



# BUSINESS SERVICE ORDER AGREEMENT

Account

Cooper Plumbing

ID#: OID-0002792258

## CUSTOMER INFORMATION (Service Location)

Address 1 10825 BARELY LN

City HOUSTON

Address 2 STE N

State TX

Primary Contact Name Jeremiah Cooper

ZIP Code 77070

Business Phone (832) 441-9683

County \_\_\_\_\_

Cell Phone \_\_\_\_\_

Email Address cooperplumbinghouston@gmail.com

Pager Number \_\_\_\_\_

Primary Fax Number \_\_\_\_\_

Technical Contact Name \_\_\_\_\_

Tech Contact On-Site? \_\_\_\_\_

Technical Contact Business \_\_\_\_\_

Technical Contact \_\_\_\_\_

Property Manager Contact \_\_\_\_\_

Property Mgr. Phone \_\_\_\_\_

## COMCAST BUSINESS SERVICES

Selection (X)

Business Voice	X
Business Internet	X
Business TV	

Service Term (Months)

36

## COMCAST BUSINESS SERVICES DETAILS

### Business Voice\*

VOICE SELECTIONS	Quantity	Unit Cost	Total Cost
Mobility Lines	1	\$44.95	\$44.95
4+ Mobility Lines	0	\$0.00	\$0.00
Full Feature Voice Lines	0		
4+ Lines	0		
Basic Lines	0		
Toll Free Numbers			
Equipment Fee	1	16.95	\$16.95
VOICE OPTIONS	Selection	Total Cost	
Voicemail	0		
Published	X	\$0.00	
Enhanced Listings			
Auto-Attendant			

\* Voice offers & options not available in all markets.

### Business Internet\*

INTERNET SELECTIONS	Selection	Total Cost
Business Internet 75	X	\$149.95
Equipment Fee	X	\$0.00

\*Internet selections & options not available in all markets.

INTERNET OPTIONS	Selection	Total Cost
Static IP V4/V6		
Wi-Fi - Business Wifi Standard	X	\$0.00

### Comcast Business Packages

Package Name: Double Play: Business Internet 75 + 1 Business Voice Mobility Line + Connection Pro or Wifi Pro Expanded Coverage

Total Cost: 151.80

#### PACKAGE DESCRIPTION

Double Play: Business Internet 75 + 1 Business Voice Mobility Line + Connection Pro or Wifi Pro Expanded Coverage

### Business TV - Public View\*

TV SELECTIONS	Selection	Total Cost
Basic		
Digital Basic Plus		
Digital Variety		
Digital Standard		
Digital Deluxe		
Sports & Entertainment		
Sports & Entertainment Deluxe		
TV OPTIONS	Selection	Total Cost
Sports Pack**		
Canales Selecto		
Music Choice W/Comcast Business TV		
Other		
Other		
TV CONFIGURATION DETAILS	Quantity	Total Cost
Outlet plus equipment		

mini mDTA/mDTA Type	# of Outlets	NRC	MRC
	0		

CONNECTION PRO	Selection	Total Cost
Connection Pro Equipment Fee	X	\$10.00
Connection Pro Service	X	\$29.95

\* Not available in home offices or private view establishments. TV selections & options not available in all markets. Customer acknowledges and understands Customer may be responsible for additional music licensing or copyright fees for music contained in any or all of the Services, including, but not limited to Video and/or Public View Video.

\*\* Available as add-on to Digital Standard & Digital Deluxe TV Selections only.



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**COMCAST BUSINESS TOTAL SERVICE CHARGES**

Comcast Business	Selection(X)	Quantity	Unit Cost	Total Cost
Business Internet/TV/Voice Installation	X		\$0.00	\$0.00
Connection Pro Activation Fee	X			\$99.95
Voice Activation Fee*	X		\$29.95/Line	\$29.95
Auto-Attendant Setup Fee				
Toll Free Activation Fee				
Directory Listing Suppression Fee				

\* Per line activation fee, up to four (4) line maximum charge.

