COMCAST BUSINESS

BUSINESS SERVICE ORDER AGREEMENT

| Account Name: | Oakleaf E | ast POA | | | WB ID#: | | |
|--|-------------------------|-------------------|-----------------------|---|-------------------------|------------------------------------|-----------------------------------|
| | | CUS. | TOMER INFOR | ATION (Service Location) | | | |
| Address 1 | 518 Holly Be | | | City | Orange Park | (| |
| Address 2 | Unit 108 | | | State | Florida | | |
| Primary Contact Name | Robert Patt | on | | ZIP Code | 32065 | | |
| Business Phone | (904) 806-20 | 06 | | County | | | |
| Cell Phone | (904) 777-66 | 56 | | Email Address _ | robertpatton | @oakleafeastp | ooa.com |
| Pager Number | | | | Primary Fax Number _ | | | |
| | | | | | | | |
| Technical Contact Name | | tions Solution | ns, Inc. | Technical Contact On-site? | No | | |
| Technical Contact Business Phone | (904) 777-66 | 56 | | Technical Contact Email_ | services@cs | sijax.com | |
| Property Manager Contact Name | | | | Property Mgr Phone _ | | | |
| | | | COMCAST | JSINESS SERVICES | | | |
| | | Selection | (X) | | | | |
| Business Voice | | | | | | | |
| Business Internet | | Х | | | | | |
| Business TV | | | | Service Term (Mont | ns) | | 24 |
| | | | OMCAST BUS | IESS SERVICE DETAILS | | | |
| Business Voice* | | | | Business Offers | | | |
| VOICE SELECTIONS | Quantity | Unit Cost | Total Cost | Package Name: | | | |
| Full Featured Voice Lines | | \$39.95 | \$0.00 | Cen_SP_\$180.00Bl300_2yr | | | |
| Full Featured 4+ Lines | | \$24.95 | \$0.00 | PACKAGE | DESCRIPTION | | |
| Mobility Lines | | \$44.95 | \$0.00 | | | | |
| Mobility 4+ Lines | | \$29.95 | \$0.00 | \$160.05 MDC Discount off Duning Inter- | for discounts | roto of these on | rolling to \$0.40.00 |
| Basic Lines | | \$24.95 | \$0.00 | \$169.95 MRC Discount off Business Internet 300 month 13, rolling to rate card in month 25. 2 years | | | |
| Toll Free Number | | \$10.00 \$0.00 | \$0.00 | enrollment in EcoBill paperless billing and automa | | | |
| Non-Published Directory Listing (No DL or 411) Non-Listed Directory Listing (No DL, yes 411) | | \$0.00 | \$0.00 \$0.00 | tool via https://business.comcast.com/myaccount | within 30 days of | of service install | ation. If either |
| Voice - eMTA Equipment Fee | | \$18.45 | \$0.00 | EcoBill paperless billing or automatic payment se | | | |
| VOICE OPTIONS | Selection (X) | | Total Cost | Business TV* | - FILLING INC | ialialinn iavae: | ANTIBOS INFILMINI |
| Voicemail | | | \$0.00 | TV SELECTIONS | Selection (X) | Te | otal Cost |
| Auto-Attendant* | | | | | | | |
| *Voice offers & options not available in all markets. | | | | | | | |
| V-: | | | | | | | |
| VoiceEdge Select* | | | | | | | |
| VeiceFides Colont Conta | | \$39.95 | 60.00 | | | | |
| VoiceEdge Select Seats Cordless Handset | | \$4.95 | \$0.00 \$0.00 | | | | |
| Cordless Deskphone | | \$4.95 | \$0.00 | | | | |
