

CUSTOMER INFORMATION (Service Location)

Address 1 <u>1633 W PEACE ST</u>	City <u>CANTON</u>
Address 2 <u>..</u>	State <u>MS</u>
Primary Contact Name <u>Butch Hammack</u>	ZIP Code <u>39046</u>
Business Phone <u>(601) 955-3070</u>	County _____
Cell Phone <u>(601) 955-3070</u>	Email Address <u>duane.thompson@madison-co.com</u>
Pager Number _____	Primary Fax Number _____
Technical Contact Name _____	Tech Contact On-Site? <u>No</u>
Technical Contact Business Phone _____	Technical Contact Email _____
Property Manager Contact Name _____	Property Mgr. Phone _____

COMCAST BUSINESS SERVICES

	Selection (X)
Business Voice	
Business Internet	X
Business TV	

Service Term (Months)	36
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COMCAST BUSINESS SERVICES DETAILS

Business Voice*

VOICE SELECTIONS	Quantity	Unit Cost	Total Cost
Full Feature Voice Lines	0		
4+ Lines			
Basic Lines	0		
Fax Lines			
Toll Free Numbers			
Equipment Fee			
VOICE OPTIONS	Selection(X)	Total Cost	
Voicemail	0		
Enhanced Listings			
Auto-Attendant			

Comcast Business Packages

Package Name: _____

PACKAGE DESCRIPTION

Business TV*

TV SELECTIONS	Selection(X)	Total Cost	
Basic			
Select			
Information & Entertainment			
Variety			
Standard			
Preferred			
Music Choice Standalone			
TV OPTIONS	Selection	Total Cost	
Sports Pack**			
Music Choice W/Comcast Business			
Canales Selecto			
Other Programming			
Other Programming			
Other Programming			
TV OUTLETS	Quantity	Unit Cost	Total Cost
Additional Outlets			

* Voice offers & options not available in all markets.

Business Internet*

INTERNET SELECTIONS	Selection(X)	Total Cost
Starter		
Preferred		
Other Deluxe	X	\$109.95
Equipment Fee	X	\$14.95

*Business Internet speed tier selections not available in all markets.

INTERNET OPTIONS	Selection(X)	Total Cost
Web Hosting		
Static IP V4/V6		
Wi-Fi - Business Wifi Standard	X	\$0.00

* Internet selections & options not available in all markets.

mini mDTA/mDTA Type	# of Outlets	NRC	MRC

* Not available in home offices or public view establishments. TV selections & options not available in all markets. Customer acknowledges and understands Customer may be responsible for additional music licensing or copyright fees for music contained in any or all of the Services, including, but not limited to Video and/or Public View Video.

** Available for Standard & Preferred TV offers only.

COMCAST BUSINESS TOTAL SERVICE CHARGES

Comcast Business	Selection(X)	Quantity	Unit Cost	Total Cost
Installation Fee	X		\$199.00	\$199.00
Voice Activation Fee*				
Auto-Attendant Setup Fee				
Voice Jack Fee				
Toll Free Activation Fee				
Directory Listing Suppression Fee				

Total Monthly Service Charge	\$124.90
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Promotional Code (if applicable) Cen\$250Prepaid_v2_GC25

Discount On Internet(if applicable) _____

Discount On Video(if applicable) _____

Discount On Voice(if applicable) _____

* Does not include Custom Installation Fees.

Total Discount _____ \$0.00

Total Recurring Monthly Bill:* \$124.90

* Per line activation fee, up to four (4) line maximum charge.

* Applicable federal, state, and local taxes and fees may apply.

Total Installation Charges:* \$199.00

GENERAL SPECIAL INSTRUCTIONS

Promotion Code Cen\$250Prepaid_v2_GC25 - \$250 Prepaid Card provided with minimum MRC of \$124 post promo discounts. Minimum 2 Year Term required. Must be installed for more than 30 days to receive Prepaid Card. Please allow 6-9 weeks for Prepaid Card fulfillment. Taxes, Usage, Fees and Equipment are Extra.

COMCAST BUSINESS INTERNET CONFIGURATION DETAILS

Transfer Existing Comcast.net Email	No	Equipment Selection	Business Wireless
Number of Static IPs*		Business Web Hosting	No

* If 5 or more Static IPs are requested a STATIC IP JUSTIFICATION FORM is required.

COMCAST BUSINESS TV CONFIGURATION DETAILS

Outlet Details	Location	Outlet Type	Additional Comments:
Outlet 1 - Primary			
Outlet 2 - Additional			
Outlet 3 - Additional			
Outlet 4 - Additional			
Outlet 5 - Additional			
Outlet 6 - Additional			
Outlet 7 - Additional			
Outlet 8 - Additional			

OUTLETS 9 & UP	QUANTITY
Digital	
HDTV	
DTA	

COMCAST BUSINESS VOICE CONFIGURATION DETAILS

Phone #	Type	Voicemail	Customer Equipment
			Phone System Type (Key System, PBX, Other)
			Phone System Manufacturer
			Fax Machine Manufacturer
			Alarm System Vendor
			Point of Sale Device
			Telco Closet Location
			Hunt Group Configuration Details
			Hunt Group Features Requested (Yes/No)
			Hunt Group Configuration Type
			Hunt Group Pilot Number

Toll Free #	Calling Origination Area	Associated TN

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 Information	

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)	No

CUSTOMER BILLING INFORMATION

Billing Account Name	<u>Madison County Emergency Management</u>	City	<u>CANTON</u>
Billing Name (3rd Party Accounts)	_____	State	<u>MS</u>
Address 1	<u>1633 W PEACE ST</u>	ZIP Code	<u>39046</u>
Address 2	_____	Billing Contact Email	<u>duane.thompson@madison-co.com</u>
Billing Contact Name	<u>Butch Hammack</u>	Billing Contact Phone	<u>(601) 955-3070</u>
Tax Exempt?*	<u>No</u>	Billing Fax Number	_____

* If yes, please provide and attach tax exemption certificate.

