



BUSINESS CLASS SERVICE ORDER AGREEMENT

Account Name: BELLAVITA

ID#: 2497252

CUSTOMER INFORMATION (Service Location)

Address 1	<u>1548 N RIVIERA CIR</u>	City	<u>Pearland</u>
Address 2	<u>Gate House</u>	State	<u>TX</u>
Primary Contact Name	<u>Nancy Triggs</u>	ZIP Code	<u>77581</u>
Business Phone	<u>(281) 464-3150</u>	County	
Cell Phone		Email Address	<u>ntriggs@club-bellavita.org</u>
Pager Number		Primary Fax Number	
Technical Contact Name		Tech Contact On-Site?	<u>No</u>
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	X
Business Class TV	
Service Term (Months)	24

COMCAST BUSINESS CLASS SERVICES DETAILS

Business Class Voice*				Business Class Packages			
VOICE SELECTIONS				Quantity			
Full Feature Voice Lines							
Adtl. F.F. Voice Lines w/ pkg							
4+ Lines							
Basic Lines							
Fax Lines							
Toll Free Numbers							
Voice - eMTA Equipment Fee							
VOICE OPTIONS				Selection(X)			
VoiceMail							
Directory Listing Suppression Fee							
Auto-Attendant							
* Voice offers & options not available in all markets							
Business Class Internet*				Business Class TV*			
INTERNET SELECTIONS				Selection(X)			
Starter	X		\$64.95				
Preferred							
Other:							
Internet Equipment Fee							
INTERNET OPTIONS				Selection(X)			
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				Business Class TV*			
Package Name:				TV SELECTIONS			
PACKAGE DESCRIPTION				Selection(X)			
				Total Cost			
				Basic			
				Information & 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			
				TV OUTLETS			
				Quantity			
				Unit Cost			
				Total Cost			
				Additional Outlets			
				HD TV Box Charges			
* Not available in home offices or public 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				Business Class Packages			
Selection(X)				Unit Cost			
Total Cost				Selection(X)			
Installation Fee	X	\$19.95	\$19.95	Total Monthly Service Charge		\$64.95	
Voice Activation Fee*				Promotional Code (if applicable)			
Auto-Attendant Setup Fee				Less Discount (if applicable)		\$0.00	
Voice Jack Fee							
Toll Free Activation Fee							
* Per line activation fee, up to four (4) line maximum charge.							
Total Installation Charges:*				Total Recurring Monthly Bill:*			
\$19.95				\$64.95			
* Does not include Custom Installation Fees referenced below							
* Applicable federal, state, and local taxes and fees may apply.							

GENERAL SPECIAL INSTRUCTIONS



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COMCAST BUSINESS CLASS INTERNET CONFIGURATION DETAILS

Microsoft Office Communication Services		Equipment Selection	IP Gateway
Microsoft Office Outlook Email Included with Internet Service		Business Class Web Hosting	No
Business Class Internet: Starter	2 Full Access	Transfer Existing Comcast.net Email	No
Business Class Internet: Preferred	4 Full Access	Number of Static IPs*	
Other:		* If 5 or 13 Static IPs are requested a STATIC IP JUSTIFICATION FORM is required	

COMCAST BUSINESS CLASS TV CONFIGURATION DETAILS

Outlet Details	Location	Outlet Type	Additional Comments:
Outlet 1 - Primary			
Outlet 2 - Additional			
Outlet 3 - Additional			
Outlet 4 - Additional			
Outlet 5 - Additional			
Outlet 6 - Additional			
Outlet 7 - Additional			
Outlet 8 - Additional			

OUTLETS 9 & UP QUANTITY	
Analog	
Digital	
HDTV	

COMCAST BUSINESS CLASS VOICE CONFIGURATION DETAILS

Phone #	Type	Voicemail	Customer Equipment
			Phone System Type (Key System, PBX, Other)
			Phone System Manufacturer
			Fax Machine Manufacturer
			Alarm System Vendor
			Point of Sale Device

Toll Free #	Calling Origination Area	Associated TN	Telco Closest Location

Directory Listing Details		Hunt Group Configuration Details
Directory Listing (Published, Non-Published, Unlisted)		Hunt Group Features Requested (Yes/No)
Directory Listing Phone Number		
Directory Listing Display Name		Hunt Group Configuration Type
DA/DL Header Text Information		
DA/DL Header Code Information		Hunt Group Pilot Number
Standard Industry Code Information		

Additional Voice Details	
Caller ID (Yes/No)	
Caller ID Display Name (max 15 characters)	
Call Blocking (Yes/No)	
Auto-Attendant (Yes/No)	No



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CUSTOMER BILLING INFORMATION

Billing Account Name	<u>BELLAVITA</u>	City	<u>Pearland</u>
Billing Name (3rd Party Accounts)	<u></u>	State	<u>TX</u>
Address 1	<u>1548 N Riviera Cir</u>	ZIP Code	<u>77581</u>
Address 2	<u>Gate House</u>	Billing Contact Email	<u>ntriggs@club-bellavita.org</u>
Billing Contact Name	<u>Nancy Triggs</u>	Billing Contact Phone	<u>(281) 464-3150</u>
Tax Exempt?*	<u>No</u>	Billing Fax Number	<u></u>

* 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	
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	<i>Ruth K Southard</i>
Print:	<u>Ruth K Southard</u>
Title:	<u>President, BELLAVITA</u>
Date:	<u>11-18-09</u>

Elizabeth Woods, TREASURER

FOR COMCAST USE ONLY	
Sales Representative:	<u>Esteban Ramirez</u>
Sales Representative Code:	<u>7006</u>
Sales Manager/Director Name:	<u>Chad LeBrun</u>
Sales Manager/Director Approval:	<u></u>
Division:	<u>South</u>
Lead ID:	<u>2497252</u>