| *VoiceEdge offers & options not available in all markets. | | , | | | | | |
| Business Internet* | | | | | | | |
| INTERNET SELECTIONS | Selection (X) | | Total Cost | TV OPTIONS | Selection (X) | To | otal Cost |
| Business Internet 300 | Х | | \$349.95 | Sports Pack** | | | |
| Internet Equipment Fee | X | | \$18.45 | Music Choice W/Business TV | | | |
| INTERNET OPTIONS Static IP - 1 | Selection (X) | | Total Cost \$19.95 | Canales Selecto Other Programming: | | | |
| Static IP - 5 | ^ | | ψ.0.00 | Other Programming: | | | |
| Static IP - 13 | | | | TV OUTLETS | Quantity | Unit Cost | Total Cost |
| Wifi Standard | | | | Primary Outlet - | | \$0.00 | \$0.00 |
| Wifi Pro | | | | TV Adapter (DTA) | | \$7.75 | \$0.00 |
| Wifi Pro Expanded Coverage | | | | TV Box + Remote (STB) *Not available in home offices or private view establishments. 7 | TV selections & option: | \$9.95 s not available in all m | \$0.00 arkets. **Available for |
| Wifi Pro Equipment Fee | | | | Standard & Preferred TV offers only | | | |
| Wifi Pro Expanded Coverage Equip Fee | | | | mDTA Type # of Outlets | NRC | | MRC |
| SecurityEdge *Business Internet speed tier selections not available in all mark | ets | | | | | | |
| , in a diameter and a diameter a | | | | SmartOffice* | | | |
| CONNECTION PRO | Selection (X) | | Total Cost | SMARTOFFICE SELECTIONS | Quantity | Unit Cost | Total Cost |
| Connection Pro Service | 22.2000. (A) | | . Jun Cool | Equipment Fee - Cameras | | | |
| Connection Pro Equipment Fee | | | | Service - Video Recording and Storage | | | |
| | | | | | | | |
| | | COM | CAST BUSINES | TOTAL SERVICE CHARGES | | | |
| Business Installation | Selection (X) | Unit Cost | Total Cost | Total Monthly Service Charge | | | 388.35 |
| Business Internet/TV/Voice Installation Fee | X | \$99.95 | \$99.95 | | | | 300.33 |
| Connection Pro Activation Fee | | \$0.00 | \$0.00 | | | | |
| Wi-Fi Pro Activation Fee | | \$0.00 | \$0.00 | | | | |
| Voice Activation Fee* | | \$0.00 | \$0.00 | Promotion Co | de (if applicable) | | |
| Auto-Attendant Setup Fee | | \$24.95 | \$0.00 | Discount on Intern | | (\$ | 169.95) |
| Directory Listing Suppression Fee | | \$24.95 | \$0.00 | | leo (if applicable) | | |
| Toll Free Activation Fee | | \$9.95 | \$0.00 | | ice (if applicable) | | |
| VoiceEdge Select Seat Activation Fee | | \$0.00 | \$0.00 | Discount on Voice Edge Select Sea | | | 160.05\ |
| SmartOffice Installation Fee** *per line activation fee, up to four (4) line maximum charge. | | \$200.00 | \$0.00 | | Total Discount | (\$ | 169.95) |
| **Installation fee \$200 for the first group of 5 cameras plus \$100 | | oup of 5 | | | | | |
| Total Installation C | | Face | \$99.95 | Total Recurring Mont | | | 218.40 |
| * Does not inclu | ide Custom Installation | rees. | C | *Applicable federal, state, and local | waxes and fees may ap | ıpıy. | |
| General Special Instructions | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |

