

## The Comcast Business Service Order Agreement

The Comcast Business Service Order Agreement ("Agreement") summarized above, which will be sent to you by email upon your online acceptance of these terms, sets forth the terms and conditions under which Comcast Cable Communications Management, LLC and its operating affiliates ("Comcast") will provide the Services to Customer. The Agreement consists of the attached document ("SOA"), the standard Comcast Business Customer Terms and Conditions ("Terms and Conditions") located at <http://business.comcast.com/terms-conditions-smb> (or any successor URL), and any other Service Orders entered under this SOA. In the event of inconsistency among these documents, precedence will be as follows: (1) Terms and Conditions, (3) the SOA, and (4) any other Service Orders entered under this SOA. This Agreement shall commence and become a legally binding agreement upon Customer's online acceptance of the SOA. The Agreement shall terminate as set forth in the Terms and Conditions. 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 Business Acceptable Use Policy located at <http://business.comcast.com/customer-notifications/acceptable-use-policy> (or any successor URL), and the Business Privacy Policy located at <http://business.comcast.com/customer-notifications/customer-privacy-statement> (or any successor URL), both of which Comcast may update from time to time and become effective upon posting.

2. Each Comcast Business Service carries a 30 day money back guarantee (60 days for Enhanced Voice Services). If within the first thirty (30) days following Service activation (60 days for Enhanced Voice Services) Customer is not completely satisfied, Customer may cancel the Service and Comcast will issue a refund for recurring 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 return any Comcast- provided equipment in good working order. In no event shall the refund exceed \$500.00.

FOR CUSTOMERS SUBSCRIBING TO COMCAST'S BUSINESS CLASS VOICE SERVICE CUSTOMER  
ACKNOWLEDGES RECEIPT AND UNDERSTAND OF THE FOLLOWING E911 NOTICE:

Comcast Business Voice Services (including Enhanced Voice Services such as Business VoiceEdge™) may have the E911 limitations specified below:

In order for 911 calls to be properly directed to emergency services using Voice Services, Comcast must have the correct service address (i.e. street address, floor and/or office number) for each telephone number and extension used by the Customer. If Voice Services are moved to a different location without Customer providing the correct information, 911 calls may be directed to the wrong emergency authority, may transmit the wrong address, emergency responders may be unable to locate the emergency on the premises, and/or Voice Services (including 911) may fail altogether. Customer is solely responsible for programming its telephone system to map each telephone number and extension to the correct location (floor and/or office number), and for updating the system as necessary to reflect a

potential 911 caller's location on the premises, as well as subsequent moves or additions of stations within the premises.

Voice Services 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 Services 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 only supports 911 emergency calling with Voice Services in those areas in the U.S. where Comcast can direct your company's 911 call to the appropriate PSAP in a manner consistent with applicable laws, rules, and regulations, including, without limitation, FCC rules and requirements. In an area where Comcast cannot support 911 calls, Customer will be notified before the completion of the update call. In this case, Customer must use an alternative means of accessing 911.

Failure by Customer to make subsequent address updates, including updates to restore service address to the original registered Service Location, or failure to allot sufficient time for the Service Location update provisioning to complete may result in emergency services being dispatched to the incorrect Service Location.

If the Registered Service Location provided in conjunction with the user of nomadic Comcast Equipment is deemed to be in an area Comcast cannot support for 911 calls, Customer will be notified before the completion of the update call. In this case, Customer must use an alternative means of accessing 911.

Customers should call Comcast at 1-800-391-3000 or 1-866-207-5515 (for Customers using nomadic functionality) if they have any questions or need to update a service address in the e911 system. USE OF VOICE SERVICES AFTER ACCEPTANCE OF THE SOA CONSTITUTES CUSTOMER ACKNOWLEDGEMENT OF THE E911 NOTICE FOR VOICE SERVICES.

4. 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 accepting these terms, agrees and accepts the Agreement.