

**COMCAST
BUSINESS**

BUSINESS SERVICE ORDER AGREEMENT - RENEWAL

Account Name: Orland Park Public Library

ID#: 18733706

CUSTOMER INFORMATION (Service Location)

Address 1	<u>14921 S RAVINIA AVE</u>	City	<u>ORLAND PARK</u>
Address 2	<u></u>	State	<u>IL</u>
Primary Contact Name	<u>Mary K. Weimar</u>	ZIP Code	<u>60462</u>
Business Phone	<u>(708) 428-5203</u>	County	<u></u>
Cell Phone	<u></u>	Email Address	<u>mweimar@orlandparklibrary.org</u>
Pager Number	<u></u>	Primary Fax Number	<u></u>
Technical Contact Name	<u></u>	Tech Contact On-Site?	<u>No</u>
Technical Contact Business Phone	<u></u>	Technical Contact Email	<u></u>
Property Manager Contact Name	<u></u>	Property Mgr. Phone	<u></u>

COMCAST BUSINESS SERVICES

Selection (X)	
Business Voice	X
Business Internet	X
Business TV	X
Service Term (Months)	36

COMCAST BUSINESS SERVICES DETAILS

Business Voice*				Comcast Business Packages	
VOICE SELECTIONS	Quantity	Unit Cost	Total Cost	Package Name: <u>CEN_DPBV_TP_\$129.95D150_2+\$29MOB3yr</u>	
Mobility Lines	2	\$44.95	\$89.90	PACKAGE DESCRIPTION	
4+ Mobility Lines	0	\$29.95	\$0.00	\$120 MRC Discount off Deluxe 150 Business Internet for discounted rate of \$129.95. \$15 MRC Discount off Mobility Lines 1-3 for discounted rate of \$29.95 each. MRC discounts rolls to rate card in month 37. Deluxe 150 Business Internet and minimum 2 Mobility Lines required. 3 year term required. Taxes, Usage, Fees, and Equipment are extra.	
Full Feature Voice Lines	0	\$39.95	\$0.00		
4+ Lines	0	\$24.95	\$0.00		
Basic Lines	0	\$24.95	\$0.00		
Toll Free Numbers					
Equipment Fee	1	N/A	\$14.95		
VOICE OPTIONS	Selection(X)	Total Cost			
VoiceMail	0	\$0.00			
Published	X	\$0.00			
Enhanced Listings					
Auto-Attendant					

* Voice offers & options not available in all markets.

VoiceEdge Select Selections*

Voice Selections	Quantity	Unit Price(MRC)	Total Price(MRC)	Unit Price(NRC)	Total Price(NRC)
VoiceEdge Select Seats	0	\$39.95	\$0.00	\$29.95	\$0.00
Cordless Handset	0	\$0.00	\$0.00	\$0.00	\$0.00
Cordless Deskphone	0	\$0.00	\$0.00	\$0.00	\$0.00

*Bundle include : Auto attendant, Hunt Group and Base station.

Business Internet*

INTERNET SELECTIONS	Selection(X)	Total Cost
Speed - Deluxe 150	X	\$249.95
Equipment Fee	X	\$0.00

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

INTERNET OPTIONS	Selection(X)	Total Cost
Static IP V4/V6 - 13	X	\$39.95
Wi-Fi - Business Wifi Standard	X	\$0.00

Business TV***

TV SELECTIONS	Selection	Total Cost
TV Basic	X	\$9.95
HD Technology Fee		

TV OPTIONS	Selection	Total Cost
Sports Pack**		
Canales Selecto		
Music Choice W/Comcast Business TV		
Other		
Other		

TV CONFIGURATION DETAILS	Quantity	Unit Cost	Total Cost
Primary Outlet - TV Adaptor	1	\$0.50	\$0.50
TV Box + Remote	0	\$0.00	\$0.00
TV Adaptor	1	\$7.75	\$7.75

mini mDTA/mDTA Type	# of Outlets	NRC	MRC

*** Not available in home offices or private 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 as add-on to Digital Standard & Digital Deluxe TV Selections only.

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COMCAST BUSINESS TOTAL SERVICE CHARGES

Comcast Business		Selection(X)	Quantity	Unit Cost	Total Cost	Total Monthly Service Charge	
Business Internet/TV/Voice Installation Fee		X		\$0.00	\$0.00		\$412.95
Voice Activation Fee*						Promotional Code (if applicable)	
Auto-Attendant Setup Fee						Discount On Internet (if applicable)	120.00
Toll Free Activation Fee						Discount On Video (if applicable)	
Directory Listing Suppression Fee						Discount On Voice (if applicable)	30.00
VoiceEdge Select Seat Activation Fee**						Discount On VoiceEdge Select Seats (if applicable)	

* Per line activation fee, up to four (4) line maximum charge.
 ** Bundle includes: Auto attendant, Hunt Group and Base Station.

