

The SpyGlass Group, LLC
Contingency Agreement Documentation

Client: **Village of Orland Park**
Date: **15-Feb-16**

Land Line Services					
Service Elimination and Cost Reduction Savings (Forward-Looking)					
Issue Identified	Monthly Cost	Action Taken	New Monthly Cost	Net Monthly Savings	SpyGlass Fee (Monthly Savings * 12)
Erroneous Tax					
Call One account # 1125796					
Sub account # 1125827	\$3.00	Submitted tax exemption 1/20/16; eliminating tax	\$0.00	\$3.00	\$ 36.00
Sub account # 1125806	\$6.26	Submitted tax exemption 1/20/16; eliminating tax	\$0.00	\$6.26	\$ 75.12
Sub account # 1125815	\$0.69	Submitted tax exemption 1/20/16; eliminating tax	\$0.00	\$0.69	\$ 8.28
Sub account # 1125802	\$1.39	Submitted tax exemption 1/20/16; eliminating tax	\$0.00	\$1.39	\$ 16.68
Sub account # 1125797	\$4.59	Submitted tax exemption 1/20/16; eliminating tax	\$0.00	\$4.59	\$ 55.08
Sub account # 1125807	\$20.96	Submitted tax exemption 1/20/16; eliminating tax	\$0.00	\$20.96	\$ 251.52
Sub account # 1125828	\$2.84	Submitted tax exemption 1/20/16; eliminating tax	\$0.00	\$2.84	\$ 34.08
Sub account # 1125799	\$23.99	Submitted tax exemption 1/20/16; eliminating tax	\$0.00	\$23.99	\$ 287.88
Sub account # 1125800	\$3.48	Submitted tax exemption 1/20/16; eliminating tax	\$0.00	\$3.48	\$ 41.76
Sub account # 1125803	\$0.69	Submitted tax exemption 1/20/16; eliminating tax	\$0.00	\$0.69	\$ 8.28
Sub account # 1125804	\$7.59	Submitted tax exemption 1/20/16; eliminating tax	\$0.00	\$7.59	\$ 91.08
Sub account # 1125830	\$0.69	Submitted tax exemption 1/20/16; eliminating tax	\$0.00	\$0.69	\$ 8.28
Sub account # 1125819	\$0.69	Submitted tax exemption 1/20/16; eliminating tax	\$0.00	\$0.69	\$ 8.28
Sub account # 1125825	\$0.69	Submitted tax exemption 1/20/16; eliminating tax	\$0.00	\$0.69	\$ 8.28
Sub account # 1125818	\$0.69	Submitted tax exemption 1/20/16; eliminating tax	\$0.00	\$0.69	\$ 8.28
Sub account # 1125813	\$0.69	Submitted tax exemption 1/20/16; eliminating tax	\$0.00	\$0.69	\$ 8.28
Sub account # 1125823	\$0.69	Submitted tax exemption 1/20/16; eliminating tax	\$0.00	\$0.69	\$ 8.28
Sub account # 1125798	\$0.70	Submitted tax exemption 1/20/16; eliminating tax	\$0.00	\$0.70	\$ 8.40
Sub account # 1125801	\$6.60	Submitted tax exemption 1/20/16; eliminating tax	\$0.00	\$6.60	\$ 79.20
Sub account # 1125810	\$0.69	Submitted tax exemption 1/20/16; eliminating tax	\$0.00	\$0.69	\$ 8.28
Sub account # 1125824	\$0.69	Submitted tax exemption 1/20/16; eliminating tax	\$0.00	\$0.69	\$ 8.28
Sub account # 1125805	\$3.43	Submitted tax exemption 1/20/16; eliminating tax	\$0.00	\$3.43	\$ 41.16
Sub account # 1125821	\$0.69	Submitted tax exemption 1/20/16; eliminating tax	\$0.00	\$0.69	\$ 8.28
Sub account # 1125822	\$0.69	Submitted tax exemption 1/20/16; eliminating tax	\$0.00	\$0.69	\$ 8.28
Sub account # 1125820	\$0.69	Submitted tax exemption 1/20/16; eliminating tax	\$0.00	\$0.69	\$ 8.28
Sub account # 1125817	\$0.69	Submitted tax exemption 1/20/16; eliminating tax	\$0.00	\$0.69	\$ 8.28
Sub account # 1125816	\$0.69	Submitted tax exemption 1/20/16; eliminating tax	\$0.00	\$0.69	\$ 8.28
Sub account # 1125812	\$0.69	Submitted tax exemption 1/20/16; eliminating tax	\$0.00	\$0.69	\$ 8.28
Sub account # 1125811	\$0.69	Submitted tax exemption 1/20/16; eliminating tax	\$0.00	\$0.69	\$ 8.28
Sub account # 1125809	\$0.81	Submitted tax exemption 1/20/16; eliminating tax	\$0.00	\$0.81	\$ 9.72
Sub account # 1125829	\$0.69	Submitted tax exemption 1/20/16; eliminating tax	\$0.00	\$0.69	\$ 8.28
Local Billing Error					
Call One account # 1125796					
Sub account # 1125828					
7,738.0 min	\$187.16	Removed monthly billing charges for measured local usage effective 1/18/16; Confirmation via Colleen Bradich	\$0.00	\$187.16	\$ 2,245.92

