



AT&T BUSINESS LOCAL CALLING
ILEC Confirmation Of Service Order
 Provided Pursuant to Standard Service Publication Rates and Terms

Customer	AT&T
City of Doral Street Address: 8401 NW 53 rd Ter City: Doral State/Province: FL Zip Code: 33166 Country: USA	The applicable AT&T ILEC Service-Providing Affiliate
Customer Contact (for Notices)	AT&T Contact (for Notices)
Name: Maria E Garcia Title: Asset Management Specialist Street Address: 8401 NEW 53 rd Terr Ste 100 City: Doral State/Province: FL Zip Code: 33166 Country: US Telephone: 305 593 6622 Fax: Email: MARIA.GARCIA@DORAL-FL.GOV Customer Account Number or Master Account Number: 3055944088 001	Name: Daphne Dilbert Street Address: 13450 W SUNRISE BLVD City: SUNRISE State/Province: FL Zip Code: 33323 Country: US Telephone: 8135040731 Fax: Email: DILBERT@ATT.COM Sales/Branch Manager: CHRIS PENNINGTON SCVP Name: DINO PERONE Sales Strata: PUBLIC SECTOR Sales Region: SE With a copy (for Notices) to: AT&T Corp. One AT&T Way Bedminster, NJ 07921-0752 ATTN: Master Agreement Support Team Email: mast@att.com
AT&T Solution Provider or Representative Information (if applicable) <input type="checkbox"/>	
Name: _____ Company Name: _____ Agent Street Address: _____ City: _____ State: _____ Zip Code: _____ Telephone: _____ Fax: _____ Email: _____ Agent Code _____	

Customer agrees to purchase the Service identified below in accordance with this Confirmation of Service Order ("CSO") subject to the following, which are incorporated by reference: (a) THE TERMS OF THE APPLICABLE STATE TARIFF, IF THE SERVICE IS OFFERED PURSUANT TO TARIFF; OR (b) THE AT&T BUSINESS SERVICES AGREEMENT (BSA) which incorporates applicable Service Publications, found at <http://www.corp.att.com/agreement/> IF THE SERVICE IS NOT OFFERED PURSUANT TO TARIFF. "Service Publication" means a Tariff, Guidebook or Service Guide. The Service is not assignable or otherwise transferable, nor may it be assumed in any manner, unless otherwise required by law or regulation.

The terms and conditions provided in this CSO are provided herein for convenience only and do not supersede or modify any applicable Service Publication in any way. In the event a Service Publication term or condition is changed in any way, the following is hereby modified at the same time to reflect that change.

The applicable AT&T Service Publication(s) for each state are identified in Attachment A.

The Effective Date of this CSO is the date signed by the last party.

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.

Customer (by its authorized representative)	AT&T (by its authorized representative)
By:	By:
Printed or Typed Name: Albert P. Childress	Printed or Typed Name:
Title: City Manager	Title:
Date: Sept 11, 2015	Date:

**AT&T BUSINESS LOCAL CALLING
ILEC Confirmation of Service Order**

1. SERVICE, SERVICE PROVIDER and SERVICE DESCRIPTION

1.1 Service and Service Provider

Business Package ("Service")	Service Providing Affiliate(s) and Service Publication(s), as applicable
AT&T Business Local Calling ("BLC")	Listed in Attachment A

1.2 Service Description - Available Line Option Package(s); Service Components

Identified for the Service in applicable Service Publication(s)

1.3 Eligible Billing Telephone Numbers (BTNs)

See Attachment B

2. TERM and EFFECTIVE DATES

Term	36 Months
Term Start Date	The next calendar day following initial implementation of Service in the applicable AT&T systems
Effective Date of Rates, Discounts and Billing	Per Billing Telephone Number ("BTN"), on the next calendar day immediately following implementation of applicable Line Option Package in the applicable AT&T systems
Rates Following Termination or Expiration of the Term	Applicable Service Publication rates in effect at time of termination or expiration

3. RATES and INITIAL ORDER

3.1. Line Option Packages – Monthly Rates

Package pricing does not include Additional Service Components as identified in the applicable Service Publication.

