COMCAST BUSINESS

BUSINESS CLASS SERVICE ORDER AGREEMENT

| Account Name: | City of Po | wder Sprin | gs | | WB ID#: | | |
|--|---|----------------------|------------------|--|---------------------|----------------|------------|
| | | CUSTO | MER INFO | RMATION (Service Location) | | | |
| Address 1 | 3899 Brown | | | City | Powder Spr | ings | |
| Address 2 | | | | State | Georgia | | |
| Primary Contact Name | | | | ZIP Code _ | 30127 | | |
| Business Phone | | 666 | | County _ | | | _ |
| Cell Phone | | | | Email Address _ | athurman@ | cityofpowdersp | rings.org |
| Pager Numbe | · | | | Primary Fax Number _ | | | |
| Technical Contact Name | Josh Cox | | | Technical Contact On-site? | No | | |
| Technical Contact Business Phone | | 003 | | Technical Contact Email | josh.cox@v | c3.com | |
| Property Manager Contact Name | 9 | | | Property Mgr Phone | | | |
| | | CO | MCAST BL | ISINESS CLASS SERVICES | | | |
| | | Selection (X) | | | | | |
| Business Class Voice | | | | | | | |
| Business Class Internet | | Х | | Comice Town (Mont | h-a\ | 1 | |
| Business Class TV | | | | Service Term (Mont | ns) | <u> </u> | |
| | | COMCA | ST BUSIN | ESS CLASS SERVICE DETAILS | | | |
| Business Class Voice* | | | | Business Class Offers | | | |
| VOICE SELECTIONS | Quantity | Unit Cost \$39.95 | Total Cost | Package Name: | | | |
| Full Featured Voice Lines 4+ Lines | | \$39.95 \$24.95 | \$0.00 \$0.00 | DACKAGE | DESCRIPTION | | |
| Basic Lines | | \$24.95 | \$0.00 | TAGRACE | | | |
| Toll Free Number | | \$5.00 | \$0.00 | | | | |
| Voice - eMTA Equipment Fee | | \$9.95 | \$0.00 | | | | |
| VOICE OPTIONS Voicemail | Selection (X) | | D.00 | Business Class TV* TV SELECTIONS | Selection (X) | т. | tal Cost |
| Directory Listing Suppression | | 31 | | IV SELECTIONS | 30.00.011 (A) | 10 | tal Cost |
| Auto-Attendant* | | | | Basic | | | |
| *Voice offers & options not available in all markets. | | | | Information and Entertainment | | | |
| Business Class Internet* | | | | Standard | | | |
| INTERNET SELECTIONS | Selection (X) | Tota | al Cost | Preferred | | | |
| Basic Connect | | | | Music Choice Standalone | | | |
| Starter | V | | | | | | |
| Deluxe Deluxe 75 | Х | \$10 | 09.95 | | | | |
| Deluxe 100+ | | | | TV OPTIONS | Selection (X) | To | tal Cost |
| Deluxe 150 | | | | Sports Pack** | | | |
| | | | | Music Choice W/Business Class TV | | | |
| Internet Equipment Fee INTERNET OPTIONS | X Selection (X) | | 9.95 al Cost | Canales Selecto Other Programming: | | | |
| Microsoft Outlook Office Email | X | | UDED. | Other Programming: | | | |
| Web Hosting - Starter | x | | .UDED | Other Programming: | | | |
| Web Hosting - Business | | | | TV OUTLETS | Quantity | Unit Cost | Total Cost |
| Web Hosting - Commerce | | | | Additional Outlets | | \$9.95 | \$0.00 |
| Web Hosting - Professional | | | | HD TV Box Charges *Not available in home offices or private view establishments | TV selections & or | \$5.00 | \$0.00 |
| Static IP - 1 | Х | \$1 | 4.95 | Information & Entertainment, Standard & Preferred TV offers | only | | |
| Static IP - 5 Static IP - 13 | | | | mini mDTA Type # of Outlets | NRC | | MRC |
| Xfinity WiFi | | | | | | | |
| *Business Class Internet speed tier selections not available Connect, all business Class Internet speed tiers from Com for no additional charge. The Basic Connect speed tier doe boxes may be purchased seperately. Comcast reserves the offering at any time, at its sole discretion, upon written notice. | cast include two(2) Micros not include such ema e right to change this M | osoft Outlook email | mail | | | | |
| | | MCAST E | BUSINESS | CLASS TOTAL SERVICE CHARGES | | | |
| Business Class Installation | Selection (X) | Unit Cost | Total Cost | Total Manual In Company | | | |
| Installation Fee Voice Activation Fee* | X | \$0.00 \$29.95 | \$0.00 \$0.00 | Total Monthly Service Charge | | \$ | 134.85 |
| Auto-Attendant Setup Fee | | \$29.95 | \$0.00 | Promotion Co | de (if applicable) | | |
| Voice Jack Fee | | \$49.95 | \$0.00 | Discount on Intern | | - | |
| Directory Listing Supression Fee | | \$24.95 | \$0.00 | | eo (if applicable) | | |
| Toll Free Activation Fee *per line activation fee, up to four (4) line maximum ch | arge. | \$9.95 | \$0.00 | Discount on Voi | ice (if applicable) | | |
| Total Installation | | | 2.00 | 1 | Total Discount | I | |
| | Custom Installation Fe | | 0.00 | Total Recurring Mon | thly Bill·* | \$ | 134.85 |
| | | | | *Applicable federal, state, and local | | | |
| | | | Genera | l Special Instructions | | | |
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COMCAST BUSINESS