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Land Line Services					
Service Elimination and Cost Reduction Savings (Forward-Looking)					
Issue Identified	Monthly Cost	Action Taken	New Monthly Cost	Net Monthly Savings	SpyGlass Fee (Monthly Savings * 12)
Unused and Excessive Lines					
<u>AT&T account # 708 873 4718 355</u>		<i>Under contract until 4/2/2016 - Close account</i>			
708 873 4718	\$41.78	Disconnected effective 1/28/16; Confirmation # D1655522112	\$0.00	\$41.78	\$ 501.36
708 873 4720	\$41.78	Disconnected effective 1/28/16; Confirmation # D1655522112	\$0.00	\$41.78	\$ 501.36
Directory Non-Published	\$4.25	Remove with disconnection of lines above	\$0.00	\$4.25	\$ 51.00
Taxes	\$2.29	Taxes eliminated with closure of account	\$0.00	\$2.29	\$ 27.48
LD Closure	\$15.00	Long Distance will be eliminated with disconnection of lines above	\$0.00	\$15.00	\$ 180.00
<u>AT&T account # 708 349 4629 808</u>		<i>Close account</i>			
708 349 4629	\$87.77	Disconnected effective 1/28/16; Confirmation # D1655522146	\$0.00	\$87.77	\$ 1,053.24
708 349 4652	\$87.77	Disconnected effective 1/28/16; Confirmation # D1655522146	\$0.00	\$87.77	\$ 1,053.24
<u>AT&T account # 708 349 7787 095</u>		<i>Close account</i>			
708 349 7787	\$87.87	Disconnected effective 1/28/16; Confirmation # D1655522151	\$0.00	\$87.87	\$ 1,054.44
DSL	\$26.95	Disconnected effective 1/28/16; Confirmation # D1655522151	\$0.00	\$26.95	\$ 323.40
<u>AT&T account # 708 460 0548 321</u>		<i>Close account</i>			
708 460 0548	\$73.00	Disconnected effective 1/29/16; Confirmation # D1655523522	\$0.00	\$73.00	\$ 876.00
<u>AT&T account # 708 349 4674 994</u>		<i>Close account</i>			
708 349 4674	\$73.00	Disconnected effective 1/29/16; Confirmation # D1655523525	\$0.00	\$73.00	\$ 876.00
Taxes	\$2.39	Taxes removed with elimination of account; Confirmation # D1655523525	\$0.00	\$2.39	\$ 28.68
<u>Call One account # 1125796</u>					
Sub Account Number 1125797					
708 349 7787 (LD line)	\$24.48	Disconnected effective 1/28/16; Confirmation via Arlet Orejel	\$0.00	\$24.48	\$ 293.76
Sub Account Number 1125807/					
708 364 1285	\$25.75	Disconnected effective 02/09/16; Confirmation via Catalina Steinhouse	\$0.00	\$25.75	\$ 309.00
708 364 1396	\$25.75	Disconnected effective 02/09/16; Confirmation via Catalina Steinhouse	\$0.00	\$25.75	\$ 309.00
Sub Account Number 1125807/ BTN 708 349 3720		<i>New BTN 708 349 4591 (alarm line)</i>			
708 349 3193	\$25.75	Disconnected effective 2/03/16; Confirmation via Catalina Steinhouse	\$0.00	\$25.75	\$ 309.00
708 349 3720	\$25.75	Disconnected effective 2/03/16; Confirmation via Catalina Steinhouse	\$0.00	\$25.75	\$ 309.00
708 349 6710	\$25.75	Disconnected effective 2/03/16; Confirmation via Catalina Steinhouse	\$0.00	\$25.75	\$ 309.00
708 349 7177	\$25.75	Disconnected effective 2/03/16; Confirmation via Catalina Steinhouse	\$0.00	\$25.75	\$ 309.00
708 349 8840	\$25.75	Disconnected effective 2/03/16; Confirmation via Catalina Steinhouse	\$0.00	\$25.75	\$ 309.00
708 349 8968	\$25.75	Disconnected effective 2/03/16; Confirmation via Catalina Steinhouse	\$0.00	\$25.75	\$ 309.00
708 349 9666	\$25.75	Disconnected effective 2/03/16; Confirmation via Catalina Steinhouse	\$0.00	\$25.75	\$ 309.00
708 349 6575	\$25.75	Disconnected effective 2/03/16; Confirmation via Catalina Steinhouse	\$0.00	\$25.75	\$ 309.00
708 349 3179	\$25.75	Disconnected effective 2/03/16; Confirmation via Catalina Steinhouse	\$0.00	\$25.75	\$ 309.00
Sub Account Number 1125799/ BTN 708 349 4111					
708 349 8477	\$24.58	Disconnected effective 2/03/16; Confirmation via Catalina Steinhouse	\$0.00	\$24.58	\$ 294.96
Sub Account Number 1125804/BTN 708 873 9430					
708 873 9430	\$39.26	Disconnected effective 02/09/16; Confirmation via Catalina Steinhouse	\$0.00	\$39.26	\$ 471.12
Sub Account Number 1125804/BTN 708 403 1252					
708 403 0386	\$24.48	Disconnected effective 02/09/16; Confirmation via Catalina Steinhouse	\$0.00	\$24.48	\$ 293.76
708 403 0649	\$24.48	Disconnected effective 02/09/16; Confirmation via Catalina Steinhouse	\$0.00	\$24.48	\$ 293.76
708 403 3042	\$24.48	Disconnected effective 02/09/16; Confirmation via Catalina Steinhouse	\$0.00	\$24.48	\$ 293.76
708 403 5435	\$24.48	Disconnected effective 02/09/16; Confirmation via Catalina Steinhouse	\$0.00	\$24.48	\$ 293.76
708 403 9802	\$24.48	Disconnected effective 02/09/16; Confirmation via Catalina Steinhouse	\$0.00	\$24.48	\$ 293.76
Sub Account Number 1125810		<i>Sub account closed</i>			
708 873 5244	\$24.48	Disconnected effective 02/09/16; Confirmation via Catalina Steinhouse	\$0.00	\$24.48	\$ 293.76
Directory Non-Published	\$2.98	Remove with disconnection of lines above	\$0.00	\$2.98	\$ 35.76
Sublocation	\$3.00	Remove with disconnection of lines above	\$0.00	\$3.00	\$ 36.00