Line Option Packages	State Availability	Prices Per BLC Access Line, Per Month – 12 Month Term	Prices Per BLC Access Line, Per Month – 24 Month Term	Prices Per BLC Access Line, Per Month – 36 Month Term
Unlimited A (Option A)	AL, AR, CA, FL, GA, IL, IN, KS, KY, LA, MI, MO, MS, NC, NV, OH, OK, SC, TN, TX, WI	\$39.00	\$38.00	\$37.00
Unlimited B (Option B)	AL, AR, CA, FL, GA, IL, IN, KS, KY, LA, MI, MO, MS, NC, NV, OH, OK, SC, TN, TX, WI	\$34.00	\$33.00	\$32.00

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3.2. Additional Service Components (Vertical Features) - Monthly Rates and Non-recurring Charges

Each Additional Service Component – Vertical Feature (as identified in the applicable Service Publication)	Monthly Rate	Installation Non-recurring Charge (NRC)
Per BLC access line	\$3.00	As per applicable Service Publication

3.3 Waiver of Non-Recurring Charges (NRCs) During Term

Waived Charges	Month of Term in which Charge is Waived
NRC for establishing a BLC access line	Any
NRC for adding or removing Hunting	Any
NRC for Additional Service Components	First month, only for Customer's initial order

3.4 Quantity Commitment and Shortfall Adjustment Charge

Only BLC access lines associated with a BTN listed in Attachment B or a BTN added to the Service by Customer during the Term contribute to the Quantity Commitment for purposes of calculating the Shortfall Adjustment Charge.

Quantity Commitment	In any month during the Term, Customer must maintain 80% of the applicable Quantity Commitment(s) (active and not on suspension), or the following Shortfall Adjustment Charge applies:
22	$\text{Shortfall Adjustment Charge} =$ $\$10.00 \times ([80\% \times \text{Quantity Commitment}] - \text{current number of access lines contributing to that Quantity Commitment})$

4. EARLY TERMINATION CHARGE

If Customer terminates the CSO before the expiration of the Term, Customer will pay the Early Termination Charge below, unless Customer concurrently replaces this CSO with an AT&T ILEC business local exchange service agreement with a term equal or greater than the Term under this CSO and a line commitment, as determined by AT&T, equal or greater than Quantity Commitment under this CSO.

Service Components	State for Customer's Main BTN identified on Attachment B	Rate for Early Termination Charges
BLC access lines subject to Quantity Commitment	AL, AR, CA, FL, GA, IL, IN, KS, KY, LA, MI, MO, MS, NC, NV, OH, OK, SC, TN, TX, WI	\$15.00
Main BTN: 305 594 4088 001		State of Main BTN: (ex: IL) FL
$\text{Early Termination Charge} =$ $(\text{Rate for Early Termination Charges}) \times (\text{Quantity Commitment}) \times (\text{number of months remaining in Term})$		

The Early Termination Charges above may not apply if Customer terminates all or a portion of the Service for purposes of a migration to a qualifying AT&T Business Voice over IP (BVoIP) Service or AT&T Mobility Service as such migration is defined in the Service Publication.

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5. GENERAL PROVISIONS

- Additional BLC access lines under a BLC account may be ordered during the Term.
- BLC access lines subscribed under a Line Option Package may not be placed on Customer-initiated temporary suspension.

