carrier of choice. Such charges are not a part of this Agreement.
- K. Customer is responsible for ordering all requisite circuits and customer premises equipment to enable Customer's designated call center(s) to process 211 call volumes in a fashion that meets Customer's internal service level requirements.
- L. Customer is responsible for notifying/educating the public concerning the geographic jurisdiction where the 211 Service is available and its potential uses and benefits. The parties will mutually agree on AT&T's part in the notification/education process.
- M. 211 Service is offered subject to the availability of facilities, and service to Customer is contingent upon Customer complying with all regulatory requirements and approvals.

**8. INITIAL INSTALLATION AND ACCEPTANCE CRITERIA**

- A. The activation of 211 Service will be based on the mutual agreement of the parties.
- B. AT&T will notify Customer when 211 Service is functional. Functionality is defined as the ability of callers to dial 211 and the call is routed through the public switched network to the Customer's designated call center(s). For billing purposes, AT&T shall bill Customer as each component of the 211 Service is provisioned and available for use by Customer.

[End of Document]

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