BUSINESS CLASS SERVICE ORDER AGREEMENT

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| Business (Sales Webbosition With Transfer Existing Corrosations Email 1 Number of State (Ps. 1) Number of State (Ps. 1 | | COMCAS | ST BUSIN | IESS CLAS | S INTER | NET CONFIGURATION DETAILS | |
| Business Class Wethocating Commontained Friend 1 Number of State Pre* 1 | | | | | | Equipment Selection | D3 0 Cataway |
| Transfer Existing Connects ret Email 1 Name of State Decision 1 Ye of 19 allow Place Required a value P performance in sequence. COMCAST BUSINESS CLASS TV CONFIGURATION DETAILS | | | | | | | D3.0 Gateway |
| Number of Spain: Pro- | | | | | | | WH None |
| To the property in the way and the property in the property of | | | | | | Transfer Existing Comcast.net Email | No |
| COMCAST BUSINESS CLASS TV CONFIGURATION DETAILS Juliet 1- Primary Juliet 1- Primary Juliet 2- Additional Juliet 3- Additional Juliet 3- Additional Juliet 3- Additional Juliet 4- Additional Juliet 6- Additional Juliet 6- Additional Juliet 8- Additional Juliet 9- Additional Juliet 9 | | | | | | | 1 |
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| ndard Industry Code Information | | + | | | 1 | | |

COMCAST BUSINESS

BUSINESS CLASS SERVICE ORDER AGREEMENT

Account Name: City of Powder Springs WB ID#:

CUSTOMER BILLING INFORMATION

Billing Account Name City of Powder Springs

Billing Name (3rd Party Accounts)

Address 1

Address 1

Address 2

Billing Contact Name Diana Belanger

Billing Contact Bus. Phone (770) 943-1666

Billing Fax Number

AGREEMENT

Tax Exempt?*

Yes

- 1. Agreement. 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://www.comcast.com/business/legal). 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://work.comcast.net/legal/aprivacy.asp (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:

*If yes, please provide and attach tax exemption certificate.

- 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-COMCAST. USE OF VOICE AFTER DELIVERY OF THIS DOCUMENT CONSTITUES 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://www.comcast.com/business/legal. | | | | | |
| | | | | | |
| Signature: | | | | | |
| Print: | | | | | |
| Title: | | | | | |
| Date: | | | | | |

| FOR COMCAST USE ONLY | | | | | | | |
|----------------------------------|-----------|--|--|--|--|--|--|
| | Alan Lott | | | | | | |
| Sales Representative: | | | | | | | |
| Sales Representative Code: | | | | | | | |
| Sales Manager/Director: | | | | | | | |
| Sales Manager/Director Approval: | | | | | | | |
| Division: | | | | | | | |
| Lead ID: | | | | | | | |

 Service Order Form
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 Updated: 7.17.08 v.5