Total Discount \$150.00

Total Recurring Monthly Bill:* \$262.95

Total Installation Charges:* \$0.00

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

* Does not include Custom Installation Fees.

GENERAL SPECIAL INSTRUCTIONS

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COMCAST BUSINESS INTERNET CONFIGURATION DETAILS

Transfer Existing Comcast.net Email	No	Equipment Selection	Business Wireless
Number of Static IPs*	13	Business Web Hosting	No

COMCAST BUSINESS TV CONFIGURATION DETAILS

Outlet Details	Location	Outlet Type
Outlet 1 - Primary	Outlet - 1	TV Adaptor
Outlet 2 - Additional	Outlet - 2	TV Adaptor
Outlet 3 - Additional		
Outlet 4 - Additional		
Outlet 5 - Additional		
Outlet 6 - Additional		
Outlet 7 - Additional		
Outlet 8 - Additional		

Additional Comments:

OUTLETS 9 & UP QUANTITY

TV Box + Remote	0
TV Adaptor	0

COMCAST BUSINESS VOICEEDGE SELECT CONFIGURATION DETAILS

Phone #	Type

COMCAST BUSINESS VOICE CONFIGURATION DETAILS

Phone #	Type	HG1 Seq	HG2 Seq	Voicemail	Customer Equipment
7088735310	Mobility Lines	None	None	No	Phone System Type (Key System, PBX, Other)
7088735307	Mobility Lines	None	None	No	
					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)
					No
					Hunt Group 1 Configuration Type
					Hunt Group 2 Configuration Type
					Hunt Group 1 Pilot Number
					Hunt Group 2 Pilot Number

Account Name: Orland Park Public Library

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Toll Free #	Calling Origination Area	Associated TN

Directory Listing Details

Directory Listing (Published, Non-Published, Unlisted)	Published
Directory Listing Phone Number	7088735310
Directory Listing Display Name	Orland Park Public Library
DA/DL Header Text Information	LIBRARY SERVICES
DA/DL Header Code Information	010802
Standard Industry Code Information	8231

Additional Voice Details

Caller ID (Yes/No)	No
Caller ID Display Name (max 15 char.)	Orland Park Public Library
International Dialing (Yes/No)	No
Call Blocking (Yes/No)	No
Auto-Attendant (Yes/No)	No

COMCAST BUSINESS VOICE EDGE CONFIGURATION DETAILS

Voice Edge 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	

Voice Edge Additional Voice Details

Caller ID (Yes/No)	
International Dialing (Yes/No)	
Caller ID Display Name (max 15 characters)	
Call Blocking (Yes/No)	
Enterprise Extension Dialing?	

**COMCAST
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Billing Account Name	<u>Orland Park Public Library</u>	City	<u>Orland Park</u>
Billing Name (3rd Party Accounts)	<u></u>	State	<u>IL</u>
Address 1	<u>14921 S Ravinia Ave</u>	ZIP Code	<u>60462</u>
Address 2	<u></u>	Billing Contact Email	<u>mweimar@orlandparklibrary.org</u>
Billing Contact Name	<u>Mary K. Weimar</u>	Billing Contact Phone	<u>(708) 428-5203</u>
Tax Exempt?*	<u>No</u>	Billing Fax Number	<u></u>

* 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") 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. Comcast Business Voice, Internet, TV, and Comcast Business SmartOffice™ Services ("Service") carry a 30 day* money back guarantee**. If, within the first 30 days following Service installation, Customer is not completely satisfied, Customer may cancel Service and Comcast will issue a refund for the monthly recurring fee paid for the first 30 days of service, excluding installation charges, fees, taxes and voice usage charges, however, Customer will be charged any remaining payments owed for non-refundable fees (including installation) and other charges. In order to be eligible for the refund, Customer must cancel Service within 30 days after installation and return any Comcast-provided equipment in good working order. In no event shall the refund exceed \$500.00.

*Comcast Business Trunks and Comcast Business VoiceEdge™ carry a 60 day money back guarantee, subject to the above terms.

**The money back guarantee does not apply to Hospitality Video or Ethernet Services.

3. To complete a Voice order, Customer must execute a Comcast Letter of 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 Voice Service, Comcast must have the correct service address for the telephone number used by the Company. If the Voice Service or any Voice Service device is moved to a different location without Company providing an updated service address, 911 calls may be directed to the wrong emergency authority, may transmit the wrong address, and/or 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 Company'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, fails, or is exhausted.

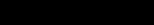
- Calls using the Voice Service, including calls to 911, may not be completed if there is a problem with network facilities, including network congestion, network/equipment/power failure, a broadband connection failure, or another technical problem.

- 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 SIGNATUREBy 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>.

DocuSigned by:

Signature: Print: Mary AdamowskiTitle: Assistant Library DirectorDate: 1/26/2018**FOR COMCAST USE ONLY**Sales Representative: Michelle EvansSales Representative Code: Sales Manager/Director Name: A Tst A TstSales Manager/Director Approval: Division: CentralSmartOffice License Number: