



# BUSINESS CLASS SERVICE ORDER AGREEMENT

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

## CUSTOMER INFORMATION (Service Location)

Address 1 _____	City _____
Address 2 _____	State _____
Primary Contact Name _____	ZIP Code _____
Business Phone _____	County _____
Cell Phone _____	Email Address _____
Pager Number _____	Primary Fax Number _____
Technical Contact Name _____	Tech Contact On-Site? _____
Technical Contact Business Phone _____	Technical Contact Email _____
Property Manager Contact Name _____	Property Mgr. Phone _____

## COMCAST BUSINESS CLASS SERVICES

Selection (X)	
<b>Business Class Voice</b>	<input type="checkbox"/>
<b>Business Class Internet</b>	<input type="checkbox"/>
<b>Business Class TV</b>	<input type="checkbox"/>
<b>Service Term (Months)</b> _____	

## COMCAST BUSINESS CLASS SERVICES DETAILS

Business Class Voice*			
VOICE SELECTIONS	Quantity	Unit Cost	Total Cost
Full Feature Voice Lines			
Adtl. F.F. Voice Lines w/ pkg.			
4+ Line			
Basic Lines			
Fax Lines			
Toll Free Numbers			
Voice - eMTA Equipment Fee		N/A	
VOICE OPTIONS	Selection(X)	Total Cost	
Voicemail			
Directory Listing Suppression Fee			
Auto-Attendant			

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

Business Class Internet*		
INTERNET SELECTIONS	Selection(X)	Total Cost
Starter		
Preferred		
Other Deluxe		
Internet Equipment Fee		
INTERNET OPTIONS	Selection(X)	Total Cost
Microsoft Outlook Office Email	X	Included
Web Hosting - Starter	X	Included
Web Hosting - Business		
Web Hosting - Commerce		
Web Hosting - Professional		
Static IP - 1		
Static IP - 5		
Static IP - 13		

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

Business Class Packages	
Package Name: _____	
Total Cost: _____	
PACKAGE DESCRIPTION	

Business Class TV - Public View*		
TV SELECTIONS	Selection(X)	Total Cost
Basic		
Digital Basic Plus		
Digital Standard		
Digital Deluxe		
Sports & Entertainment Standard		
Sports & Entertainment Deluxe		
Music Choice Standalone		
TV OPTIONS	Selection(X)	Total Cost
Sports Pack**		
Music Choice W/Business Class		
Canales Selecto		
Other		
Other		
Other		
TV CONFIGURATION DETAILS	Quantity	Total Cost
Outlet plus equipment		

\* Not available in home offices or private view establishments. TV selections & options not available in all markets.

\*\* Available as add-on to Digital Standard & Digital Deluxe TV Selections only.

## COMCAST BUSINESS CLASS TOTAL SERVICE CHARGES

Business Class	Selection(X)	Unit Cost	Total Cost
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 charge.

**Total Installation Charges:\*\*** \_\_\_\_\_

\* Does not include Custom Installation Fees referenced below.

<b>Total Monthly Service Charge</b>	_____
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Promotional Code (if applicable) \_\_\_\_\_  
Less Discount (if applicable) \_\_\_\_\_

**Total Recurring Monthly Bill:\*** \_\_\_\_\_

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

## GENERAL SPECIAL INSTRUCTIONS





# 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	
<b>By signing below, Customer agrees and accepts the Terms and Conditions of this Agreement. General Terms and Conditions can be found at <a href="http://business.comcast.com/terms-conditions/index.aspx">http://business.comcast.com/terms-conditions/index.aspx</a>.</b>	
Signature: _____	
Print: _____	
Title: _____	
Date: _____	

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