

BUSINESS CLASS SERVICE ORDER AGREEMENT

Account Name: Raytown School District

WB ID#: 8656682

CUSTOMER INFORMATION (Service Location)

Address 1 8800 E 63 Street
 Address 2 Ste 100
 Primary Contact Name Melissa Tebbenkamp
 Business Phone (816) 335-5076
 Cell Phone _____
 Pager Number _____

City Raytown School District
 State Missouri
 ZIP Code 64133
 County _____
 Email Address melissa.tebbenkamp@raytownschools.org
 Primary Fax Number _____

Technical Contact Name Melissa Tebbenkamp
 Technical Contact Business Phone (816) 335-5076
 Property Manager Contact Name _____

Technical Contact On-site? Yes
 Technical Contact Email melissa.tebbenkamp@raytownschools.org
 Property Mgr Phone _____

COMCAST BUSINESS CLASS SERVICES

	Selection (X)
Business Class Voice	X
Business Class Internet	
Business Class TV	

Service Term (Months)	36
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COMCAST BUSINESS CLASS SERVICE DETAILS

Business Class Voice*

VOICE SELECTIONS	Quantity	Unit Cost	Total Cost
Full Featured Voice Lines		\$59.95	\$0.00
4+ Lines		\$24.95	\$0.00
Basic Lines	1	\$24.95	\$24.95
Toll Free Number		\$10.00	\$0.00
Voice - eMTA Equipment Fee	X	\$12.95	\$12.95

VOICE OPTIONS	Selection (X)	Total Cost
VoiceMail	0	\$0.00
Directory Listing Suppression		
Auto-Attendant*		

Business Class Offers

Package Name: _____

PACKAGE DESCRIPTION

Business Class TV*

TV SELECTIONS	Selection (X)	Total Cost
Basic		
Select		
Information and Entertainment		
Variety		
Standard		
Preferred		
Music Choice Standalone		

Business Class Internet*

INTERNET SELECTIONS	Selection (X)	Total Cost
Basic Connect		
Starter		
Premium		
Deluxe		
Deluxe 75		
Deluxe 100+		
Deluxe 150		
Internet Equipment Fee		

INTERNET SELECTIONS	Selection (X)	Non-Recurring Charge
Wireless Gateway Fee		

INTERNET OPTIONS	Selection (X)	Total Cost
Microsoft Outlook Office Email		
Web Hosting - Starter		
Web Hosting - Business		
Web Hosting - Commerce		
Web Hosting - Professional		
Static IP - 1		
Static IP - 5		
Static IP - 13		
Xfinity WiFi		
Business Wifi Standard		
Business Wifi Enhanced		

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 Outlets		\$9.95	\$0.00
HD TV Box Charges		\$5.00	\$0.00

mDTA Type	# of Outlets	NRC	MRC

*Business Class Internet speed tier selections not available in all markets. With the exception of Basic Connect, all business Class Internet speed tiers from Comcast include two(2) Microsoft Outlook email boxes for no additional charge. The Basic Connect speed tier does not include such email boxes. Additional email boxes may be purchased separately. Comcast reserves the right to change this Microsoft Outlook email offering at any time, at its sole discretion, upon written notice.

COMCAST BUSINESS CLASS TOTAL SERVICE CHARGES

Business Class Installation

	Selection (X)	Unit Cost	Total Cost
Installation Fee	X	\$0.00	\$0.00
Voice Activation Fee*	1	\$29.95	\$29.95
Auto-Attendant Setup Fee		\$24.95	\$0.00
Voice Jack Fee		\$49.95	\$0.00
Directory Listing Suppression Fee		\$24.95	\$0.00
Toll Free Activation Fee		\$9.95	\$0.00

Total Monthly Service Charge	\$37.90
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Promotion Code (if applicable) _____
 Discount on Internet (if applicable) _____
 Discount on Video (if applicable) _____
 Discount on Voice (if applicable) _____
 Total Discount _____

Total Installation Charges:* **\$29.95**

* Does not include Custom Installation Fees.

Total Recurring Monthly Bill:* **\$37.90**

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

General Special Instructions

The Services hereunder shall be provided by Comcast IP Phone, LLC. The Comcast IP Phone, LLC SPIN No. is 143035551. The estimated Service Commencement Date shall be on or after July 1, 2015.

BUSINESS CLASS SERVICE ORDER AGREEMENT

Account Name: Raytown School District

WB ID#: 8656682

CUSTOMER BILLING INFORMATION

Billing Account Name <u>Raytown School District</u>	City <u>Raytown School District</u>
Billing Name (3rd Party Accounts) _____	State <u>Missouri</u>
Address 1 <u>8800 E 63 Street</u>	ZIP Code <u>64133</u>
Address 2 <u>Ste 100</u>	Billing Contact Email _____
Billing Contact Name <u>Melissa Tebbenkamp</u>	Billing Contact Bus. Phone _____
Tax Exempt? <u>Yes</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"), 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://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. IF CUSTOMER IS SUBSCRIBING TO COMCAST'S BUSINESS VOICE SERVICE, I ACKNOWLEDGE RECEIPT AND UNDERSTANDING OF THE E911 NOTICE:

E911 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 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 1-800-391-3000. 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 and accepts the Terms and Conditions of this Agreement. General Terms and Conditions can be found at http://www.comcast.com/business/legal .	
	
Signature:	
Print:	<u>Steve J. Stearns</u>
Title:	<u>ASST. Supt</u>
Date:	<u>4-14-15</u>

FOR COMCAST USE ONLY	
Rayma Nesselrode	
Sales Representative:	_____
Sales Representative Code:	_____
Sales Manager/Director:	_____
Sales Manager/Director Approval:	_____
Division:	<u>West</u>
Lead ID:	<u>8656682</u>
Contract Generation Date:	<u>4/14/2015</u>