

# Move / Upgrade of Service Form

**Business Name:** Charles Pankow Builders  
**Current Billing Account Number:** 8155200361392519  
**Current Site Address:** 520 South El Camino Real, Construction Trl, San Mateo, CA, \*94402  
**New Address:** 520 South El Camino Real, San Mateo, CA, \*94402

To help us provide you with the best support during your move to a new location or in upgrading an existing service, please indicate your preferences for each product listed below.

## Business Internet *(A selection is required)*

- ☐ **Not Applicable:** I do not have Business Internet at my current location.
- ☐ **Do Not Disconnect:** Leave Business Internet at my current location. I will call Comcast Business at 1-800-391-3000 to make any changes.  
*Business Internet will continue billing at this account.*
- ☒ **Transfer:** I will move my Comcast Business Internet to my new account.
- ☐ **Temporary Overlap of Service:** I need Business Internet at both locations for now. Business Internet will automatically be disconnected at my current location upon the earlier of (i) the date that is ninety (90) days after the date I return this form to Comcast or (ii) the date set forth below. I understand that I will be required to pay for Business Internet at my current location until it is disconnected. If you have Static IPs and choose to temporarily overlap Business Internet, you will get temporary Static IPs at your new location. Upon Business Internet being disconnected at your current location, the temporary Static IPs will be terminated and the Static IPs you have at your existing location will be transferred to the new location.
- Requested Disconnect Date: \_\_\_\_\_
- ☐ **Disconnect:** I will not keep Business Internet at my current location. Please disconnect it when Business Internet is installed at my new location.
- ☐ **Upgrade:** Please disconnect Business Internet when Business Ethernet is installed at this location.

## SmartOffice™ *(A selection is required)*

- ☐ **Not Applicable:** I do not have SmartOffice at my current location.
- ☐ **No Change:** Leave SmartOffice at my current location. I will call Comcast Business at 1-800-391-3000 to make any changes.  
*SmartOffice will continue to be billed at this account.*
- ☐ **Transfer:** I will move SmartOffice to my new location.
- ☐ **Temporary Overlap of Service:** I need SmartOffice at both locations for now. I will call Comcast Business to set a disconnect date or I will populate my disconnect date below. *Business Internet is required for the same duration.*
- Requested Disconnect Date: \_\_\_\_\_
- ☐ **Disconnect:** I will not keep SmartOffice. Please disconnect it when I am installed at my new location.

## Business TV *(A selection is required)*

- ☐ **Not Applicable:** I do not have Business TV at my current location.
- ☐ **Do Not Disconnect:** Leave Business TV at my current location. I will call Comcast Business at 1-800-391-3000 to make any changes.  
*Business TV will continue billing at this account.*
- ☐ **Transfer:** I will move Business TV to my new location.  
*This service is not available for use in home-based business locations.*
- ☐ **Temporary Overlap of Service:** I need Business TV at both locations for now. Business TV will automatically be disconnected at my current location upon the earlier of (i) the date that is ninety (90) days after the date I return this form to Comcast or (ii) the date set forth below. I understand that I will be required to pay for Business TV at my current location until it is disconnected.
- Requested Disconnect Date: \_\_\_\_\_
- ☐ **Disconnect:** I will not keep Business TV at my current location. Please disconnect it when Business TV is installed at my new location.

## Business Voice (A selection is required)

- ☐ **Not Applicable:** I do not have Business Voice at my current location.
- ☐ **Telephone # Grid:** Indicate your intentions for all current voice lines in the grid below:

List ALL telephone numbers currently active at your current location. Please note the same telephone number cannot be active at multiple locations.

For the purposes of the below table, "No Change", "Transfer", "Temporary Overlap", "Upgrade" and "Disconnect" have the following meanings:

"No Change" - Keep the applicable number at my current location.

"Transfer" - Applicable number to be removed from my current location and transferred to my new location on day of install.

"Temporary Overlap" - The applicable number will be maintained at my current location until the earlier of (i) the date that is ninety (90) days after the date I return this form to Comcast or (ii) the date I specify.

"Upgrade" - The applicable number will be upgraded to Comcast Advanced Voice.

"Disconnect" - The applicable number will be disconnect and will not be transferred to my new location.

Telephone #	Line Status Indicate no change, transfer, temporary overlap, upgrade, or disconnect.

Do you currently have Remote Call Forwarding (RCF) set up on any lines (Y/N)?

### Toll Free Configuration (required for customers who have Comcast Business Toll Free Phone Numbers)

Toll Free #	Translation #	Line Status Indicate no change, transfer, upgrade, or disconnect.

If voice service is needed at your current and new location, you will be charged activation fees twice: first for the new lines and second for the transfer of the existing lines.

## Advanced Services (A selection is required)

### Business VoiceEdge™/ PRI/ SIP

- ☐ **Not Applicable:** I do not have Business VoiceEdge, PRI, or SIP at my current location.
- ☐ **Do Not Disconnect:** Leave my Advanced Voice products active at this location. I will call to make changes at 877-543-3961 for PRI / SIP or 877-761-7401 for BVE.  
BVE, PRI, or SIP will continue to be billed at this location.
- ☐ **Transfer:** I will move my Advanced Voice products to my new location.  
Please note telephone numbers cannot be active in two locations or products at the same time.
- ☐ **Disconnect:** I will not keep BVE, PRI, or SIP. Please disconnect them when I am installed at my new location.

DocuSigned by:

James Couch

C90EB6D508A34B7...

Authorized Signature

10/8/2020 | 5:09 PDT

Date of Letter

James Couch Director of Technology and Digital Solutions

Print Name

Customer Contact Telephone Number

**Note:** This form serves as an authorized written request to transfer existing Comcast Business services. The preferred disconnect date cannot be prior to the date in this letter without approval from a Comcast Representative.