Total Monthly Service Charge	\$251.80
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Promotional Code (if applicable)	
Discount on Internet (if applicable)	75.00
Discount on Video (if applicable)	
Discount on Voice (if applicable)	25.00

Total Discount \$100.00

**Total Installation Charges:\*** \$129.90

\* Does not include Custom Installation Fees.

**Total Recurring Monthly Bill:\*** \$151.80

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

**GENERAL SPECIAL INSTRUCTIONS**

\$75 MRC Discount off Business Internet 75 for discounted rate of \$74.95. \$25 MRC Discount off Mobility Line 1 for discounted rate of \$19.95. At point of acquisition: Mobility Lines 2-3 can be added at discounted rate of \$14.95 each (\$30 MRC Discount per line), Mobility Lines 4+ can be added at rate card, Basic Lines can be added at discounted rate of \$14.95 each (\$10 MRC Discount per line). MRC Discounts roll to rate card in month 37. Connection Pro or Wifi Pro Expanded Coverage (2 access points) and minimum 1 Mobility Line required. 3 year term required. Taxes, Usage, Fees, and Equipment are extra. Plus a \$150 Prepaid Card. To receive the Prepaid Card you must maintain the Service(s) for a minimum of 30 days with account in good standing. Please allow 6-9 weeks for fulfillment. [www.comcastbusinessfulfillment.com](http://www.comcastbusinessfulfillment.com) Standard Install waived with 3 year term and minimum 2 Business Products (Business Internet, Business Voice, Business TV).



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### COMCAST BUSINESS INTERNET CONFIGURATION DETAILS

Transfer Existing Comcast.net Email	No	Equipment Selection	Business Wireless Gateway
Number of Static IPs*		Business Web Hosting	

### COMCAST BUSINESS TV CONFIGURATION DETAILS

Outlet Details	Location	Outlet Type	Unit Cost
Outlet - 1			
Outlet - 2			
Outlet - 3			
Outlet - 4			
Outlet - 5			
Outlet - 6			
Outlet - 7			
Outlet - 8			

**Service Location Occupancy\***

\* Occupancy required for public view video only

**Additional Comments:**

Outlet Details for Outlets 9 & Up	Quantity	Unit Cost	Total Cost
Digital			
HDTV			
DTA			
HD-DTA			

**Outlet Summary**

\* Applies for public view video only

### COMCAST BUSINESS VOICE CONFIGURATION DETAILS

Phone #	Type	HG1	HG2	Voicemail	Customer Equipment
Native 1	Mobility Line	NONE	NONE	NO	Phone System Type ( Key System, PBX, <input style="width: 100%; height: 20px;" type="text"/>
					Phone System Manufacturer <input style="width: 100%; height: 20px;" type="text"/>
					Fax Machine Manufacturer <input style="width: 100%; height: 20px;" type="text"/>
					Alarm System Vendor <input style="width: 100%; height: 20px;" type="text"/>
					Point of Sale Device <input style="width: 100%; height: 20px;" type="text"/>
					Telco Closet Location <input style="width: 100%; height: 20px;" type="text"/>
					<b>Hunt Group Configuration Details</b>
					Hunt Group Features Requested (Yes/No) <input style="width: 100%; height: 20px;" type="text"/>
					Hunt Group 1 Configuration Type <input style="width: 100%; height: 20px;" type="text"/>
					Hunt Group 2 Configuration Type <input style="width: 100%; height: 20px;" type="text"/>
					Hunt Group 1 Pilot Number <input style="width: 100%; height: 20px;" type="text"/>
					Hunt Group 2 Pilot Number <input style="width: 100%; height: 20px;" type="text"/>

Toll Free #	Calling Origination Area	Associated TN

**Directory Listing Details**

Directory Listing <small>(Published, Non-Published, Unlisted)</small>	Published
Directory Listing Phone Number	Native1
Directory Listing Display Name	Cooper Plumbing
DA/DL Header Text Information	Plumbing Contractors
DA/DL Header Code Information	085190
Standard Industry Code Information	1711

