

**FORM SALES ORDER No. 2**

**This sales order will be used when a customer orders Business Voice, Business TV,  
Business Internet or Wi-Fi**

**See next page.**



# COMCAST BUSINESS SALES ORDER

Company Name: \_\_\_\_\_

Order #: \_\_\_\_\_

**Service Location:**

Address 1 \_\_\_\_\_

Address 2 \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_

Zip \_\_\_\_\_

Primary Contact Name \_\_\_\_\_

Primary Contact Phone \_\_\_\_\_

Primary Contact Email \_\_\_\_\_

**Billing Location:**

Address 1 \_\_\_\_\_

Address 2 \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_

Zip \_\_\_\_\_

Billing Contact Name \_\_\_\_\_

Billing Contact Phone \_\_\_\_\_

Billing Contact Email \_\_\_\_\_

Tax Exempt **Yes** \_\_\_\_\_

**Service Term:** **36 Months**

Equipment(s) and Service(s)	Qty	Monthly Service Charge <sup>1</sup>	Non-Recurring Charge <sup>2</sup>
<b>Business Internet</b>			
Business Internet 100	1	\$ -	
<b>WiFi Pro</b>			
WiFi Pro Service	1	\$ -	
Equipment - WiFi Pro	1	\$ -	
<b>Business Voice</b>			
Mobility Lines	1	\$ -	
Equipment - Modem	1	\$ -	
<b>Business Video</b>			
TV Standard	1	\$ -	
<b>Installation Fees</b>			
Standard Installation Fee	1		\$ -
<b>Total Charges<sup>3</sup></b>		<b>\$ -</b>	<b>\$ -</b>

	Monthly Service Charge <sup>1</sup>	Non-Recurring Charge <sup>2</sup>
<b>Total Charge for Service Order</b>	<b>\$ -</b>	<b>\$ -</b>

<sup>1</sup> 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).

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

<sup>3</sup> Additional Service(s) and Charge listed above are incremental to current Service(s) and Charge.

General Special Instructions

**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. 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 <a href="http://business.comcast.com/terms-conditions/index.aspx">http://business.comcast.com/terms-conditions/index.aspx</a>	
Signature	
Name	
Title	
Date	

FOR COMCAST USE ONLY	
Sales Representative	_____
Sales Representative Code	_____
Sales Manager Name	_____
Sales Manager Approval	_____
Division	_____
SmartOffice License Number	_____
Agreement Generation Date:	_____ 6/12/2020 _____

Company Name: \_\_\_\_\_

Order #: \_\_\_\_\_

**BUSINESS INTERNET CONFIGURATION DETAILS**

Transfer Existing Comcast.net Email   
 Number of Static IPs\*

Equipment Selection   
 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**

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

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

