

CUSTOMER INFORMATION (Service Location)

Address 1	2000 16TH AVE	City	VERO BEACH
Address 2		State	FL
Primary Contact Name	Manny Cabo	ZIP Code	32960
Business Phone	(772) 226-1000	County	
Cell Phone		Email Address	mcabo@ircgov.com
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 SERVICES

Selection (X)	
Business Voice	Business Voice Edge
Business Internet	X
Business TV	
Service Term (Months)	
24	

COMCAST BUSINESS SERVICES DETAILS

Business Voice*

VOICE SELECTIONS	Quantity	Unit Cost	Total Cost
Full Feature Voice Lines	0		
4+ Lines			
Basic Lines	0		
Toll Free Numbers			
Fax Lines			
Equipment Fee			
VOICE OPTIONS	Selection(X)	Total Cost	
Voicemail	0		
Enhanced Listings			
Auto-Attendant			

Comcast Business Packages

Package Name:	CEN_SP_\$199.95D250_2yr
PACKAGE DESCRIPTION	
\$150 MRC Discount off Deluxe 250 Business Internet for discounted rate of \$199.95. MRC Discounts roll to rate card in month 25. 2 year term required. Taxes, Usage, Fees, and Equipment are extra.	

* Voice offers & options not available in all markets.

VoiceEdge Select Selections*

Voice Selections	Quantity	Unit Price(MRC)	Total Price(MRC)	Unit Price(NRC)	Total Price(NRC)
VoiceEdge Select Seats	0	\$0.00	\$0.00	\$0.00	\$0.00
Cordless Handset	0	\$4.95	\$0.00	\$0.00	\$0.00
Cordless Deskphone	0	\$4.95	\$0.00	\$0.00	\$0.00

*Bundle include : Auto attendant, Hunt Group and Base station.

Business Internet*

INTERNET SELECTIONS	Selection(X)	Total Cost
Speed - Deluxe 250	X	\$349.95
Equipment Fee	X	\$14.95

*Business Internet speed tier selections not available in all markets.
*Internet selections & options not available in all markets.

INTERNET OPTIONS	Selection(X)	Total Cost
Static IP V4/V6		
Wi-Fi - Business Wifi Standard	X	\$0.00

Business TV***

TV SELECTIONS	Selection	Total Cost	
HD Technology Fee			
TV OPTIONS	Selection	Total Cost	
Sports Pack**			
Canales Selecto			
Music Choice W/Comcast Business TV			
Other			
Other			
TV CONFIGURATION DETAILS	Quantity	Unit Cost	Total Cost
	0	\$0.00	\$0.00
TV Box + Remote	0	\$0.00	\$0.00
TV Adaptor	0	\$0.00	\$0.00
mini mDTA/mDTA Type	# of Outlets	NRC	MRC

*** 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 as add-on to Digital Standard & Digital Deluxe TV Selections only.

Business Voice Edge

Voice Selections	Quantity	Unit Price(MRC)	Total Price(MRC)	Unit Price(NRC)	Total Price(NRC)
Unified Communication Seats					
Lines(price included with seats)					
Additional Voicemail Box					
Tollfree Number(s) (plus usage)					
Remote Call Forward					
Directory Listing - null					
Government/School Listing					
Customer Equipment					
Panasonic TGP600 Smart IP Cordless Phone Base Station					
Panasonic TPA60 Smart IP Cordless Handset					
Panasonic TPA65 Smart IP Cordless Deskphone					
Panasonic KX-A406 Cordless Repeater					
Voice Gateway					
Totals					

COMCAST BUSINESS TOTAL SERVICE CHARGES

Comcast Business	Selection(X)	Quantity	Unit Cost	Total Cost	Total Monthly Service Charge	\$364.90
Business Internet/TV/Voice Installation Fee	X		\$199.00	\$199.00	Promotional Code (if applicable)	
Voice Activation Fee*					Discount On Internet (if applicable)	150.00
Auto-Attendant Setup Fee					Discount On Video (if applicable)	
Toll Free Activation Fee					Discount On Voice (if applicable)	
Directory Listing Suppression Fee					Discount On VoiceEdge Select Seats (if applicable)	
VoiceEdge Toll Free Activation Fee					Discount On VoiceEdge (if applicable)	
VoiceEdge Directory Listing Suppression Fee						
VoiceEdge Seat Setup Fee						
VoiceEdge Select Seat Activation Fee**						

* Per line activation fee, up to four (4) line maximum charge.
 ** Bundle includes: Auto attendant, Hunt Group and Base Station.

Total Discount \$150.00

Total Recurring Monthly Bill:* \$214.90

Total Installation Charges:* \$199.00

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

* Does not include Custom Installation Fees.

