



# BUSINESS CLASS SERVICE ORDER AGREEMENT

Account Name: Lisle TownshipID#: 5808388

CUSTOMER INFORMATION (Service Location)	
Address 1 <u>4711 INDIANA AVE</u>	City <u>LISLE</u>
Address 2 _____	State <u>IL</u>
Primary Contact Name <u>Bill Green</u>	ZIP Code <u>60532</u>
Business Phone <u>(630) 968-2087</u>	County _____
Cell Phone _____	Email Address <u>billg@lisle-township.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 CLASS SERVICES

Selection (X)		Service Term (Months)	
Business Class Voice	X	24	
Business Class Internet	X		
Business Class TV			

## COMCAST BUSINESS CLASS SERVICES DETAILS

Business Class Voice*				Business Class Packages	
<b>VOICE SELECTIONS</b>	Quantity	Unit Cost	Total Cost	Package Name:	\$89.90 DP 2yr: Starter BCI, BCV
Full Feature Voice Lines	3	\$39.95	\$119.85	<b>PACKAGE DESCRIPTION</b>	
Adtl. F.F. Voice Lines w/ pkg.				Dbl Play: BCI Starter \$69.95, \$10MRC discount (\$69.95), BCV 1-3 \$39.95, \$10 MRC discount/line (\$29.95/line) original contract term, roll to rate card. Lines 4+ \$24.95. Dbl Play Data/Voice & 2yr terms reqrd. Taxes/usage/fees/cpe extra.	
4+ Lines	4	\$24.95	\$99.80		
Basic Lines	0	\$24.95	\$0.00		
Fax Lines	0	\$24.95	\$0.00		
Toll Free Numbers					
Equipment Fee	1	N/A	\$7.00		
<b>VOICE OPTIONS</b>	Selection(X)	Total Cost		<b>Business Class TV*</b>	
VoiceMail	1	\$5.00		<b>TV SELECTIONS</b>	
Directory Listing Suppression Fee				Basic	
Auto-Attendant				Information & Entertainment	
				Standard	
				Preferred	
				Music Choice Standalone	
				<b>TV OPTIONS</b>	
				Sports Pack**	
				Music Choice W/Business Class	
				Canales Selecto	
				Other Programming	
				Other Programming	
				Other Programming	
				<b>TV OUTLETS</b>	
				Quantity	
				Unit Cost	
				Total Cost	
				Additional Outlets	
				HD Outlet Charges	
				mini mDTA/mDTA Type	
				# of Outlets	
				NRC	
				MRC	

\* Voice offers &amp; options not available in all markets.

Business Class Internet*		
<b>INTERNET SELECTIONS</b>	Selection(X)	Total Cost
Starter	X	\$69.95
Preferred		
Other		
Equipment Fee		
<b>INTERNET OPTIONS</b>	Selection(X)	Total Cost
Microsoft Outlook Office Email	X	Included
Web Hosting - Starter	X	Included
Web Hosting - Business		
Web Hosting - Commerce		
Web Hosting - Professional		
Static IP - 1	X	\$14.95
Static IP - 5		
Static IP - 13		
Static IP - 29		
Static IP - 61		
Static IP - 125		
Static IP - 253		
IPv6		
Xfinity Wifi		

\* Internet selections &amp; options not available in all markets.

## COMCAST BUSINESS CLASS TOTAL SERVICE CHARGES

Business Class	Selection(X)	Unit Cost	Total Cost
Installation Fee	X	\$0.00	\$0.00
Voice Activation Fee*	X	\$24.95/Line	\$99.80
Auto-Attendant Setup Fee			
Voice Jack Fee			
Toll Free Activation Fee			
<b>Total Installation Charges:*</b>			\$99.80

Total Monthly Service Charge	\$316.55
Promotional Code (if applicable) <u>BPOInstallWaiver2/2</u>	\$40.00
Less Discount (if applicable)	
<b>Total Recurring Monthly Bill:*</b>	\$276.55

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

\* Does not include Custom Installation Fees referenced below.

**GENERAL SPECIAL INSTRUCTIONS**

Promotion Code BPOInstallWaiver2/2 - Standard Installation waiver for purchase of 2 or more products of Business Class Internet, Business Class Voice and Business Class TV when contracted for 2 or more years.





