

July 31, 2017

## Your ISDN PRI service plan term ends soon.

60D-PRI/01-0000443  
City Of Manitowoc  
900 Quay St  
Manitowoc, WI 54220-4543

Contract ID: 20141003-6721



Dear Valued Business Customer,

Your current contract term for AT&T ISDN PRI service is expiring for the following Billing Telephone Numbers (BTNs) with a term(s) expiring soon: 847-R16-3003

Immediate action is required to prevent a large increase in your bill and to maintain your current ISDN PRI contract rates.

We've made it very easy to extend your current contract term or re-term (if your contract term recently expired) for another 12- or 24-month period, with all the same rates, terms and conditions you currently enjoy, thus avoiding being converted to higher month-to-month rates.

There are two quick and easy options to extend or re-term your existing ISDN PRI service:

1. **Re-Term Online in 60 Seconds:** Simply go online to [att.com/PRIextensions](http://att.com/PRIextensions), enter your BTN and 3-digit customer code (can be found at the top right of your ISDN PRI bill), select which term length you would like to extend or re-term, and accept all terms and conditions.
2. **Fax or Scan/Email This Letter:** You can select either a 12-month or a 24-month option by checking either box below. Then, simply sign this letter and fax back all pages to 214.653.2213 or scan and email to [g06032@att.com](mailto:g06032@att.com).
  - 12-month term extension or re-term
  - 24-month term extension or re-term

By signing below, for the BTNs above, you agree to the following:

- If your existing contract term has not expired, you agree to retain the same rates, terms and conditions you currently enjoy today, with your selected extension period beginning the day after expiration of your existing term(s). No modification to these terms and conditions is permitted.
- If your contract term has expired, you agree that (1) this document establishes a new term (Re-Term Agreement) at the rates set forth in your existing ISDN PRI Agreement, (2) an early termination charge of 50% of the Monthly Recurring Rate per Service Component will apply (not applicable if you migrate your PRI services to a qualifying AT&T service), (3) your selected re-term period begins on the Effective Date of this Re-Term Agreement, which is the date AT&T receives this Agreement via fax, and (4) all other terms and conditions in your existing ISDN PRI Agreement continue to apply. This Re-Term Agreement is available to existing customers with an expired ISDN PRI Agreement term (or extended agreement term) if such term expired less than 6 months prior to the Effective Date of this Re-Term Agreement.
- All accounts must be current. Contract extensions and re-terms are subject to passing a credit check before becoming active.

Thank you for trusting AT&T with your vital business communications. We understand your time is at a premium and will work to make the process as quick and easy as possible.

Sincerely,  
AT&T Account Management Center  
Scott Comer  
[SC904S@att.com](mailto:SC904S@att.com)  
404-202-4651

Customer Signature

Date

Print Customer Name

Title

Contact Info: Phone Number

Email

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## Erika Luebke

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**From:** Trace Reed  
**Sent:** Friday, August 18, 2017 10:07 AM  
**To:** Steve Corbeille  
**Cc:** Erika Luebke  
**Subject:** FW: 920-Z55-0101-101, 08161788855788QU, MANITOWOC PUBLIC UTILITIES

Your (City's) contract renewal letter from ATT was forwarded over here by mistake. Your 920 Z55-0101 is similar to MPU's 920 Z55 0110

Anyway by renewing this contract the per line Centrex rate drops from \$40 per line to \$10 per line (for the 8 lines)  
. Our rep said you should contact Margaret Osbourne

**Trace Reed | Network Specialist**  
**Manitowoc Public Utilities**  
(920) 686-4320 | Direct Line

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1303 S. 8<sup>th</sup> Street | P.O. Box 1090 | Manitowoc, WI 54221  
920-686-4348 fax | [www.mpu.org](http://www.mpu.org)

**From:** MADISON.GEM@RDSMAIL.IMS.ATT.COM [mailto:MADISON.GEM@RDSMAIL.IMS.ATT.COM]  
**Sent:** Thursday, August 17, 2017 12:21 PM  
**To:** Trace Reed  
**Cc:** mo9727@att.com  
**Subject:** FW: 920-Z55-0101-101, 08161788855788QU, MANITOWOC PUBLIC UTILITIES



Date: 8/17/2017

Re Account Number: 920Z550101  
MANITOWOC PUBLIC UTILITIES

Dear Trace:

This is in response to your electronic request Tracking Number: 08161788855788QU We have obtained the following information regarding your request:

Hi Trace,

The account 920 Z55-0101 is under a 60 month Centrex contract that was implemented in Aug 17, 2012. The contract expired yesterday.

This account shows 3 addresses:

911 Franklin  
683-4370  
683-4373  
683-4426  
683-4665  
683-4900

900 Quay  
683-2722

910 Jay  
683-4563

Caller id will only show the phone number and name when you call out, it will not show the address.

911 should pick up the service address as shown above. If you have the numbers routed to building thru your equipment, your equipment must send the address to the 911 service, we can only send the addresses where we terminate the line at. I hope this information helps. If you have further questions or something is not appearing correctly please call me so we can address the specific phone number.

Future status on your request may be forthcoming. AT&T values your loyalty and is committed to providing you with timely and efficient service.

Thank you for choosing AT&T.

AT&T Business Solutions

**N e w s F l a s h:** You can now submit your order or billing request on line 24 hours a day 7 days a week! Access the following URL:

[http://www.business.att.com/manage.jsp?segment=ent\\_biz](http://www.business.att.com/manage.jsp?segment=ent_biz). Under "Online tools for

services originally set up with SBC" select either "Submit a Business Billing Inquiry" or "Place an order for Business Local Access Services".

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Click [here](#) if you would like to confirm this work has been satisfactorily completed.

<---- Begin Process Information For EMS USE ONLY ---->  
TrackingNumber: 08161788855788QU  
<---- End Process Information For EMS USE ONLY ---->

## Erika Luebke

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**From:** Trace Reed  
**Sent:** Friday, August 18, 2017 8:07 AM  
**To:** 'MADISON.GEM@RDSMAIL.IMS.ATT.COM'  
**Cc:** Erika Luebke  
**Subject:** RE: 920-Z55-0101-101, 08161788855788QU, MANITOWOC PUBLIC UTILITIES

These are all City of Manitowoc Centrex lines , not MPU.

Erika: the last two are for Farmer's Market sign. 911 Franklin is County but maybe the City is responsible? 683-4470 is Dispatch non-emergency for example.

A letter from ATT to City was forwarded to me couple weeks ago, stating the Centrex contract is expiring. Means the price discount goes away – but not many lines are on it. Somehow they got put on as an MPU contract.

**Trace Reed | Network Specialist**  
**Manitowoc Public Utilities**  
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