GENERAL SPECIAL INSTRUCTIONS

COMCAST BUSINESS INTERNET CONFIGURATION DETAILS

Transfer Existing Comcast.net Email	No	Equipment Selection	Business Wireless
Number of Static IPs*		Business Web Hosting	No

COMCAST BUSINESS TV CONFIGURATION DETAILS

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

Additional Comments:

OUTLETS 9 & UP QUANTITY

TV Box + Remote	0
TV Adaptor	0

COMCAST BUSINESS VOICEEDGE SELECT CONFIGURATION DETAILS

Phone #	Type

COMCAST BUSINESS 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
			Hunt Group Configuration Details
			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 Listing (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

COMCAST BUSINESS VOICE EDGE CONFIGURATION DETAILS

Voice Edge Directory Listing Details

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

Voice Edge Additional Voice Details

Caller ID (Yes/No)	
International Dialing (Yes/No)	
Caller ID Display Name (max 15 characters)	
Call Blocking (Yes/No)	
Enterprise Extension Dialing?	

CUSTOMER BILLING INFORMATION

Billing Account Name Indian River County IT

City VERO BEACH

Billing Name (3rd Party Accounts) _____

State FL

Address 1 2000 16TH AVE

ZIP Code 32960

Address 2 _____

Billing Contact Email mcabo@ircgov.com

Billing Contact Name Manny Cabo

Billing Contact Phone (772) 226-1000

Tax Exempt?* Yes

Billing Fax Number _____

** If yes, please provide and attach tax exemption certificate.*

AGREEMENT

1. This Comcast Business 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 Service Order Agreement consists of this document ("SOA"), the standard Comcast Business Terms and Conditions ("Terms and Conditions"), and any jointly executed amendments ("Amendments") entered under 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. Comcast Business Voice, Internet, TV, and Comcast Business SmartOffice™ Services ("Service") carry a 30 day* money back guarantee**. If, within the first 30 days following Service installation, Customer is not completely satisfied, Customer may cancel Service and Comcast will issue a refund for the monthly recurring fee paid for the first 30 days of service, excluding installation charges, fees, taxes and voice usage charges, however, Customer will be charged any remaining payments owed for non-refundable fees (including installation) and other charges. In order to be eligible for the refund, Customer must cancel Service within 30 days after installation and return any Comcast-provided equipment in good working order. In no event shall the refund exceed \$500.00.

*Comcast Business Trunks and Comcast Business VoiceEdge™ carry a 60 day money back guarantee, subject to the above terms.

**The money back guarantee does not apply to Hospitality Video or Ethernet Services.

3. 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.

4. 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.

5. 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.

6. IF CUSTOMER IS SUBSCRIBING TO COMCAST'S BUSINESS DIGITAL VOICE SERVICE, CUSTOMER, BY SIGNING BELOW, ACKNOWLEDGES RECEIPT AND UNDERSTANDING OF THE FOLLOWING 911 NOTICE:

911 NOTICE

Comcast Business Digital Voice service ("Voice Service") may have the 911 limitations specified below:

- In order for 911 calls to be properly directed to emergency services using Voice Service, Comcast must have the correct service address for the telephone number used by the Company. If the Voice Service or any Voice Service device is moved to a different location without Company providing an updated service address, 911 calls may be directed to the wrong emergency authority, may transmit the wrong address, and/or Voice Service (including 911) may fail altogether. Customer's use of a telephone number not associated with its geographic location may also increase these risks.
- The Voice Service uses electrical power in the Company's premises. If there is an electrical power outage, 911 calling may be interrupted if a battery back-up is not installed in the voice modem, fails, or is exhausted.
- Calls using the Voice Service, including calls to 911, may not be completed if there is a problem with network facilities, including network congestion, network/equipment/power failure, a broadband connection failure, or another technical problem.
- Customer should call Comcast at 1-888-824-8104 if it has any questions or needs to update a service address in the 911 system. Delays in updating the service address may also impact 911.
- **BY SIGNING BELOW, CUSTOMER ACKNOWLEDGES THAT IT HAS READ AND UNDERSTANDS THE FOREGOING 911 NOTICE AND THE 911 LIMITATIONS OF THE VOICE SERVICE.**

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: _____	
Print: _____	
Title: _____	
Date: _____	

FOR COMCAST USE ONLY	
Sales Representative: <u>Debra Isbell</u>	
Sales Representative Code: <u>951</u>	
Sales Manager/Director Name: <u>Sean Forfar</u>	
Sales Manager/Director Approval: _____	
Division: <u>Central</u>	
SmartOffice License Number: _____	