# BUSINESS CLASS SERVICE ORDER AGREEMENT

Account Name: Lisle Township

ID#: 5808388

CUSTOMER BILLING INFORMATION	
Billing Account Name	<u>Lisle Township</u>
Billing Name (3rd Party Accounts)	<u></u>
Address 1	<u>4711 INDIANA AVE</u>
Address 2	<u></u>
Billing Contact Name	<u>Bill Green</u>
Tax Exempt?*	<u>No</u>
<i>* If yes, please provide and attach tax exemption certificate.</i>	
City	<u>LISLE</u>
State	<u>IL</u>
ZIP Code	<u>60532</u>
Billing Contact Email	<u>billg@lisetownship.com</u>
Billing Contact Phone	<u>(630) 968-2087</u>
Billing Fax Number	<u></u>

## AGREEMENT

1. This Comcast Business Class 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 Class Service Order Agreement consists of this document ("SOA"), the standard Comcast Business Class 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 Class 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.

3. IF CUSTOMER IS SUBSCRIBING TO COMCAST'S BUSINESS CLASS VOICE SERVICE, I ACKNOWLEDGE RECEIPT AND UNDERSTANDING OF THE E911 NOTICE:

### E911 NOTICE

Comcast Business Class 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 of 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 <a href="http://business.comcast.com/terms-conditions/index.aspx">http://business.comcast.com/terms-conditions/index.aspx</a> .
Signature: <u>Richard J. Tarulis</u>
Print: <u>RICHARD J. TARULIS</u>
Title: <u>SUPERVISOR</u>
Date: <u>1/8/13</u>

FOR COMCAST USE ONLY
Sales Representative: <u>Christine Miller</u>
Sales Representative Code: <u>75086</u>
Sales Manager/Director: <u>Gene Maletta</u>
Sales Manager/Director: <u></u>
Division: <u>Central</u>
Lead ID: <u>5808388</u>



# BUSINESS CLASS SERVICE ORDER AGREEMENT

Account Name: Lisle Township

ID#: 5808388

## LETTER OF AGENCY

Please print or type the following All blank spaces must be completed.

Billing Name ("Company"): Lisle Township

Billing Address: 4711 INDIANA AVE

City: LISLE State: IL Zip: 60532

If Company is switching its current phone number(s) to Comcast, please print the telephone number(s) and the name(s) of Company's current local and long distance phone service providers in the spaces below.

Area code(s) and telephone number(s) Company wants switched to Comcast (you may also insert a number range, e.g., 215-555-0000 thru 215-555-9999):

Telephone Number	Current Local Provider
6309682087	ATT
6309682296	ATT
6309683262	ATT
6309683207	ATT
6309681880	ATT
6309601857	ATT
6309683360	ATT

Telephone Number	Current Local Provider

**Please read the following information:**

The undersigned is an authorized representative of the Company. Company chooses Comcast for all its landline calling needs across town, across the country, and worldwide for the telephone number(s) listed above (if applicable). Company understands that Comcast will take the place of its current landline phone service provider(s) for local, local toll, and long distance services. Company understands that, for each of these services, it may designate only one provider per service for any one telephone number. Company also understands that the service provided by Comcast includes all distances, which means that Company may only designate one provider for all of its calling needs for any one telephone number.

The undersigned signature on this form authorizes Comcast to act as Company's agent in making the changes from Company's current service provider(s), and to switch Company's telephone number(s), listed above (if applicable), to Comcast. Company understands that its current service provider(s) may charge a fee to switch its service to Comcast

**Please sign here:**

Authorized Representative's Richard J Tarulis Date: 1/8/13  
 Authorized Representative's Name (Print): RICHARD J. TARULIS  
 Authorized Representative's Title (Print): SUPERVISOR



# BUSINESS CLASS SERVICE ORDER AGREEMENT

Account Name: Lisle Township

ID#: 5829666

CUSTOMER INFORMATION (Service Location)	
Address 1 <u>4721 INDIANA AVE</u>	City <u>Lisle</u>
Address 2 _____	State <u>IL</u>
Primary Contact Name <u>Bill Green (LT)</u>	ZIP Code <u>60532</u>
Business Phone <u>(630) 968-2087</u>	County _____
Cell Phone _____	Email Address <u>billg@lisle township.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 CLASS SERVICES

