

# **BUSINESS CLASS SERVICE ORDER AGREEMENT**

	C	USTOMER I	NFORMA	ΓΙΟΝ (Service Location)		
Addr	ess 1			City_		
Addr	ess 2			State		
Primary Contact N	Name			ZIP Code		
Business P	hone			County		
Cell P	hone			Email Address		
Pager Nu	mber			Primary Fax Number_		
Technical Contact N				Tech Contact On-Site?		
Technical Contact Business P				Technical Contact Email		
Property Manager Contact N				Property Mgr. Phone		
Troporty manager contact t		COMCAST	BIIGINES	S CLASS SERVICES		
		Selecti		OLAGO OLIVIOLO		
Business Class Voice		00,000	OII (X)			
Business Class Internet						
Business Class TV				Service Term (Mo	onths)	
Dusiness Class 14		ACAST BUS	INESS CI	ASS SERVICES DETAILS	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	
<u> </u>	CON	VICASI BUS	DINESS CL			
Business Class Voice*  VOICE SELECTIONS	Quantity	Unit Cost	Total Cost	Business Class Packages		
Full Feature Voice Lines	Quantity	Jint COSt	rotal CUST	Package Name: Total Cost:		
Adtl. F.F. Voice Lines w/ pkg.	+				E DESCRIPTI	ON
4+ Line				I AUNAO		
Basic Lines						
Fax Lines						
Toll Free Numbers		NI/A			· .	
Voice - eMTA Equipment Fee	Solootion(Y)	N/A Total	Coot	Business Class TV - Public V		T-4-1.0-
VOICE OPTIONS Voicemail	Selection(X)	Total (	Cost	TV SELECTIONS Basic	Selection(X)	Total Co
Directory Listing Suppression Fee	1			Digital Basic Plus		
Auto-Attendant				Digital Standard		
Voice offers & options not available in all marks	ets.			Digital Deluxe		
Business Class Internet*			<b>2</b> (	Sports & Entertainment Standard		
Starter	Selection(X)	l otal	Cost	Sports & Entertainment Deluxe		
Starter Preferred				Music Choice Standalone  TV OPTIONS	Selection(X)	Total Co
Other Deluxe				Sports Pack**	Selection(x)	TOTAL CO
Internet Equipment Fee				Music Choice W/Business Class		
INTERNET OPTIONS	Selection(X)	Total	Cost	Canales Selecto		
Microsoft Outlook Office Email	X	Inclu		Other		
Web Hosting - Starter	X	Inclu	ided	Other		
Web Hosting - Business Web Hosting - Commerce	+			Other TV CONFIGURATION DETAILS	Ou and the	Total Co
Web Hosting - Professional	+			Outlet plus equipment	Quantity	Total Co
Static IP - 1				* Not available in home offices or private view es	tablishments. TV se	elections & options not ava
Static IP - 5				markets.  ** Available as add-on to Digital Standard & Digit	al Deluxe TV Selec	tions only.
Static IP - 13						,
* Internet selections & options not available in a	II markets.					
		0T BUILDING	00.01.400			
	Selection(X)			TOTAL SERVICE CHARGES	<b>5</b>	
Pusings Class	Selection(X)	Unit Cost	Total Cost	Total Monthly Service	Charge	
Business Class	1	•	1			•
Installation Fee						
				Promotional Code (if applicable		
Installation Fee Voice Activation Fee* Auto-Attendant Setup Fee Voice Jack Fee				Promotional Code (if applicabl Less Discount (if applicabl		
Installation Fee Voice Activation Fee* Auto-Attendant Setup Fee Voice Jack Fee Toll Free Activation Fee					·	
Installation Fee Voice Activation Fee* Auto-Attendant Setup Fee Voice Jack Fee Toll Free Activation Fee * Per line activation fee, up to four (4) line maximum.	imum charge.			Less Discount (if applicable	le)	*
Installation Fee Voice Activation Fee* Auto-Attendant Setup Fee Voice Jack Fee Toll Free Activation Fee	imum charge. n Charges:*''	L			onthly Bill:	