Attachments A and B follow

ATTACHMENT A

AT&T ILEC SERVICE PROVIDING AFFILIATES and SERVICE PUBLICATION(S), AS APPLICABLE

Service Provider(s)	Service Publication(s) (incorporated by reference)	Service Publication Location(s)
AT&T Alabama	AT&T Alabama Service Publications, including General Exchange Guidebook, Sec. A3	http://cpr.att.com/pdf/al/product_line.htm
AT&T Arkansas	AT&T Arkansas Guidebook, including Part 4, Sec. 5	http://cpr.att.com/guidebook/ar/index.html
AT&T California	AT&T California Guidebook, including Part 4, Sec. 5 and Part 8, Sec. 8 AT&T California Out of Territory Guidebook, incl. Part 4, Sec. 5 and Part 8, Sec. 8	http://cpr.att.com/guidebook/ca/index.html http://cpr.att.com/guidebook/cf/index.html
AT&T Florida	AT&T Florida Guidebooks, including General Exchange Guidebook, Sec. A3	http://cpr.att.com/pdf/fl/product_line.htm
AT&T Georgia	AT&T Georgia Service Publications, including General Exchange Guidebook, Sec. A3	http://cpr.att.com/pdf/ga/product_line.htm
AT&T Illinois	AT&T Illinois Guidebook, including Part 4, Section 5	http://cpr.att.com/guidebook/il/index.html
AT&T Indiana	AT&T Indiana Guidebook, including Part 4, Sec. 5	http://cpr.att.com/guidebook/in/index.html
AT&T Kansas	AT&T Kansas Guidebook, including Part 4, Section 5	http://cpr.att.com/pdf/ks/index.html
AT&T Kentucky	AT&T Kentucky Service Publications, including General Exchange Guidebook, Sec. A3	http://cpr.att.com/pdf/ky/product_line.htm
AT&T Louisiana	AT&T Louisiana Service Publications, including General Exchange Guidebook, Sec. A3	http://cpr.att.com/pdf/la/product_line.htm
AT&T Michigan	AT&T Michigan Guidebook, including Part 4, Sec. 5	http://cpr.att.com/guidebook/mu/index.html
AT&T Mississippi	AT&T Mississippi Service Publications, including General Exchange Guidebook, Sec. A3	http://cpr.att.com/pdf/ms/product_line.htm
AT&T Missouri	AT&T Missouri Guidebook, including Part 4, Section 5	http://cpr.att.com/guidebook/mo/index.html
AT&T Nevada	AT&T Nevada Guidebook, including Part 2, Sec. 12.19 and Part 8, Sec. 8	http://cpr.att.com/guidebook/nv/index.html
AT&T North Carolina	AT&T North Carolina Service Publications, including General Exchange Guidebook, Sec. A3	http://cpr.att.com/pdf/nc/product_line.htm
AT&T Ohio	AT&T Ohio Guidebook, including Part 4, Sec. 5	http://cpr.att.com/guidebook/oh/index.html
AT&T Oklahoma	AT&T Oklahoma Guidebook, including Part 4, Section 5	http://cpr.att.com/guidebook/ok/index.html
AT&T South Carolina	AT&T South Carolina Service Publications, including General Exchange Guidebook, Sec. A3	http://cpr.att.com/pdf/sc/product_line.htm
AT&T Tennessee	AT&T Tennessee Service Publications, including General Exchange Guidebook, Sec. A3	http://cpr.att.com/pdf/tn/product_line.htm
AT&T Texas	AT&T Texas Guidebook, including Part 4, Section 5	http://cpr.att.com/guidebook/tx/index.html
AT&T Wisconsin	AT&T Wisconsin Guidebook, including Part 4, Sec. 5	http://cpr.att.com/guidebook/wg/index.html

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**ATTACHMENT B
BILLING TELEPHONE NUMBER (BTN) LIST**

(All Lines under each BTN must be subscribed to a Line Option Package.)

Region (MW, SW, W, SE)	State (ex. FL)	10-digit BTN
SE	FL	3055911558 001
SE	FL	3054718131 134
SE	FL	3054770548 002
SE	FL	3055944088 001
SE	FL	3054718131 134

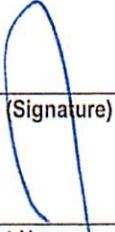
Region (MW, SW, W, SE)	State (ex: FL)	10-digit BTN
SE	FL	3054829593 001

If greater than 10 BTNs, list Region / State / BTN in the box below.

