



COMCAST BUSINESS SERVICE ORDER AGREEMENT

Company Name: Charles Pankow Builders

Order #:

Service Location:

Address 1 **520 South El Camino Real**
Address 2
City **San Mateo**
State **California**
Zip **94402**
Primary Contact Name **Aaron Shay**
Primary Contact Phone **(415) 850-8369**
Primary Contact Email **ashay@pankow.com**

Billing Location:

Address 1 **199 S Los Roble Avenue**
Address 2 **Suite 300**
City **Pasadena**
State **California**
Zip **91101**
Billing Contact Name **James Couch**
Billing Contact Phone **(626) - 696-1774**
Billing Contact Email **jcouch@pankow.com**
Tax Exempt **No**

Service Term: **12 Months**

Equipment(s) and Service(s)	Qty	Monthly Service Charge ¹	Non-Recurring Charge ²
Business Internet			
Business Internet 100	1	\$ 159.95	
1 Static IP	1	\$ 19.95	
Equipment - Modem	1	\$ 18.45	
Installation Fees			
Standard Installation Fee	1		\$ 199.95
Total Charges³		\$ 198.35	\$ 199.95

	Monthly Service Charge ¹	Non-Recurring Charge ²
Total Charge for Service Order	\$ 198.35	\$ 199.95

¹ Charges identified in the Service Order Agreement are exclusive of maintenance and repair charges, and applicable federal, state, and local taxes, fees, surcharges and recoupments (however designated).

² Non-Recurring Charges in the Service Order Agreement reflect activation and installation fees for this order. this excludes any custom installation fees.

³ Additional Service(s) and Charge listed above are incremental to current Service(s) and Charge.

General Special Instructions

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") entered under 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. 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://business.comcast.com/terms-conditions/index.aspx>

DocuSigned by:

Signature **James Couch**

Name **James Couch**

Title **Director of Technology and Digital Solutions**

FOR COMCAST USE ONLY

Sales Representative

Sales Representative Code

Sales Manager Name

Sales Manager Approval

Division



COMCAST BUSINESS SERVICE PROVISIONING DETAILS

Company Name: Charles Pankow Builders

Order #:

BUSINESS INTERNET CONFIGURATION DETAILS

Transfer Existing Comcast.net Email

Equipment Selection

Number of Static IPs*

Business Web Hosting

BUSINESS VIDEO CONFIGURATION DETAILS

Outlet Details	Location	Outlet Type
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

Total Occupancy	
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OUTLETS 9 & UP	QUANTITY
TV Box + Remote (STB)	0
TV Adapter (DTA)	0

BUSINESS VOICE CONFIGURATION DETAILS

Directory Listing Details	
Directory Listing (Published, Non-Published, Unlisted)	
Directory Listing Phone Number	
Directory Listing Display Name	
DA/DL Header Text Information	
DA/DL Header Code Information	
Standard Industry Code	

Additional Voice Details	
Caller ID (Yes/No)	
Caller ID Display Name (max 15 char.)	
International Dialing (Yes/No)	No
Call Blocking (Yes/No)	
Auto Attendant (Yes/No)	
Enterprise Extension Dialing?	No

Hunt Group Configuration Details	
Hunt Group Features Requested (Yes/No)	
Hunt Group 1 Configuration Type	
Hunt Group 2 Configuration Type	

Toll Free Phone #	Calling Originating Area	Associated TN