Service Order Form

# **BUSINESS CLASS SERVICE ORDER AGREEMENT**

Account Name:	Raytown	School Dist	rict		WB ID#:	8656682	
		CUSTO	MER INFO	RMATION (Service Location)			
Address 1	8800 E 63 S			City	Raytown S	chool District	
Address 2	Ste 100			State	Missouri		•••
Primary Contact Name	Melissa Tet	benkamp		ZIP Code	64133		
Business Phone	(816) 335-50	76		County			
Cell Phone				Email Address	melissa.teb	benkamp@ray	townschools.org
Pager Number				Primary Fax Number			
				****			
Technical Contact Name	Melissa Tet			Technical Contact On-site?	Yes		
Technical Contact Business Phone	(816) 335-50	076		Technical Contact Email	melissa.teb	benkamp@ray	townschools.org
Property Manager Contact Name				Property Mgr Phone			
		CO	MCAST BU	SINESS CLASS SERVICES			
		Selection (X)					
Business Class Voice		Х					
Business Class Internet							
Business Class TV				Service Term (Mon	ths)		36
		COMCA	ST BUSIN	SS CLASS SERVICE DETAILS			
Business Class Voice*				Business Class Offers			
VOICE SELECTIONS	Quantity	Unil Cosl	Total Cost	Package Name:			
Full Featured Voice Lines		\$59.95	\$0.00				
4+ Lines		\$24.95	\$0.00	PACKAGE	DESCRIPTION		
Basic Lines	1	\$24.95	\$24.95				
Toil Free Number  Voice - eMTA Equipment Fee	x	\$10.00 \$12.95	\$0.00 \$12.95				
VOICE OPTIONS	Selection (X)			Business Class TV*			<u></u>
Voicemail	O O		o.00	TV SELECTIONS	Selection (X)		otal Cost
Directory Listing Suppression	-	•		17 GELECIANS			
Auto-Attendant*				Basic			
"Voice offers & options not available in all markets.				Select			
Business Class Internet*				Information and Entertainment			
INTERNET SELECTIONS	Selection (X)	Tota	a) Cost	Variety			
Basic Connect Starter				Standard		<del></del>	
Premium				Preferred  Music Choice Standalone		<del> </del>	<u></u>
Deluxe				mosic critice Standardie			
Deluxe 75							
Deluxe 100+				TV OPTIONS	Selection (X)	1	otal Cost
Deluxe 150				Sports Pack**			
Internet Equipment Fee				Music Choice W/Business Class TV			
INTERNET SELECTIONS	Selection (X)	Non-Recu	rring Charge	Canales Selecto		<u> </u>	
Wireless Gateway Fee	Selection (X)	T=1	al Cost	Other Programming: Other Programming:		1	
Microsoft Outlook Office Email	000000000000000000000000000000000000000	100	si Cusi	Other Programming:		<del> </del>	<del></del>
Web Hosting - Starter				TV OUTLETS	Quantity	Unit Cost	Total Cost
Web Hosting - Business				Additional Outlets		\$9,95	\$0.00
Web Hosting - Commerce				HD TV Box Charges *Not avasable in home offices or private view establishment		\$5.00	\$0,00
Web Hosting - Professional				*Not available in home offices or private view establishment Standard & Preferred TV offers only	s . TV selections & or	ptions not available in	all markets, "Available fo
Static IP - 1				mDTA Type # of Outlets	NRC		MRC
Static IP - 5							
Static IP - 13						L	
Xfinity WiFi							
Business Wifi Standard		<u> </u>					
Business Wifi Enhanced							
*Business Class Internet speed tier selections not available in Connect, all business Class Internet speed tiers from Cornect	ist include two(2) Mici	rosoft Outlook email					
for no additional charge. The Basic Connect speed tier does boxes may be purchased seperately. Comcast reserves the	right to change this M						
offening at any time, at its sole discretion, upon written notice			110711700	OLACC TOTAL CERUTOR CHARGE			
Business Class Installation				CLASS TOTAL SERVICE CHARGES			
Business Class Installation Installation Fee	Selection (X)	Unit Cost \$0.00	Total Cost \$0.00	Total Monthly Service Charge		т	\$37.90
Voice Activation Fee*	1	\$29.95	\$29.95				401.00
Auto-Attendant Setup Fee		\$24.95	\$0.00	Promotion Co	ode (if applicable)	)	
Voice Jack Fee		\$49.95	\$0.00		net (if applicable)		
Directory Listing Supression Fee		\$24.95	\$0.00		deo (if applicable)	_	
Toll Free Activation Fee *per line activation fee, up to four (4) line maximum char	-	\$9.95	\$0.00	Discount on Vo	oice (if applicable)	)	
					Total Discoun	nt	
Total Installation	Cnarges:" ustom Installation Fe		9.95	<b>-</b>			
Coes not include C		·•.		Total Recurring Moi 'Applicable federal, state, and loc			\$37.90
			Ganora	Special Instructions			<del> </del>
The Services hereunder shall be provided by Come	ast IP Phone, LLC	The Comcast IP	Phone, LLC SPIN N	is 143035551. The estimated Service Commencement Date shall be on c	or after July 1, 201f	5.	<del></del>
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COMCAST BUSINESS