Land Line Services					
Service Elimination and Cost Reduction Savings (Forward-Looking)					
Issue Identified	Monthly Cost	Action Taken	New Monthly Cost	Net Monthly Savings	SpyGlass Fee (Monthly Savings * 12)
Lines to Port to PRI as DIDs					
Call One account # 1125796					
Sub Account Number 1125806		SA: 14700 S. Ravinia Ave., Orland Park, IL			
708 403 6293 (POTS)	\$14.64	Lines porting to PRI; Tracking via Catalina Steinhouse	\$0.20	\$14.44	\$ 173.28
708 403 6376 (POTS)	\$14.64	Lines porting to PRI; Tracking via Catalina Steinhouse	\$0.20	\$14.44	\$ 173.28
Sub Account Number 1125807		SA: 14600 Ravinia Ave., Orland Park, IL			
708 403 6114 (POTS)	\$14.64	Lines porting to PRI; Tracking via Catalina Steinhouse	\$0.20	\$14.44	\$ 173.28
Sub Account Number 1125804		SA: 14415 Beacon Ave., Orland Park, IL			
708 403 6111 (POTS)	\$29.42	Lines porting to PRI; Tracking via Catalina Steinhouse	\$0.20	\$29.22	\$ 350.64
Sub Account Number 1125819		SA: 14417 Beacon Ave., Orland Park, IL			
708 403 6112 (POTS)	\$14.64	Lines porting to PRI; Tracking via Catalina Steinhouse	\$0.20	\$14.44	\$ 173.28
Directory Non-Published	\$2.98	Remove with porting of line above	\$0.00	\$2.98	\$ 35.76
Sublocation	\$3.00	Remove with porting of line above	\$0.00	\$3.00	\$ 36.00
Total Land Line Forward-Looking:				\$1,446.46	\$ 17,357.52
Cost Recovery (Retroactive)					
Issue Identified	Credit Amount	Action Taken		Net Credit	SpyGlass Fee (Credit * .50)
Erroneous Tax					
AT&T account # 708 873 4718 355	\$75.96	Obtained credit effective 2/1/16 for past tax assessments 1/13-12/15		\$75.96	\$ 37.98
AT&T account # 708 349 4674 994	\$64.78	Obtained credit effective 2/1/16 for past tax assessments 4/13-1/16		\$64.78	\$ 32.39
Local Billing Error					
Call One account # 1125796					
Sub account # 1125828	\$532.20	Obtained credit for past billing error effective 1/18/16		\$532.20	\$ 266.10
Total Retroactive:				\$672.94	\$ 336.47
			Invoice Total: \$ 17,693.99		