



# BUSINESS CLASS SERVICE ORDER AGREEMENT

Account Name: BELLAVITAID#: 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 |            |
|-----------------------------------|--|--|--|-------------------------|------------|
| <b>VOICE SELECTIONS</b>           |  |  |  | Quantity                | Unit Cost  |
| Full Feature Voice Lines          |  |  |  |                         |            |
| Adtl. F.F. Voice Lines w/ pkg     |  |  |  |                         |            |
| 4+ Lines                          |  |  |  |                         |            |
| Basic Lines                       |  |  |  |                         |            |
| Fax Lines                         |  |  |  |                         |            |
| Toll Free Numbers                 |  |  |  |                         |            |
| Voice - eMTA Equipment Fee        |  |  |  |                         |            |
| <b>VOICE OPTIONS</b>              |  |  |  | Selection(X)            | Total Cost |
| Voice-mail                        |  |  |  |                         |            |
| Directory Listing Suppression Fee |  |  |  |                         |            |
| Auto-Attendant                    |  |  |  |                         |            |

| Business Class Internet*       |   |  |          | Business Class TV* |            |
|--------------------------------|---|--|----------|--------------------|------------|
| <b>INTERNET SELECTIONS</b>     |   |  |          | Selection(X)       | Total Cost |
| Starter                        | X |  | \$64.95  |                    |            |
| Preferred                      |   |  |          |                    |            |
| Other:                         |   |  |          |                    |            |
| Internet Equipment Fee         |   |  |          |                    |            |
| <b>INTERNET OPTIONS</b>        |   |  |          | 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                 |   |  |          |                    |            |

| Business Class TV*               |  |  |  |              |            |
|----------------------------------|--|--|--|--------------|------------|
| <b>TV SELECTIONS</b>             |  |  |  | Selection(X) | Total Cost |
| Basic                            |  |  |  |              |            |
| Information & Entertainment      |  |  |  |              |            |
| Standard                         |  |  |  |              |            |
| Preferred                        |  |  |  |              |            |
| Music Choice Standalone          |  |  |  |              |            |
| <b>TV OPTIONS</b>                |  |  |  | Selection(X) | Total Cost |
| Sports Pack**                    |  |  |  |              |            |
| Music Choice W/Business Class TV |  |  |  |              |            |
| Carnales Selecto                 |  |  |  |              |            |
| Other Programming                |  |  |  |              |            |
| Other Programming                |  |  |  |              |            |
| Other Programming                |  |  |  |              |            |
| <b>TV OUTLETS</b>                |  |  |  | Quantity     | Unit Cost  |
| Additional Outlets               |  |  |  |              |            |
| HD TV Box Charges                |  |  |  |              |            |

\* Voice services & options not available in all markets.  
 \* Internet services & options not available in all markets.  
 \* 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 TV* |         |
|---|---|---------|---------|--------------------|---------|
| Installation Fee  | X | \$19.95 | \$19.95 |                    |         |
| Voice Activation Fee*   |   |         |         |                    |         |
| Auto-Attendant Setup Fee  |   |         |         |                    |         |
| Voice Jack Fee  |   |         |         |                    |         |
| Toll Free Activation Fee  |   |         |         |                    |         |
| <b>Total Installation Charges:*</b>                             |   |         |         |                    | \$19.95 |
| * Does not include Custom Installation Fees referenced below    |   |         |         |                    |         |
| <b>Total Monthly Service Charge</b>                             |   |         |         |                    | \$64.95 |
| Promotional Code (if applicable)                                |   |         |         |                    |         |
| Less Discount (if applicable)                                   |   |         |         |                    | \$0.00  |
| <b>Total Recurring Monthly Bill:*</b>                           |   |         |         |                    | \$64.95 |
| * Applicable federal, state, and local taxes and fees may apply |   |         |         |                    |         |

| GENERAL SPECIAL INSTRUCTIONS |
|------------------------------|
|                              |



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## COMCAST BUSINESS CLASS INTERNET CONFIGURATION DETAILS

|   |               |  |                   |
|---|---------------|--|-------------------|
| <b>Microsoft Office Communication Services</b>                |               | <b>Equipment Selection</b>   | <b>IP Gateway</b> |
| 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 10 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 Closet Location |
|-------------|--------------------------|---------------|-----------------------|
|             |                          |               |                       |
|             |                          |               |                       |
|             |                          |               |                       |

**Hunt Group Configuration Details**

Hunt Group Features Requested (Yes/No)

Hunt Group Configuration Type:

Hunt Group Pilot Number

**Directory Listing Details**

|   |  |
|---|--|
| Directory Listing (if selected see Publication Details) |  |
| 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 characters) |    |
| 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>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 those 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>Ruth K. Southard</u> |
| Print:   | <u>Ruth K Southard</u>  |
| Title:   | <u>President, BVAHA</u> |
| Date:  | <u>11-18-09</u>         |

Elizabeth Wood, TREASURER

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