



COMCAST BUSINESS SERVICE ORDER AGREEMENT

Company Name: City of Powder Springs Order # 36575452

Service Location:		Billing Location:	
Address 1	<u>4355 MARIETTA ST</u>	Address 1	<u>PO BOX 46</u>
Address 2	<u></u>	Address 2	<u></u>
City	<u>POWDER SPRINGS</u>	City	<u>POWDER SPRINGS</u>
State	<u>GA</u>	State	<u>GA</u>
Zip	<u>30127</u>	Zip	<u>30127</u>
Primary Contact Name	<u>Velda Babiak</u>	Billing Contact Name	<u>Velda Babiak</u>
Primary Contact Phone	<u>[REDACTED]</u>	Billing Contact Phone	<u>[REDACTED]</u>
Primary Contact Email	<u>vbabiak@cityofpowdersprings.org</u>	Billing Contact Email	<u>vbabiak@cityofpowdersprings.org</u>
Service Term	<u>24 Months</u>	Tax Exempt	<u>Yes</u>

Package Code: EC-\$120Data_SE_PerformancePkg_2yr

Promo Code: _____

Package & Promotion Details

Data, SecurityEdge Package for discounted rate of \$120 for months 1-24, increasing to then regular rate in month 25. Package includes Business Internet Performance (download speed up to 250 Mbps) and SecurityEdge. 2 year term agreement required. Additional \$10 MRC discount with enrollment in EcoBill paperless billing and automatic payments through Comcast's self-service online tool via <https://business.comcast.com/myaccount> within 30 days of service installation. If either EcoBill paperless billing or automatic payment service is cancelled during the promo, the monthly service charge automatically increases by \$10.00. Mobile discount for existing Comcast Business Internet Standard service or higher customers who activate new Comcast Business Mobile service with minimum 2 Mobile Unlimited lines: \$30 discount with 2 to 4 Mobile Unlimited lines, \$20 discount with 5 or more Mobile Unlimited lines. Mobile discount applied to Comcast Business Internet bill for 12 months. Limit one discount per account. After 12 months, or if any of the required services are cancelled or downgraded, or if Unlimited service is switched to By the Gig, the mobile discount will be removed. Comcast Business Internet must be installed by 10/27/2023 to qualify for the mobile discount. Comcast Business Mobile Unlimited lines must be activated within 90 days of Comcast Business Mobile Unlimited order date. Equipment, installation, taxes and fees, including Broadcast TV Fee, Regional Sports Fee, regulatory recovery fee and other applicable charges extra and subject to change.

Customer Initials

Package	Services Included	Qty	Package Monthly Service Charge ¹	Package Non-Recurring Charge ²
Data, SecurityEdge Package	Business Internet Performance (download speeds up to 250 Mbps)	1	\$ 120.00	\$ 0.00
	SecurityEdge	1		

Equipment and Additional Service(s)	Qty	Additional Monthly Service Charge ¹	Additional Non-Recurring Charge ²
Business Internet			
Static IP -5	1	\$ 29.95	
Equipment Fee			
Package Equipment Fee	1	\$ 19.95	
Additional Fees			
Standard Installation Fee / Change of Service Fee	1		\$ 0.00
Total Additional Charge		\$ 49.90	\$ 0.00

	Monthly Service Charge ¹	Non-Recurring Charge ²
Total Charge for Service Order	\$ 169.90	\$ 0.00

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¹ Charges identified in the Service Order Agreement are exclusive of maintenance and repair charges, and applicable federal, state, and local taxes, fees, surcharges and recoupments (however designated).

² Non-Recurring Charges in the Service Order Agreement reflect activation and installation fees for this order. This excludes any custom installation fees.

General Special Instructions

AGREEMENT

1. This Comcast Business Service Order Agreement ("Agreement") sets forth the terms and conditions under which Comcast Cable Communications Management, LLC and its operating affiliates ("Comcast") will provide the Services to the above-named customer ("Customer"). This Agreement consists of this document (this "SOA"), the Business Services Customer Terms and Conditions (the "Terms and Conditions"), and any jointly executed amendments ("Amendments") entered under the Agreement. In the event of inconsistency among these documents, the order of 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. The Terms and Conditions are located at <https://business.comcast.com/terms-conditions-smb>. Capitalized terms not otherwise defined in this SOA shall have the meaning ascribed to them in the Terms and Conditions. Use of the Services is also subject to the then-current Acceptable Use Policy for High-Speed Internet Services (the "AUP") located at <https://business.comcast.com/customer-notifications/acceptable-use-policy> (or any successor URL), and the then-current Privacy Statement (the "Privacy Policy") located at <https://business.comcast.com/privacy-statement> (or any successor URL), both of which Comcast may update from time to time.

2. Each Comcast Business Service ("Service") carries a thirty (30) day money back guarantee. If within the first thirty (30) days following installation of a new Service, Customer is not completely satisfied, Customer may cancel the Service and Comcast will issue a refund for the monthly recurring charge paid for the first thirty (30) days of Service, excluding any custom installation fees, voice usage charges, fees, taxes, surcharges and optional service fees. Customer will be charged for any non-refundable fees and other charges. In order to be eligible for the refund, Customer must cancel the new Service within thirty (30) days of installation and return any Comcast-provided equipment in good working order. In no event shall the refund exceed \$500.00. If Customer uses the Service in the first thirty (30) days, Customer will be refunded its subscription fees, but charged the applicable one-time fee. For the avoidance of doubt, this money back guarantee does not apply to renewals of an existing Service.

3. Modifications: All modifications to the Agreement, if any, must be captured in a written Amendment, executed by an authorized Comcast 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
Name
Title
Date

FOR COMCAST USE ONLY	
Sales Representative	<u>Matthew Snow</u>
Sales Representative Code	_____
Sales Manager Name	<u>A Tst A Tst</u>
Sales Manager Approval	_____
Division	<u>Central</u>

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BUSINESS INTERNET CONFIGURATION DETAILS

Transfer Existing Comcast.net Email

Equipment Selection

Number of Static Ips

Business Web Hosting