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"), collectively referred to as 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. IF CUSTOMER IS SUBSCRIBING TO COMCAST'S BUSINESS VOICE SERVICE, I ACKNOWLEDGE RECEIPT AND UNDERSTANDING OF THE E911 NOTICE:

E911 NOTICE

Comcast Business Voice service ("Voice") may have the E911 limitations specified below:

- In order for 911 calls to be properly directed to emergency services using Voice, Comcast must have the correct service address for the Voice Customer. If Voice is moved to a different location without Comcast's approval, 911 calls may be directed to the wrong emergency authority, may transmit the wrong address, and/or Voice (including 911) may fail altogether.
- Voice uses electrical power in the Customer's premises. If there is an electrical power outage, 911 calling may be interrupted if the battery back-up in the associated multimedia terminal adapter is not installed, fails, or is exhausted after several hours.
- Voice calls, including calls to 911, may not be completed if there is a problem with network facilities, including network congestion, network/equipment/power failure, or another technical problem.
- Comcast will need several business days to update a Customer service address in the E911 system. All change requests and questions should be directed to 1-800-391-3000. USE OF VOICE AFTER DELIVERY OF THIS DOCUMENT CONSTITUTES CUSTOMER ACKNOWLEDGEMENT OF THE E911 NOTICE ABOVE.

4. 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.

5. 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.

6. 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 .	
Signature:	_____
Print:	_____
Title:	_____
Date:	_____

FOR COMCAST USE ONLY	
Sales Representative:	<u>William Giggetts</u>
Sales Representative Code:	_____
Sales Manager/Director Name:	<u>Kervain Paul</u>
Sales Manager/Director Approval:	_____
Division:	<u>Central</u>
Lead ID:	<u>15373346</u>



BUSINESS SERVICE ORDER AGREEMENT

Account Name: Madison County Board of Supervisors

ID#: 15354411

CUSTOMER INFORMATION (Service Location)	
Address 1 <u>146 W CENTER ST</u>	City <u>CANTON</u>
Address 2 _____	State <u>MS</u>
Primary Contact Name <u>Duane Thompson</u>	ZIP Code <u>39046</u>
Business Phone <u>(601) 855-5508</u>	County _____
Cell Phone _____	Email Address <u>duane.thompson@madison-co.com</u>
Pager Number _____	Primary Fax Number _____
Technical Contact Name _____	Tech Contact On-Site? <u>No</u>
Technical Contact Business Phone _____	Technical Contact Email _____
Property Manager Contact Name _____	Property Mgr. Phone _____

COMCAST BUSINESS SERVICES

Selection (X)	
Business Voice	
Business Internet	X
Business TV	

Service Term (Months)	36
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COMCAST BUSINESS SERVICES DETAILS

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VOICE SELECTIONS	Quantity	Unit Cost	Total Cost
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Basic Lines	0		
Fax Lines			
Toll Free Numbers			
Equipment Fee			
VOICE OPTIONS	Selection(X)	Total Cost	
Voicemail	0		
Enhanced Listings			
Auto-Attendant			

Comcast Business Packages

Package Name:
PACKAGE DESCRIPTION

* Voice offers & options not available in all markets.

Business Internet*

INTERNET SELECTIONS	Selection(X)	Total Cost
Starter		
Preferred		
Other Deluxe	X	\$109.95
Equipment Fee	X	\$14.95

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Static IP V4/V6		
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TV OPTIONS	Selection	Total Cost	
Sports Pack**			
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**COMCAST
BUSINESS**

BUSINESS SERVICE ORDER AGREEMENT

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ID#: 15354411

COMCAST BUSINESS TOTAL SERVICE CHARGES

Comcast Business	Selection(X)	Quantity	Unit Cost	Total Cost
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Voice Activation Fee*				
Auto-Attendant Setup Fee				
Voice Jack Fee				
Toll Free Activation Fee				
Directory Listing Suppression Fee				

Total Monthly Service Charge	\$124.90
Promotional Code (if applicable)	Cen\$250Prepaid_v2_GC25
Discount On Internet(if applicable)	_____
Discount On Video(if applicable)	_____
Discount On Voice(if applicable)	_____

* Does not include Custom Installation Fees.

Total Discount _____ **\$0.00**

Total Recurring Monthly Bill:* **\$124.90**

* Per line activation fee, up to four (4) line maximum charge.

* Applicable federal, state, and local taxes and fees may apply.

Total Installation Charges:* **\$199.00**

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OUTLETS 9 & UP	QUANTITY
Digital	
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Phone #	Type	Voicemail	Customer Equipment
			Phone System Type (Key System, PBX, Other)
			Phone System Manufacturer
			Fax Machine Manufacturer
			Alarm System Vendor
			Point of Sale Device
			Telco Closet Location
			Hunt Group Configuration Details
			Hunt Group Features Requested (Yes/No)
			Hunt Group Configuration Type
			Hunt Group Pilot Number

Toll Free #	Calling Origination Area	Associated TN

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 Information	

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)	No

COMCAST
BUSINESS

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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:	<u>Duane Thompson</u>
Print:	<u>Duane Thompson</u>
Title:	_____
Date:	_____

FOR COMCAST USE ONLY	
Sales Representative:	<u>CJ Mellon</u>
Sales Representative Code:	_____
Sales Manager/Director Name:	<u>Kervain Paul</u>
Sales Manager/Director Approval:	_____
Division:	<u>Central</u>
Lead ID:	<u>15354411</u>