Service	Selection (X)	Service Term (Months)	Value
Business Class Voice	X	24	
Business Class Internet	X		
Business Class TV	X		

## COMCAST BUSINESS CLASS SERVICES DETAILS

Business Class Voice*			
VOICE SELECTIONS	Quantity	Unit Cost	Total Cost
Full Feature Voice Lines	3	\$44.95	\$134.85
Adtl. F.F. Voice Lines w/ pkg.			
4+ Lines	4	\$24.95	\$99.80
Basic Lines	0	\$24.95	\$0.00
Fax Lines	0	\$24.95	\$0.00
Toll Free Numbers			
Equipment Fee			
VOICE OPTIONS		Selection(X)	Total Cost
VoiceMail		1	\$5.00
Directory Listing Suppression Fee			
Auto-Attendant			

\* Voice offers & options not available in all markets.

Business Class Internet*			
INTERNET SELECTIONS	Selection(X)	Total Cost	
Starter			
Preferred			
Other Premium	X	\$59.95	
Equipment Fee			
INTERNET OPTIONS		Selection(X)	Total Cost
Microsoft Outlook Office Email		X	Included
Web Hosting - Starter		X	Included
Web Hosting - Business			
Web Hosting - Commerce			
Web Hosting - Professional			
Static IP - 1			
Static IP - 5		X	\$19.95
Static IP - 13			
Static IP - 29			
Static IP - 61			
Static IP - 125			
Static IP - 253			
IPv6			
Xfinity Wifi			

\* Internet selections & options not available in all markets.

Business Class Packages	
Package Name:	PACKAGE DESCRIPTION

Business Class TV*					
TV SELECTIONS	Selection(X)	Total Cost			
Basic	X	\$4.95			
Information & Entertainment					
Standard					
Preferred					
Music Choice Standalone					
TV OPTIONS		Selection	Total Cost		
Sports Pack**					
Music Choice W/Business Class					
Canales Selecto					
Other Programming					
Other Programming					
Other Programming					
TV OUTLETS			Quantity	Unit Cost	Total Cost
Additional Outlets		0	\$0.00	\$0.00	
HD Outlet Charges		0	\$5.00	\$0.00	
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 for Information & Entertainment, Standard & Preferred TV offers only.

## COMCAST BUSINESS CLASS TOTAL SERVICE CHARGES

Business Class	Selection(X)	Unit Cost	Total Cost
Installation Fee	X	\$0.00	\$0.00
Voice Activation Fee*	X	\$29.95/Line	\$119.80
Auto-Attendant Setup Fee			
Voice Jack Fee			
Toll Free Activation Fee			
* Per line activation fee, up to four (4) line maximum charge			\$119.80
* Does not include Custom Installation Fees referenced below.			

Total Monthly Service Charge	\$324.50
Promotional Code (if applicable) <u>CS\$29.95BCV BCI-\$10_WVI</u>	
Less Discount (if applicable)	\$40.00
<b>Total Recurring Monthly Bill:*</b>	<b>\$284.50</b>

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

## GENERAL SPECIAL INSTRUCTIONS

Promotion Code CS\$29.95BCV BCI-\$10\_WVI - Business Class Voice, Lines 1-3, \$29.95ea, a \$10 MRC discount off rate card when added to an existing Business Class Account. Existing services can be Business Class Internet or Business Class TV. Existing Services require re-contracting at current rate card. BCTV existing or new at rate card. BCI Starter or higher required. Standard Install Waived. Minimum 2 yr term required. All services require contracting and existing account must be in good standing. Taxes, Usage, Fees, CPE are extra.





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Billing Name (3rd Party Accounts)	<u></u>
Address 1	<u>4721 Indiana Ave</u>
Address 2	<u></u>
Billing Contact Name	<u>Bill Green (LT)</u>
Tax Exempt?*	<u>Yes</u>
* If yes, please provide and attach tax exemption certificate.	
City	<u>Lisle</u>
State	<u>IL</u>
ZIP Code	<u>60532</u>
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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: <u>Richard J Tarulis</u>
Print: <u>RICHARD J. TARULIS</u>
Title: <u>SUPERVISOR</u>
Date: <u>1/8/13</u>

FOR COMCAST USE ONLY
Sales Representative: <u>Christine Miller</u>
Sales Representative Code: <u>75086</u>
Sales Manager/Director: <u>Gena Maletta</u>
Sales Manager/Director: <u></u>
Division: <u>Central</u>
Lead ID: <u>5829666</u>



# BUSINESS CLASS SERVICE ORDER AGREEMENT

Account Name: Lisle Township

ID#: 5829666

## LETTER OF AGENCY

Please print or type the following All blank spaces must be completed.

