



BUSINESS CLASS SERVICE ORDER AGREEMENT

Account Name: COMCAST TEST

ID#: _____

CUSTOMER INFORMATION (SERVICE LOCATION)

Address 1	<u>12401 S 450 E UNIT D1</u>	City	<u>DRAPER</u>
Address 2	_____	State	<u>UT</u>
Primary Contact Name	<u>ANDREW MORGAN</u>	Zip code	<u>84020-7938</u>
Business Phone	<u>(801) 379-3000</u>	County	_____
Cell Phone	<u>(615) 248-9773</u>	E-mail address	<u>AMORGAN@TELARUS.COM</u>
Pager Number	_____	Primary Fax Number	_____
Technical Contact Name	<u>ANDREW MORGAN</u>	Technical Contact On-Site?	<u>YES</u>
Technical Contact Business Phone	<u>(801) 379-3000</u>	Technical Contact E-mail	<u>AMORGAN@TELARUS.COM</u>
Property Manager Contact Name	_____	Property Mgr Phone	_____

COMCAST BUSINESS CLASS SERVICES

Selection (X)

Business Class Voice	X
Business Class Internet	
Business Class TV	

Service Term (Months)	36 MONTHS
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COMCAST BUSINESS CLASS SERVICE DETAILS

Business Class Voice*

VOICE SELECTIONS	Qty	Unit cost	Total cost
Full Featured Voice Lines	2	\$44.95	\$89.90
F.F. Voice Lines w/ Pkg.			
4+ F.F. Voice Lines			
Basic Lines			
Fax Lines			
Toll Free Number	2	\$5.00	\$10.00
Voice - eMTA Equipment Fee	1	\$5.00	\$5.00

VOICE OPTIONS	Selection(X)	Total cost
Voice Mail		
Directory Listing Suppression Fee		
Auto-Attendant		

*Voice offers and options are not available in all markets.

Business Class Internet*

INTERNET SELECTIONS	Selection(X)	Total cost
Starter		
Preferred		
Other:		
Internet Equipment Fee		

INTERNET OPTIONS	Selection(X)	Total cost
Microsoft Outlook Office Email		
Web Hosting - Starter		
Web Hosting - Commerce		
Web Hosting - Business		
Web Hosting - Professional		
Static IP - 1		
Static IP - 5		
Static IP - 13		

*Internet selections and options are not available in all markets.

Business Class Offers

Package name:	_____
Total cost:	_____
PACKAGE DESCRIPTION	

Business Class TV*

TV SELECTIONS	Selection(X)	Total cost
Basic		
Information and Entertainment		
Standard		
Preferred		
Music Choice Standard		

TV OPTIONS	Selection(X)	Total cost
Sports Pack**		
Music Choice W/Business Class TV		
Canales Selecto		
Other Programming:		
Other Programming:		
Other Programming:		

TV Outlets	Quantity	Unit Cost	Total cost
Additional TV Outlets			
HDTV Box Charges			

*Not available in home offices or private view establishments. TV selections and options are not available in all markets. **Available as add-on to Digital Basic Plus, Digital Standard, and Digital Deluxe offers only.

COMCAST BUSINESS CLASS TOTAL SERVICE CHARGES

Business Class Installation	Selection(X)	Unit cost	Total cost
Installation Fee	X	\$49.00	\$49.00
Voice Activation Fee*	X	\$24.95	\$49.90
Auto-Attendant Setup Fee			
Voice Jack Fee			
Toll Free Activation Fee	X	\$9.95	\$19.90

*per line activation fee, up to four (4) line maximum charge

Total Installation Charges:* \$118.80

*Does not include custom installation fees listed below

Total Monthly Service Charge	\$104.90
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Promotion code (if applicable) _____

Less discount (if applicable) _____

Total Recurring Monthly Bill*	\$104.90
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*Applicable federal, state, and local taxes may apply

GENERAL SPECIAL INSTRUCTIONS

Discount: \$0.00



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COMCAST BUSINESS CLASS INTERNET CONFIGURATION DETAILS

Microsoft Office Communication Services

Microsoft Office Outlook E-mail Included with Internet Services	
Business Class Internet: Starter	2 Full Access
Business Class Internet: Preferred	4 Full Access
Other (Select From Dropdown):	

Equipment Selection	
Business Class Webhosting	
Transfer Existing Comcast.net Email	
Number of Static IP's*	

*If 5 or 13 Static IP's are requested a static IP justification form is required

COMCAST BUSINESS CLASS TV CONFIGURATION DETAILS

Outlet Details	Location	Outlet Type	Unit Cost
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

Outlet Details for Outlets 9 & up	Quantity	Unit Cost	Total Cost
Analog			
Digital			
HDTV			

COMCAST BUSINESS CLASS VOICE CONFIGURATION DETAILS

Phone # (List "New" if new number)	Type	Voicemail
1111111111	Full Featured	NO
2222222222	Full Featured	NO

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

Toll Free #	Call Origination Area	Associated TN

Directory Listing and Yellow Page Details

Directory Listing	YES
Directory Listing Phone Number	
Directory Listing Display Name	1
DA/DL Header Text Information	
DA/DL Header Code Information	
Standard Industry Code Information	

Additional voice details

Caller ID	YES
Caller ID Display Name (max. 15 characters)	COMCAST TEST
Caller Blocking	
Auto-Attendant	