**Additional Voice Details**

Caller ID (Yes/No)	Yes
Caller ID Display Name (max 15)	Cooper Plumbing
International Dialing (Yes/No)	No
Call Blocking (Yes/No)	No
Auto-Attendant (Yes/No)	No



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**CUSTOMER BILLING INFORMATION**

Billing Account Name	<u>Cooper Plumbing</u>	City	<u>HOUSTON</u>
Billing Name (3rd Party)	_____	State	<u>TX</u>
Address 1	<u>10825 BARELY LN</u>	ZIP Code	<u>77070</u>
Address 2	<u>STE N</u>	Billing Contact Email	<u>cooperplumbinghouston@gmail.com</u>
Billing Contact Name	<u>Jeremiah Cooper</u>	Billing Contact	<u>(832) 441-9683</u>
Tax Exempt?*	<u>No</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. Comcast Business Voice, Internet, TV, Comcast Business SecurityEdge and Comcast Business SmartOffice™ Services ("Service") carry a 30 day\* money back guarantee\*\*. If, within the first 30 days following Service installation, Customer is not completely satisfied, Customer may cancel Service and Comcast will issue a refund for the monthly recurring fee paid for the first 30 days of service, excluding installation charges, fees, taxes and voice usage charges, however, Customer will be charged any remaining payments owed for non-refundable fees (including installation) and other charges. In order to be eligible for the refund, Customer must cancel Service within 30 days after installation and return any Comcast-provided equipment in good working order. In no event shall the refund exceed \$500.00.

\*Comcast Business Trunks and Comcast Business VoiceEdge™ carry a 60 day money back guarantee, subject to the above terms.

\*\*The money back guarantee does not apply to Hospitality Video or Ethernet Services.

3. 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.

4. 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.

5. 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.

**6. IF CUSTOMER IS SUBSCRIBING TO COMCAST'S BUSINESS DIGITAL VOICE SERVICE, CUSTOMER, BY SIGNING BELOW, ACKNOWLEDGES RECEIPT AND UNDERSTANDING OF THE FOLLOWING 911 NOTICE:**

**911 NOTICE**

Comcast Business Digital Voice service ("Voice Service") may have the 911 limitations specified below:

- In order for 911 calls to be properly directed to emergency services using Voice Service, Comcast must have the correct service address for the telephone number used by the Company. If the Voice Service or any Voice Service device is moved to a different location without Company providing an updated service address, 911 calls may be directed to the wrong emergency authority, may transmit the wrong address, and/or Voice Service (including 911) may fail altogether. Customer's use of a telephone number not associated with its geographic location may also increase these risks.
- The Voice Service uses electrical power in the Company's premises. If there is an electrical power outage, 911 calling may be interrupted if a battery back-up is not installed in the voice modem, fails, or is exhausted.
- Calls using the Voice Services, including calls to 911, may not be completed if there is a problem with network facilities, including network congestion, network/equipment/power failure, a broadband connection failure, or another technical problem.
- Customer should call Comcast at 1-888-824-8104 if it has any questions or needs to update a service address in the 911

**• BY SIGNING BELOW, CUSTOMER ACKNOWLEDGES THAT IT HAS READ AND UNDERSTANDS THE FOREGOING 911 NOTICE AND THE 911 LIMITATIONS OF THE VOICE SERVICE.**

CUSTOMER SIGNATURE	
By signing below, Customer agrees and accepts the Terms and Conditions of this Agreement. General Terms and Conditions can be found at <a href="http://business.comcast.com/terms-conditions/index.aspx">http://business.comcast.com/terms-conditions/index.aspx</a> .	
Signature:	
Print:	<u>Jeremiah Cooper</u>
Title:	<u>Owner</u>
Date:	<u>7/24/2019</u>

FOR COMCAST USE ONLY	
Sales Representative:	<u>BradleyWhite</u>
Sales Representative Code:	<u>005A000002tyrHIAQ</u>
Sales Manager/Director	<u>Claudia Hernandez</u>
Sales Manager/Director Approval:	<u>Approved</u>
Division:	_____
SmartOffice License Number:	_____