

**FORM SALES ORDER No. 3**

**This sales order will be used when a customer orders Business VoiceEdge.**

## CUSTOMER INFORMATION

Account Name: <u>AccountName123</u>	Email: <u>PC_Email@yahoo.com</u>
Primary Contact: <u>Primary Contact123</u>	Address1: <u>PC_101 Market</u>
Title: <u>PC_Manager</u>	Address2: _____
Phone: _____	City: <u>PC_Philadelphia</u>
Cell: _____	State: <u>PA</u>
Fax: _____	Zip Code: <u>19103</u>

## SUMMARY OF CHARGES

Service Term( Months): 12

Site Name	Monthly Recurring Charges	Standard Installation Fees	Activation Fees
Phila	\$0.00	\$0.00	\$0.00
<b>SUMMARY OF TOTAL CHARGES*</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>

\* Applicable federal, state and local taxes and fees may apply; usage fees not included. For Specific information, see service location detail pages, attached hereto and incorporated here in reference. Additional orders (adding or deleting seats) may change the "per seat" pricing.

## GENERAL COMMENTS

## AGREEMENT

1. This Comcast Enterprise Services Sales Order Form ("Sales Order") shall be effective upon acceptance by Comcast. This Sales Order is made a part of the Comcast Enterprise Services Master Services Agreement, entered between Comcast and the undersigned. Unless otherwise indicated herein, capitalized words shall have the same meaning as in the Agreement.

2. 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 installation is complete.

3. Notwithstanding the notice provision in the Business Services Customer Terms and Conditions, all legal notices will be sent to the Primary Contact listed above and/or to the Primary Contact identified on the SOA for each Service location as applicable

4. 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.

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

### E911 ACKNOWLEDGEMENT

Comcast Voice Services, including, but not limited to, Comcast Business Voice Edge Service, ("Voice Services") may have the E911 limitations specified below:

- In order for 911 calls to be properly directed to emergency services using the Voice Services, Comcast must have the correct service address and, where applicable, location details ("Registered Service Location"). Registered Service Location may include, subject to any character limitations, location details such as a floor and/or office number, in addition to street address, for each telephone number and extension used by the Customer. If the Voice Services or any Voice Services device is moved to a different location without Customer providing updated Registered Service Location 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 the Voice Services (including 911) may fail altogether. Customer's use of a telephone number not associated with its geographic location, or a failure to allot sufficient time for a Registered Service Location change to be processed may also increase the risk of injury or death.

these risks.

- Customer is solely responsible for informing Comcast of initial Registered Service Locations for each telephone number and extension and of all changes to Registered Service Locations for the Voice Services, including subsequent moves, additions or deletions of stations. Customer will inform Comcast of changes to any Registered Service Location for each telephone number and extension by calling Comcast at 1-855-368-0600 or by opening a trouble ticket in the Comcast Care Center Portal. The contact number or method for making such updates are subject to change from time to time.
- The Voice Services use electrical power in the Customer’s premises, as well as the Customer’s underlying broadband service. If there is an electrical power outage or underlying broadband service outage, 911 calling may be interrupted. Similarly, 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 failure, or another technical problem.
- If the Registered Service Location provided in conjunction with the use of Comcast Equipment is deemed to be in an area that is not supported for 911 calls, Customer will not have direct access to either basic 911 or E911. In this case, Customer 911 calls will be sent to an emergency call center. A trained agent at the emergency call center will ask for the caller’s name, telephone number and location, and then will contact the local emergency authority for that area in order to send help.

BY SIGNING BELOW, I ACKNOWLEDGE THAT I HAVE READ AND UNDERSTAND THE 911 LIMITATIONS OF THE VOICE SERVICES.

By signing below, Customer agrees and accepts to the terms and conditions of this Agreement. The Comcast Business Terms and Conditions, and related policies can be found at <http://business.comcast.com/terms-conditions-smb>.

CUSTOMER USE ONLY		COMCAST USE ONLY (by Authorized representative)	
Signature:		Sales Rep:	Toni Gavrilovski
Name:		Sales Rep Email:	<a href="mailto:toni_gavrilovski@cable.comcast.com">toni_gavrilovski@cable.comcast.com</a>
Title:		Region:	Florida Region
Date:		Division:	Central Division

SERVICE LOCATION DETAIL					
Customer Information					
Location Name: <u>Phila</u>	Business Phone: _____				
Company Name: <u>Comcast123</u>	Cell Phone: _____				
Contact Name: <u>Site Contact123</u>	Fax Number: _____				
Address1: <u>Site Address123</u>	Email: _____				
Address2: _____	Site Type: <u>Standard</u>				
City: <u>Philadelphia</u>	Emergency 911 <u>911 N Market ALY N</u>				
State: <u>PA</u>	Information: <u>APT 20000Building 1Floor 4Room 100</u>				
Zip: <u>19104</u>	<u>Philadelphia, PA 19104</u>				
Billing Information					
Date Of Quote: <u>1/1/2017</u>	Service Term: <u>12</u>				
The terms set forth in this agreement are valid for 30 days from Date of Quote					
Billing Contact <u>Billing Contact</u>	Zip: <u>12345</u>				
Address1: <u>Billing Address 1</u>	Phone: <u>2151232456</u>				
Address2: _____	Fax: <u>2151231231</u>				
City: <u>Billing Philadelphia</u>	Email: <a href="mailto:BillingContactEmail@yahoo.com">BillingContactEmail@yahoo.com</a>				
State: <u>PA</u>					
Voice Selection					
Voice Selections	Quantity	Unit Price(MRC)	Unit Price(NRC)	Total MRC	Total NRC
Unified Communication Seats	0	\$0.00	\$0.00	\$0.00	\$0.00
Equipment Selection					
Equipment Selections	Quantity	Unit Price(MRC)	Unit Price(NRC)	Total MRC	Total NRC
Voice Gateway	0	\$0.00	\$0.00	\$0.00	\$0.00
Summary Of Charges					
Aggregate Monthly Recurring Charges					
Monthly Recurring Charges:	<b>\$0.00</b>				
Promotional Discount:					
Promotion Option:					
Promotion Description:					
<b>Total Business VoiceEdge Monthly Recurring Charge*:</b>	<b>\$0.00</b>				
Business VoiceEdge Standard Installation Fees					
Customer Training: <u>Online</u>	<b>#N/A</b>				
Total Activation Charges:	<b>\$0.00</b>				
Site Installation Charges:	<b>\$0.00</b>				
<b>Total Business VoiceEdge Standard Installation Fees:</b>	<b>\$0.00</b>				