



# BUSINESS CLASS SERVICE ORDER AGREEMENT

Account Name: Bella Vita HOA

ID#: 6098891

### CUSTOMER INFORMATION (Service Location)

Address 1	<u>1548 N RIVIERA CIR</u>	City	<u>PEARLAND</u>
Address 2	<u>ANNEX</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)		Service Term (Months)	
Business Class Voice			
Business Class Internet	X		
Business Class TV			36

### COMCAST BUSINESS CLASS SERVICES DETAILS

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

\* Voice offers & options not available in all markets.

#### Business Class Internet\*

INTERNET SELECTIONS	Selection(X)	Total Cost
Starter	X	\$69.95
Preferred		
Other		
Equipment Fee	X	\$7.00
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		
Static IP - 5		
Static IP - 13		
Static IP - 29		
Static IP - 61		
Static IP - 125		
Static IP - 253		
IPV6		
Xfinity Wifi Hotspot		

\* Internet selections & options not available in all markets.

\* Not available in home offices or private view establishments. TV selections & options not available in all markets. Customer acknowledges and understands Customer may be responsible for additional music licensing or copyright fees for music contained in any or all of the Services, including, but not limited to Video and/or Public View Video.

\*\* Available for Information & Entertainment, Standard & Preferred TV offers only.

### COMCAST BUSINESS CLASS TOTAL SERVICE CHARGES

Business Class	Selection(X)	Unit Cost	Total Cost	Total Monthly Service Charge	
Installation Fee	X	\$49.00	\$49.00		\$76.95
Voice Activation Fee*				Promotional Code (if applicable) _____	
Auto-Attendant Setup Fee				Less Discount (if applicable) _____	
Voice Jack Fee					\$0.00
Toll Free Activation Fee					
Directory Listing Fee					
* Per line activation fee, up to four (4) line maximum charge.				<b>Total Recurring Monthly Bill:*</b>	\$76.95
<b>Total Installation Charges:*</b>				* 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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## 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 more 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			<table border="1"> <tr> <th>OUTLETS 9 &amp; UP</th> <th>QUANTITY</th> </tr> <tr><td>Analog</td><td></td></tr> <tr><td>Digital</td><td></td></tr> <tr><td>HDTV</td><td></td></tr> <tr><td>DTA</td><td></td></tr> </table>	OUTLETS 9 & UP	QUANTITY	Analog		Digital		HDTV		DTA	
OUTLETS 9 & UP	QUANTITY												
Analog													
Digital													
HDTV													
DTA													
Outlet 2 - Additional													
Outlet 3 - Additional													
Outlet 4 - Additional													
Outlet 5 - Additional													
Outlet 6 - Additional													
Outlet 7 - Additional													
Outlet 8 - Additional													

## 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
			Telco Closet Location
			<b>Hunt Group Configuration Details</b>
			Hunt Group Features Requested (Yes/No)
			Hunt Group Configuration Type
			Hunt Group Pilot Number
Toll Free #	Calling Origination Area	Associated TN	

### Directory Listing Details

Directory (Published, Non-Published, Unlisted)	
Directory Listing Phone Number	
Directory Listing Display Name	
DA/DL Header Text Information	
DA/DL Header Code Information	
Standard Industry Code Information	

### Additional Voice Details

Caller ID (Yes/No)	
Caller ID Display Name (max 15 char.)	
International Dialing (Yes/No)	No
Call Blocking (Yes/No)	
Auto-Attendant (Yes/No)	No



# BUSINESS CLASS SERVICE ORDER AGREEMENT

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## 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>

\* 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 <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>

Elicabeth Woods  
**ELICABETH A WOODS**  
**TREASURER**  
3/6/13

R.H. Abell  
**President, BUHOA**  
3/6/13