



BUSINESS CLASS SERVICE ORDER AGREEMENT

Account Name: US TRANSPORT SERVICES

ID#: _____

CUSTOMER INFORMATION (SERVICE LOCATION)

Address 1	<u>106 E KNIGHT ST</u>	City	<u>EATON RAPIDS</u>
Address 2	<u>SUITE C</u>	State	<u>MI</u>
Primary Contact Name	<u>ADAM COLLARD</u>	Zip code	<u>48827-1279</u>
Business Phone	<u>(517) 441-8651</u>	County	_____
Cell Phone	_____	E-mail address	<u>ADAM.COLLARD@USTRANSPORTSERVICES.COM</u>
Pager Number	_____	Primary Fax Number	_____
Technical Contact Name	<u>ADAM COLLARD</u>	Technical Contact On-Site?	<u>YES</u>
Technical Contact Business Phone	<u>(517) 441-8651</u>	Technical Contact E-mail	<u>ADAM.COLLARD@USTRANSPORTSERVICES.COM</u>
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)	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			
F.F. Voice Lines w/ Pkg.			
4+ F.F. Voice Lines			
Basic Lines			
Fax Lines			
Toll Free Number			
Voice - eMTA Equipment Fee			

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	X	\$89.95
Other:		
Internet Equipment Fee	X	\$5.00

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	X	\$34.95

*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*			
Auto-Attendant Setup Fee			
Voice Jack Fee			
Toll Free Activation Fee			

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

Total Installation Charges:* \$49.00

*Does not include custom installation fees listed below

Total Monthly Service Charge	\$129.90
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Promotion code (if applicable) _____

Less discount (if applicable) \$0.00

Total Recurring Monthly Bill* \$129.90

*Applicable federal, state, and local taxes may apply

GENERAL SPECIAL INSTRUCTIONS



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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*	13 Static IPs

*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

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

Hunt Group Configuration Details

Hunt Group Features Requested (Yes/No)

Hunt Group Configuration Type

Hunt Group Pilot Number



BUSINESS CLASS SERVICE ORDER AGREEMENT

Account Name: US TRANSPORT SERVICES

ID# : _____

CUSTOMER BILLING INFORMATION

Billing Account Name	<u>US TRANSPORT SERVICES</u>	City	<u>EATON RAPIDS</u>
Billing Name (3rd Party Accounts)	_____	State	<u>MI</u>
Address 1	<u>106 E KNIGHT ST</u>	Zip	<u>48827-1279</u>
Address 2	<u>SUITE C</u>	Billing Contact	<u>JOE.COLLARD@USTRANSPORTSERVICES.COM</u>
Billing Contact Name	<u>JOE COLLARD</u>	E-mail	_____
Tax Exempt?*	_____	Billing Contact Business Phone	<u>(517) 441-8656</u>
		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: _____

Comcast conforms to the North American IP Registry (ARIN) policies regarding IP address allocation. As part of its standard service, Comcast will assign up to eight IP addresses for customer use on their local area network (LAN). Customers can use this form for initial assignments and additional augments. Comcast requires a written justification form for any IP address blocks requested so that we can demonstrate to ARIN that IP addresses allocated to Comcast, or any underlying providers, are being used efficiently.

Per ARIN guidelines (<http://www.arin.net/intro.html>), organizations will be assigned address space based on immediate utilization plus three month and six month projected utilization. Organizations must exhibit a high confidence level in their three month and six month utilization rate and supply documentation to justify the level of confidence.

If you have any questions about the IP assignment policy or process, please refer to ARIN's IP Address Assignment Policy and Procedures, and RFC 2050 that can found at <ftp://www.arin.net/rfc/rfc2050.txt>.

Please complete the following form and submit it to your Comcast sales representative.

Customer Site		Technical Contact	
Location Name	US TRANSPORT SERVICES	Name (Last, First)	ADAM COLLARD
Street	106 E KNIGHT ST	Title	
Rm/Ste/FI	SUITE C	Phone #	(517) 441-8651
City/St/Zip	EATON RAPIDS, MI 48827-1279	E-mail	ADAM.COLLARD@USTRANSPORTSERVICES.COM
Phone #	(517) 441-8651		

4. Domain name: _____ Note: if more than one domain, use first domain registered.

5. Do you have previously addressed domains from Comcast? Yes No

5d. If yes, what addresses were assigned?

6. Number of IP addresses requested/needed within 6 months: _____ Note: If your organization already has IP space assigned, you must utilize 80% before applying for more IP space.

7. Use the following Network Table to describe your IP assignments within the next six months. **THIS IS REQUIRED.**

IP Number	IP Address (if known)	Below, provide a description of use for each IP requested
1		Web Server
2		Terminal Server
3		Terminal Server
4		Mail Server
5		Mail Server
6		Phone Server
7		Phone Server
8		
9		

I verify that I am authorized to represent the organization below and that the above information is true and correct. I understand that Internet Protocol Version 4 address space is limited and that users of the Internet are responsible for conserving address space and ensuring that space is utilized efficiently.

Print Name	Adam Collard	Title	
Organization	US TRANSPORT SERVICES	Phone # (day)	(517) 441-8651
E-mail	ADAM.COLLARD@USTRANSPORTSERVICES.COM	Fax	