CONVERGENT BILL LETTER OF AUTHORIZATION

1. Through this Convergent Bill Letter of Authorization (hereinafter "LOA") and notwithstanding any contrary language contained in any contracts, agreements, schedules, guidebooks, service publications, catalogues, tariffs, and/or any other similar governing documents ("Contract Documents"), CUSTOMER hereby authorizes and appoints AT&T as its agent to take the steps necessary to provide CUSTOMER with fewer monthly invoices by combining the charges incurred by CUSTOMER for multiple services provided by various AT&T companies (collectively herein referred to as "Services") into one monthly invoice (a "Convergent Bill") to CUSTOMER. Services may be included either in a single Convergent Bill or in multiple Convergent Bills.
2. This LOA shall remain valid until terminated by CUSTOMER with sixty (60) days advance written notice to AT&T.
3. CUSTOMER hereby acknowledges that it remains financially responsible for all charges for Services included in all Convergent Bills provided in accordance with this LOA regardless of the bill payer or account holder named on the individual accounts which are included in any of CUSTOMER's Convergent Bills.
4. CUSTOMER agrees to pay a Convergent Bill balance due no later than thirty (30) days from the date of invoice of the Convergent Bill. Late payment charges will be calculated against the Convergent Bill balance due, less any pending claims, in the event payment is not received by the Convergent Bill due date.
5. CUSTOMER agrees to pay late payment charges per CUSTOMER's Contract Documents pursuant to which the Services are provided to CUSTOMER by AT&T.
6. In addition to late payment charges, CUSTOMER agrees to pay a dishonored check fee in the amount of \$25.00 per dishonored check, per payment, in the event that CUSTOMER's payment is returned to AT&T in the form of a dishonored check.
7. To the extent permissible by applicable law or regulation, CUSTOMER agrees that the billing and payment terms of this LOA supersede any conflicting billing and payment terms set forth in any Contract Documents. Customer acknowledges that all other non-billing and payment related terms and conditions set forth in such governing documents shall continue to apply to the Services provided to CUSTOMER.
8. AT&T companies provide important notices in the form of messages on invoices. Those messages may include items such as changes in regulatory fees or surcharges, product/service price increases, or mandatory legal notices. In the event that such notices are not included on a Convergent Bill, it is CUSTOMER's responsibility to access and view these messages on AT&T BusinessDirect or such other location where original bill copies are made available by AT&T.

IN WITNESS WHEREOF, CUSTOMER has executed this LOA as of the date set forth below.

	CUSTOMER: City of Doral
→	By: (Signature) 
→	Print Name: EDWARD A. ROJAS
→	Title: CT
→	Date: 6.12.18



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Customer	AT&T
CITY OF DORAL Street Address: 8401 NW 53RD TER City: DORAL State/Province: FL Zip Code: 33166 Country: USA	The applicable AT&T ILEC Service-Providing Affiliate
Customer Contact (for Notices)	AT&T Contact (for Notices)
Name: Maria E. Garcia Title: Asset Management Specialist Street Address: 8401 NW 53RD TER STE 100 City: DORAL State/Province: FL Zip Code: 33166-4517 Country: USA Telephone: (305) 593-6624 Fax: (305-593-6622 Email: Maria.garcia@doral-fl.gov Customer Account Number or Master Account Number: 3055944088001	Name: LAMIN TRAORE Street Address: 675 W Peachtree St Nw, City: ATLANTA State/Province: GA Zip Code: 30308 Country: USA Telephone: (404) 901-2169 Fax: Email: pt374t@ATT.COM Sales/Branch Manager: CHRIS PENNINGTON SCVP Name: DINO PERONE Sales Strata: NGEM Sales Region: SE With a copy (for Notices) to: AT&T Corp. One AT&T Way Bedminster, NJ 07921-0752 ATTN: Master Agreement Support Team Email: mast@att.com
AT&T Solution Provider or Representative Information (if applicable) <input type="checkbox"/>	
Name: _____ Company Name: _____ Agent Street Address: _____ City: _____ State: _____ Zip Code: _____ Telephone: _____ Fax: _____ Email: _____ Agent Code: _____	

Customer agrees to purchase the Service identified below in accordance with this Confirmation of Service Order ("CSO") subject to the following, which are incorporated by reference: (a) THE TERMS OF THE APPLICABLE STATE TARIFF, IF THE SERVICE IS OFFERED PURSUANT TO TARIFF; OR (b) THE AT&T BUSINESS SERVICES AGREEMENT (BSA) which incorporates applicable Service Publications, found at <http://www.att.com/gen/public-affairs?pid=11695>, IF THE SERVICE IS NOT OFFERED PURSUANT TO TARIFF. "Service Publication" means a Tariff, Guidebook or Service Guide. The Service is not assignable or otherwise transferable, nor may it be assumed in any manner, unless otherwise required by law or regulation.

The terms and conditions provided in this CSO are provided herein for convenience only and do not supersede or modify any applicable Service Publication in any way. In the event a Service Publication term or condition is changed in any way, the following is hereby modified at the same time to reflect that change.

The applicable AT&T Service Publication(s) for each state are identified in Attachment A.

The Effective Date of this CSO is the date signed by the last party.

