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## **BUSINESS CLASS SERVICE ORDER AGREEMENT**

Account Name: Bella Vita HOA ID#: 6098891 CUSTOMER INFORMATION (Service Location) Address 1 1548 N RIVIERA CIR City PEARLAND Address 2 ANNEX State TX Primary Contact Name Nancy Triggs ZIP Code 77581 Business Phone (281) 464-3150 County Cell Phone Email Address ntriggs@club-bellavita.org Pager Number Primary Fax Number Technical Contact Name Tech Contact On-Site? No Technical Contact Business Phone Technical Contact Email Property Manager Contact Name Property Mgr. Phone COMCAST BUSINESS CLASS SERVICES Selection (X) **Business Class Voice Business Class Internet** Х Business Class TV Service Term (Months) 36 COMCAST BUSINESS CLASS SERVICES DETAILS Business Class Voice\* **Business Class Packages VOICE SELECTIONS** Quantity Total Cost Unit Cost Package Name: Full Feature Voice Lines PACKAGE DESCRIPTION Adtl. F.F. Voice Lines w/ pkg 4+ Lines Basic Lines Fax Lines Toll Free Numbers Equipment Fee Business Class TV\* **VOICE OPTIONS** Selection(X) Total Cost TV SELECTIONS Selection(X) Total Cost Voicemail Basic Directory Listing Suppression Information & Entertainment Auto-Attendant Standard Volce offers & options not available in all markets Preferred Business Class Internet\* Music Choice Standalone INTERNET SELECTIONS Selection(X) **Total Cost** TV OPTIONS Selection Total Cost Starter \$69.95 Sports Pack\*\* Preferred Music Choice W/Business Class Other Canales Selecto Equipment Fee \$7.00 Other Programming INTERNET OPTIONS Selection(X) **Total Cost** Other Programming Microsoft Outlook Office Email included Other Programming Web Hosting - Starter Х Included TV OUTLETS Quantity Unit Cost Web Hosting - Business **Total Cost** Additional Outlets Web Hosting - Commerce HD Outlet Charges Web Hosting - Professional Static IP - 1 mini mDTA/mDTA Type # of Outlets MRC Static IP - 5 Static IP - 13 Slatic IP - 29 Not available in home offices or private view establishments. IV selections & options not available in all markets. Customer acknowledges and understands Customer may be responsible for additional music iconsing or copyright less for music contained in any or all of the Services, including, but not limited to fideo and/or Public View Video. Static IP - 61 Static IP - 125 Static IP - 253 Available for Information & Entertainment, Standard & Preferred TV offers only IPV6 Xfinity Wifi Hotspot COMCAST BUSINESS CLASS TOTAL SERVICE CHARGES **Business Class** Selection(X) Unit Cost **Total Cost** Installation Fee \$49.00 Total Monthly Service Charge \$49.00 \$76.95 Voice Activation Fee\* Auto-Attendant Setup Fee Promotional Code (if applicable) Voice Jack Fee \$0.00 Less Discount (if applicable) -Toll Free Activation Fee Directory Listing Fee Total Recurring Monthly Bill:\* \$76.95 Total Installation Charges:\* \$49.00 Applicable federal, state, and local taxes and fees may apply. \* Does not include Custom Installation Fees referenced below. GENERAL SPECIAL INSTRUCTIONS



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	COM	CAST BUSINESS CLASS I	NTER	NET CONFIGURA	TION DET	AILS	
Microsoft Office Communication Services				Equipment Selection			IP Gateway
Microsoft Office Outlook Email Included with Internet Service			E	lusiness Class Web	Hosting		No
Business Class Internet: Sta				Transfer Existing Comcast.net En		nail	No
Business Class Internet: Pre Other:	eferred	4 Full Access		lumber of Static IPs*			
Other.				5 or more Static IPs are reques			N FORM is required
	-, -	OMCAST BUSINESS CLA	SS TV	CONFIGURATION			
Outlet Details		Location		Outlet Type	Addition	al Comme	ents:
Outlet 1 - Primary							
Outlet 2 - Additional							
Outlet 3 - Additional							
Outlet 4 - Additional					OUTLET	S 9 & UP	QUANTITY
Outlet 5 - Additional					Analog		
Outlet 6 - Additional					Digital		
Outlet 7 - Additional					HDTV		
Outlet 8 - Additional					DTA		
	co	MCAST BUSINESS CLASS	VOIC	E CONFIGURATION	ON DETAIL	_S	
Phone #		Туре	Voicemail		Customer Equipment		
					Phone System Type ( Key System, PBX, Other)		
					Phone Syst	em Manufa	cturer
					Fax Machin	e Manufacti	urer
					Alarm Syste	m Vendor	
					, marrie you	TO THE	
				<del></del>	Point of Sol	- Daviss	
					Point of Sale	Device	
					Talua Classi		
					Telco Close	Location	
***************************************							
					Hunt Gr	oup Confi	guration Details
	***************************************				Hunt Group	Features R	equested (Yes/No)
					Hunt Group	Configuration	on Type
					Hunt Group	Pilot Numb	er
							•
Toll Free #	Cal	ling Origination Area	A	Associated TN			
			-				
			+				
			-				
Directory Listing Details	3		,				
		Ad	ditional Voice Deta	ils			
Directory Listing Phone Number				aller ID (Yes/No)			
Directory Listing Display Name			11-	Caller ID Display Name (max 15 char.)			
DA/DL Header Text Information							
DA/DL Header Code Information			_				
Standard Industry Code Information				Call Blocking (Yes/No)			
			Auto	-Attendant (Yes/No)		No	

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Account Name: Bella Vita HOA ID#: 6098891

CUSTOMER BILLING INFORMATION						
Billing Account Name	Bella Vita HOA	City	PEARLAND			
Billing Name (3rd Party Accounts)		State	TX			
Address 1	1548 N RIVIERA CIR ANNEX	ZIP Code	77581			
Address 2		Billing Contact Email	ntriggs@club-bellavita.org			
Billing Contact Name	Nancy Triggs	Billing Contact Phone	(281) 464-3150			
Tax Exempt?*	No	Billing Fax Number				
* If yes, pleas	e 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	FOR COMCAST USE ONLY			
By signing below, Customer agrees and accepts the Terms and Conditions of this Agreement. General Terms and Conditions can be found at http://business.comeas.com/terms-conditions/index.aspx.  Signature:  Print: Vancy = 11155  Title: BellaVi ta Clubbuse Manager  Date: 3-13-13	Sales Representative: Matthew Riordan  Sales Representative Code: 86376  Sales Manager/Director Patrick Antonio  Sales Manager/Director  Division: West  Lead ID: 6098891			
Flightelloses ELIZHBETT A WOODS Press  TREASUREN 3/6/13 OrderForm Version v13	Adulla Lot, BUHOA			