



61 G-B9GG7 @ GG'G9FJ=79'CF89F'5; F99A9BH

5Wti bhBUa Y.

8.

71 GHCA9F -B: CFA5 H-CB fGYfj JW @VUjcbL

Address 1
Address 2
Primary Contact Name
Business Phone
Cell Phone
Pager Number

City
State
ZIP Code
County
Email Address
Primary Fax Number

Technical Contact Name
Technical Contact Business Phone
Property Manager Contact Name

Tech Contact On-Site? No
Technical Contact Email
Property Mgr. Phone

7 CA75 GH'6I G-B9GG7 @ GG'G9FJ=9G

GY'Wfjcb'fLL

Table with 2 columns: Service Name, Price/Details. Includes items like 6i g]bYgg'7`Ugg'Jc]Wf, 6i g]bYgg'7`Ugg'-bhfbYh, 6i g]bYgg'7`Ugg'HJ

GYfj JW'HYfa 'fAcbH gL

7 CA75 GH'6I G-B9GG7 @ GG'G9FJ=9G'89H5 =@G

6i g]bYgg'7`Ugg'Jc]Wf

Table with 4 columns: Service Name, Price, Details, Price. Includes items like JC=79'G9 @7H-CBG, Full Feature Voice Lines, Adtl. F.F. Voice Lines w/ pkg., etc.

6i g]bYgg'7`Ugg'DUW U] Yg

Table with 2 columns: Package Name, Price. Includes D57?5; 9'89G7F-DH-CB

6i g]bYgg'7`Ugg'HJf

Table with 3 columns: Service Name, Price, Details. Includes HJ'G9 @7H-CBG, Basic, Information & Entertainment, etc.

\* Voice offers & options not available in all markets.

6i g]bYgg'7`Ugg'-bhfbYH

Table with 3 columns: Service Name, Price, Details. Includes -BH9FB9H'G9 @7H-CBG, Starter, Preferred, etc.

\* Internet selections & options not available in all markets.

7 CA75 GH'6I G-B9GG7 @ GG'HCH5 @G9FJ=79'7<5F; 9G

Table with 4 columns: Service Name, Price, Details, Price. Includes 6i g]bYgg'7`Ugg, Installation Fee, Voice Activation Fee\*, etc.

Total Monthly Service Charge

Promotional Code (if applicable)
Less Discount (if applicable)

\* Per line activation fee, up to four (4) line maximum charge.

HcHJ' -bhgHJ'Ujcb'7\ Uf] Yg.f

\* Does not include Custom Installation Fees referenced below.

HcHJ'FYW ff]b[ 'AcbH `m6J` .f

\* Applicable federal, state, and local taxes and fees may apply.

; 9B9F5 @GD97-5 @-BGHFI 7H-CBG



# BUSINESS CLASS SERVICE ORDER AGREEMENT

Account Name: .....

ID#: .....

## COMCAST BUSINESS CLASS INTERNET CONFIGURATION DETAILS

### Microsoft Office Communication Services

Microsoft Office Outlook Email Included with Internet Service	
Business Class Internet: Starter	2 Full Access
Business Class Internet: Preferred	4 Full Access
Other: Deluxe	15 Email boxes

Equipment Selection	D3.0 IP Gateway
Business Class Web Hosting	
Transfer Existing Comcast.net Email	
Number of Static IPs*	

\* If 5 or 13 Static IPs are requested a STATIC IP JUSTIFICATION FORM is required.

## COMCAST BUSINESS CLASS TV CONFIGURATION DETAILS

Outlet Details	Location	Outlet Type
Outlet 1 - Primary		
Outlet 2 - Additional		
Outlet 3 - Additional		
Outlet 4 - Additional		
Outlet 5 - Additional		
Outlet 6 - Additional		
Outlet 7 - Additional		
Outlet 8 - Additional		

### Additional Comments:

### OUTLETS 9 & UP QUANTITY

Analog	
Digital	
HDTV	

## COMCAST BUSINESS CLASS VOICE CONFIGURATION DETAILS

Phone #	Type	Voicemail
	Full Featured, Unltd LD Voice Line	

### Customer Equipment

Phone System Type ( Key System, PBX, Other)

Phone System Manufacturer

Fax Machine Manufacturer

Alarm System Vendor

Point of Sale Device

Telco Closet Location

### Hunt Group Configuration Details

Hunt Group Features Requested (Yes/No)

Hunt Group Configuration Type

Hunt Group Pilot Number

Toll Free #	Calling Origination Area	Associated TN

### Directory Listing Details

Directory (Published, Non-Published, Unlisted)	
Directory Listing Phone Number	
Directory Listing Display Name	
DA/DL Header Text Information	
DA/DL Header Code Information	
Standard Industry Code Information	

### Additional Voice Details

Caller ID (Yes/No)	
Caller ID Display Name (max 15 char.)	
Call Blocking (Yes/No)	
Auto-Attendant (Yes/No)	



# BUSINESS CLASS SERVICE ORDER AGREEMENT

Account Name: \_\_\_\_\_ ID#: \_\_\_\_\_

## CUSTOMER 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 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 \_\_\_\_\_

Sales Manager/Director \_\_\_\_\_

Division: \_\_\_\_\_

Lead ID: \_\_\_\_\_