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.

Customer (by its authorized representative)	AT&T (by its authorized representative)
By: <i>[Signature]</i>	By: <i>[Signature]</i>
Printed or Typed Name: EDUARDO A. ROJAS	Printed or Typed Name: Cheryl Wankowski
Title: CM	Title: Associate Director - Customer Contracts
Date: 1.25.16	Date: 17 Feb 2016 sf902n

ONE

AT&T BUSINESS LOCAL CALLING
ILEC Confirmation of Service Order

1. SERVICE, SERVICE PROVIDER and SERVICE DESCRIPTION

1.1 Service and Service Provider

Business Package ("Service")	Service Providing Affiliate(s) and Service Publication(s), as applicable
AT&T Business Local Calling ("BLC")	Listed in Attachment A

1.2 Service Description - Available Line Option Package(s); Service Components

Identified for the Service in applicable Service Publication(s)

1.3 Eligible Billing Telephone Numbers (BTNs)

See Attachment B

2. TERM and EFFECTIVE DATES

Term	36 Months
Term Start Date	The next calendar day following initial implementation of Service in the applicable AT&T systems
Effective Date of Rates, Discounts and Billing	Per Billing Telephone Number ("BTN"), on the next calendar day immediately following implementation of applicable Line Option Package in the applicable AT&T systems
Rates Following Termination or Expiration of the Term	Applicable Service Publication rates in effect at time of termination or expiration

3. RATES and INITIAL ORDER

3.1. Line Option Packages – Monthly Rates

Package pricing does not include Additional Service Components as identified in the applicable Service Publication.

Line Option Packages	State Availability	Prices Per BLC Access Line, Per Month – 12 Month Term	Prices Per BLC Access Line, Per Month – 24 Month Term	Prices Per BLC Access Line, Per Month – 36 Month Term
Unlimited A (Option A)	AL, AR, CA, FL, GA, IL, IN, KS, KY, LA, MI, MO, MS, NC, NV, OH, OK, SC, TN, TX, WI	\$34.00	\$33.00	\$32.00
Unlimited B (Option B)	AL, AR, CA, FL, GA, IL, IN, KS, KY, LA, MI, MO, MS, NC, NV, OH, OK, SC, TN, TX, WI	\$29.00	\$28.00	\$27.00

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3.2. Additional Service Components (Vertical Features) - Monthly Rates and Non-recurring Charges

Each Additional Service Component – Vertical Feature (as Identified in the applicable Service Publication)	Monthly Rate	Installation Non-recurring Charge (NRC)
Per BLC access line	\$3.00	As per applicable Service Publication

3.3 Waiver of Non-Recurring Charges (NRCs) During Term

Waived Charges	Month of Term in which Charge is Waived
NRC for establishing a BLC access line	Any
NRC for adding or removing Hunting	Any
NRC for Additional Service Components	First month, only for Customer's initial order

3.4 Quantity Commitment and Shortfall Adjustment Charge

Number of BLC access lines subscribed to on the initial order associated with BTNs listed in Attachment B ("Quantity Commitment"):	Quantity Commitment: 22
In any month during the Term, Customer must maintain 80% of the applicable Quantity Commitment(s)(active and not on suspension), or a Shortfall Adjustment Charge applies:	
Shortfall Adjustment Charge = $\$10.00 \times [(80\% \times \text{Quantity Commitment}] - \text{current number of Lines contributing to that Quantity Commitment})$	

4. EARLY TERMINATION CHARGE

If Customer terminates the CSO before the expiration of the Term, Customer will pay the Early Termination Charge below, unless Customer concurrently replaces this CSO with an AT&T ILEC business local exchange service agreement with a term equal or greater than the Term under this CSO and a line commitment, as determined by AT&T, equal or greater than Quantity Commitment under this CSO.

Service Components	State for Customer's Main BTN Identified on Attachment B	Rate for Early Termination Charges
BLC access lines subject to Quantity Commitment	AL, AR, CA, FL, GA, IN, KS, KY, LA, MO, MS, NC, NV, OH, OK, SC, TN, TX, WI	\$15.00
	Illinois	\$6.50
	Michigan	\$9.50
Early Termination Charge = (Rate for Early Termination Charges) x (Quantity Commitment) x (number of months remaining in Term)		

The termination charges above may not apply if Customer terminates all or a portion of the Service for purposes of a migration to a qualifying AT&T Business Voice over IP (BVoIP) Service or AT&T Mobility Service as such migration is defined in the Service Publication.