Service Order Form Page 1 of 4

BUSINESS SEDVICE ODDED ACDEEMENT

| USINESS | | | INESS SEK | ATCE OF | KDEK AGKEEMEN I | | |
|--|---------------|-----------------|-------------------|-----------------|--|--------------------|---------------------------|
| Account Name: | | | | | | WB ID#: | |
| | CC | MCAST B | USINESS INT | TERNET C | ONFIGURATION DETAILS | | |
| | | | | | | | |
| | | | | | Equipment Selection | | Business Wireless Gateway |
| | | | | | Transfer Existing Comcast.net Email | | No |
| | | | | | Number of Static IP's* *If 5 or 13 Static IP's are requested a static IP justification form is re | equired. | 1 |
| | | COMCA | ST RIISTNESS | TV CON | FIGURATION DETAILS | | |
| | | COPICAL | JI DOJINESS | I V COIN | IGORATION DETAILS | | |
| Outlet Details | Loca | ntion | Outlet Type | - | ı | Additional Com | ments: |
| Outlet 1 - Primary | | | | _ | | | |
| Outlet 2 - Additional | | | | _ | | | |
| Outlet 3 - Additional Outlet 4 - Additional | | | | | | | |
| Outlet 5 - Additional | | | | | | | |
| Outlet 6 - Additional | | | | | | | |
| Outlet 7 - Additional | | | | | | | |
| Outlet 8 - Additional | | | | | | | |
| Outlet Details for Outlets 9 & Up | Quantity | 1 | | | | | |
| TV Adapter (DTA) | | | | | | | |
| TV Box + Remote (STB) | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | COMCA | <u>ST BUSIN</u> | IESS VOICEE | DGE SELI | ECT CONFIGURATION DETAI | LS | |
| | | | | | | | |
| Phone # (List "New" if new #) | Ту | ре | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | ı | | | | | | |
| | | COMCAST | BUSINESS V | OICE CO | NFIGURATION DETAILS | | |
| Phone # (List "New" if new #) | Туре | HG1 Seq | HG2 Seq | Voicemail | Customer Equipment | | |
| | | | | | Phone System Type (Key S | System, PBX, Other | er) |
| | | | | | Phone System Manufacture | er | |
| | | | | | | | |
| | | | | | Fax Machine Manufacturer | | |
| | | | | | Alarm System Vendor | | |
| | | | | | Point of Sale Device | | |
| | | | | | Telco Closet Location | | |
| | | | | | Tolog Gloset Eccation | | |
| | | | | | Hunt Group Configura | tion Details | |
| | | | | | Hunt Group Features Re | |)) |
| | | | | | Hunt Group 1 Configurati | ion Type | |
| | | | | | | | |
| | | | | | Hunt Group 1 Pilot Numb | er | |
| | | | | | Hunt Group 2 Configurati | ion Type | |
| | | | | - | Hunt Group 2 Pilot Numb | per | |
| | | | | | | | |
| Toll Free # | Calling Origi | ination Area | Associated | TN | | Iditional Voic | e Details |
| | | | | | Caller ID Caller ID Display Name (| max 15 characters) | |
| | | | | | Call Blocking | | |
| | + | | | | Auto-Attendant RCF | Configuration | on Details |
| Directory Listing and Yellow Pa | age Details | | | | RCF Numbe | - | Forward To Number |
| Directory Listing | | | | | | | |
| | | | | 4 | | | |
| | 1 | | | ⊣ | | | |
| Directory Lieting Phone Number | | | | | II. | | |
| Directory Listing Phone Number Directory Listing Display Name | | | | - | | | |
| Directory Listing Display Name | | | | 1 | | | |
| Directory Listing Phone Number Directory Listing Display Name PLA Display Name DA/DL Header Text Information DA/DL Header Code Information | | | | _ | | | |

Service Order Form Page 2 of 4

COMCAST BUSINESS

BUSINESS SERVICE ORDER AGREEMENT

| Account Name: | Oakleaf East POA | WB ID#: |
|-----------------------------------|------------------|---|
| | CUSTOMER B | BILLING INFORMATION |
| Billing Account Name | Oakleaf East POA | City Jacksonville |
| Billing Name (3rd Party Accounts) | | State Florida |
| Address 1 | PO Box 440549 | ZIP Code <u>32222</u> |
| Address 2 | | Billing Contact Email robertpatton@oakleafeastpoa.com |
| Billing Contact Name | Robert Patton | Billing Contact Bus. Phone (904) 806-2006 |
| Tax Exempt?* | | Billing Fax Number |
| | | |

AGREEMENT

time to time

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

- 2. Each Comcast Business 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. If you use the service in the first 30 days, you will be refunded your subscription fees, but charged the applicable one-time fee.
- 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. Comcast Business SmartOffice: By signing below, Customer agrees and accepts the SmartOffice Services Addendum found at http://business.comcast.com/terms-conditions/index.aspx.