Billing Name ("Company"): Lisle Township

Billing Address: 4721 Indiana Ave

City: Lisle State: IL Zip: 60532

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Area code(s) and telephone number(s) Company wants switched to Comcast (you may also insert a number range, e.g., 215-555-0000 thru 215-555-9999):

Telephone Number	Current Local Provider
6309681183	ATT
6309681699	ATT
6309681995	ATT
6309681996	ATT
6309688563	ATT
6309688559	ATT
6309681236	ATT

Telephone Number	Current Local Provider

### Please read the following information:

The undersigned is an authorized representative of the Company. Company chooses Comcast for all its landline calling needs across town, across the country, and worldwide for the telephone number(s) listed above (if applicable). Company understands that Comcast will take the place of its current landline phone service provider(s) for local, local toll, and long distance services. Company understands that, for each of these services, it may designate only one provider per service for any one telephone number. Company also understands that the service provided by Comcast includes all distances, which means that Company may only designate one provider for all of its calling needs for any one telephone number.

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### Please sign here:

Authorized Representative's Richard J Tarulis Date: 1/8/13  
 Authorized Representative's Name (Print): RICHARD J. TARULIS  
 Authorized Representative's Title (Print): SUPERVISOR



# BUSINESS CLASS SERVICE ORDER AGREEMENT

Account Name: Lisle Township

ID#: 5829666

## IP Justification Form

Comcast conforms to the North American IP Registry (ARIN) policies regarding IP address allocation. As part of its standard service, Comcast will assign up to eight IP addresses for customer use on their local area network (LAN). Customers can use this form for initial assignments and additional augments. Comcast requires a written justification form for any IP address blocks requested so that we can demonstrate to ARIN that IP addresses allocated to Comcast, or any underlying providers, are being used efficiently.

Per ARIN guidelines (<http://www.arin.net/intro.html>), organizations will be assigned address space based on immediate utilization plus three month and six month projected utilization. Organizations must exhibit a high confidence level in their three month and six month utilization rate and supply documentation to justify the level of confidence.

If you have any questions about the IP assignment policy or process, please refer to ARIN's IP Address Assignment Policy and Procedures, and RFC 2050 that can found at <ftp://www.arin.net/rfc/rfc2050.txt>.

Please complete the following form and submit it to your Comcast sales representative.

### Customer Site

Location	<u>Lisle Township</u>	1
Street	<u>4721 INDIANA AVE</u>	2a
Rm/Ste/FI	<u>null</u>	2b
City,State Zip	<u>Lisle, IL 60532</u>	2c
Phone #	<u>(630) 958-2087</u>	2d

### Technical Contact

Name(First Last)	<u>Bill Green (LT)</u>	3a
Title		3b
Phone #	<u>(630) 958-2087</u>	3c
Email	<u>billg@lisle township.com</u>	3d

4. Domain Name: LISLETOWNSHIP.COM

Note: If more than one domain, use first domain registered.

5. Do you have previously assigned addresses from Comcast?:  Yes  No

5b. If yes, what addresses were assigned?: \_\_\_\_\_

6. Number of IP addresses requested/traded within 6 months: 5 Note: If your organization already has IP space assigned, you must utilize 80% before applying for

7. Use the following Network Table to describe your IP assignments within the next six months. THIS IS REQUIRED

IP Number	IP Address (If known)	Below, provide a description of use for each IP requested
1		
2		
3		
4		
5		

I verify that I am authorized to represent the organization below and that the above information is true and correct. I understand that Internet Protocol Version 4 address space is limited and that users of the Internet are responsible for conserving address space and ensuring that space is utilized efficiently.

Print Name RICHARD J. TARULIS

Title SUPERVISOR

Organization Lisle Township

Phone #(day) (630) 958-2087

Email billg@lisle township.com

Fax (630) 958-3360