



# 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	X
Business Class TV	
Service Term (Months)	36

### COMCAST BUSINESS CLASS SERVICES DETAILS

Business Class Voice*				Business Class Packages			
VOICE SELECTIONS	Quantity	Unit Cost	Total Cost	Package Name:	PACKAGE DESCRIPTION		
Full Feature Voice Lines							
Adtl. F.F. Voice Lines w/ pkg. 4+ Lines							
Basic Lines							
Fax Lines							
Toll Free Numbers							
Equipment Fee							
VOICE OPTIONS	Selection(X)	Total Cost					
Voicemail							
Directory Listing Suppression							
Auto-Attendant							

Business Class Internet*			Business Class TV*			
INTERNET SELECTIONS	Selection(X)	Total Cost	TV SELECTIONS	Selection(X)	Total Cost	
Starter	X	\$69.95	Basic			
Preferred			Information & Entertainment			
Other			Standard			
Equipment Fee	X	\$7.00	Preferred			
INTERNET OPTIONS	Selection(X)	Total Cost	Music Choice Standalone			
Microsoft Outlook Office Email	X	Included	TV OPTIONS	Selection	Total Cost	
Web Hosting - Starter	X	Included	Sports Pack**			
Web Hosting - Business			Music Choice W/Business Class			
Web Hosting - Commerce			Canales Selecto			
Web Hosting - Professional			Other Programming			
Static IP - 1			Other Programming			
Static IP - 5			Other Programming			
Static IP - 13			TV OUTLETS	Quantity	Unit Cost	Total Cost
Static IP - 29			Additional Outlets			
Static IP - 61			HD Outlet Charges			
Static IP - 125			mini mDTA/mDTA Type	# of Outlets	NRC	MRC
Static IP - 253						
IPV6						
Xfinity Wifi Hotspot						

### COMCAST BUSINESS CLASS TOTAL SERVICE CHARGES

Business Class	Selection(X)	Unit Cost	Total Cost
Installation Fee	X	\$49.00	\$49.00
Voice Activation Fee*			
Auto-Attendant Setup Fee			
Voice Jack Fee			
Toll Free Activation Fee			
Directory Listing Fee			
<b>Total Installation Charges:*</b>			<b>\$49.00</b>

Total Monthly Service Charge	\$76.95
Promotional Code (if applicable)	
Less Discount (if applicable)	\$0.00
<b>Total Recurring Monthly Bill:*</b>	<b>\$76.95</b>

\* Does not include Custom Installation Fees referenced below.

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

### GENERAL SPECIAL INSTRUCTIONS





# BUSINESS CLASS SERVICE ORDER AGREEMENT

Account Name: Bella Vita HOA

ID#: 6098891

CUSTOMER BILLING INFORMATION			
Billing Account Name	<u>Bella Vita HOA</u>	City	<u>PEARLAND</u>
Billing Name (3rd Party Accounts)	<u></u>	State	<u>TX</u>
Address 1	<u>1548 N RIVIERA CIR ANNEX</u>	ZIP Code	<u>77581</u>
Address 2	<u></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>
<small>* If yes, please provide and attach tax exemption certificate.</small>			

## 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 <a href="http://business.comcast.com/terms-conditions/index.aspx">http://business.comcast.com/terms-conditions/index.aspx</a> .	
Signature:	<u>Nancy E Triggs</u>
Print:	<u>Nancy E Triggs</u>
Title:	<u>BellaVita Clubhouse Manager</u>
Date:	<u>3-13-13</u>

FOR COMCAST USE ONLY	
Sales Representative:	<u>Matthew Riordan</u>
Sales Representative Code:	<u>86376</u>
Sales Manager/Director:	<u>Patrick Antonio</u>
Sales Manager/Director:	<u></u>
Division:	<u>West</u>
Lead ID:	<u>6098891</u>

Elizabeth A Woods  
 ELIZABETH A WOODS  
 TREASURER  
 3/6/13

R.H. Abdul  
 President, BUHOA  
 3/6/13