5. GENERAL PROVISIONS

- Additional BLC access lines under a BLC account may be ordered during the Term.
- BLC access lines subscribed under a Line Option Package may not be placed on Customer-initiated temporary suspension.

Attachments A and B follow

**AT&T BUSINESS LOCAL CALLING
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ATTACHMENT A

AT&T ILEC SERVICE PROVIDING AFFILIATES and SERVICE PUBLICATION(S), AS APPLICABLE

Service Provider(s)	Service Publication(s) (incorporated by reference)	Service Publication Location(s)
AT&T Alabama	AT&T Alabama Service Publications, including General Exchange Guidebook, Sec. A3	http://cpr.att.com/pdf/al/product_line.htm
AT&T Arkansas	AT&T Arkansas Guidebook, including Part 4, Sec. 5	http://cpr.att.com/guidebook/ar/index.html
AT&T California	AT&T California Guidebook, including Part 4, Sec. 5 and Part 8, Sec. 8 AT&T California Out of Territory Guidebook, incl. Part 4, Sec. 5 and Part 8, Sec. 8	http://cpr.att.com/guidebook/ca/index.html http://cpr.att.com/guidebook/cf/index.html#section1
AT&T Florida	AT&T Florida Guidebooks, including General Exchange Guidebook, Sec. A3	http://cpr.att.com/pdf/fl/product_line.htm
AT&T Georgia	AT&T Georgia Service Publications, including General Exchange Guidebook, Sec. A3	http://cpr.att.com/pdf/ga/product_line.htm
AT&T Illinois	AT&T Illinois Guidebook, including Part 4, Section 5	http://cpr.att.com/guidebook/il/index.html
AT&T Indiana	AT&T Indiana Guidebook, including Part 4, Sec. 5	http://cpr.att.com/guidebook/in/index.html
AT&T Kansas	AT&T Kansas Guidebook, including Part 4, Section 5	http://cpr.att.com/guidebook/ks/index.html
AT&T Kentucky	AT&T Kentucky Service Publications, including General Exchange Guidebook, Sec. A3	http://cpr.att.com/pdf/ky/product_line.htm
AT&T Louisiana	AT&T Louisiana Service Publications, including General Exchange Guidebook, Sec. A3	http://cpr.att.com/pdf/la/product_line.htm
AT&T Michigan	AT&T Michigan Guidebook, including Part 4, Sec. 5	http://cpr.att.com/guidebook/mu/index.html
AT&T Mississippi	AT&T Mississippi Service Publications, including General Exchange Guidebook, Sec. A3	http://cpr.att.com/pdf/ms/product_line.htm
AT&T Missouri	AT&T Missouri Guidebook, including Part 4, Section 5	http://cpr.att.com/guidebook/mo/index.html
AT&T Nevada	AT&T Nevada Guidebook, including Part 2, Sec. 12.19 and Part 8, Sec. 8	http://cpr.att.com/guidebook/nv/index.html#section1
AT&T North Carolina	AT&T North Carolina Service Publications, including General Exchange Guidebook, Sec. A3	http://cpr.att.com/pdf/nc/product_line.htm
AT&T Ohio	AT&T Ohio Guidebook, including Part 4, Sec. 5	http://cpr.att.com/guidebook/oh/index.html
AT&T Oklahoma	AT&T Oklahoma Guidebook, including Part 4, Section 5	http://cpr.att.com/guidebook/ok/index.html
AT&T South Carolina	AT&T South Carolina Service Publications, including General Exchange Guidebook, Sec. A3	http://cpr.att.com/pdf/sc/product_line.htm
AT&T Tennessee	AT&T Tennessee Service Publications, including General Exchange Guidebook, Sec. A3	http://cpr.att.com/pdf/tn/product_line.htm
AT&T Texas	AT&T Texas Guidebook, including Part 4, Section 5	http://cpr.att.com/guidebook/tx/index.html
AT&T Wisconsin	AT&T Wisconsin Guidebook, including Part 4, Sec. 5	http://cpr.att.com/guidebook/wg/index.html

