



Letter of Authorization

Customer Name: County of Hidalgo	AT&T	Customer Account #:
100 N. Clossner Edinburg, TX 78539	AT&T Contact: Joel Davila Tel. #: 956-984-4648 Email ID: : jd8020@att.com Address: 721 Beech Ave McAllen, TX 78501	Customer Contact: : Renan Ramirez Tel. #: 956-292-2152 Email: renan@co.hidalgo.tx.us
Master Customer No.:		AE PID:

1. I appoint AT&T as my agent to handle all arrangements with the Local Exchange Company(s) (LEC) for establishing or changing AT&T Long Distance Service, 'Local Toll' Service, Local Service and International Service. AT&T may offer such service for all telephone lines associated with the main Billed Telephone Number(s) (BTNs) listed below or in the attachment, and to issue instructions to and to otherwise deal with the LEC regarding the BTNs. If this authorization does not specify the specific BTNs, this appointment shall extend to all service accounts for which customer appears as the customer of record.

2. It is understood that: Only one carrier may be designated for Long Distance Service, Only one carrier may be designated for 'Local Toll' Service, Only one carrier may be designated for Local Service, Only one carrier may be designated for International Service for each designated telephone number and that the selection of more than one carrier for either Long Distance Service, 'Local Toll' Service, Local Service, or International Service will invalidate any choice.

3. IT IS FURTHER UNDERSTOOD THAT DURING THE INITIAL PRESUBSCRIPTION PERIOD FOR 'LOCAL TOLL' SERVICE, AS DEFINED BY THE STATE GOVERNING BODY, THE PIC CHANGE CHARGE MAY BE WAIVED FOR AN INITIAL TIME PERIOD. HOWEVER, IT IS ACKNOWLEDGED THAT A CHARGE PER LINE MAY BE APPLIED BY THE LOCAL TELEPHONE COMPANY FOR SUBSEQUENT CHANGES

4. THIS APPOINTMENT IS FOR:	LONG DISTANCE (INTERLATA) SERVICE	<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO
	LOCAL TOLL (INTRALATA) SERVICE	<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO
	LOCAL SERVICE	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
	CELLULAR	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
	INTERNATIONAL SERVICE (HAWAII ONLY)	<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO

5. THIS APPOINTMENT IS APPLICABLE TO THE FOLLOWING LOCATIONS (CHOOSE ONE)	Blanket LOA (For all locations in the United States)	<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO
	Location Specific LOA (Specify applicable Billed Telephone Numbers and/or Working Telephone Numbers as attached)	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

6. This Appointment revokes any prior appointments for the services involved here and may be revoked at any time.

ORDERED BY CUSTOMER:	ACCEPTED BY AT&T:
7. Signature:	11. Signature
8. Printed Name:	12. Printed Name:
9. Title:	13. Title:
10. Date:	14. Date:

This authorization shall continue in force unless and until revoked by the customer.

RESPONSIBLE ORGANIZATION DESIGNATION AND AGREEMENT OF AGENCY



I hereby designate AT&T to act as Responsible Organization ("RESPORG") for the following toll free service telephone numbers. I further designate AT&T to act as my agent to transfer RESPORG functions to AT&T. These designations supersede all prior RESPORG designations pertaining to these toll free service numbers.

Company Billing Name: County of Hidalgo
(As it appears on the customers bill copy)

Company Billing Address: 100 N. Closner

City: Edinburg State: TX Zip: 78539

Company Contact: _____

Contact Phone #: _____ Fax #: _____

Authorized By: _____
(Signature or PIN) (Print Name)

(Title) (Date)

TOLL FREE SERVICE NUMBERS FOR WHICH RESPORG FUNCTIONS ARE BEING TRANSFERRED

(866) 613-5277

(866) 289-4688

(888) 827-2324

(888) 653-8683

(866) 892-7880

(800) 381-1051

(888) 318-2811

OLD RESPONSIBLE ORGANIZATION

ID: AWLD1
Name: _____
Address: _____

NEW RESPONSIBLE ORGANIZATION

ID: ATX01
Name: AT&T
Address: 2651 Olive Street
St. Louis, MO 63103

FOR AT&T USE ONLY

AT&T Name: _____ Phone No : _____

AT&T E-Mail Address: _____

Branch: _____ Save _____ Winback _____ Nodal _____

PRINT USING FINE TIP INK PEN WHEN COMPLETING THE RESPORG FORM - ILLEGIBLE FORMS WILL BE REJECTED!



ABN Customer Expectation Document (CED)

Thank you for choosing AT&T! We strive to delight our customers by delivering the ultimate integrated communication experience. We look forward to partnering with you so that together we can ensure a successful installation.

