

**BUSINESS CLASS SERVICE ORDER AGREEMENT**

Account Name: City of Powder Springs

WB ID#: \_\_\_\_\_

**CUSTOMER INFORMATION (Service Location)**

Address 1 3899 Brownsville Road City Powder Springs  
 Address 2 \_\_\_\_\_ State Georgia  
 Primary Contact Name Albert Thurman ZIP Code 30127  
 Business Phone (770) 943-1666 County \_\_\_\_\_  
 Cell Phone \_\_\_\_\_ Email Address athurman@cityofpowdersprings.org  
 Pager Number \_\_\_\_\_ Primary Fax Number \_\_\_\_\_

Technical Contact Name Josh Cox Technical Contact On-site? No  
 Technical Contact Business Phone (404) 974-4003 Technical Contact Email josh.cox@vc3.com  
 Property Manager Contact Name \_\_\_\_\_ Property Mgr Phone \_\_\_\_\_

**COMCAST BUSINESS CLASS SERVICES**

Selection (X)	
Business Class Voice	
Business Class Internet	X
Business Class TV	

Service Term (Months) \_\_\_\_\_

**COMCAST BUSINESS CLASS SERVICE DETAILS**

Business Class Voice*			
VOICE SELECTIONS	Quantity	Unit Cost	Total Cost
Full Featured Voice Lines		\$39.95	\$0.00
4+ Lines		\$24.95	\$0.00
Basic Lines		\$24.95	\$0.00
Toll Free Number		\$5.00	\$0.00
Voice - eMTA Equipment Fee		\$9.95	\$0.00
VOICE OPTIONS		Selection (X)	Total Cost
VoiceMail			\$0.00
Directory Listing Suppression			
Auto-Attendant*			

**Business Class Offers**

Package Name: \_\_\_\_\_

PACKAGE DESCRIPTION

Business Class TV*			
TV SELECTIONS	Selection (X)	Total Cost	
Basic			
Information and Entertainment			
Standard			
Preferred			
Music Choice Standalone			
TV OPTIONS		Selection (X)	Total Cost
Sports Pack**			
Music Choice W/Business Class TV			
Canales Selecto			
Other Programming:			
Other Programming:			
Other Programming:			

Business Class Internet*			
INTERNET SELECTIONS	Selection (X)	Total Cost	
Basic Connect			
Starter			
Deluxe	X	\$109.95	
Deluxe 75			
Deluxe 100+			
Deluxe 150			
Internet Equipment Fee	X	\$9.95	
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	X	\$14.95	
Static IP - 5			
Static IP - 13			
Xfinity WiFi			

TV OUTLETS	Quantity	Unit Cost	Total Cost
Additional Outlets		\$9.95	\$0.00
HD TV Box Charges		\$5.00	\$0.00

mini mDTA Type	# of Outlets	NRC	MRC

\*Business Class Internet speed tier selections not available in all markets. With the exception of Basic Connect, all business Class Internet speed tiers from Comcast include two(2) Microsoft Outlook email boxes for no additional charge. The Basic Connect speed tier does not include such email boxes. Additional email boxes may be purchased separately. Comcast reserves the right to change this Microsoft Outlook email offering at any time, at its sole discretion, upon written notice.

\*Not available in home offices or private view establishments. TV selections & options not available in all markets. \*\*Available for Information & Entertainment, Standard & Preferred TV offers only.

**COMCAST BUSINESS CLASS TOTAL SERVICE CHARGES**

Business Class Installation	Selection (X)	Unit Cost	Total Cost
Installation Fee	X	\$0.00	\$0.00
Voice Activation Fee*		\$29.95	\$0.00
Auto-Attendant Setup Fee		\$24.95	\$0.00
Voice Jack Fee		\$49.95	\$0.00
Directory Listing Suppression Fee		\$24.95	\$0.00
Toll Free Activation Fee		\$9.95	\$0.00

Total Monthly Service Charge **\$134.85**

Promotion Code (if applicable) \_\_\_\_\_  
 Discount on Internet (if applicable) \_\_\_\_\_  
 Discount on Video (if applicable) \_\_\_\_\_  
 Discount on Voice (if applicable) \_\_\_\_\_  
 Total Discount \_\_\_\_\_

Total Installation Charges:\* **\$0.00**

\* Does not include Custom Installation Fees.

Total Recurring Monthly Bill:\* **\$134.85**

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

**General Special Instructions**

\_\_\_\_\_



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**CUSTOMER BILLING INFORMATION**

Billing Account Name <u>City of Powder Springs</u>	City <u>Powder Springs</u>
Billing Name (3rd Party Accounts) _____	State <u>Georgia</u>
Address 1 <u>4484 Marietta Street</u>	ZIP Code <u>30127</u>
Address 2 _____	Billing Contact Email <u>dbelanger@cityofpowdersprings.org</u>
Billing Contact Name <u>Diana Belanger</u>	Billing Contact Bus. Phone <u>(770) 943-1666</u>
Tax Exempt?* <u>Yes</u>	Billing Fax Number _____

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

**AGREEMENT**

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/aup.asp> (or any successor URL), and the then current High-Speed Internet for Business Privacy Policy located at <http://work.comcast.net/legal/privacy.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:

- 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 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://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: **Central**

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

SOA Version: SMB2-38