Comcast Business SmartOffice Licenses:

AL: 001785, 001789; AR: 2536; AZ: ROC 307346, BTR 18286-0; CA: CSLB 1028256, ACO 7677; CT: ELC 0189754-C5, ELC 0202487-C5; DE: SSPS 13-225; FL: EF0000279; GA: LVU406354; IL: PACA 127-001555; LA: F2257; MA: 7067C, SS-002525; MD: 107-1937; ME: LM50017039; MI: 3601206519; MN: T8674413; MS: 15030170; NC: 1937-CSA; NJ: Burglar Alarm Business Lic. # 34BF00052000; NM: 379095; NY: licensed by the N.Y.S. Department of State 12000317423; OR: CCB 199939; SC: BAC-13662; TN: ACL 2006, ACL 2002; TX: B18966; UT: 8788186-6501; VA: 2705151177. DCJS 11-15181: VT: ES-02366: WA: COMCABS846NU: WASHINGTON, DC: ECS 904217. BBL 602517000001: WV: WV051524. Valid 10/11/18. See https://business.comcast.com/learn/smartoffice for current list.

- 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.
- 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 Voice service ("Voice") may have the E911 limitations specified below:
 In order for 911 calls to be properly directed to emergency services using the Voice Service. Comcast must have the correct service address for each 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 the 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
 - 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://www.comcast.com/business/legal. | | | | |
| SignatureRohert Patton | | | | |
| Print: PROCE d on t | | | | |
| Title: 5/6/2020 President | | | | |
| Date: | | | | |
| | | | | |

| FOR COMCAST USE ONLY | | | | |
|----------------------------------|--------------------------|--|--|--|
| Sales Representative: | Aryan Nemati | | | |
| | | | | |
| Sales Representative Code: | TELECOM CONSULTING GROUP | | | |
| Sales Manager/Director: | ANNE ALDERS | | | |
| Sales Manager/Director Approval: | | | | |
| Division: Lead ID: | Central | | | |
| Contract Generation Date: | 4/30/2020 | | | |

Service Order Form

COMCAST BUSINESS

BUSINESS SERVICE ORDER AGREEMENT

Account Name: Oakleaf East POA WB ID#:

Comcast Company Address Information

<u>Arizona</u>

8251 N Cortaro Road Tucson, AZ 85743

California

3011 Comcast Place Livermore, CA 94551

<u>Colorado</u>

183 Inverness Drive West Englewood, CO 80112

Colorado 8000 E. Iliff Avenue Denver, CO 80231

Connecticut 222 New Park Drive Berlin, CT 06037

Georgia

2925 Courtyard Drive Norcross, GA 30071

1500 McConnor Parkway Schaumburg, IL 60173

<u>Michigan</u>

41112 Concept Drive Plymouth, MI 48170

Minnesota 10 River Park Plaza St. Paul, MN 55107

New Mexico

4611 Montbel Place Albuquerque, NM 87107 New York 21 Old RT 6 Carmel, NY 10512

Oregon 9605 SW Nimbus Avenue Beaverton, OR 97008

Pennsylvania 1701 JFK Boulevard Philadelphia, PA 19103

<u>Tennessee</u> 2030 E. Polymer Drive Chattanooga, TN 37421

<u>Tennessee</u> 660 Mainstream Drive Nashville, TN 37228

<u>Texas</u> 8590 West Tidwell Road Houston, TX 77040

Virginia

5401 Staples Mill Road Richmond, VA 23228

Washington 15815 25th Avenue Lynnwood, WA 98087

Service Order Form