# **BUSINESS CLASS SERVICE ORDER AGREEMENT**

Account Name:	Raytown	School Dis	trict		. WB ID	#: 8656682
	COMCAS	ST BUSIN	ESS CLAS	S INTER	NET CONFIGURATION DETAILS	
					<del> </del>	1
					Equipment Selection	
					Business Class Webhosting	
					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 required.	
	COM	ICAST BU	ISINESS C	LASS TV	CONFIGURATION DETAILS	
Outlet Details	Loca	itlon	Outlet Type	•	Additional	Comments:
Outlet 1 - Primary				1		
Outlet 2 - Additional				ļ		
Outlet 3 - Additional				1		
Outlet 4 - Additional						
Outlet 5 - Additional				-		
Outlet 6 - Additional	-			ł		
Outlet 7 - Additional			-	1	<u> </u>	
Outlet 8 - Additional Outlet Details for Outlets 9 & Up	Quantity			1		
	Guantity	1				
Analog		{				
Digital		ł				
HDTV						
DTA		]				
	COMC	AST BUS	INESS CLA	ASS VOI	CE CONFIGURATION DETAILS	
Phone # (List "New" if new #)	Туро	HG1 Seq	HG2 Seq	Voicemail	Customer Equipment	
	Basic	None	None		Phone System Type (Key System, PBX,	Other)
				ļ		
	_			<del>                                     </del>	Phone System Manufacturer	
					Fax Machine Manufacturer	
				<del> </del>	Alarm System Vendor	
					Pastin System Vendor	
·				<del> </del>	Point of Sale Device	
					Telco Closet Location	
*					Hunt Group Configuration Detail	s
					Hunt Group Features Requested (Ye	
	ļ			<u> </u>	Nucl Crown 1 Confession Time	0
	<del></del>	<del> </del>	<del> </del>	<del>                                     </del>	Hunt Group 1 Configuration Type	
					Hunt Group 1 Pilot Number	
				-	Hunt Group 2 Configuration Type	
	<u> </u>	<u> </u>			Than Group 2 Configuration Type	
					Hunt Group 2 Pilot Number	
Toll Free #	Cailing Origi	ination Area	Associa	tod TN	Additional V	oice Details
140.100	Tunning Origi		noovela		Caller ID	No No
					Caller ID Display Name (max 15 characte	18)
					Call Blocking	No
	-		<del>                                     </del>		Auto-Attendant RCF Configur	No No Pataile
Directory Listing and Yellow Pag	e Details		·		RCF Configur	Forward To Number
Directory Listing	Published		•	1	NOF HUMBON	TOTALIS TO MUNICOT
Directory Listing Phone Number	1			1		
Directory Listing Display Name				1	· · · · · · · · · · · · · · · · · · ·	
DA/DL Header Text Information				1		
DA/DL Header Code Information						
Standard Industry Code Information				]		
·					· -	

COMCAST

### **BUSINESS CLASS SERVICE ORDER AGREEMENT**

Account Name: Raytown School District WB ID#: 8656682 CUSTOMER BILLING INFORMATION City Raytown School District Billing Account Name Raytown School District Billing Name (3rd Party Accounts) State Missouri Address 1 8800 E 63 Street ZIP Code 64133 Address 2 Ste 100 Billing Contact Email Billing Contact Name Melissa Tebbenkamp Billing Contact Bus, Phone Tax Exempt?\* Yes Billing Fax Number wide 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.

 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 sign	ing below, customer agrees and accepts the Terms and Conditions of this Agreement General Terms and Conditions can be found at http://www.tonicast.com/business/legal.	
Signature:	stre	
Print:	STELRATE STECTED	
Title:	155= S-P=	Ī
	4-14-15	_

FOR COMCAST	JSE ONLY
	Rayma Nesselrode
Sales Representative:	
Sales Representative Code:	
Sales Manager/Director:	
Sales Manager/Director Approval:	
Division:	
Lead ID:	8656682
Contract Generation Date:	4/14/2015