



COMCAST BUSINESS SERVICE ORDER

Company Name: The Able Trust **Order #** 25721695

Service Location: 3320 THOMASVILLE RD **Billing Location:** 3320 THOMASVILLE RD

Address 1 3320 THOMASVILLE RD Address 1 3320 THOMASVILLE RD

Address 2 STE 200 Address 2 Suite 200

City TALLAHASSEE City Tallahassee

State FL State FL

Zip 32308 Zip 32308

Primary Contact Name Tony Carvajal Billing Contact Name Tony Carvajal

Primary Contact Phone (850) 224-4493 Billing Contact Phone (850) 224-4493

Primary Contact Email tony@abletrust.org Billing Contact Email tony@abletrust.org

Service Term 24 Tax Exempt Yes

Package Code: \$160DataVoicePackage_BI200_2yr **Promo Code:**

Package & Promotion Details

Data, Voice Package for discounted rate of \$160 for months 1-24, increasing to then regular rate in month 25. Package includes Business Internet 200/20 Mbps and 1 Mobility Line. 2 year term agreement required. Additional services may be added to qualifying bundles: Two or more Mobility Lines \$25 each/mo. After 24 months, monthly service charge increases to regular rate for each additional service. Pricing subject to change. All products in the package must be maintained to sustain the package rate. Additional \$10 MRC discount with enrollment in EcoBill paperless billing and automatic payments through Comcast's self-service online tool via <https://business.comcast.com/myaccount> within 30 days of service installation. If either EcoBill paperless billing or automatic payment service is cancelled during the promo, the monthly service charge automatically increases by \$10.00. Equipment, installation, taxes and fees, including Broadcast TV Fee, Regional Sports Fee, regulatory recovery fee and other applicable charges extra and subject to change.

Package	Services Included	Qty	Package Monthly Service Charge ¹	Package Non-Recurring Charge ²
Data, Voice Package	Business Internet 200	1	\$ 160.00	\$ 0.00
	Mobility Lines	1		

Equipment and Additional Service(s)	Qty	Additional Monthly Service Charge ¹	Additional Non-Recurring Charge ²
Business Internet			
Static IP -1	1	\$ 19.95	
Equipment Fee			
Package Equipment Fee	1	\$ 18.45	
Business Voice			
Mobility Lines	2	\$ 50.00	
4+ Full Featured Voice Lines	5	\$ 124.75	
Business Video			
TV Basic	1	\$ 9.95	
Equipment - TV Box + Remote (STB)	1	\$ 5.00	
Additional Fees			
Standard Installation Fee	1		\$ 0.00
Total Additional Charge		\$ 228.10	\$ 0.00

	Monthly Service	Non-Recurring Charge ²
Total Charge for Service Order	\$ 388.10	\$ 0.00



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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.

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. 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 the Voice Service, Comcast must have the correct service address for the telephone number used by Customer. If the Voice Service or any Voice Service device is moved to a different location without Customer providing an updated service address, 911 calls may be directed to the wrong emergency authority, may transmit the wrong address, and/or the 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 Customer'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 or if a battery back-up fails or is exhausted.
- Calls using the Voice Service, including calls to 911, may not be completed if there is a problem with network facilities, including network congestion, network, equipment, and/or 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 system. Delays in updating the service address may also impact 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 http://business.comcast.com/terms-conditions/index.aspx
Signature  45FA125114354D8...
Name <u>Antonio Carvajal</u>
Title <u>President</u>
Date <u>8/6/2020</u>

FOR COMCAST USE ONLY	
Sales Representative	<u>Younghoon Kim</u>
Sales Representative Code	
Sales Manager Name	<u>A Tst A Tst</u>
Sales Manager Approval	<u>Davis, Keasha</u>
Division	<u>Central</u>
SmartOffice License Number	



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BUSINESS INTERNET CONFIGURATION DETAILS

Transfer Existing Comcast.net Equipment
 Number of Static Ips Business Web

BUSINESS VIDEO CONFIGURATION DETAILS

Outlet Details	Location	Outlet Type
Outlet 1 - Primary	Outlet - 1	TV Box + Remote (STB)

Service Location Occupancy*

* Occupancy required for public view

Additional Comments

OUTLETS 9 & UP	QUANTITY
TV Box + Remote	0
TV Adaptor (DTA)	0

BUSINESS VOICE CONFIGURATION DETAILS

Directory Listing Details	
Directory Listing (Published, Non-Published, Unlisted)	Published
Directory Listing Phone Number	8502244493
Directory Listing Display Name	The Able Trust
DA/DL Header Text Information	SOCIAL SERVICE
DA/DL Header Code Information	079406
Standard Industry Code	

Additional Voice Details	
Caller ID (Yes/No)	Yes
Caller ID Display Name(max 15 char.)	THE ABLE TRUST
International Dialing (Yes/No)	No
Call Blocking (Yes/No)	Yes
Auto Attendant (Yes/No)	No

Hunt Group Configuration Details	
Hunt Group Features Requested	Yes
Hunt Group 1 Configuration Type	Sequential
Hunt Group 2 Configuration Type	
Hunt Group 1 Pilot Number	8502244493
Hunt Group 2 Pilot Number	

