Comcast BUSINESS CLASS SERVICE ORDER AGREEMENT Account Name: ID#:

r						
	CU	STOMER	INFORMA	TION (Service Location)		
Addres	ss 1			City		
Address 2			State			
Primary Contact Name			ZIP Code			
Business Phone			County			
Cell Ph				Email Address		
Pager Num	1ber			Primary Fax Number		
Technical Contact Na	ame			Tech Contact On-Site?		
Technical Contact Business Photometers	ione			Technical Contact Email		
Property Manager Contact Na	ame			Property Mgr. Phone		
		COMCAS		SS CLASS SERVICES		
			ction (X)			
Business Class Voice		1				
Business Class Internet		+				
				Service Term (Mo	ntha)	
Business Class TV				, ,	nuisj	
	COM	CAST BU	SINESS CL	ASS SERVICES DETAILS		
Business Class Voice*				Business Class Packages		
VOICE SELECTIONS	Quantity	Unit Cost	Total Cost	Package Name:		
Full Feature Voice Lines			ļ]	Total Cost:		
Adtl. F.F. Voice Lines w/ pkg.	┥───┼		ļļ	PACKAG	E DESCRIPTION	<u> </u>
4+ Line Basic Lines	++			{		
Fax Lines	++		!			
Toll Free Numbers	++		I			
Voice - eMTA Equipment Fee	<u>† </u>	N/A		Business Class TV - Public V	/iew*	
VOICE OPTIONS	Selection(X)	Tota	al Cost	TV SELECTIONS	Selection(X)	Total Cost
Voicemail				Basic		••••••
Directory Listing Suppression Fee				Digital Basic Plus	<u>†</u> ───†	
Auto-Attendant	Γ			Digital Standard		
* Voice offers & options not available in all markets	S.			Digital Deluxe		
Business Class Internet*		T_4	· • •	Sports & Entertainment Standard		
INTERNET SELECTIONS	Selection(X)	1018	al Cost	Sports & Entertainment Deluxe	$\overline{1}$	
Starter Preferred	┼──── ╂			Music Choice Standalone		
Other Deluxe	+			TV OPTIONS	Selection(X)	Total Cost
Internet Equipment Fee	++			Sports Pack** Music Choice W/Business Class	┨───┤──	
INTERNET OPTIONS	Selection(X)	Tota	al Cost	Canales Selecto	┨────┤──	
Microsoft Outlook Office Email			cluded	Other	┨────┟──	
Web Hosting - Starter	X		cluded	Other	+	
Web Hosting - Business				Other	┼──┼	
Web Hosting - Commerce	1			TV CONFIGURATION DETAILS	Quantity	Total Cost
Web Hosting - Professional				Outlet plus equipment		
Static IP - 1	Į			* Not available in home offices or private view est	ablishments. TV select	tions & options not available in all
Static IP - 5				markets. ** Available as add-on to Digital Standard & Digital	al Deluxe TV Selection	s only.
Static IP - 13						
* Internet selections & options not available in all r	markets.					
	COMCAS	<u>ST BUSIN</u>	ESS CLASS	S TOTAL SERVICE CHARGES	3	
Business Class	Selection(X)	Unit Cost	Total Cost	Total Monthly Service	Chargo	
Installation Fee				Total Monthly Service	Sharge	
Voice Activation Fee*	 		<u> </u>	Promotional Code (if applicabl	e)	
Auto-Attendant Setup Fee Voice Jack Fee	+		+	Less Discount (if applicabl		
Toll Free Activation Fee			+		, <u> </u>	
* Per line activation fee, up to four (4) line maximum	ium charge.			-	_	
Total Installation	Charges:*			Total Recurring M	onthly Bill:*	
* Does not include Custom Instal		d below.	·	* Applicable federal, state, and local taxes	-	
		GENEF	RAL SPECI/	AL INSTRUCTIONS		

Comcast BUSINESS CLASS SERVICE ORDER AGREEMENT

Account Name: "D#:

COMCAST BUSINESS CLASS INTERNET CONFIGURATION DETAILS

Microsoft Office Communication Service	s	
Microsoft Office Outlook Email Included with	th Internet Service	Equipment Selection D3.0 IP Gateway
Business Class Internet: Starter	2 Full Access	Business Class Web Hosting
Business Class Internet: Preferred	4 Full Access	Transfer Existing Comcast.net Email
		Number of Static IPs*
Deluxe	15 Email boxes	* 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 Typ	e Unit Cost	Service Location Occupancy*
Outlet - 1					* Occupancy required for public view video only
Outlet - 2					
Outlet - 3					Additional Comments:
Outlet - 4]
Outlet - 5]
Outlet - 6]
Outlet - 7]
Outlet - 8]
Outlet Details for Outlets	s 9 & Up	Quantity	Unit Cost	Total Cost	1
Analog]
Digital					
HDTV					Outlet Summary

	COMCAST	BUSINESS CLASS	VOICE CONFIGURAT	FION DETAILS
Phone #		Туре	Voicemail	Customer Equipment
	Full Feature	d, Unltd LD Voice Line		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
				Directory Listing Details
				Directory (Published, Non-Published, Unlisted)
				Directory Listing Phone Number
Toll Free #	Calling Or	igination Area	Associated TN	
				Directory Listing Display Name
				DA/DL Header Text Information
Additional Voice Details	<u> </u>			DA/DL Header Code Information
Caller ID (Yes/No)	<u> </u>			
Caller ID Display Name (max	x 15 characters)			Standard Industry Code Information
Call Blocking (Yes/No)	· · ·			
Auto-Attendant (Yes/No)				L

comcast BUSINESS CLAS

Account Name:

BUSINESS CLASS SERVICE ORDER AGREEMENT

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 c	ertificate.		

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:		