How We, AT&T, Will Support You:

Ensure that the service orders within the scope of your ABN project are submitted and provide estimated due dates. As order processing progresses, provide service delivery due dates. Service delivery due dates may have shorter or longer intervals based on actual network capacity, facility availability or service components required to fulfill your order.

Note: Service specific orders cannot be placed until the billing structure has been established.

The Order Specialists will contact you approximately 5 business days prior to installation to confirm arrangements.

Once implementation is complete, Lifecycle Management of your company will be transitioned back to appropriate AT&T personnel.

*In order to ensure quality with provisioning and the implementation of orders, AT&T Service Guides provide a 90 day interval to fully implement the contract, beginning with the first day of the customer's first full bill cycle.

What AT&T Needs From You, Our Customer:

Participation with the ABN Project Owner to discuss your ABN account structure. You should be prepared to provide a detailed list of services to be converted from another provider, including:

- Telephone lines, with associated Billed Telephone Number, 3-digit Customer Code suffix, and service addresses (from your local carrier bills).
- If any lines use another Primary Inter-exchange Carrier (PIC), you will need to authorize AT&T to change PICs on such lines. If a PIC Freeze exists on any of your lines, you will need to contact the Local Exchange Carrier yourself to convert the lines to AT&T.

Note: For migrations/conversions, the Project Owner will discuss your existing AT&T structure and the implementation to ABN.

Assurance that your premise equipment vendors can give AT&T all technical data required to support the application (signaling, framing format, line coding, feature requirements, etc.).

Please let your vendor know that AT&T may contact them for service details.

Assurance that equipment vendors are prepared to test the service on the scheduled due date. Please contact your ABN Project Owner as soon as possible if you will not be ready.

Note: Due Date Change and/or Cancellation Charges may apply if you elect to delay or cancel your order. Customers are required to accept service within 15 days of a confirmed Due Date and up through the 30th day to schedule the cutover. Orders are subject to cancellation after the 30th day. Please refer to the appropriate AT&T tariffs or successor Service Guide for additional terms and conditions governing your service.

Are your business locations **exempt from any taxes /surcharges, or located outside of the city limits?** If yes, advise the Billing Architect and state the nature of your exemption. Provide supporting documentation.

Participation with the ABN Billing Architect to define your account structure and Order Specialist(s) to complete data gathering.

How You, Our Customer, Can Ensure a Timely Installation:

By providing timely receipt of accurate information that directly impacts the due date of your service installation. Delays by you or your equipment vendor will delay the installation of your new service.

By not changing your service request once your order has been placed. AT&T will make reasonable efforts to accommodate requests for changes to an order after it has been submitted. If the requested change necessitates a change in the Due Date, a charge may be assessed by AT&T.

By contacting your ABN Project Owner as soon as possible to negotiate a new date if for any reason you are unable to meet the scheduled due date.

For All Service Migration/Conversion Projects:

- Ordering activities cannot begin for any service migration/conversion until all pending orders are completed.
- No new orders should be placed for any location that is migrating/converting to ABN.

For OneNet/VTNS to ABN Conversion Projects:

- OneNet/VTNS services will be converted as is. The Order Specialists will coordinate the conversion to minimize any service outages. The estimated downtime for the T1.5's and associated channels and services is approximately 1.5 hours per T1.5 per Location.
- Any Changes that affect the current inventories, i.e. any new additional service/ changes, etc will be handled by your Account Team after the ABN Account has been established.
- **OneNet/VTNS conversions require 120-130 day interval** to complete the conversion
- **Confirmation of your requested service.** After data gathering completion, the Project Owner will provide you a complete Customer Confirmation Document (CCD), which contains your requested service information. The Project Owner will quote an implementation interval (due dates) based on your project scope. Please review, sign and return (fax) the CCD. AT&T cannot place service orders until the CCD is signed and returned.

Note: Please let your vendor know that AT&T may contact them for service details if needed.

For ABN Choice Projects:

ABN Choice delivers Customers a bundled offering of services that are on two billing platforms; one for IP/MIS and Long Distance and the second for Integrated Prime. Implementation of ABN Choice is completed in two phases:

Phase 1:

- The ABN Service Delivery Team will establish ABN service and project manage the implementation of IP/MIS, Long Distance, and all Access.

Phase 2:

- As soon as orders for SINA access are completed, the Local Service Delivery Manager will establish Integrated Prime Service.

Note: Service delivery activities are conducted separately for each phase of the implementation. The ABN Service Delivery Team Project Owner and Billing Architect are responsible for Data Gathering for Phase 1 and the Local Service Delivery Manager is responsible for Data Gathering for Phase 2.

I acknowledge the partnering required between _____ and AT&T for a successful implementation.
Company Name

Customer Name

Title

Customer Signature

Date