Installation Fee Voice Activation Fee* Auto-Attendant Setup Fee Voice Jack Fee Toll Free Activation Fee * Per line activation fee, up to four (4) line maxi Total Installation	imum charge. n Charges:*''	L		Less Discount (if applicable Total Recurring M	onthly Bill:	
Installation Fee Voice Activation Fee* Auto-Attendant Setup Fee Voice Jack Fee Toll Free Activation Fee * Per line activation fee, up to four (4) line maxi Total Installation	imum charge. n Charges:*''	ed below.	AL SPECIA	Less Discount (if applicable Total Recurring M	onthly Bill:	
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Installation Fee Voice Activation Fee* Auto-Attendant Setup Fee Voice Jack Fee Toll Free Activation Fee * Per line activation fee, up to four (4) line maxi Total Installation	imum charge. n Charges:*''	ed below.	AL SPECIA	Less Discount (if applicable Total Recurring M  * Applicable federal, state, and local taxes	onthly Bill:	
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Account Name:							•••••		D#:	
	COMCAST	BUSINESS CLAS	SS INTE	ERNET CO	NFI	GURA	TION D	ETAILS		
Microsoft Office Communi	cation Services									
Microsoft Office Outlook Er	nail Included with Inte	ernet Service		Equipmen	t Sel	ection			D3.0 IP	Gateway
Business Class Internet: St	arter	2 Full Access		. —				Hosting		
Business Class Internet: Pr	referred	4 Full Access		Transfer E			cast.ne	t Email		
Deluxe		15 Email boxes		Number o			I a STATIC	P JUSTIFICATION	FORM is requi	ired
Deluxe	COMC		1 466						T Ortivi is requi	reu.
		AST BUSINESS C	LASS		î				Location (	Occupancy*
Outlet Details	L	ocation		Outlet Typ	е	Unit	Cost	Service	Location	Secupancy
Outlet - 1					_			* Occupancy re	equired for publ	ic view video only
Outlet - 2								Additiona	al Comme	nts:
Outlet - 3										
Outlet - 4										
Outlet - 5					_					
Outlet - 6					_					
Outlet - 7										
Outlet - 8	Ī									
Outlet Details for Outl	ets 9 & Up	Quantity	Un	it Cost		Total Co	ost			
Analog Digital										
HDTV								Outlet Sumn	nary	
			•					* Applies for pub	lic view video o	nly
	COMCAS	T BUSINESS CL	ΔSS V(	DICE CON	FIGI	IRATIO	ON DE	ΓΔΙΙ S		
Phone #	CONICAC	Type	A00 V		ema				mont	
1 Hone #	Full Featu	red, Unitd LD Voice Lir	ne	7010	,ciiia			tomer Equip		DDV Others
							Phone	System Type (	Key Syste	m, PBX, Other)
								0 1 11	. ,	
							Phone	System Manut	acturer	
								- l-1 NA	-4	
							Fax IVIa	chine Manufa	cturer	
								D	_	
							Alarm	System Vendo	<u>r</u>	
							Point o	f Sale Device		
							Talaa G	N		
							Telco C	Closet Location		
								t Group Con		
							Hunt G	roup Features	Requested	(Yes/No)
							Hunt G	roup Configura	ation Type	
							Hunt G	roup Pilot Num	nber	
							Dire	ctory Listing	Details	
							Directo	ry (Publish	ned, Non-Publishe	d, Unlisted)
							Directo	ry Listing Phor	ne Number	
Toll Free #	Calling C	Origination Area		Associa	ted 1	ΓN				
							Directo	ry Listing Disp	lay Name	
	_							<u>, , , , , , , , , , , , , , , , , , , </u>		
							DA/DI	Header Text Ir	nformation	
								TOALII		
Additional Value Bot III	<u> </u>						<b>Γ</b> ΔΔ/DI	Header Code	Information	
Additional Voice Details Caller ID (Yes/No)	5	1					S.VDL	. ISSUE	omation	
<u> </u>	. A.F 1						Standa	rd Industry Co	de Informat	ion
Caller ID Display Name (max	x 15 cnaracters)						Stariua	ia muusiiy CO	ac mioimidl	1011
Call Blocking (Yes/No)										
Auto-Attendant (Yes/No)										