Hunt Group Configuration Details

Hunt Group Features Requested (Yes/No)

NO

Hunt Group Configuration Type

Hunt Group Pilot Number

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CUSTOMER BILLING INFORMATION

Billing Account Name	<u>COMCAST TEST</u>	City	<u>DRAPER</u>
Billing Name (3rd Party Accounts)	_____	State	<u>UT</u>
Address 1	<u>12401 S 450 E UNIT D1</u>	Zip	<u>84020-7938</u>
Address 2	_____	Billing Contact E-mail	<u>AMORGAN@TELARUS.COM</u>
Billing Contact Name	<u>ANDREW MORGAN</u>	Billing Contact Business Phone	<u>(801) 379-3000</u>
Tax Exempt?*	_____	Billing Fax Number	_____

AGREEMENT

1. Agreement. 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://www.comcast.com/business/legal>). All capitalized terms not defined in this SOA shall reflect the definitions given to them in the Terms and Conditions. Use of the Services also subject to the current High-Speed Internet for Business Acceptable Use Policy located at <http://work.comcast.net/legal/aup.asp> (or any successor URL), and the current High-Speed Internet for Business Privacy Policy located at <http://work.comcast.net/legal/privacy.asp> (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- COMCAST. 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 to the terms and conditions of this Agreement

Signature: _____
 Print: _____
 Title: _____
 Date: _____

FOR COMCAST USE ONLY

Sales Representative: _____
 Sales Representative Code: _____
 Sales Manager/Director: _____
 Sales Manager/Director Approval: _____
 Division: _____
 Lead ID: _____

LETTER OF AGENCY

Please print or type the following information. **All blank spaces must be completed.**

Billing Name ("Company"): COMCAST TEST

Billing Address: 12401 S 450 E UNIT D1

City: DRAPER State: UT ZIP: 84020-7938

If Company is switching its current phone number(s) to Comcast, please print the telephone number(s) and the name(s) of Company's current local and long distance phone service providers in the spaces below.

Area code(s) and telephone number(s) Company wants switched to Comcast (you may also insert a number range, e.g., 215-555-0000 thru 215-555-9999):

Billing Telephone Number	Current Local Provider
()	
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()	
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()	
()	
()	
()	

Please read the following information:

The undersigned is an authorized representative Company. Company chooses Comcast for all its landline calling needs across town, across the country and worldwide for the telephone number(s) listed above (if applicable). Company understands that Comcast will take the place of its current landline phone service provider(s) for local, local toll, and long distance services. Company understands that, for each of these services, it may designate only one provider per service for any one telephone number. Company also understands that the service provided by Comcast includes all distances, which means that Company may only designate one provider for all of its calling needs for any one telephone number.

The undersigned's signature on this form authorizes Comcast to act as Company's agent in making the changes from Company's current service provider(s), and to switch Company's telephone number(s), listed above (if applicable), to Comcast. Company understands that its current service provider(s) may charge a fee to switch its service to Comcast and that Company may consult that provider as to whether a fee will apply.

Please sign here:

Authorized Representative's Signature: _____ Date: _____

Authorized Representative's Name (Print): ANDREW MORGAN

Authorized Representative's Title (Print): _____

Responsible Organization Letter of Authorization

As the end-user subscriber, or the authorized representative of an end-user subscriber, of certain Toll Free service numbers (the "Customer"), I hereby authorize Level 3 Communications, LLC (KSW01) ("Level 3") to be the Responsible Organization ("Resp Org") for the following Toll Free service numbers, including acting on my behalf, and at my direction, to transfer the Resp Org functions * **Must provide a copy of current bill from current provider**

Current Carrier: _____	New Resp Org ID: KSW01
_____	<input type="checkbox"/> U.S. <input type="checkbox"/> CANADA <input type="checkbox"/> CARIBBEAN
_____	<input type="checkbox"/> U.S. <input type="checkbox"/> CANADA <input type="checkbox"/> CARIBBEAN
_____	<input type="checkbox"/> U.S. <input type="checkbox"/> CANADA <input type="checkbox"/> CARIBBEAN
_____	<input type="checkbox"/> U.S. <input type="checkbox"/> CANADA <input type="checkbox"/> CARIBBEAN
_____	<input type="checkbox"/> U.S. <input type="checkbox"/> CANADA <input type="checkbox"/> CARIBBEAN

Customer Name: _____
(As it appears on customer bill copy)

Address: _____ Billing Address Service Address

City: _____ **State:** _____ **ZIP:** _____

Customer Contact: _____ **Phone:** _____

Billing Account Number: 5021185 **Delivery Date:** _____

I attest under penalty of law and as an authorized employee, or an authorized representative, of the Customer that the Customer is the exclusive end-user subscriber of the Toll Free service numbers listed above. The Customer assumes all liability for the use (including without limitation, authorized, fraudulent or misappropriated) of traffic of any other end-user subscriber with regards to the Toll Free service numbers listed. In addition, I understand that this request for a Resp Org change does not constitute an order for disconnect of service with my existing carrier(s). I, on behalf of the Customer, continue to accept responsibility for notifying my existing carrier(s) of any intention to disconnect and/or change my Toll Free service after designating the above as my Resp Org for the Toll Free numbers listed above.

Authorized Signature _____ Date _____
Print Name _____ Title _____