



BUSINESS SERVICE ORDER AGREEMENT

Account Name: Oakleaf East POA
WB ID#: _____

CUSTOMER BILLING INFORMATION

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| Billing Account Name <u>Oakleaf East POA</u> | City <u>Jacksonville</u> |
| Billing Name (3rd Party Accounts) _____ | State <u>Florida</u> |
| Address 1 <u>PO Box 440549</u> | ZIP Code <u>32222</u> |
| Address 2 _____ | Billing Contact Email <u>robertpatton@oakleafeastpoa.com</u> |
| Billing Contact Name <u>Robert Patton</u> | Billing Contact Bus. Phone <u>(904) 806-2006</u> |
| Tax Exempt? <u>No</u> | 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. 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: TS674413; 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.

7. 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 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://www.comcast.com/business/legal>.

DocuSigned by:

Signature: Robert Patton

Print: FC94A54DE47C44F...

Title: **President**

Date: **5/6/2020**

Date: _____

FOR COMCAST USE ONLY

Aryan Nemati

Sales Representative: _____

Sales Representative Code: **TELECOM CONSULTING GROUP**

Sales Manager/Director: **ANNE ALDERS**

Sales Manager/Director Approval: _____

Division: **Central**

Lead ID: _____

Contract Generation Date: **4/30/2020**

SOA Version: SMB3.79



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Account Name: Oakleaf East POA

WB ID#: _____

Comcast Company Address Information

Arizona
8251 N Cortaro Road
Tucson, AZ 85743

California
3011 Comcast Place
Livermore, CA 94551

Colorado
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

Illinois
1500 McConnor Parkway
Schaumburg, IL 60173

Michigan
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

Tennessee
2030 E. Polymer Drive
Chattanooga, TN 37421

Tennessee
660 Mainstream Drive
Nashville, TN 37228

Texas
8590 West Tidwell Road
Houston, TX 77040

Virginia
5401 Staples Mill Road
Richmond, VA 23228

Washington
15815 25th Avenue
Lynnwood, WA 98087

SOA Version: SM63.76