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## **BUSINESS CLASS SERVICE ORDER AGREEMENT**

count Name:	ID#:
сиѕто	DMER BILLING INFORMATION
Billing Account Name	City
Billing Name (3rd Party	State
Address 1	ZIP Code
Address 2	Billing Contact Email
Billing Contact Name	Billing Contact Phone
Tax Exempt?*	Billing Fax Number
* If yes, please provide and attach tax exemption	n certificate.

### **AGREEMENT**

- 1. This Comcast Business Class Service Order Agreement sets forth the terms and conditions under which Comcast Cable Communications Management, LLC and its operating affiliates ("Comcast") will provide the Services to Customer. This Comcast Business Class Service Order Agreement consists of this document ("SOA"), the standard Comcast Business Class Terms and Conditions ("Terms and Conditions"), and any jointly executed amendments ("Amendments"), collectively referred to as the "Agreement". In the event of inconsistency among these documents, precedence will be as follows: (1) Amendments, (2) Terms and Conditions, and (3) this SOA. This Agreement shall commence and become a legally binding agreement upon Customer's execution of the SOA. The Agreement shall terminate as set forth in the Terms and Conditions (http://business.comcast.com/terms-conditions/index.aspx). All capitalized terms not defined in this SOA shall reflect the definitions given to them in the Terms and Conditions. Use of the Services is also subject to the then current High-Speed Internet for Business Acceptable Use Policy located at http://business.comcast.com/terms-conditions/index.aspx (or any successor URL), and the then current High-Speed Internet for Business Privacy Policy located at http://business.comcast.com/terms-conditions/index.aspx (or any successor URL), both of which Comcast may update from time to time.
- 2. Each Comcast Business Class Service ("Service") carries a 30 day money back guarantee. If within the first thirty days following Service activation Customer is not completely satisfied, Customer may cancel Service and Comcast will issue a refund for Service charges actually paid by Customer, custom installation, voice usage charges, and optional service fees excluded. In order to be eligible for the refund, Customer must cancel Service within thirty days of activation and return any Comcast-provided equipment in good working order. In no event shall the refund exceed \$500.00.
- 3. IF CUSTOMER IS SUBSCRIBING TO COMCAST'S BUSINESS CLASS VOICE SERVICE, I ACKNOWLEDGE RECEIPT AND UNDERSTANDING OF THE E911 NOTICE:

#### **E911 NOTICE**

Comcast Business Class Voice service ("Voice") may have the E911 limitations specified below:

- In order for 911 calls to be properly directed to emergency services using Voice, Comcast must have the correct service address for the Voice Customer. If Voice is moved to a different location without Comcast's approval, 911 calls may be directed to the wrong emergency authority, may transmit the wrong address, and/or Voice (including 911) may fail altogether.
- Voice uses electrical power in the Customer's premises. If there is an electrical power outage, 911 calling may be interrupted if the battery back-up in the associated multimedia terminal adapter is not installed, fails, or is exhausted after several hours.
- Voice calls, including calls to 911, may not be completed if there is a problem with network facilities, including network congestion, network/equipment/power failure, or another technical problem.
- Comcast will need several business days to update a Customer service address in the E911 system. All change requests and questions should be directed to 1-800-391-3000. USE OF VOICE AFTER DELIVERY OF THIS DOCUMENT CONSTITUTES CUSTOMER ACKNOWLEDGEMENT OF THE E911 NOTICE ABOVE.
- 4. To complete a Voice order, Customer must execute a Comcast Letter or Authorization ("LOA") and submit it to Comcast, or Comcast's third party order entry integrator, as directed by Comcast.
- 5. New telephone numbers are subject to change prior to the install. Customers should not print their new number on stationery or cards until after the install is complete.
- 6. Modifications: All modifications to the Agreement, if any, must be captured in a written Amendment, executed by an authorized Comcast Senior Vice President and the Customer. All other attempts to modify the Agreement shall be void and non-binding on Comcast. Customer by signing below, agrees and accepts the Terms and Conditions of this Agreement.

CUSTOMER SIGNATURE
By signing below, Customer agrees and accepts the Terms and Conditions of this Agreement. General Terms and Conditions can be found at http://business.comcast.com/terms-conditions/index.aspx.
Signature:
Print:
Title:
Date:

FOR COMCAST USE ONLY
Sales Representative:
Sales Representative Code:
Sales Manager/Director Name:
Sales Manager/Director Approval:
Division:
Lead ID:

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